

TARIFF REGULATIONS

of

GRAZ AIRPORT

In force as per 1st of January 2020

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

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

For slot-requests : viecpXH@slots-austria.com

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

ABBREVIATIONS

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

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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 215,27

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 9,78 |
| above 1.000 kg | to 1.500 kg | EUR 17,35 |
| above 1.500 kg | to 2.000 kg | EUR 28,86 |
| above 2.000 kg | to 2.500 kg | EUR 47,86 |
| above 2.500 kg | to 3.000 kg | EUR 57,36 |
| above 3.000 kg | to 3.500 kg | EUR 66,84 |
| above 3.500 kg | to 4.000 kg | EUR 76,32 |

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 19,29 |
| above 10 t | to 200 t | EUR 17,63 |
| above 200 t | to 270 t | EUR 15,83 |
| above 270 t | to 320 t | EUR 14,84 |
| above 320 t | | EUR 13,51 |

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 19,29 |
| above 10 t | to 200 t | EUR 19,29 |
| above 200 t | to 270 t | EUR 17,35 |
| above 270 t | to 320 t | EUR 16,23 |
| above 320 t | | EUR 14,78 |

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 | EUR 14,69 | |
| in conjunction with PRM – Fee (see IIIA.) consequently | | EUR 15,27 |

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

| | | |
|---|------------------|------------------|
| The charge shall be per passenger | EUR 12,49 | |
| in conjunction with PRM – Fee (see IIIA.) consequently | | EUR 13,07 |

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

| | | | |
|---|-----------------|-----------------|-----------------|
| The charge shall be per passenger | EUR 9,24 | (international) | |
| in conjunction with PRM – Fee (see IIIA.) consequently | | | EUR 9,82 |
| | EUR 4,29 | (national) | |
| in conjunction with PRM – Fee (see IIIA.) consequently | | | EUR 4,87 |

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 0,58** 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 14,63*** 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 15,74** as per 01.01.2020.

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 % |
|------------|------|

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

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 1,71**

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:

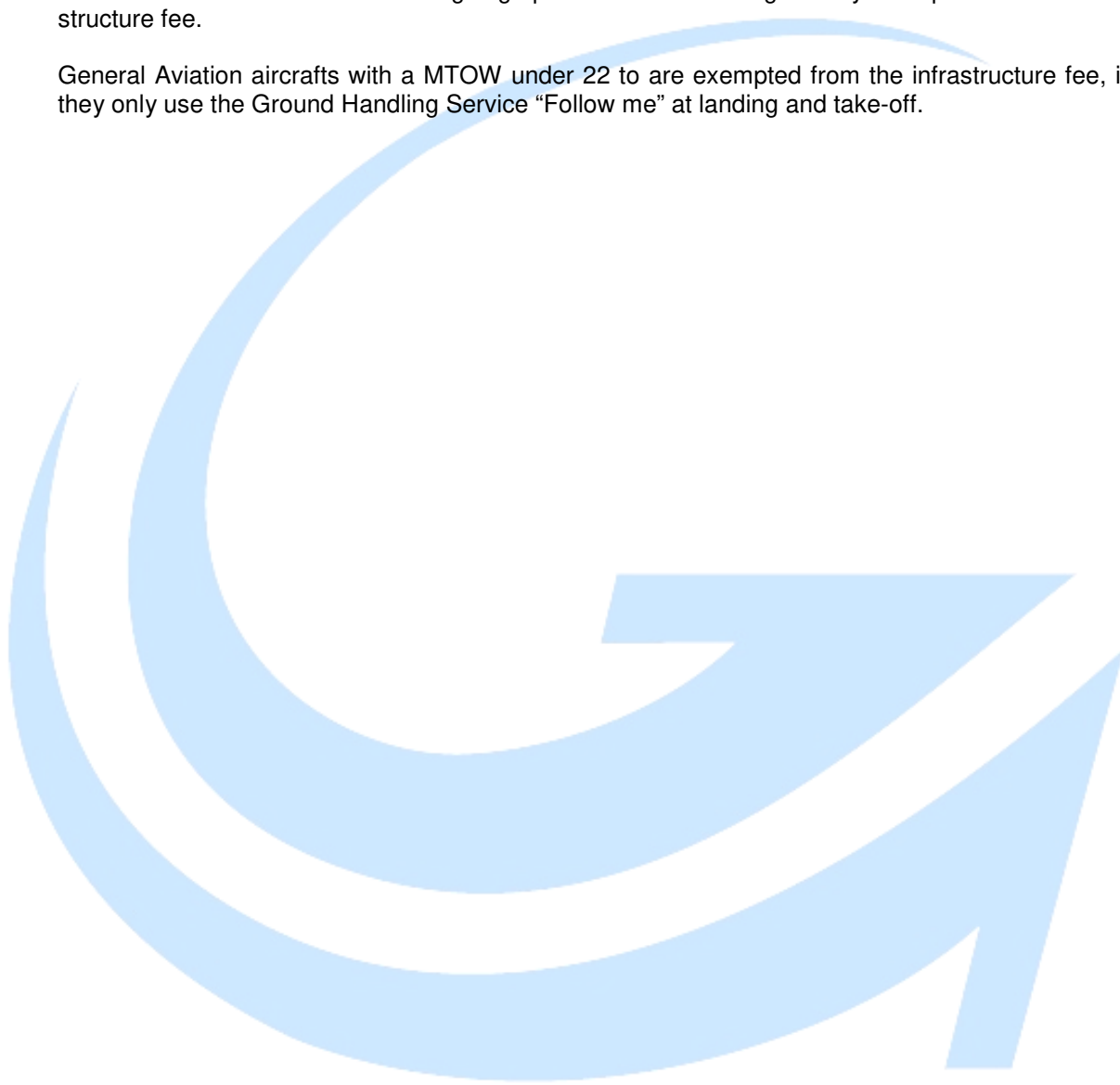
| Tariff-Groups | Maximum Take-off weight in to | Infrastructure Fee |
|---------------|-------------------------------|--------------------|
| 1 | to 10 | EUR 28,83 |
| 2 | above 10 to 18 | EUR 51,24 |
| 3 | above 18 to 25 | EUR 60,68 |
| 4 | above 25 to 40 | EUR 97,17 |
| 5 | above 40 to 58 | EUR 150,14 |
| 6 | above 58 to 79 | EUR 188,20 |
| 7 | above 79 to 100 | EUR 222,23 |
| 8 | above 100 to 130 | EUR 269,12 |
| 9 | above 130 to 155 | EUR 316,70 |
| 10 | above 155 to 200 | EUR 402,10 |
| 11 | above 200 to 270 | EUR 543,25 |
| 12 | above 270 | EUR 749,15 |

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 29,36**.

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 157,47 |
| 2 | above 6 to 10 | EUR 258,62 |
| 3 | above 10 to 18 | EUR 400,45 |
| 4 | above 18 to 25 | EUR 503,99 |
| 5 | above 25 to 40 | EUR 795,68 |
| 6 | above 40 to 58 | EUR 1.228,72 |
| 7 | above 58 to 79 | EUR 1.544,99 |
| 8 | above 79 to 100 | EUR 1.815,03 |
| 9 | above 100 to 130 | EUR 2.176,62 |
| 10 | above 130 to 155 | EUR 2.543,78 |
| 11 | above 155 to 200 | EUR 3.271,95 |
| 12 | above 200 to 270 | EUR 4.345,33 |
| 13 | above 270 | EUR 6.095,88 |

b) Traffic Handling Charge (flat rate):

| Tariff-Groups | Maximum Take-off weight in to | Traffic Handling Charge |
|---------------|-------------------------------|-------------------------|
| 1 | up to 6 | EUR 100,67 |
| 2 | above 6 to 10 | EUR 165,35 |
| 3 | above 10 to 18 | EUR 256,03 |
| 4 | above 18 to 25 | EUR 322,22 |
| 5 | above 25 to 40 | EUR 508,71 |
| 6 | above 40 to 58 | EUR 785,57 |
| 7 | above 58 to 79 | EUR 987,77 |
| 8 | above 79 to 100 | EUR 1.160,42 |
| 9 | above 100 to 130 | EUR 1.391,61 |
| 10 | above 130 to 155 | EUR 1.626,37 |
| 11 | above 155 to 200 | EUR 2.091,90 |
| 12 | above 200 to 270 | EUR 2.778,17 |
| 13 | above 270 | EUR 3.897,37 |

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 11,87 |
|--|----------------|-----------|

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

| | | |
|----------------|---------|-----------|
| above 4.000 kg | to 10 t | EUR 23,63 |
| above 10 t | | EUR 25,40 |

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 212,77 |
|--|----------------|------------|

per 500 kg or part thereof and per calendar month

| | | |
|----------------|---------|------------|
| above 4.000 kg | to 10 t | EUR 354,67 |
| above 10 t | | EUR 378,88 |

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 9,46 |
| above 2.000 kg | to 4.000 kg | EUR 18,99 |
| above 4.000 kg | to 10 t | EUR 37,96 |
| above 10 t | | EUR 75,26 |

- 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 56,26 |
| above 10 t | | EUR 105,51 |

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
THC/RHC 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 | | |
| 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 |
| THC SS SS | | |
| X X | | |
| X X | | |
| 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 | X | | | |
| X | | | | SS | 2.2.17 | Perform post-flight editing |
| 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 | X | | | |
| X | | | | | 2.3 Arrival | |
| X | | | | RHC | 2.3.1 | a) Perform or b) Arrange for opening/closing aircraft passenger doors |
| 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 | | | |
| X | | | | X | 2.3.3 | a) Provide b) Arrange for 1. transfer counter 2. connection services 3. baggage recheck |
| 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 | X | | | |
| SS | | | | | | |
| 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 | X | | | |
| X | | | | | 2.4 Inter-modal Transportation by Rail, Road or Sea | |
| 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 | | | | | | |
| THC | 2.2.14 | Handle standby list At the following locations: a) check-in area b) lounge c) transfer counter | X | | | |
| X | | | | X | 2.4.2 | Direct departing passengers to connecting transport |
| 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 1. landing gear locks 2. engine blanking covers 3. pitot covers 4. surface control locks 5. tailstands and/or aircraft tethering 6. safety cones (<i>two at wingtips, two at engines</i>) 7. other items as specified |
| X | 2.4.5 | Direct arriving passengers through controls to the Carrier's flight departure services | X X X X RHC | | |
| 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 | SS | | |
| SECTION 3 - RAMP SERVICES | | | | | |
| | 3.1 | Baggage Handling | | 3.4 | Ancillary Items |
| ISF | 3.1.1 | Handle baggage in 1. baggage sorting area 2. other location(s) as specified | X X SS SS | 3.4.1 | a) Provide b) Arrange for c) Operate 1. ground power unit <i>(Provision of GPU in excess of 45 minutes will be charged separately)</i> 2. fixed ground power 3. cooling unit 4. heating unit 5. air start unit |
| ISF | 3.1.2 | Prepare for delivery onto flights a) bulk baggage b) ULDs c) baggage accepted at a location as specified | | 3.5 | Ramp to Flight Deck Communication |
| X | | | | 3.5.1 | Provide headsets |
| ISF | 3.1.3 | Establish the number and/or weight of a) bulk baggage b) built-up ULDs and provide the load control unit with the information | RHC RHC | 3.5.2 | Perform ramp to flight deck communication a) during push-back b) during tow-in c) during engine starting d) for other purposes |
| RHC | 3.1.4 | Offload a) bulk baggage b) ULDs | X | 3.6 | Loading and Unloading |
| RHC | 3.1.5 | Prioritise baggage delivery to claim area | | 3.6.1 | a) Provide b) Arrange for c) Operate 1. passenger steps 2. flight deck steps 3. loading bridges |
| RHC | 3.1.6 | Deliver to claim area a) baggage b) Out of Gauge (OGG) | RHC | 3.6.2 | a) Provide or b) Arrange for 1. passenger <i>up to 80 passengers 2 trips are free of charge</i> <i>81 up to 160 passengers 3 trips are free of charge</i> <i>161 up to 240 passengers 4 trips are free of charge</i> 2. Crew transport between aircraft and airport terminal(s) |
| RHC THC | 3.1.7 | Transfer baggage a) Provide b) Arrange for 1. sortation of transfer baggage 2. storage of transfer baggage prior to dispatch (storage time limits to be specified) 3. transport of transfer baggage to the sorting area of the receiving Carrier | X X RHC | | |
| X | 3.1.8 | Handle Crew baggage | | 3.6.3 | a) Provide b) Arrange for c) Operate equipment for loading and/or unloading |
| RHC | | | | 3.6.4 | a) Provide b) Arrange for |
| | 3.2 | Marshaling | | | |
| ISF | 3.2.1 | a) Provide or b) Arrange for marshaling at arrival and/or departure | SS RHC | | |
| X | 3.2.2 | Operate automated guidance systems | | | |
| | 3.3 | Parking | | | |
| RHC | 3.3.1 | a) Provide | RHC | | |

| | | | |
|---------------------------------------|--|---|---|
| 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 | 3.15 Catering Ramp Handling | |
| 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 Information if service is needed must be provided by the Carrier to the Handling prior to the first flight of an IATA flight period</i>) |
| SS | d) replace head rests (<i>head rests have to be provided by the Carrier</i>) | 3.16 De-icing/Anti-icing Services and Snow/Ice Re- moval | |
| 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 |
| | 1. materials provided by Carrier | X | 3.16.8 Supervise performance of de-icing/anti- icing operations |
| | 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 laundrying of | X | 3.16.10 Complete documentation as per Carrier's instructions |
| | 1. cabin items (blankets/duvets/pillow cases) | SECTION 4 - LOAD CONTROL AND FLIGHT OPERATIONS | |
| | 2. linen | | |
| SS | 3.10.6 Clean | | |
| | a) cargo compartments | | |
| | b) ULDs | | |
| 3.11 Toilet Service | | | |
| RHC | 3.11.1 a) Provide b) Arrange for | | |
| | 1. servicing (empty, clean, flush and replenish fluids) | | |
| | 2. triturator/disposal service | | |
| 3.12 Water Service | | | |
| 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>) | | |
| 3.13 Cabin Equipment | | | |
| X | 3.13.1 Rearrange cabin by | | |
| | a) removing | | |
| | b) installing | | |
| | c) repositioning | | |
| | cabin equipment, for example, seats and cabin divider(s) | | |
| 3.14 Storage of Cabin Material | | | |

| | | | | | |
|---|------------|---|----------|------------|--|
| | | c) baggage in the baggage make-up area | X | 8.2.4 | Engine Oil to be provided by the Carrier |
| 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 | 8.2.5 | 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 |
| | 7.5 | Additional Security Services | | 8.3 | Non-routine Services |
| 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 |
| SECTION 8 - AIRCRAFT MAINTENANCE | | | | | |
| | 8.1 | Routine Services | | 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 | | 8.4 | Material Handling |
| 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 |
| | 8.2 | Replenishing of Oils and Fluids | | 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 | PF HC | 8.5 | Parking and Hangar Space |
| X | 8.2.3 | Wipe excess oil from engine nacelles | | 8.5.1 | a) Provide b) Arrange for 1. parking space 2. hangar space |