

# TARIFF REGULATIONS

of

## GRAZ AIRPORT

In force as per 1st of January 2019

**TRANSLATION ONLY THE GERMAN TEXT SHALL PREVAIL**

Civil Aerodrom Operator:

### **FLUGHAFEN GRAZ BETRIEBS GMBH**

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VAT-No.: ATU 28858509, Firmenbuchnummer: FN 55239i

Ein Unternehmen der  
HOLDING



## IMPORTANT NOTES

### 1. Terminal navigation charge

If there are any questions concerning the Terminal navigation charge please contact:

**Austro Control**

Österreichische Gesellschaft für Zivilluftfahrt mbH

A-1220 Wien, Wagramer Straße 19

Tel.: + 43 - 05 - 1703 - DW 9410

Fax: + 43 - 05 - 1703 - DW 9416

UID-Nr.: ATU 37259408

[www.austrocontrol.at](http://www.austrocontrol.at)

The Terminal navigation charge is not part of the current Tariff Regulations of the Flughafen Graz Betriebs GmbH and will be charged by “**Austro Control**”.

In case of cash payment of the airport fees and charges the terminal navigation charge will be collected by the Flughafen Graz Betriebs GmbH.

## 2. Schedule Coordination Service Fee

Under the “Federal Law on Aviation”, in the version of Federal Law Gazette 98/2005 from August, 11th 2005 a “Schedule Coordination Service Fee” was approved by the Ministry for Transport, Innovation and Technology, which each air transport company or the aircraft holder has to pay for the coordination or facilitation of airport slots.

The levy of this fee is done on behalf and for the account of SCA Slot Coordination Austria by the Flughafen Graz Betriebs GmbH and is to be paid over by the airport operator to SCA Slot Coordination Austria.

The payment of the “Schedule Coordination Service Fee” to the Flughafen Graz Betriebs GmbH is subject to the conditions as laid down in section I. GENERAL PROVISIONS, paragraph 4 “Payment of fees/charges” of the Tariff Regulations of Graz Airport as valid at the time.

For inquiries concerning the “Schedule Coordination Service Fee” please contact:

**SCA Schedule Coordination Austria GmbH**

Office Park I, Top B 08/04  
A-1300 Vienna Airport

Tel.: + 43 - 01 - 7007 - DW 236-00

Fax: + 43 - 01 - 7007 - DW 236-15

Email: [office@slots-austria.com](mailto:office@slots-austria.com)

For slot-requests : [viexpvh@slots-austria.com](mailto:viexpvh@slots-austria.com)

[www.slots-austria.com](http://www.slots-austria.com)

UID-Nr.: ATU 56636037

The “Schedule Coordination Service Fee” is no part of the current Tariff Regulations of the Flughafen Graz Betriebs GmbH.

### 3. Notice to the “Air Transport Levy”

**Translation only - The German text shall prevail**

On the basis of the Budget Accompanying Act (Budgetbegleitgesetz 2011), most recently amended by the Tax Code Amendment Act (Abgabenänderungsgesetz 2011), which introduced inter alia an air transport levy (Air Transport Levy Act, Flugabgabengesetz), every aircraft owner is required to pay an air transport levy to the competent tax office (Finanzamt für Gebühren, Verkehrsteuern und Glücksspiel) in Austria for passengers departing from Austrian airports, unless an exemption from liability for air transport levy applies.

For further information kindly refer to the website of the Austrian Ministry of Finances:

<https://www.bmf.gv.at/stuern/a-z/flugabgabengesetz/flugabgabe.html>

Every aircraft owner has to transmit data to the respective airport: in order to fulfill this obligation the airport Graz provides following webportal:

<https://flugabgabe.reg-airports.at/grz>

For Login-data please contact:

E-mail: [operationsoffice@flughafen-graz.at](mailto:operationsoffice@flughafen-graz.at)

## ABBREVIATIONS

<b>LFG</b>	Luftfahrtgesetz 1957, BGBl.253/1957, idgF.
<b>ZFBO</b>	Zivilflugplatz-Betriebsordnung 1962, BGBl.72/1962, idgF.
<b>BGBL</b>	Bundesgesetzblatt
<b>LSG</b>	Luftfahrtsicherheitsgesetz
<b>A/C</b>	aircraft
<b>ZL-Schein</b>	Zivilluftfahrerschein (Civil Aviation Personnel Licence)
<b>ZLPV</b>	Zivilluftfahrt-Personalverordnung, Personalverordnung (Civil Aviation Personnel Licencing Ordinance), BGBl.219/1958 idgF.
<b>LVG</b>	Luftverkehrsgesellschaft
<b>kg</b>	kilogramm
<b>to / t</b>	metric ton = 1.000 kg
<b>v.H.</b>	von Hundert
<b>VAT (MWSt.)</b>	value added tax
<b>MTWO</b>	maximum take-off weight
<b>ZARV</b>	Zivilluftfahrzeug-Ambulanz- und Rettungsflugverordnung, (Ordinance on Ambulance and Rescue Flights carried out with Civil Aircraft), BGBl.126/1985
<b>idgF</b>	in der geltenden Fassung
<b>BAD</b>	Bodenabfertigungsdienste
<b>FBG</b>	Flughafen-Bodenabfertigungsgesetz
<b>FEG</b>	Flughafentgeltgesetz
<b>EUR</b>	Angabe der Tarifwerte in EURO
<b>MTOW</b>	Maximum Take-off weight
<b>LF</b>	Landing Fee
<b>PSF</b>	Passenger Service Fee
<b>PF</b>	Parking Fee
<b>PRM</b>	PRM – Fee ( <b>P</b> ersons with <b>R</b> educed <b>M</b> obility)
<b>ISF</b>	Infrastructure Fee
<b>RHC</b>	Ramp-Handling-Charge
<b>THC</b>	Traffic-Handling-Charge
<b>HC</b>	Hangar Charge
<b>SC</b>	Security Charge
<b>SS</b>	Single Services

## CONTENTS

I.	General Provisions	7
II.	Landing Fee	13
III.	Passenger Service Fee	15
IIIA.	PRM – Fee	16
IV.	Security Charge	17
V.	Parking Fee	18
VI.	Infrastructure Fee	19
VII.	Charges for Ground handling Services	22
VIII.	Hangar Charge	26
IX.	Exemptions and Reductions	28

**Annex 1:**  
Definition of the Central Infrastructure Facilities

**Annex 2:**  
List of Ground Handling Services

**Annex 3:**  
List of Single Services

I.

**GENERAL PROVISIONS**

**1. Place of performance**

Place of performance shall be Graz Airport.  
Jurisdiction shall be the competent court in Graz.

In case of mutual legal relationship resulting from these Tariff Regulations, exclusively the law in force in the Federal Republic of Austria shall apply. Conditions differing from those mentioned below shall be subject to the written approval of the Civil Aerodrom Operator.

**2. Binding Force of Tariff Regulations**

In pursuance of Art. 15 of the Zivilflugplatzbetriebsordnung - ZFBO, BGBl No 1962/72 - any user of the facilities and installations of the airport shall be subject to the present Tariff Regulations as Part II of the Civil Aerodrome Conditions of Use.

With the exception of the tariffs for Single Services (Section VII) the tariffs quoted hereunder shall be flat rates. These flat rates shall be indivisible and shall have to be paid in full even if only parts of the services are utilized. The flat rates shall fall due to the performance of the service.

**3. Definition of Terms**

The term "**A/C whose holder is the Republic of Austria**" shall mean all those A/C of the Austrian Federal Authorities and Agencies that are registered as such in the Register of A/C.

**"Air Transportation Companies"** shall be air traffic companies for the commercial transportation of persons and goods by aircraft (para 101 lit. a LFG).

**"Ambulance Flights"** shall be flights for the transportation of seriously ill or seriously injured persons who have already received medical treatment or of emergency patients from one hospital to another (under article 2 ZARV 1985 Civil Aircraft Ambulance and Rescue Flight Decree).

**"Cargo Plane"** shall be every aircraft, which transports goods or material and which is no passenger plane.

**"Change of Load"** is the on/off loading or redistribution of load (passengers, baggage, cargo, mail).

**"Code-Share"** refers to various types of operational or commercial arrangements between two or more airlines, whereby the actual flight is operated by only one of these airlines.

The expression **"Duties of Aviation Authorities"** shall in particular denote

- flights in exercise of the surveillance right pursuant to the LFG,
- flights pursuant to article 119 (e) LFG,
- flights for the purpose of testing radio equipment,
- flights for the purpose of determining approach and landing procedures,
- flights of the Federal Aircraft Accident Commission (Flugunfallkommission), and
- flights of the Search and Rescue Services

Sorties under article 145 LFG shall be treated in the same way.

An **"Emergency Case"** shall be a landing in case of a relevant event (e.g. illness or death of a passenger, technical defect at the A/C etc.) or threat of violence.

A **"Return Landing"** occurs if after take-off – without landing at any other airport – the aircraft returns unscheduled to and lands at the airport of departure.

**"Flight Number"** shall be the designation for a flight which is composed of the (three) two-letter-code (ICAO) and/or which additionally is followed by a figure or letter combination.

**"General Aviation"** are all aircrafts which do not operate regular scheduled or charter flights.



“**Load**” means passengers, baggage, cargo and mail.

**Maximum take-off weight (MTOW)** = structural Maximum take-off weight of the A/C according to A/C-permission-documents.

“**Passenger**” shall be all persons transported by an A/C with the exception of Crew members.

The terms “**passenger**”, “**baggage**”, “**cargo**” and “**mail**” used in the present Tariff Regulations shall include all those persons and goods that are to be transported in the A/C of the A/C-Holder and Air Carrier, respectively.

“**Passenger Plane**” shall be an aircraft with persons on board, who are no Crew members, employees of airlines in official function, authorized representatives of a national authority or escort of a consignment.

The item “**PRM**” means **P**ersons with **R**educed **M**obility.

“**Regional Air Traffic**” shall be all scheduled flights with passengers operated from and to Graz which comply with the following criteria:

- 1) Operation with aircrafts equipped with max. 99 passenger seats and a maximum take off weight (MTOW) of max. 40 tonnes.
- 2) A further restriction results from the duration of flight and the distance of the destination. The definition will be set under consideration of objective criteria by the Flughafen Graz Betriebs GmbH.

“**Rescue Flights**” shall be flights for the rescue of persons from immediately imminent danger to their life or health (under art. 2 lit. a) - d) ZARV 1985).

A “**Route Experience Flight**” shall be a flight for the purpose of Crew-instruction and on which no passengers are transported.

A “**Technical Landing**” shall be a landing where no physical change of load occurs neither after the landing nor before the subsequent take-off such as Fuelstop. In case of technical landing ballast is not considered as load.

“**Test Flights**” shall be flights for the testing of A/C before certification or after the carrying out of maintenance works.

**"Training Flights"** shall be flights for training purposes in line with a training approved by the aeronautical authority.

**"Transfer-Passengers"** are passengers whose flight number changes during their stop over and who physically most of the time have to change aircraft by using the airport facilities.

**"Transit-Passengers"** shall be passengers whose flight does not change the flight number during its ground stop.

**"Trial Flights"** shall be flights for the stating of the air-worthiness of the A/C or the operation fitness of pices of the equipment.

The **"weight class A"** - according to the aircraft register of the Federal Republic of Austria - shall comprise aeroplanes and rotocraft up to 2.000 kg MTOW irrespective of their number of seats.

**"Wide-Body Aircraft"** is a high capacity aircraft with more than one aisle in the passenger cabin and more than 6 passengers seats per seating row.

**"Work Flights"** shall be flights in the course of which a working process is carried out which does not consist in transportation or the performance of a flight itself.

Among them shall be in particular: aero-tow flights, spreading and spraying flights and other crop dusting flights, flights for the dropping of parachutists, photo flights, aerial surveying flights as well as workshop and hangar flights (see also under "Test and Trial Flights")

#### 4. Payment of fees/charges

- \* On principle it shall be the A/C operator in scheduled and non-scheduled traffic according to the flight number, or the A/C holder under article 13 LFG, that shall be liable for the payment of the fees/charges due.
- \* The settlement of fees/charges shall be the liability of the Carrier as general debtor under which Carrier code/flight number the particular flight is operated.  
Any resulting reimbursement between the actual operating Carrier and its "Code-Sharing-Partner(s)" is up to the Carrier who actually operates the flight.
- \* If the A/C operator is not known the A/C owner shall be regarded as A/C operator until he has proven who is or was the A/C operator.
- \* The fees/charges shall be charged for exclusively in EUR.
- \* All tariffs are net exclusive of sales tax (VAT).
- \* The fees/charges shall be due immediately and payable in EUR. Any other due date shall require the written agreement of the Civil Aerodrome Operator. All expenses incurred in connection with payment shall be charged to the debtor.
- \* Balancing of the debtor's claims against FGB's claims shall be excluded unless
  - a) FGB becomes insolvent and a counter-claim would become part of the bankruptcy assets.
  - b) there exists a legally binding judgment on the counter-claim
  - c) FGB has recognized the counter-claim.
- \* In case the due date agreed upon is not complied with, default interest shall be payable by the debtor (currently 9,58%) as well as all encashment charges according to the applicable law of default of payment.
- \* The Civil Aerodrome Operator shall reserve the right to demand possible securities such as e. g. guarantee, cash securities, assumption of liability or advance payment before performance.
- \* The Civil Aerodrome Operator shall be entitled to determine the debtor according to para 1 and/or to correct errors of calculation, if any, retroactively.
- \* Objections to invoices have to be asserted by the payer within 3 months upon receipt of invoice.

## 5. Extension of Operating Time

For the provision of necessary equipment and personnel to be rendered on special request out of the official operating time as approved for the Civil Aerodrome Operator according to article 3 (1) of the ZFBO, a flat rate of

**EUR 210,36**

irrespective of any other charge has to be paid for each 15-minute period or part thereof.

For flights out of the official operating time as approved for the Civil Aerodrome Operator according to article 3 (1) of the ZFBO, for which ground handling services are claimed, an extra charge of 50 percent of the handling-flat-rates until 02.00 local time and later than 02.00 local time an extra charge of 100 percent of the handling-flat-rates according to section VII, no.3., point a) and b) of the Tariff Regulations has to be paid, besides the above mentioned flat rate.

For a one-time move into or out of the hangar of an A/C for the purpose of hangarage for arrivals and/or departures outside operation hours there is an extra charge of 50 percent according to section VIII., no.2., point c) and d) of the fixed charge to pay.

Irrespective of the above mentioned tariff for extension of operating time for light-movements from 11.30 p.m. to 06.00 a.m. local time the compensation of the costs for enlarged service times of the flight security office - prescribed of the Federal Office of Civil Aviation - has to be charged from Civil Aerodrome Operator against airport users, anyway cost of flight security office have to be paid on causality. The compensation of costs increases themselves in case of frequency of flight moves and shall apply to the present Tariff Regulations.

## 6. Miscellaneous

For exemptions and reductions see also Section IX.

The Annex 1 (Definition of the Central Infrastructure Facilities) and Annex 2 (List of Ground Handling Services) shall be an integral part of these Tariff Regulations.

The above provision shall apply to all sections of the present Tariff Regulations.

## 7. Incentives

If the committed assumptions meet the requirements of the “**Incentive Programme for Graz Airport**” the Civil Aerodrome Operator reserves his right to grant incentives. The basic claim of an airport user (air traffic company or aircraft owner) to grant an incentive for the payment of a fee or charge arises, when a written contract for the granting of an incentive has been signed as well as the fulfillment of the added preconditions for the respective incentive has been proved. The Incentive Programme can be requested by Flughafen Graz Betriebs GmbH and is no part of this Tariff and Charges Regulation.

**II.**

**LANDING FEE**

**1. General**

A fee shall be payable for the use of the landing facilities and installations (including lighting facilities and installations), for the use of A/C parking positions within the free parking time, for the marshalling in and out of the A/C, for the positioning and removing of chocks in case of A/C of over 4.000 kg MTOW as well as of the cargo facilities generally available.

The basic claim of the Civil Aerodrome Operator to this fee shall arise the moment the A/C touches the ground of this Civil Aerodrome. For flights requiring the operation of lighting installations as well as any other technical landing assistance appliances (e.g. VASIS) are liable to a fee even though no landing takes place at Graz Airport.

It is the responsibility of the airline or the aircraft operator / holder / owner to inform the airport operator of the basis for assessment as mentioned in Section 2. – which is the MTOW – by means of an official document issued by the regulatory authority. If the MTOW is not sufficiently documented, the highest known MTOW for this aircraft type will be used for tariff calculations. Increases of the MTOW for every aircraft are to be made known and documented to the airport operator immediately. The airport operator reserves the right to apply subsequent billing to movements in which the aircraft was certified with a higher MTOW. Reductions of the MTOW for every aircraft are to be made known and documented to the airport operator immediately. The airport operator will consider the reduction as soon as they are known and documented. Subsequent billing does not apply to MTOW reductions.

**2. Basis of Assessment and Rates**

The assessment basis for the landing fee to be paid is the maximum take-off weight (MTOW).

**a) Landing Fee up to 4.000 kg MTOW**

The basic fee per landing shall be:

	to 1.000 kg	EUR 9,56
above 1.000 kg	to 1.500 kg	EUR 16,95
above 1.500 kg	to 2.000 kg	EUR 28,20
above 2.000 kg	to 2.500 kg	EUR 46,77
above 2.500 kg	to 3.000 kg	EUR 56,05
above 3.000 kg	to 3.500 kg	EUR 65,32
above 3.500 kg	to 4.000 kg	EUR 74,58

**b) Landing Fee above 4.000 kg MTOW for passenger-airtraffic**

The Landing Fee for each landing shall be per ton MTOW or part thereof

(e.g. 4.001 kg = 5t):

above 4 t	to 10 t	EUR 18,85
above 10 t	to 200 t	EUR 17,23
above 200 t	to 270 t	EUR 15,47
above 270 t	to 320 t	EUR 14,50
above 320 t		EUR 13,20

however not less than the highest rate in the next lower weight category.

**c) Landing Fee for regional air traffic**

(definition in Section I, para 3. "Definition of Terms")

The Landing Fee per landing shall be: **85 %**

of the respective Landing Fee applicable under b).

**d) Landing Fee above 4.000 kg MTOW for cargo-airtraffic**

The Landing Fee for each landing shall be per ton MTOW or part thereof

(e.g. 4.001 kg = 5t):

above 4 t	to 10 t	EUR 18,85
above 10 t	to 200 t	EUR 18,85
above 200 t	to 270 t	EUR 16,95
above 270 t	to 320 t	EUR 15,86
above 320 t		EUR 14,44

however not less than the highest rate in the next lower weight category.

III.

**PASSENGER SERVICE FEE**

**1. General**

For the use of passenger terminal buildings including all their facilities and installations by departing passengers a charge shall be payable.

The basic claim of the civil aerodrome operator to this charge shall arise with the acceptance for transportation.

For determining the bases of assessment stated under item 2 the flight operator or the A/C holder or the air Carrier or the A/C owner shall have to provide the civil aerodrome operator with adequate data.

**2. Bases of Assessment and Rates**

The basis of assessment for the passenger service charge to be paid shall be the number of departing passengers.

a) Passenger Service Charge for passengers in international air traffic who use the terminal building:

The charge shall be per passenger	<b>EUR 14,48</b>	
<b>in conjunction with PRM – Fee (see IIIA.) consequently</b>		<b>EUR 15,07</b>

b) Passenger Service Charge for passengers in regional air traffic:

The charge shall be per passenger	<b>EUR 12,31</b>	
<b>in conjunction with PRM – Fee (see IIIA.) consequently</b>		<b>EUR 12,90</b>

c) Passenger Service Charge for transfer-passengers and for passengers who use the General Aviation Center (GAC):

The charge shall be per passenger	<b>EUR 9,11</b>	(international)	
<b>in conjunction with PRM – Fee (see IIIA.) consequently</b>			<b>EUR 9,70</b>
	<b>EUR 4,23</b>	(national)	
<b>in conjunction with PRM – Fee (see IIIA.) consequently</b>			<b>EUR 4,82</b>

**Not included in the basis of assessment are:**

- A. Children under two years.
- B. Transit passengers who are using the terminal building including its facilities and installations in the course of a technical A/C failure connected with a change of A/C.
- C. Passengers carried by an aircraft of the weight up to 2.000kg MTOW.
- D. Personnel of air transportation companies on duty travel holding a free ticket as well as persons having government request status connected with a 100 % exemption from the air fare.
- E. Persons whose presence aboard an A/C is absolutely necessary during training-, work-, test- and trial flights.
- F. Parachutists when departing for bailing out.
- G. Persons whose presence aboard an A/C is absolutely necessary during flight rescue and flight ambulance operations in performing their medical tasks (e.g doctors, medical personnel).
- H. Persons whose presence aboard an A/C is absolutely necessary during sorties.

**III.A.**

**PRM - Fee**

**1. General**

According to article 8 (1) of the EU – Regulation 1107/2006 the managing body of an airport is responsible for ensuring the provision of assistance specified in Annex I to disabled persons and persons with reduced mobility. For the purpose of funding this assistance a tariff on airport users is levied.

The basic claim of the Civil Aerodrome Operator to this charge shall arise with the acceptance for transportation.

**2. Bases of Assessment and Rates**

The assessment basis for the PRM – Fee in the amount of **EUR 0,59** is the number of departing passengers and shall be collected in connection with the PASSENGER SERVICE FEE (see section III. "Passenger Service Fee).



#### IV.

#### Security Charge (SC)

Under the "Federal Law on the Protection against Criminal Acts against Security of Civil Aircraft", Luftfahrtsicherheitsgesetz – LSG 2011 idgF, each air transport company has to pay a security charge in the amount of **EUR 14,40\*** for each passenger departing from Graz Airport for whom also the passenger service fee applies.

The payment of the security charge is subject to the payment arrangements for payment of fees/charges according to Abs. 4 "Payment of fees/charges" in I "General Provisions" of the respective tariff regulations in force.

\* The Ministry for Transport, Innovation and Technology (as Austrian Civil Aviation Authority) have approved a maximum permissible security charge in the amount of **EUR 15,51** as per 01.01.2019.

V.

**PARKING FEE**

**1. General**

A charge shall be payable for the use by an A/C of the parking area of the Civil Aerodrome Operator. The claim of the Civil Aerodrome Operator to that charge shall accrue at the moment the A/C has been parked or is being moved to the parking position.

**2. Bases of Assessment and Rates**

2.1 After expiration of the free parking period (= 4 hours) the tariff per 24-hour-period or part thereof (calculated as per beginning of actual block-to-block time) shall be:

a) For A/C with the MTOW

	to 4.000 kg	20%
above 4.000 kg	to 10.000 kg	15 %

of the respective Landing Fee applicable.

b) For aircraft with the MTOW

above 10 t	10 %
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of the respective Landing Fee applicable however not less than the rate under a) up to 10.000 kg MTOW.

2.2 For A/C permanently parked at the airport a special agreement can be signed for a guaranteed parking position with securing possibilities for the parked A/C depending on the positions available.

## VI.

### INFRASTRUCTURE FEE

#### 1. General

The Carrier/aircraft operators are liable for the payment of a fee to Graz Airport for the use of the “central infrastructure facilities” according to § 1 no. 7 and Art. 5 Subsec. 4 FBG.

The basic claim of the civil aerodrome operator to this charge shall arise with the positioning of the aircraft on the Graz Airport.

The definition of the “central infrastructure” of Graz Airport can be found in Annex 1 of the Tariff Regulations.

The regional tariff is not applicable to the infrastructure fee.

The infrastructure fee is divided according to the provision of infrastructure-facilities and installations, namely:

#### **A: Infrastructure Fee „Passenger“**

For the allocation to and utilization of infrastructural facilities and installations by an airline respectively its handling agent (airline/supplier of ground handling services) for the supply of passenger-handling services according to FBG and for the utilisation of these installations by the passenger, a fee is payable

The basic claim of the Civil Aerodrome Operator to this fee shall arise from accepting the passenger for transport respectively from the allocation of the handling-facilities of an airline respectively its handling agent (airline/supplier of ground handling services).

#### **B: Infrastructure Fee „Ramp“**

For the provision and utilisation facilities and installations which are used for the supply of ground handling services according to FBG, a fee is payable.

The basic claim of the Civil Aerodrome Operator to this fee shall arise from positioning the aircraft of the main apron at Graz Airport.

The classification of an aircraft into a tariff group shall be made on the basis of the MTOW.

The infrastructure fee is charged as soon as a Ground Handling Service is performed by the Graz Airport or by any self - Handling Company.

#### **C: Infrastructure Fee for “General Aviation”**

## 2. Bases for Assessment and Rates

### A: Infrastructure Fee „Passenger“

The assessment basis for the infrastructure fee „Passenger“ is the number of the departing passengers and shall be collected in connection with the PASSENGER SERVICE FEE

The fee shall be per departing passenger **EUR 1,69**

### B: Infrastructure Fee „Ramp“

The assessment basis for the „airside“ infrastructure fee is the provision and utilisation of infrastructures for an aircraft within the scope of the supply of ground handling services according to FBG.

**For scheduled and charter flights the following tariffs are valid:**

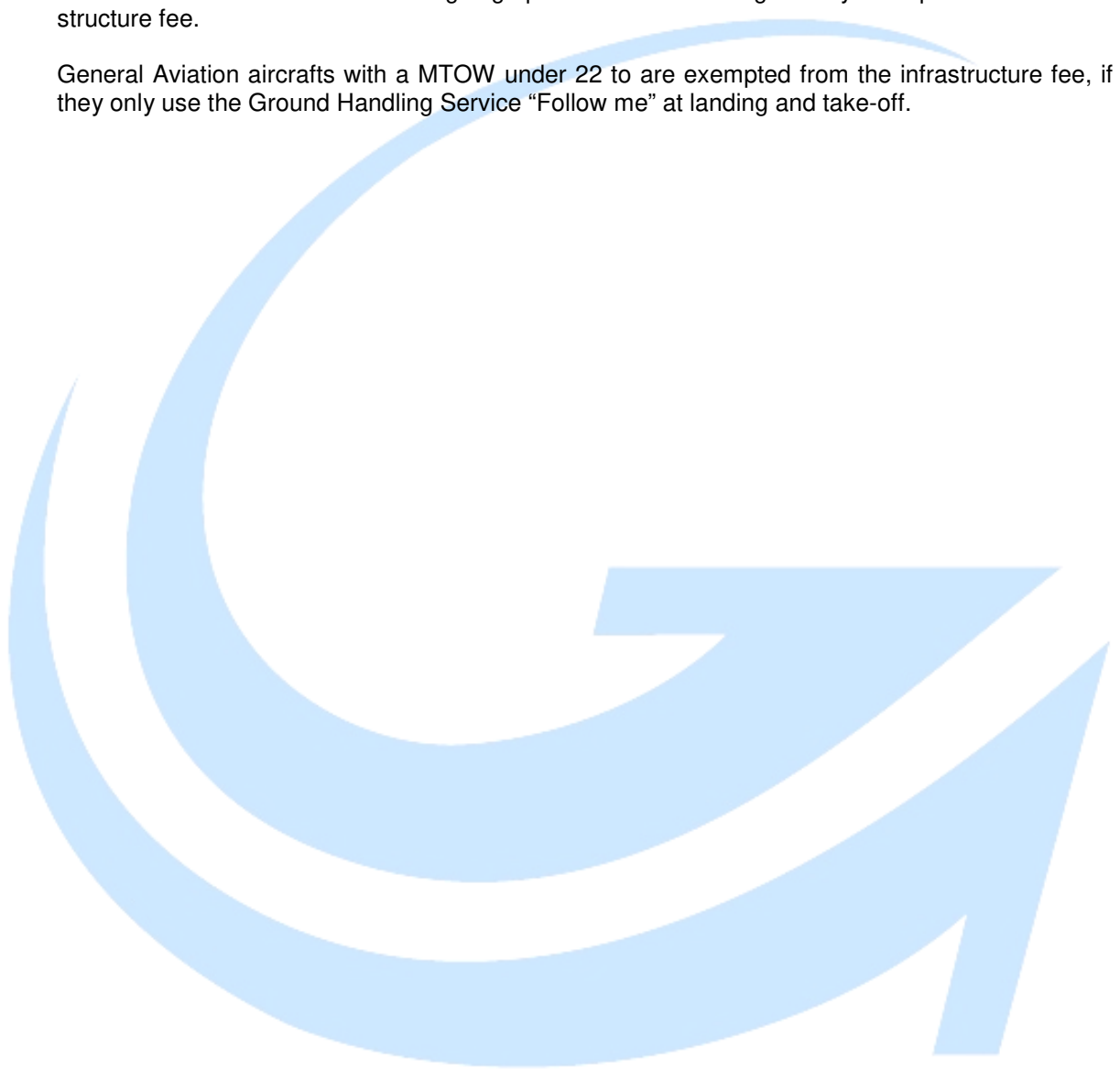
Tariff-Groups	Maximum Take-off weight in to	Infrastructure Fee
1	to 10	EUR 28,17
2	above 10 to 18	EUR 50,07
3	above 18 to 25	EUR 59,30
4	above 25 to 40	EUR 94,95
5	above 40 to 58	EUR 146,72
6	above 58 to 79	EUR 183,91
7	above 79 to 100	EUR 217,16
8	above 100 to 130	EUR 262,98
9	above 130 to 155	EUR 309,48
10	above 155 to 200	EUR 392,93
11	above 200 to 270	EUR 530,86
12	above 270	EUR 732,07

### **C: Infrastructure Fee for General Aviation**

For General Aviation aircrafts weighing under 22 to MTOW using a Ground Handling Service the infrastructure fee will be charged at a flat rate of **EUR 28,69**.

Aircrafts of the General Aviation weighing up to 4 to MTOW are generally exempt from the infrastructure fee.

General Aviation aircrafts with a MTOW under 22 to are exempted from the infrastructure fee, if they only use the Ground Handling Service "Follow me" at landing and take-off.



## VII.

### CHARGES FOR GROUND HANDLING SERVICES (BAD)

#### 1. General

A charge shall be payable for the performance by the Civil Aerodrome Operator according to article 14 (2) of the ZFBO of Ground Handling Services as laid down in article 14 (1) of the ZFBO and for the use of services, facilities and equipment (Annex 2; List of Ground Handling Services).

The charge becomes due if an a/c with an MTOW of above 22 tons lands or takes off; exempted are a/c which use the General Aviation Center.

If ground handling services are rendered to users – upon their special request – of a/c up to 22 t MTOW, the charges for these services shall be calculated according to the rates for charges for ground handling services, Section VII.

Ground Handling Services provided by the airport Graz and listed in the list of ground handling services shall be charged as:

1. Ramp Handling Charge (flat rate)
2. Traffic Handling Charge (flat rate)
3. Charges for Single Services

The claim of the Civil Aerodrome Operator to the respective charge for Ramp and/or Traffic Handling shall accrue from performance of the first activity necessary for it and for Single Services, upon receipt of order even though no landing takes place at Graz Airport.

If the notice of a flight cancellation arrives within the last 24 hours prior to the scheduled arrival time, the Civil Aerodrome Operator is by all means entitled to encash the Ground Handling Charges.

#### 2. Delayed flights

If the actual time of arrival and/or departure (ATA/ATD) is more than 1 hour later than the scheduled time of arrival and/or departure (STA/STD), a surcharge of 30% on ground handling service charges will apply.

### 3. Bases of Assessment and Rates

The charge due for Ramp Handling and Traffic Handling shall be assessed on the basis of the MTOW per ton or part thereof. A/C shall be classified in the respective tariff according to the applicable MTOW.

The tariff shall be:

a) **Ramp Handling Charge (flat rate):**

Tariff-Groups	Maximum Take-off weight in to	Ramp Handling Charge
1	up to 6	EUR 154,64
2	above 6 to 10	EUR 253,97
3	above 10 to 18	EUR 393,25
4	above 18 to 25	EUR 494,93
5	above 25 to 40	EUR 781,38
6	above 40 to 58	EUR 1.206,64
7	above 58 to 79	EUR 1.517,22
8	above 79 to 100	EUR 1.782,41
9	above 100 to 130	EUR 2.137,50
10	above 130 to 155	EUR 2.498,07
11	above 155 to 200	EUR 3.213,15
12	above 200 to 270	EUR 4.267,24
13	above 270	EUR 5.986,33

**b) Traffic Handling Charge (flat rate):**

Tariff-Groups	Maximum Take-off weight in to	Traffic Handling Charge
1	up to 6	EUR 98,86
2	above 6 to 10	EUR 162,38
3	above 10 to 18	EUR 251,43
4	above 18 to 25	EUR 316,43
5	above 25 to 40	EUR 499,57
6	above 40 to 58	EUR 771,45
7	above 58 to 79	EUR 970,02
8	above 79 to 100	EUR 1.139,57
9	above 100 to 130	EUR 1.366,60
10	above 130 to 155	EUR 1.597,14
11	above 155 to 200	EUR 2.054,31
12	above 200 to 270	EUR 2.728,24
13	above 270	EUR 3.827,33



**c) Charges for Single Services**

Single Services shall be those services rendered by the Civil Aerodrome Operator which either exceed the global services referred to in section VII. a) and b) - Ramp and/or Traffic Handling or which can in special addition be provided to holders of an A/C upon special request.

The unit of assessment for equipment and services rendered shall be one drive (there and/or back), 15-minute-period or part thereof, or one operation, etc.

**Charges for Single Services:**

- a) The charges for equipment and vehicles used in connection with Ramp Handling

The charges for single services are listed in Annex 3.

All vehicles and equipment are on principle provided together with personnel of the Civil Aerodrome Operator.

- b) The charges for the provision of equipment and vehicles not used in Ramp Handling as well as of material and manpower shall in each case be determined by the Civil Aerodrome Operator and notified by posting

VIII.

**HANGAR CHARGE**

**1. General**

A charge shall be payable in compensation of garaging A/C in a hangar provided according to § 12 Zivilflugplatzbetriebsordnung (ZFBO).

An A/C may be moved in and/or out of the hangar only by the Civil Aerodrome Operator.

The title of the Civil Aerodrome Operator to that charge shall accrue from the time the former takes charge of the A/C for the purpose of hangarage.

**2. Bases of Assessment and Rates (at not-heated hangars)**

The basis of assessment for the charge to be paid shall be the MTOW.

a) The charge shall be: for a/c with the MTOW:

	Up to 4.000 kg	EUR 11,66
--	----------------	-----------

per 500 kg or part thereof and per 24-hour-period or part thereof

above 4.000 kg	to 10 t	EUR 23,21
above 10 t		EUR 24,94

per ton or part thereof and per 24-hour-period or part thereof.

b) The monthly flat rate shall be: for an A/C with the MTOW:

	Up to 4.000 kg	EUR 208,95
--	----------------	------------

per 500 kg or part thereof and per calendar month

above 4.000 kg	to 10 t	EUR 348,30
above 10 t		EUR 372,07

per ton or part thereof and per calendar month.

The monthly flat rate shall only be granted by the Civil Aerodrome Operator if sufficient garaging space is available and written application is in hand.

- c) The charge for single moving in or out of the hangar of an A/C for the purpose of hangarage shall be: for an A/C with the MTOW:

up	to 2.000 kg	EUR 9,29
above 2.000 kg	to 4.000 kg	EUR 18,65
above 4.000 kg	to 10 t	EUR 37,28
above 10 t		EUR 73,91

- d) The charge for single moving in or out of the hangar of an A/C in combination to drag the A/C from / to the parking space shall be: for an A/C with the MTOW:

above 4.000 kg	to 10 t	EUR 55,25
above 10 t		EUR 103,61

The moving in or out of the hangar of a helicopter must be done by authorized staff of the owner.

## IX.

### EXEMPTIONS AND REDUCTIONS

#### 1. General

For the kinds of fees/charges listed under Section II. – III. and V. - VI. as well as the flat charges listed under Section VII. the following exemptions or reductions shall be applicable under certain conditions.

The basic claim of the user (Air Traffic Company or A/C-Holder) to an exemption from and/or reduction on the fee/ charge to be paid shall arise when it is proved that the condition tied to the respective fee/charge in question prevails.

A reduction can only be claimed for one reason and not for several ones per kind of fee/charge and this reduction shall be valid only for the fee/charge it is intended for.

#### 2. Bases of Assessment and Rates

The rate of exemption (=100 % reduction) or reduction shall be calculated for each kind of fee/charge

- Landing Fee	=	LF
- Passenger Service Fee	=	PSF
- Parking Fee	=	PF
- Infrastructure Fee	=	ISF
- Ramp-Handling-Charge	=	RHC
- Traffic-Handling-Charge	=	THC

in a rate of percentage as reduction on the calculated sum of fees/charges.

Those kinds of fees/charges which are to be paid in full shall be indicated by "0" and those for which no fee/charge is applicable in this weight category by "-".

The rate of reduction per kind of fee/charge shall be:

Condition for Exemption or Reduction	LF up to 4 t	LF above 4 t	PSF	PF	ISF	RHC	THC
1. A/C whose holder is the Republic of Austria	50	50	-	100	-	-	-
2. A/C performing:							
2.1. duties of Aviation Authorities	100	100	10 0	0	-	-	-
2.2. Sorties under article 145 LFG	100	100	-	0	-	-	-
2.3. Rescue Flights	50	50	-	0	50	-	-
2.4. Ambulance Flights	0	0	0	0	0	-	-
3. A/C of air transportation companies for the purpose of Route Experience Flights	50	50	0	0	0	-	-
4. Flights with flight number in the event of:							
4.1. Emergency Cases	50	50	50	0	50	50	50
4.2. Bomb Threat	50	50	50	0	50	50	50
4.3. Technical Landing	50	50	-	0	50	50	50
4.4. Return-Landing within one hour	100	100	10 0	0	50	50	50
4.5. Return-Landing after more than one hour	0	0	0	0	0	50	50
4.6. Return-Landing and Reloading in the Relief A/C:							
4.6.1. A/C returned within one hour	100	100	-	0	100	100	100
4.6.2. A/C returned after more than one hour	0	0	-	100	100	100	100
4.6.3. Landed Relief A/C	0	0	0	0	50	50	50
5. A/C for the purpose of training for:							
5.1. Acquisition of a private or professional pilot's licence	50	50	0	0	-	-	-
5.2. Extending a pilot's licence mentioned in 5.1.	50	50	0	0	-	-	-

	Condition for Exemption or Reduction	LF upto 4 t	LF above 4 t	PSF	PF	ISF	RHC	THC
6.	Gliders and Parachutes (but not Motor Gliders)	100	-	-	0	-	-	-
7.	A/C which are parked for less than four hours	-	-	-	100	-	-	-
8.	Passenger Service Fee for General Aviation: Passenger in A/C up to 2.000 kg MTOW	0	-	100	0	-	-	-
9.	Cargo flights with A/C MTOW 40 to and above	-	-	-	-	-	25	40

The reductions under item 5. shall only apply for training organisations which do own a respective training authorisation approved by the aeronautical authority, and have informed Austro Control about relevant type of flight in flight plan.

The reductions under items 2.,3. and 4.3. through 4.6. and 5 shall be only applicable if flights have been expressly registered as such with the Civil Aerodrome Operations Controller prior to or, at the latest, immediately after occurrence of the event and if, particularly for the purpose of settling of accounts, the Civil Aerodrome Operator has been notified of the flight type quoted under item 3. and 5 and of the data relevant for the training (air transportation company, approved training organisation, A/C, flight instructor and student pilot).

No reductions listed under item 3. and 5. will be granted, if such flights will be operated between saturday 12:00 a.m. and sunday 11:30 p.m. (local time) and respectively on public holidays.

Generally no reductions will be granted for flights between 10:00 p.m. and 12:00 p.m. and between 00:00 and 06:00 a.m. (local time).

Special arrangements can be made with the Civil Aerodrome Operator for instruction and training programmes extending over a lengthy period of time as well as in case an Air Traffic Company undertakes to carry out its instruction and training flights exclusively at this Civil Aerodrome

## **ANNEX 1**

# **Definition**

**of the central infrastructure facilities**

## DEFINITION OF THE CENTRAL INFRASTRUCTURE FACILITIES

### 1. Service Item: Marshalling Equipment

Provision of:

- Equipment for the marshalling of aircraft.

### 2. Service Item: Supply and Disposal Systems

#### 2.1. Toilet Waste

##### 2.1.1. Toilet Waste Filling Station

Provision of:

- Water supply connection
- Connection pipes with appropriate fittings
- Manipulation surface

##### 2.1.2. Toilet Waste Disposal Station

Provision of:

- Manipulation surface
- Emptying point for toilet waste with inlet pipe into drainage system
- Toilet waste tank cleaning
- Sewerage pipes to toilet waste storage point



## **2.2. Fresh Water**

### **2.2.1. Fresh water station**

Provision of:

- Manipulation surface for the fresh water filling station
- Water supply connection
- Connecting pipes with appropriate fittings
- Water
- Germinate fluid
- Drinking water emptying point with sewage connection
- Electricity and heating of the filling station

### **2.2.2. Fresh water trucks and personnel**

Provision of:

- Fresh water trucks
- Fresh water truck parking position in the airport maintenance building
- Attendance and maintenance services
- Fuel
- Electricity and Heating/Cooling of the parking position

## **2.3. Central Refuse collection equipment and environmental control**

Provision of:

- Sheltered refuse collection area
- Several containers for the refuse
- Lighting of the refuse collection area
- Personnel costs for the control of the refuse collection
- Manipulation surface for the disposal of the refuse

Graz Airport has implemented a concept for separating refuse. The random control of aircraft with regard to the legislated refuse separation is an integral part of this concept and is therefore a duty of the central infrastructure.

### **3. Service Item: Baggage Conveying facilities including Central baggage sorting area**

#### **3.1. Sorting Equipment for departing Baggage (departure)**

Provision of:

- Sorting area
- Conveyor belts including the appropriate area
- Platform balance
- Personnel necessary for the operation of the equipment
- Attendance and maintenance services
- Electricity and Heating/Cooling

#### **3.2. Baggage Delivery Equipment (Arrivals)**

Provision of:

- Manipulation surface for incoming baggage
- Conveyor belts including the appropriate area
- Personnel necessary for the operation of the equipment
- Attendance and maintenance services
- Electricity and Heating/Cooling

### **4. Service Item: Storage and Filling facilities for Aircraft De-icing fluid**

Provision of:

- Manipulation surface for storage and filling facilities
- Filling pump
- Container for aircraft de-icing fluid
- Maintenance
- Electricity

#### **Storage of the water necessary for de-icing and filling the de-icing vehicles with the water necessary for de-icing:**

Provision of:

- Manipulation surface in the airport maintenance building
- Water processing equipment (incl. decalcifying)
- Water heating container
- Pumps and filling facilities
- Maintenance
- Electricity and Heating/Cooling

## 5. Service Item: Check-in facilities

Provision of:

- Check-in counters inclusive of necessary weighing and conveying equipment
- Necessary area for counters

The administration and operation of all the above-mentioned infrastructural facilities is done by the airport operator.



## ANNEX 2

# List

## of Ground Handling Services

These services are in accordance with the recommendations  
Edition 2013, of IATA-SGHA (STANDARD GROUND HANDLING AGREEMENT)  
considering local conditions.

THE ENGLISH TEXT SHALL PREVAIL

## LIST OF GROUND HANDLING SERVICES

The following definition of the content of services marked as **(RHC)** for Ramp Handling Charge, **(THC)** for Traffic Handling Charge, is binding for the range of services provided by the Ground Handling Services of Graz Airport.

All services which are not included in the List of Ground Handling Services will be Single Services and are marked with **(SS)**. These Services will be provided on request and invoiced according to the List of Single Services (Annex 3) or in some cases after transmission of a process definition at separate agreed charges.

Services marked as **ISF** are infrastructure services. Those marked with **PSF, LF, HC** and **PRM** are referring to fees which are written in the Tariff Regulations.

Services marked as **SC** are provided in line with the "Federal Law on the Protection against Criminal Acts against Security of Civil Aircraft" (Luftfahrtsicherheitsgesetz) for the Federal Ministry of the Interior and are included in the security charge (SC).

Services marked with „**X**“ are not provided by Graz Airport and accordingly their fulfilment is not in the area of responsibility of the civil aerodrome operator.

The following flat rate charges are indivisible and to be paid in full even when only part of the service is used.

### **Principle:**

The Carrier will be informed immediately of any damages occurring to the aircraft or to the load regardless of the reason and time.

### **Important information:**

Text in *cursive* typeface in Annex 2 differs from IATA Edition 2013.

**SECTION 1 - MANAGING FUNCTIONS**

**1.1 Representation**

- X 1.1.1 a) Provide  
b) Arrange for  
1. guarantee  
2. bond  
to facilitate the Carrier's activities
- THC 1.1.2 Liaise with local authorities
- THC 1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier
- PSF 1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft

**1.2 Administrative Functions**

- THC/RHC/ISF 1.2.1 Establish and maintain local procedures
- THC/RHC 1.2.2 Take action on communications addressed to the Carrier
- SS 1.2.3 Prepare, forward, file and retain for a period specified, messages/reports/statistics/documents and perform other administrative duties in the following areas  
a) station administration  
b) passenger services  
c) ramp services  
d) load control  
e) flight operations  
f) cargo services  
g) mail services  
h) support services  
i) security  
j) aircraft maintenance  
k) other, as specified
- THC/RHC 1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services
- THC/RHC 1.2.5 a) Check  
b) Sign  
c) Forward  
on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders
- SS 1.2.6 Effect payment, on behalf of the Carrier, including but not limited to:  
a) airport, customs, police and other charges relating to the services performed  
b) out-of-pocket expenses, accommodation, transport

**1.3 Supervision and/or Co-ordination**

- SS 1.3.1 a) Supervise  
b) Co-ordinate  
services contracted by the Carrier with third party(ies)
- THC/RHC 1.3.2 Provide Turnaround coordinator (TRC) – *not a dedicated person*

- THC 1.3.3 Ensure that the third party(ies) is (are) informed about operational data and Carrier's requirements in a timely manner
- THC 1.3.4 Liaise with the Carrier's designated representative
- SS 1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies)
- THC 1.3.6 Meet aircraft upon arrival and liaise with Crew
- THC 1.3.7 Decide on non-routine matters
- THC 1.3.8 Verify dispatch of operational messages
- THC 1.3.9 Note irregularities and inform the Carrier

**1.4 Station Management**

- SS 1.4.1 Provide representative on behalf of the Carrier to act  
a) exclusively  
b) non-exclusively
- X 1.4.2 The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental and local authorities matters
- SS 1.4.3 Attend local airport meetings on behalf of the Carrier  
a) report to the Carrier results/contents of the meetings  
b) Act, vote and commit on behalf of the Carrier
- X 1.4.4 The Handling Company will be authorised to  
a) solicit  
b) negotiate  
c) commit  
services on behalf of the Carrier, with expenditure/commitment limit to be specified  
1. airport lounges  
2. baggage delivery services  
3. janitorial  
4. newspapers delivery  
5. laundry services  
6. porters  
7. other
- X 1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier
- X 1.4.6 Liaise with local and Government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change
- SS 1.4.7 Perform and report (*KPI- key performance indicators*) quality/performance measurements
- THC 1.4.8 Handle the contents of Carrier's company mail pouches

**SECTION 2 - PASSENGER SERVICES**

**2.1 General**

PSF	2.1.1	Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport
THC	2.1.2	Make arrangements for, transfer and transit passengers and their baggage and inform them about services available at the airport
	2.1.3	When requested by the Carrier a) Provide or b) Arrange for special equipment, facilities and specially trained personnel, for assistance to 1. unaccompanied minors 2. persons with reduced mobility (PRMs) 3. VIPs 4. transit without visa passengers (TWOVs) 5. deportees ( <i>only b</i> ) 6. special medical transport ( <i>only b</i> ) 7. others, as specified
THC PRM SS X		
THC SS SS		
X THC	2.1.4	a) Provide b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include: 1. meal vouchers ( <i>settlement must be between Carrier and Provider</i> ) 2. rebooking 3. transportation ( <i>settlement must be between Carrier and Provider</i> ) 4. hotel accommodation ( <i>settlement must be between Carrier and Provider</i> ) 5. personnel
X		
SS		
THC	2.1.5	Arrange storage of baggage in the bonded store ( <i>any fees to be paid by the passenger</i> )
THC	2.1.6	a) Notify the Carrier of complaints and claims made by the Carrier's passengers b) Process such claims, as specified
SS		
THC	2.1.7	Report to the Carrier any irregularities discovered in passenger and baggage handling
	2.1.8	a) Provide b) Arrange for 1. check-in counter(s) 2. service counter(s) 3. transfer counter(s) 4. lounge facilities 5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions 6. other facilities, as specified
ISF Rent X SS SS		
SS		
SS	2.1.9	Perform the following ticketing/sales functions a) reservations b) issuance of transportation documents c) ancillary services d) e-ticketing e) other as specified

**2.2 Departure**

THC	2.2.1	Perform pre-flight editing
THC	2.2.2	Check and ensure a) that tickets are valid for the flight(s). The check shall not include the fare At the following locations: 1. check-in area 2. lounge 3. transfer counter 4. gate 5. off airport 6. other as specified
X X X X		
THC	2.2.3	a) <i>Check travel documents for the flight(s) concerned without any liability of the Handling Company. The Handling Company shall not be liable for any immigration fines.</i> b) Enter passenger and/or travel document information into Carrier's and/or government system ( <i>as far as possible to process it with local EDP-System or Carrier's system</i> ) At the following locations: 1. check-in area 2. lounge 3. transfer counter 4. gate 5. off airport 6. other as specified
X X		
X X		
THC	2.2.4	a) Weigh and/or measure checked and/or cabin baggage, b) Record baggage figures for 1. initial flight 2. subsequent flight(s) At following locations: a) check-in area b) lounge c) transfer counter d) gate e) off airport f) other as specified
X X		
X X		
THC	2.2.5	Excess baggage a) determine excess baggage b) issue excess baggage ticket c) collect excess baggage charges d) detach applicable excess baggage coupons At the following locations: 1. check-in area 2. lounge 3. transfer counter 4. gate ( <i>Credit Card only if Airline DCS supports CC encashment</i> ) 5. off airport 6. other as specified
SS SS		
SS		
THC	2.2.6	Tag a) checked baggage b) cabin baggage for 1. initial flight 2. subsequent flight(s) At the following locations: a) check-in area b) lounge c) transfer counter d) gate e) off airport f) other as specified
X X X X		

ISF	2.2.7	Effect conveyance of checked baggage to the baggage sorting area At the following locations: a) check-in area b) lounge c) transfer counter d) gate e) other as specified <i>Additional costs for baggage requiring special handling may be charged back to the Carrier</i>	X		d) gate e) other as specified	
X				THC	2.2.15	At the gate perform a) verification of cabin baggage b) boarding process c) reconciliation of passenger numbers with aircraft documents prior to departure d) other gate functions as specified
X						
X				THC	2.2.16	a) collect b) reconcile c) handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers
ISF	2.2.8	Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area At the following locations: a) check-in area b) lounge c) transfer counter d) gate e) other as specified		SS	2.2.17	Perform post-flight editing
X						
X						
X						
SS	2.2.9	Collect airport and/or any other service charges from departing passengers At the following locations: a) check-in area b) lounge c) transfer counter d) gate e) other as specified				<b>2.3 Arrival</b>
X				X	2.3.1	a) Perform or b) Arrange for opening/closing aircraft passenger doors
X				RHC		
X				THC	2.3.2	Direct passengers a) from aircraft through controls b) arriving from the airport, in case of off airport services
THC	2.2.10	a) Carry out the Carrier's seat allocation or selection system b) Issue boarding pass(es) c) Detach applicable flight coupons for 1. initial flight 2. subsequent flight(s) At the following locations: a) check-in area b) lounge c) transfer counter d) gate e) off airport f) other as specified		X	2.3.3	a) Provide b) Arrange for 1. transfer counter 2. connection services 3. baggage recheck
X						
X				THC	2.3.4	Handle lost, found and damaged property matters a) Provide b) Arrange for 1. acceptance of baggage irregularity reports 2. entering of data into baggage tracing system – up to 5 PIR and DAM reports per 1.000 arriving passengers included 3. maintaining baggage tracing system files for period specified 4. making payments for incidental expenses 5. delivery of delayed baggage to passengers ( <i>only arrange for</i> ) 6. handling of communications with passengers 7. repair or replacement of damaged baggage
X						
THC	2.2.11	Handle a) Denied Boarding process b) Denied Boarding Compensation At the following locations: 1. check-in area 2. lounge 3. transfer counter 4. gate 5. other as specified				
SS				X		
X						
X						
X						
PSF	2.2.12	Direct passengers a) through controls to departure gate b) to connecting transport to the airport, in case of off airport services		X		
X						
THC	2.2.13	Handle upgrade/downgrade functions at the following locations: a) check-in area b) lounge c) transfer counter d) gate e) other as specified				<b>2.4 Inter-modal Transportation by Rail, Road or Sea</b>
X				X	2.4.1	Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, as stipulated, substituting "rail, road or sea transportation" for "aircraft", and "flight(s)", and "terminal" for "airport"
X						
X						
THC	2.2.14	Handle standby list At the following locations: a) check-in area b) lounge c) transfer counter		X	2.4.2	Direct departing passengers to connecting transport
X						
X				X	2.4.3	Load baggage on connecting transport, as



		directed by the rail, road or sea transport operator			b) Position and/or remove wheelchocks
X	2.4.4	Handle arriving passengers and baggage from the rail, road or sea transport operator		3.3.2	a) Provide b) Position and/or remove
			X		1. landing gear locks
			X		2. engine blanking covers
X	2.4.5	Direct arriving passengers through controls to the Carrier's flight departure services			3. pitot covers
			X		4. surface control locks
			X		5. tailstands and/or aircraft tethering
			RHC		6. safety cones ( <i>two at wingtips, two at engines</i> )
X	2.4.6	Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services			7. other items as specified
			SS		
<b>SECTION 3 - RAMP SERVICES</b>					
			RHC	<b>3.4 Ancillary Items</b>	
	<b>3.1 Baggage Handling</b>			3.4.1	a) Provide b) Arrange for c) Operate
ISF	3.1.1	Handle baggage in			1. ground power unit <i>(Provision of GPU in excess of 45 minutes will be charged separately)</i>
		1. baggage sorting area	X		2. fixed ground power
X		2. other location(s) as specified	X		3. cooling unit
			SS		4. heating unit
			SS		5. air start unit
ISF	3.1.2	Prepare for delivery onto flights		<b>3.5 Ramp to Flight Deck Communication</b>	
		a) bulk baggage		3.5.1	Provide headsets
		b) ULDs		3.5.2	Perform ramp to flight deck communication
X		c) baggage accepted at a location as specified			a) during push-back
					b) during tow-in
ISF	3.1.3	Establish the number and/or weight of	RHC		c) during engine starting
		a) bulk baggage			d) for other purposes
		b) built-up ULDs	RHC		
		and provide the load control unit with the information		<b>3.6 Loading and Unloading</b>	
RHC	3.1.4	Offload	X	3.6.1	a) Provide b) Arrange for c) Operate
		a) bulk baggage			1. passenger steps
		b) ULDs			2. flight deck steps
RHC	3.1.5	Prioritise baggage delivery to claim area	RHC		3. loading bridges
RHC	3.1.6	Deliver to claim area		3.6.2	a) Provide or b) Arrange for
		a) baggage			1. passenger
		b) Out of Gauge (OGG)			<i>up to 80 passengers 2 trips are free of charge</i>
			X		<i>81 up to 160 passengers 3 trips are free of charge</i>
RHC	3.1.7	Transfer baggage	RHC		<i>161 up to 240 passengers 4 trips are free of charge</i>
		a) Provide			<i>from 241 passengers 5 trips are free of charge</i>
THC		b) Arrange for			2. Crew
		1. sortation of transfer baggage			transport between aircraft and airport terminal(s)
		2. storage of transfer baggage prior to dispatch (storage time limits to be specified)		3.6.3	a) Provide b) Arrange for c) Operate
X		3. transport of transfer baggage to the sorting area of the receiving Carrier			equipment for loading and/or unloading
RHC	3.1.8	Handle Crew baggage		3.6.4	a) Provide b) Arrange for
	<b>3.2 Marshaling</b>		SS		
ISF	3.2.1	a) Provide or b) Arrange for marshaling at arrival and/or departure			
			RHC		
X	3.2.2	Operate automated guidance systems			
	<b>3.3 Parking</b>		RHC		
RHC	3.3.1	a) Provide			



SS	11. inside windows	SS	3.14.1 a) Provide b) Arrange for storage space for the Carrier's cabin material
RHC	3.10.2 Remove and dispose of	X	3.14.2 Take inventory
X	a) litter/waste b) food and food-related material (galley waste)	SS	3.14.3 a) Provide b) Arrange for replenishment of stocks
SS	3.10.3 Perform cabin dressing	<b>3.15 Catering Ramp Handling</b>	
SS	a) blankets/duvets (fold/place in designated locations)	RHC	3.15.1 Unload/load and stow catering supplies from/on aircraft
SS	b) arrange seat belts	SS	3.15.2 Transfer catering supplies on aircraft a) between lower holds and galleys and vice versa b) between galleys
SS	c) make up berths including Crew	RHC	3.15.3 Transport catering supplies between aircraft and designated points ( <i>one trip included any further trip must be paid extra</i> )
SS	d) replace head rests ( <i>head rests have to be provided by the Carrier</i> )	<b>3.16 De-icing / Anti-Icing Services and Snow/Ice Re- moval</b>	
SS	e) replace pillow covers ( <i>pillow covers have to be provided by the Carrier</i> )	SS	3.16.1 Remove snow from aircraft without using de-icing fluid
SS	f) restock toilet items	X	3.16.2 Perform "pre" de/anti-icing inspection and advise flight Crew or Carrier represent- ative of results
SS	g) replace/restock seat back pocket items	X	3.16.3 Perform clear ice check
SS	h) other cabin items as specified	SS	3.16.4 a) Provide b) Arrange for 1. anti-icing units 2. de-icing units
SS	1. materials provided by the Carrier	SS	3.16.5 Provide de-icing/anti-icing fluids
X	2. materials provided by the Handling Company	SS	3.16.6 Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use
SS	3.10.4 a) Disinfect b) Deodorize aircraft with	SS	3.16.7 Apply anti-icing fluid to aircraft
X	1. materials provided by Carrier	X	3.16.8 Supervise performance of de-icing/anti- icing operations
X	2. materials provided by Handling Company	SS	3.16.9 Perform final inspection after de-icing/anti- icing operations and inform flight Crew of results
X	3.10.5 a) Provide b) Arrange for laundering of	X	3.16.10 Complete documentation as per Carrier's instructions
SS	1. cabin items (blankets/duvets/pillow cases)	<b>SECTION 4 - LOAD CONTROL AND FLIGHT OPERATIONS</b>	
SS	2. linen	<b>4.1 Load Control</b>	
SS	3.10.6 Clean	THC	4.1.1 Deliver load control related documents
	a) cargo compartments		
	b) ULDs		
	<b>3.11 Toilet Service</b>		
RHC	3.11.1 a) Provide b) Arrange for		
	1. servicing (empty, clean, flush and replenish fluids)		
	2. triturator/disposal service		
	<b>3.12 Water Service</b>		
RHC	3.12.1 a) Provide b) Arrange for		
	1. draining tanks		
	2. replenish tanks (water standard as specified)		
ISF	3. water quality tests ( <i>every three months</i> )		
	<b>3.13 Cabin Equipment</b>		
X	3.13.1 Rearrange cabin by		
	a) removing		
	b) installing		
	c) repositioning cabin equipment, for example, seats and cabin divider(s)		
	<b>3.14 Storage of Cabin Material</b>		

		between aircraft and airport buildings and vice versa			d) File the Air Traffic Services ("ATS") Flight Plan 1. at the airport location as defined 2. at different airport location(s)	
THC	4.1.2	a) Process documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where: 1. Load control is performed by the Handling Company 2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party	X	4.3.6	a) Request b) Manage the Carrier's slot time allocation with the ATS 1. at the airport location as defined 2. at different airport location(s)	
				SS	4.3.7	Provide the Crew with a briefing
				SS	4.3.8	a) Prepare b) Sign c) Deliver 1. the fuel order 2. the fuel distribution form
	<b>4.2</b>	<b>Communications</b>				
THC	4.2.1	Inform all interested Parties concerning movements of the Carrier's aircraft		THC	4.3.9	Provide ground handling party(ies) with weight and fuel data
THC	4.2.2	a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure b) Inform the Carrier's representative of the contents of such messages		SS	4.3.10	Obtain a debriefing from incoming Crews, distributing reports or completed forms to offices concerned
					<b>4.4</b>	<b>Crew Administration</b>
THC	4.2.3	a) Provide b) Operate means of communication between the ground station and the Carrier's aircraft		SS	4.4.1	Distribute Crew schedule information provided by the Carrier to all parties concerned
				SS	4.4.2	Arrange hotel accommodation for Crew layover a) scheduled b) non-scheduled
	<b>4.3</b>	<b>Flight Operations</b>				
X	4.3.1	Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified		SS	4.4.3	a) Provide b) Arrange for Crew transportation to/from off airport locations
THC	4.3.2	a) Provide b) Arrange for meteorological documentation and aeronautical information 1. at the airport location as defined 2. at different airport location(s)		SS	4.4.4	Direct Crews through airport facilities
X				SS	4.4.5	Liaise with 1. Crew layover hotel(s) 2. Crew transportation company 3. on Crew call and pick-up timings
THC	4.3.3	a) Provide b) Arrange for delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable 1. at the airport location as defined 2. at different airport location(s)		X	4.4.6	a) Prepare Crew allowance forms b) Pay Crew allowances
				X	4.4.7	Inform the Carrier representative of any Crew indisposition or potential absence
					<b>SECTION 5 – CARGO AND MAIL WAREHOUSE SERVICES</b>	
SS	4.3.4	a) Analyse the operational conditions and prepare b) Request c) Sign make available the operational flight plan according to the instructions and data provided by the Carrier 1. at the airport location as defined 2. at different airport location(s) 3. en-route				<i>The following section is handled by the local cargo company</i>
					<b>5.1</b>	<b>Cargo and Mail Handling - General</b>
X				SS	5.1.1	a) Provide b) Arrange 1. warehouse and storage facility(ies) 2. warehouse handling equipment 3. warehouse handling services 4. general cargo 5. special shipments 6. specialised cargo products
X	4.3.5	a) Prepare b) Request c) Sign				

		7. post office mail 8. diplomatic mail 9. diplomatic cargo 10. company caro/material			and the aircraft
SS	5.1.2	a) Issue b) Obtain c) Make available to Carrier Receipt upon delivery of cargo			
SS	5.1.3	Take action to a) prevent theft or damage to the Carrier's cargo and mail in custody of the Handling Company b) prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items			
	<b>5.2</b>	<b>Customs Control</b>			
SS	5.2.1	a) Prepare customs documentation b) Obtain Customs clearance c) Place cargo under Customs control d) Present to Customs cargo for physical examination for 1. inbound cargo 2. outbound cargo 3. transfer cargo			
	<b>5.3</b>	<b>Documentation Handling</b>			
SS	5.3.1	a) Prepare air waybill b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged c) Check security status for the shipment(s) concerned and take action as per Carrier's instructions d) Obtain capacity/booking information for the Carrier's flights e) Split air waybill. Forward copies of manifests and air waybills to the Carrier f) Prepare cargo manifest(s) g) Provide the load control unit with Special Load Notification h) Return copy of air waybill to shipper, endorsed with flight details i) Check and/or enter data into Carrier's and/or government/customs system, as specified			
SS	5.3.2	a) Notify consignee or agent of arrival of shipments b) Make available cargo documents available to consignee or agent			
SS	5.3.3	a) Provide b) Arrange for 1. collection of "Charges Collect" as shown on the air waybill 2. collection of other charges and fees as shown on the air waybill 3. credit to consignees or agents			
SS	5.3.4	a) Provide b) Arrange for 1. delivery of Cargo/Mail related documentation from/to agreed points			
	<b>5.4</b>	<b>Physical Handling Outbound/Inbound</b>			
	5.4.1	Accept cargo, ensuring that a) machine-readable cargo labels are affixed and processed b) manual labels are affixed and processed c) shipments are "ready for carriage" d) the weight and volume and number of pieces of the shipments are checked e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), and others have been complied with	SS		
	5.4.2	Tally and assemble cargo for dispatch	SS		
	5.4.3	Prepare a) bulk cargo b) ULDs using c) build up materials provided by Carrier d) build up materials provided by Handling Company and establish 1. gross weight 2. volume 3. ULD contour and provide the load control unit with the information	SS		
	5.4.4	Perform acceptance check on pre-built ULDs and establish, if accepted a) gross weight b) volume c) ULD contour and provide the load control unit with the information	SS		
	5.4.5	a) Load outbound cargo on vehicles b) Assemble cargo for delivery to the aircraft	SS		
	5.4.6	1. Offload bulk cargo from vehicles 2. Break down ULDs 3. Check incoming cargo against air waybills and manifests 4. Release cargo to the consignee or agent	SS		
	5.4.7	Truck service loading/off-loading a) check seals are intact on inbound trucks b) offload truck prior to acceptance into warehouse c) load truck after formal release from warehouse d) place seals Truck operated by/or on behalf of the Carrier	SS		
	<b>5.5</b>	<b>Transfer/Transit Cargo</b>			
	5.5.1	Identify transfer/transit cargo	SS		
	5.5.2	Prepare transfer manifests for cargo to be transported by another Carrier	SS		
	5.5.3	a) Provide	SS		





SS	7.4.3	a) Provide b) Arrange for security personnel 1. to safeguard all Loads during the transport between aircraft and designated locations 2. during offloading and loading of aircraft	X	8.2.4	Engine Oil to be provided by the Carrier
			X	8.2.5	Engine Oil to be provided by the Handling Company
			X	8.2.6	Hydraulic fluid to be provided by the Carrier
			X	8.2.7	Hydraulic fluid to be provided by the Handling Company
	<b>7.5</b>	<b>Additional Security Services</b>		<b>8.3</b>	<b>Non-routine Services</b>
SS	7.5.1	a) Provide or b) Arrange for additional security services	X	8.3.1	Rectify defects entered in the aircraft log as reported by the Crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties
<b>SECTION 8 - AIRCRAFT MAINTENANCE</b>					
	<b>8.1</b>	<b>Routine Services</b>		8.3.2	Enter in aircraft log(s) and sign for the action taken
X	8.1.1	Maintain the Carrier's technical manuals, handbooks, catalogues and other operational documents connected with performance of the services as specified	X	8.3.3	Report technical irregularities and actions taken to the Carrier's maintenance base
X	8.1.2	Perform line inspection in accordance with Carrier's current instructions	X	8.3.4	a) Provide b) Arrange for maintenance facilities, tools and special equipment to the extent available
X	8.1.3	Enter in the aircraft log(s) and sign for the performance of line inspection	X	8.3.5	Move aircraft under its own power
X	8.1.4	Enter remarks in aircraft log(s) regarding defects observed during the inspection	X	<b>8.4</b>	<b>Material Handling</b>
X	8.1.5	Provide personnel to assist the flight Crew or ground staff in the performance of their tasks	X	8.4.1	a) Obtain customs clearance for b) Administer the Carrier's spare parts and/or equipment
	<b>8.2</b>	<b>Replenishing of Oils and Fluids</b>	X	8.4.2	Provide periodic inspection of the Carrier's spare parts equipment
X	8.2.1	a) Perform b) Supervise replenishing operations	X	8.4.3	Provide storage space for the Carrier's spare parts and/or equipment
X	8.2.2	a) Provide b) Arrange for c) Operate replenishing equipment		<b>8.5</b>	<b>Parking and Hangar Space</b>
X	8.2.3	Wipe excess oil from engine nacelles	PF HC	8.5.1	a) Provide b) Arrange for 1. parking space 2. hangar space