



Airport Charges Regulations

SALZBURG AIRPORT W.A. MOZART

Effective from: 01.01.2019 / 01.04.2019

Translation only - The German Text shall prevail

Airport Operator
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Please refer to Chapter III., 6. for liability terms and conditions for handling services

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I. IMPORTANT NOTES

1. General Provisions

1. Airport Operator

SALZBURGER FLUGHAFEN GMBH
Innsbrucker Bundesstraße 95
A-5020 Salzburg
SITA: SZGZZXH

2. Binding Force of Airport Charges Regulations

In pursuance of §§ 15 et seq. of the Zivilflugplatzbetriebsordnung (ZFBO) any user of the facilities and installations of the Airport shall be subject to the present Regulation as Part II of the Civil Aerodrome Conditions of Use. The following provisions shall apply to all sections of the present Regulation.

3. Languages

This Regulation is published in German and English, whereas the German version shall prevail in the event of dispute, unless some parts are only published in English.

4. Currency

The unit of currency of this Regulation is the EURO (€)

5. Civil Aerodrome Conditions of Use

The valid Civil Aerodrome Conditions of Use are a part of this Regulation.

6. Jurisdiction and Governing Law

The exclusive place of jurisdiction for any legal actions that should arise out of, or in connection with this agreement and as regards other services provided by Salzburg Airport shall be the competent court of the city of Salzburg, Austria.

The law of the Republic of Austria, excluding the UN-law on purchase and further excluding the conflict of law provisions of the Austrian International Private Law (IPRG), shall apply. For any modifications of the conditions stated in this Regulation a written consent of Salzburg Airport is necessary.

7. Payment

For the payment of charges following debtors as users are jointly liable:

- the aircraft operator in scheduled and non-scheduled traffic according to the flight number or according to the indications in the ATC-flight plan
- the keeper of the aircraft according to § 13 LFG
- persons, who are in possession of the aircraft and who are not owner or keeper

If the aircraft operator is not known the aircraft keeper shall be regarded as aircraft operator until he has proven who is or was the aircraft operator.

In the case of a "Code-Sharing-Flight" the aircraft operator whose code is shown at the beginning of the flight number is responsible to report the total number of departing passengers for statistical purposes and is responsible for the payment of the applicable charges.

Any resulting reimbursement between the actual operating carrier and its "code-sharing-partner(s)" is up to the actual operating carrier.

The charges will be charged exclusively in EURO.

All the charges quoted are net charges and exclusive of V.A.T. and have to be paid before departure. If the charges are not subject to § 6 para. 1 no. .2 and § 9 para. 2 UStG the VAT has to be paid.

The charges are to be paid free of charge on receipt of invoice.. Any other settlement terms for payment require a written consent from the Civil Aerodrome Operator. All expenses incurred from the payment shall be charged to the debtor.

An immediate payment is not mandatory if the User has made

- an advance payment,
- a guarantee or deposit,
- and/or regular down-payments.

In these cases invoices will be sent on a weekly basis.

Salzburg Airport reserves the right to request securities before provision of services, e.g. bank guarantees, deposits, assumption of liability or prepayment. Salzburg Airport reserves the right to gather customer's credit information.

In the case of late settlement, a rate of interest of 8 % above the base rate according to § 352 UGB will be added to that invoice. In addition all other correspondence, legal and recovery costs which will be charged to the debtor.

The set-off of claims is not possible unless

- Salzburg Airport would be insolvent and the claim would be part of the bankrupt's assets
- the claim is recognized by a declaratory judgement
- Salzburg Airport has recognized the claim

Salzburg Airport shall have the right to appoint the debtor according to para. 1 respectively to correct calculation errors.

Any disbursements made by Salzburg Airport on behalf of the User will be reimbursed by the User at cost price plus an accounting surcharge of 15 % has to be paid if there is any disbursement.

If there is a delay of payment Salzburg Airport has the right to interrupt or refuse aircraft handling.

2. Abbreviations

a/c	aircraft
AFM	Airplane Flight Manual
AWG	Abfallwirtschaftsgesetz, BGBl 325/1990 idgF (Waste Management Act)
BGBl	Bundesgesetzblatt (Federal Law Gazette)
FBG	Flughafen-Bodenabfertigungsgesetz, BGBl I 97/1998 (Airport Ground Handling Act)
idgF	in der geltenden Fassung (valid version)
ISC	Infrastructure Charge
kg	kilogramme
LC	Landing Charge
LFG	Luftfahrtgesetz 1957, BGBl 253/1957, idgF (Austrian Aviation Act)
LFZ	Luftfahrzeug (Aircraft – A/C)
LVG	Luftverkehrsgesellschaft (Carrier)
MTOW	Maximum Take-off weight
PF	Parking Charge
PSC	Passenger Service Charge
RHC	Ramp Handling Charge
SEC	Security Charge
SS	Single Service
t	metric ton (= 1.000 kg)
THC	Traffic Handling Charge
V.A.T.	Value Added Tax
ZARV	Civil Aircraft Ambulance and Rescue Flights Act
ZFBB	Civil Aerodrome Conditions of Use
ZFBO	Zivilflugplatz-Betriebsordnung 1962, BGBl 72/1962, idgF (Ordinance on Civil Aerodrome Operations)

3. Definition of Terms

Salzburg Airport is to be understood for "Salzburger Flughafen GmbH" in this regulations document.

Air Transport Companies are all Air Carriers for the commercial transportation of persons and goods by aircraft (§ 101 Z.2 LFG)

Ambulance Flights are flights according to § 2 ZARV for the transportation of seriously ill or seriously injured patients, who have received medical treatment, or emergency patients moved from one hospital to another.

Aerial Work Flights are flights in the course of which a working process is carried out which does not consist of a transportation or the performance of the flight itself. Among them shall be in particular: aero-tow flights, aerial spreading and spraying flights and other crop and insect spraying 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).

Aircrafts operated by the Republic of Austria are to be defined as those aircrafts of the Austrian state authorities/departments registered in the aircraft-register.

Austrian Domestic Air Traffic means all flights carried out by any Austrian Carrier under its air route licence for the performance of scheduled air traffic exclusively between Austrian airports.

Aviation Authority Duties are:

- Flights to practise the right of inspection according to LFG
- Flights according to § 119 (e) LFG
- Calibration Flights
- Flights to determine approach and landing procedures
- Flights by the aircraft accident commission
- Flights by the search and rescue services.

Sortie flights are to be treated equally according to § 145 LFG

Cargo Aircraft is any aircraft transporting goods or materials which is not a passenger aircraft.

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

Emergency is a landing in the case of a relevant event (e.g. illness or death of a passenger, technical defect on aircraft) or the threat of violence.

Familiarization Landing is a landing for the purpose of technically testing the aircraft or for the familiarization of the crew.

Charges are tariffs approved by the Federal Ministry of Science and Transport of Austria as Supreme Civil Aviation Authority.

Flight Number is the identification of a flight which contains a (3) 2 letter Code (ICAO, IATA) and/or additional figures or letter combinations.

International Flights are all commercial or non-commercial flights which cross the borders of the Federal Republic of Austria and take off or land abroad.

Maximum Take-off Weight (MTOW) of the aircraft according to the aircraft documentation.

National flights are all commercial or non-commercial flights which take off and land in Austria.

Passengers are all persons transported in an aircraft with exception of the crew.

Passenger Aircraft is an aircraft carrying any person other than crew members, the Carrier's employees on duty, authorized representatives of a national authority or persons accompanying a consignment.

Passenger, Baggage, Cargo and Mail are all of these categories mentioned in this regulation apply to all persons and goods to be transported in the aircraft of the aircraft owner or the Carrier company.

Regional Traffic means scheduled flights between Salzburg and destinations within a maximum distance of 1.500 km (linear distance) with an aircraft up to a maximum take off weight (MTOW) of 100 tons, providing that the Carrier operates more than 150 flights (landings) per year in this category of traffic. The reduced charge for regional air traffic will only be applied to the landing charge and the passenger charge and but not to the infrastructure charge (ISC).

Rescue Flights are flights according to § 2 ZARV for the rescue of people whose life or health is in immediate threat of danger.

Technical Landing is a landing where by no physical change of load occurs between the landing and before the next take-off. Ballast is not to be seen as load in case of a technical landing.

Test Flights (Airworthiness) are flights to ascertain the airworthiness of the aircraft or the operation fitness of pieces of equipment.

Test Flights (Certification and Maintenance) are flights for the testing of the aircraft before its certification or after carrying out maintenance work.

Training Flights are flights for training purposes according to the ZLPV or ZP-decree under the supervision of a flight instructor.

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 Flights are scheduled flights operating from an Austrian airport via Salzburg Airport to a destination abroad (et vice versa).

Transit Passengers are Passengers whose flight does not change the flight number during the turn around.

Weight class A is according to the aircraft register of the Federal Republic of Austria this shall comprise of one-engine aeroplanes and rotorcraft up to 2.000 kg MTOW irrespective of the number of seats.

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

4. Miscellaneous charges

1. Terminal Navigation Charge

For inquiries concerning Terminal Navigation Charge please contact:

<p style="text-align: center;">Austro Control Österreichische Gesellschaft für Zivilluftfahrt mbH A – 1030 Wien, Schnirchgasse 11</p> <p style="text-align: center;">Fax: + 43 – 5 – 1703 – 9416</p> <p style="text-align: center;">Contact for airlines with initial letter A – H: Tel.: + 43 – 5 – 1703 – 9414 Email: angelika.niedl@austrocontrol.at</p> <p style="text-align: center;">Contact for airlines with initial letter I – Z: Tel.: + 43 – 5 – 1703 – 9417 Email: elisabeth.hodgkin@austrocontrol.at</p>
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The Terminal Navigation Charge is no part of Salzburg Airport Charges & Charges and will be charged by Austro Control.

In case of cash payment the landing or take off fees shall be invoiced and levied in the name of Austro Control and paid to them.

2. Schedule Coordination Service Fee (SCA Schedule Coordination Austria)

In accordance with § 142 Luftfahrtgesetz every Air Carrier has to pay a "Schedule Coordination Service Fee" approved by the Federal Ministry of Science and Transport of Austria for Slot Coordination.

The levy of the "Schedule Coordination Service Fee" is raised on behalf of SCA Schedule Coordination Austria GmbH by Salzburg Airport, who transfers this fee to the SCA Schedule Coordination Austria GmbH.

The payment of the "Schedule Coordination Service Fee" to Salzburg Airport is liable to the payment arrangements for the payment of fees in accordance with 1.7 of this Regulation.

For inquiries concerning the Schedule Coordination Service Fee please contact:

<p style="text-align: center;">SCA Schedule Coordination Austria GmbH</p> <p style="text-align: center;">Objekt 610 A-1300 Wien Flughafen Tel.: +43 1 7007 23600 Fax: +43 1 7007 23615 Email: info@slots-austria.com</p>
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The "Schedule Coordination Service Fee" is no part of Salzburg Airport Charges Regulations.

3. Departure Tax

According to the Austrian Departure Tax Act ("Flugabgabegesetz") each aircraft operator has to contribute a tax for each departing passenger (unless in exceptional cases) to the competent Austrian tax office.

For questions regarding the departure tax please refer to the tax office competent for the aircraft operator. For further information please refer to:

<p style="text-align: center;">Infocentre of the Tax Office Tel.: +43 1 71125 (German and English); Fax.: +43 1 51433 5918001 https://www.bmf.gv.at/Steuern/Fachinformation/WeitereSteuern/Flugabgabegesetz/_start.htm</p>

II. CHARGES APPROVED BY SUPREME CIVIL AVIATION AUTHORITY

1. Regulation of Charges

Charges approved by the Federal Ministry of Science and Transport of Austria as Supreme Civil Aviation Authority are charges that are approved according to legal requirements. For rates see Annex II, 2.

2. Landing Charge

This charge shall be payable for the use of the landing facilities and installations (including lighting facilities), for the use of aircraft parking positions within the free parking time, for the marshalling of the aircraft in and out and for the positioning and removal of chocks .

The basic claim of the Civil Aerodrome Operator for this charge is at the moment of touch down at Salzburg Airport. This charge is also payable for flights performed during operating hours if no landing takes place ("LAPP-low approaches, ILS/MAPP – ILS missed approach") but the airport's infrastructure is needed in terms of readiness of operations (eg approach slope indicator system). These flights will be registered by the air-traffic-controller's takeoff and landing list and forwarded to Salzburg Airport.

It is the responsibility of the airline or the aircraft operator / holder / owner to inform the Civil Aerodrome Operator of the basis for assessment - 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 charges and charges calculations. Increases of the MTOW for every aircraft are to be reported and documented to the Civil Aerodrome Operator immediately. The Civil Aerodrome 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 reported and documented to the Civil Aerodrome Operator immediately. The Civil Aerodrome Operator will consider the reduction as soon as they are reported and documented. Subsequent billing does not apply to MTOW reductions.

The assessment basis for the landing charge to be paid shall depend on the maximum take of weight.

3. Passenger Service Charge

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

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

To determine the base of assessment stated in item 2, the flight operator or the aircraft operator or owner shall provide the Civil Aerodrome Operator with the required documentation.

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

Not included in the basis for assessment are:

- Children under two years of age.
- Transit passengers using the terminal building and its facilities due to a technical aircraft failure and a subsequent change of aircraft.
- Passengers carried by an aircraft of weight class A.
- Airline personnel on a business trip with a free flight ticket as well as persons with a Government Request Status who are 100 % exempted from the airfare.
- Persons whose presence on board an aircraft is absolutely necessary for the purpose of performing training- , work- and test flights.
- Parachutists when departing for bailing out.
- Persons whose presence on board an aircraft is absolutely necessary during rescue and ambulance flights in fulfilling their medical duties. (e.g. doctors, medical personnel.)
- Persons whose presence on board is absolutely necessary during sortie flights.

4. PRM Charge

According to article 8 (1) of the EU Regulation No 1107/2006 the managing body of an airport has to provide passengers with reduced mobility the assistance referred to in Annex I of the EU Regulation named above. For financing this assistance a charge will be levied on each user using an airport.

The aerodrome operator's right to claim this charge is constituted by the acceptance of the passenger for transport.

The basis of assessment for the PRM charge to be paid is the number of departing passengers and will be levied in connection with the Passenger Service Charge as an additional charge.

5. Parking Charges

This charge shall be payable for the use of the Civil Aerodrome Operator parking area by an aircraft.

The claim of the Civil Aerodrome Operator for that charge shall accrue at the moment the aircraft has been parked or is being moved to the parking position.

A special agreement can be signed for aircraft permanently parked at the airport. This guarantees a parking position with possibilities of securing the aircraft depending on the positions available.

6. Infrastructure Charge

The User/aircraft operators are liable for the payment of a charge to Salzburg Airport for the use of the "central infrastructure facilities" according to § 10 Art. 2 FBG.

For the definition of the "central infrastructure" of Salzburg Airport refer to II.10 of this Regulation.

The regional charge is not applicable to the infrastructure charge.

The air side infrastructure charges shall be distinguished from the land side infrastructure charges in principle.

The airside infrastructure charge involves the classification of an aircraft in a charge group according to the criterion of the number of seats and the MTOW. As soon as either of these category limits is exceeded the aircraft falls into the next category up. The internal calculation of the handling service factor has been taken into consideration for the ordering of aircrafts into the charge groups.

The calculation of the landside infrastructure charge will be made according to the number of passengers at take-off. The provisions for the calculation of the flight passenger charges apply.

7. Security Charge

As from 01.01.2011 airport operators are responsible for security duties according to Regulation (EG) No. 300/2008 and Regulation (EU) 185/2010 (Austrian Aviation Security Act 2011). For financing this assistance a security charge will be levied on each user using an airport per departing passenger.

The regional charge is not applicable to the security charge.

The basis of assessment for the security charge to be paid is the number of departing passengers.

8. Charge for Regional Air Traffic

Charges for Regional Air Traffic amount to 85% of the regular charge (passenger and landing charge). Regional Traffic means scheduled flights between Salzburg and destinations within a maximum distance of 1.500 km (linear distance) with an aircraft up to a maximum take off weight (MTOW) of 100 tons, providing that the Carrier operates more than 150 flights (landings) per year in this category of traffic. The reduced charge for regional air traffic will only be applied to the landing charge and the passenger charge and but not to the infrastructure charge (ISC).

9. Charge for the extension of Operating Hours

For the provision of necessary equipment and personnel on special request beyond the official operating hours as approved for the Civil Aerodrome Operator according to § 3 para. 1 ZBFO, a flat rate according to the Single Service List (Annex II, 5.) shall be paid per quarter of an hour or part thereof irrespective of any other fees.

As per decree no. 60.521/24-8/97 from 20th October, 1997 by the Federal Ministry of Science and Transport the operating hours of Salzburg Airport are 06.00 - 23.00, local time.

In the case of a requested extension of operating hours, the Civil Aerodrome Operator invoices the aerodrome user the amount of the actual fees, as prescribed by Austro Control Ltd for the above-mentioned period. These fees incur independently from those mentioned above and have to be settled when they occur.

10. Definition of Central Infrastructure Facilities

1. Service Item: Marshalling Equipment

Due to the operational situation and a contract with Austro Control GmbH this service will be provided as "central infrastructure service".

2. Service Item: Supply and Disposal Systems

Toilet Waste

a) Toilet Waste Filling Station

Provision of:

- Toilet car parking position in the airport maintenance building
- Water supply connection
- Storage Tank for disinfecting liquid (formaldehyde free)
- Connection pipes with appropriate fittings
- Distribution point for disinfectant by hose and hose roll
- Filling pump for storage tank filling

b) Toilet Waste Disposal Station

Provision of:

- Toilet car parking position - outdoors
- Emptying point for toilet waste with inlet pipe into drainage system
- Toilet waste tank cleaning (Cleaning equipment)
- Sewerage pipes to toilet waste storage point

c) Toilet Waste Disposal Trucks

Provision of

- 2 toilet waste disposal trucks

Performance of attendance and maintenance such as

- Water consumption including sewerage fees
- Disinfectant formaldehyde free
- Energy costs: Lighting, electrical energy and vehicle diesel consumption

Fresh Water

a) Fresh water station

Provision of:

- Fresh water truck parking position in the airport maintenance building
- Water/Chemical mix counter
- Water supply connection
- System separator
- Connecting pipes with appropriate fittings
- Membrane measuring pump.
- Preparation container
- Injection hose
- Water counter with contact fitting
- Distribution counter
- Distribution point with hose and controlled measuring container
- Drinking water emptying point with sewage connection
- Position for work protection equipment and for storage container
- Photometric water analysis equipment with digital measurement indicators

b) Fresh water trucks and personnel

Provision of:

- 2 fresh water trucks

Provision of:

- Attendance and maintenance services
- Electricity
- Heating
- Water
- Connection to the public sewage system

c) Central Refuse collection equipment and environmental control.

Provision of:

- Sheltered refuse collection area
- 2 refuse collection points (separate containers for individual types of refuse)
- Refuse press and personnel
- Systems of registered models according to the Salzburg Law for the utilization of refuse and contractual agreements with an authorized refuse collector

Salzburg 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. Salzburg Airport has had an environmental control system EMAS (Environmental Audit System) installed since 2001. Furthermore Salzburg Airport is subject to having the legal requirements for waste separation.

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

a) Sorting Equipment for departing Baggage (departure)

Provision of:

- Sorting Area
- Collection and sorting belts
- Bulky items belt
- Baggage weight checking equipment (EDP)
- Baggage sorting for departing baggage
- Baggage transport for departing baggage from the point of check-in to the threshold of the baggage sorting area

b) Baggage Delivery Equipment (Arrivals)

Provision of:

- Sheltered area for off-loading on to conveyor belts
- 3 baggage carousels
- Bus terminal delivery facilities
- Proportionate areas of arrivals hall for the baggage carousels

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

Provision of:

- Storage area in the airport maintenance building
- Storage and filling facility (the facility consists of a heated storage container for aircraft de-icing fluid with a volume of 100.000 litres)
- Heating container for water (4 750 litres full)
- Pumps and filling equipment for the de-icing trucks
- Safety leakage containers (for protection against leaking de-icing fluid, the whole system is kept in a container)
- Proportionate areas in the airport maintenance building for the filling equipment

5. Service Item: Check-in facilities

Provision of:

- 26 check-in counters in Terminal 1 and 12 check-in counters in Terminal 2 inclusive of necessary weighing and conveying equipment
- 3 ski check-in counters including asphalt ramp.
- Transfer and delay information desk.

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

11. Exemptions and Reductions

1. General

For the types of charges the following exemptions and reductions shall be applicable under certain conditions.

The claim of a user (airline company or aircraft operator) for an exemption from and/or reduction of the charge to be paid shall arise when it is proven that the condition tied to the respective charge in question prevails.

A reduction claim only can be made per charge type and this reduction shall be valid only for the charge for which it is intended.

2. Basis of Assessment and Rates

The rate of exemption (=100% reduction) shall be calculated for each charge type as a percentage of the reduction on the calculated sum. Charges without exemption shall be indicated by "0" and are to be paid in full. If no charge is applicable this will be indicated by "-".

Charges:

- Landing Charge	=	LC
- Passenger Service Charge	=	PSC
- Parking Charge	=	PF
- Infrastructure Charge	=	ISC

The following **rates of reduction** apply:

	Type of Exemption or Reduction	a/c up to 5 t	a/c over 5 t	PSC	PF	ISC
1.	Aircraft performing:					
1.1.	Aviation Authorities' duties (Ministry of Traffic, Austro Control)	100	100	100	0	100
1.2.	Military Sorties as per § 145 LFG	100	100	-	0	100
1.3.	Police Sorties	100	100	-	0	100
1.4.	Rescue Flights (primary)	50	50	-	0	50
1.5.	Ambulance Flights	0	0	0	0	0
2.	Aircraft with a flight number in the case of:					
2.1.	Emergencies	50	50	50	0	50
2.2.	Bomb Threats	50	50	0	0	50
2.3.	Technical Landings	50	50	0	-	50
2.4.	Return Landing within one hour	100	100	100	0	50
2.5.	Return Landing after more than one hour	0	0	0	0	0
2.6.	Return Landing and reloading to the Position relief aircraft					
2.6.1.	Relanded aircraft within one hour	100	100	100	0	50
2.6.2.	Relanded aircraft within more than one hour	0	0	0	0	0
2.6.3.	Positioned relief aircraft	0	0	-	0	50
2.7.	Position flights	-	0	0	0	-
3.	Training Flights					
3.1.	Aircraft from air Carriers for purpose of training for route experience flights, instruction and training flights	50	50	0	0	100
3.1.	Aircraft used for training for General Aviation purposes to receive a private or commercial pilot's licence or for the extension of a licence	50	50	-	0	100
4.	Aircraft parked for less than 4 hours	-	-	-	100	0
5.	General Aviation (excluding commercial flights)					
5.1.	aircraft up to 2 t	0	-	100	0	100
5.2.	Aircraft 2 t up to 5 t	0	-	0	0	100

The reductions under item 3 shall only be applicable for an Austrian training company with the appropriate aviation authority training permission for Salzburg Airport.

Reductions under points 1., 2.3.-2.6. and 3. only apply if flights have been registered as such with the Civil Aerodrome Duty Manager prior to or, at the latest, immediately after the event and if particularly for the purpose of settling accounts the notification of the type of flight as stated in point 3 is made to the Civil Aerodrome Operator stating all relevant details for training (Carrier company, Civil Aviation Flight School, Aircraft, flight instructor). The user is liable for the correctness of this information. Salzburg Airport is entitled to subsequent charging for incorrect information.

The reduction rates in point 3.1. only apply if the flights serve the sole purpose of instruction and/or training of the crew. Special arrangements can be made with the Civil Aerodrome Operator for instruction and training programmes over an extended period as well as in the case of an airline company carrying out instruction and training flights exclusively at this civil aerodrome.

In an individual contract a special agreement for bonuses can be defined if the User operates more than 15 % of the total number of movements at Salzburg Airport.

III. HANDLING CHARGES

1. Provision of Ground Handling Services

As a consequence of the User taking up the handling services contract conditions between the User and Salzburg Airport arise. An additional handling contract can be made between Salzburg Airport and the User.

Salzburg Airport provides the ground handling services for aircraft handling as mentioned in Annex 1 (List of Standard Ground Handling Services) within the framework of its technical and personnel resources.

Salzburg Airport will also provide on demand such services necessary for aircraft handling not mentioned in Annex 1 (Annex II, 5.). Such single services shall be provided according to the availability of personnel and equipment and invoiced separately.

Salzburg Airport shall provide the services mentioned above to the normal standard and with trained staff. Salzburg Airport reserves the right to subcontract such services to third parties.

Salzburg Airport reserves the right to charge services according to the list of charges for single services, if the User's requirements go beyond the normal standards of basic services

The Users and Salzburg Airport shall support and advise each other when conducting ground handling services and shall consider possible mutual relevant recommendations.

The User shall provide Salzburg Airport with information and instructions which are necessary for a service in accordance with the regulations. Salzburg Airport will request the appropriate information and instructions from the User if necessary. Salzburg Airport will only pass on information found in the Users' flight documents with their permission as far as they are not legally prevented to do so.

2. Standard of the Ground Handling Services

The ground handling services are performed according to the normal procedures at Salzburg Airport and according to international standards.

Salzburg Airport shall perform all services taken on with trained personnel. Representatives of the User and Salzburg Airport shall discuss issues arising over the performance and the quality of the ground handling services if necessary. The evaluation of problems arising in the handling procedure shall consider the punctuality of the User.

It is compulsory for the User to give sufficient notice to Salzburg Airport of any handling of bulk goods or special cargo which extent beyond the normal standards of service (Annex 1 List of Standard Ground Handling Services). There shall be a mutual advisory and support system from both sides. The expenditure for this handling shall be invoiced separately (Annex II, 5.).

3. Performance of Ground Handling Services

1. Scheduled Flights

Salzburg Airport is obliged to provide the ground handling services as mentioned in Annex 1 for scheduled flights of the User on Salzburg Airport without previous request. Scheduled flights are those which are announced to Salzburg Airport (Airport Duty Manager) at least 72 hours before landing.

Users are obliged to give due notice to Salzburg Airport about the number of flights planned within a flight plan period so that Salzburg Airport can provide the respective services. This information shall contain: the aircraft type and version, the flight number, the planned arrival and departure times and the airport of origin as well as all significant special features relevant for handling. The User is obliged to inform Salzburg Airport in good time of any alterations affecting the scheduled flights. This is valid especially for delays, early arrivals and flight cancellations. If delays or cancellations will cause waiting periods beyond the airport opening hours, this will be invoiced separately.

2. Non-scheduled flights, special flights

Salzburg Airport will also provide ground handling services as soon as possible for all non-scheduled flights which are performed at Salzburg Airport by the User or on behalf of the User, in the framework of its technical and personnel resources, considering the already accepted obligations. The User is obliged to announce these flights in good time.

3. Priority

If there is an overlapping in the handling of aircraft of other Users due to an unannounced or delayed aircraft, Salzburg Airport reserves the right to give priority to the flights which are announced and on schedule.

4. Documents for the Ground Handling Services

For the providing of Ground handling services the User is obliged to provide Salzburg Airport with relevant documents and information in good time.

5. Special Assistance (Emergencies)

In emergencies (emergency landings and accidents) Salzburg Airport will immediately take all appropriate and possible action even without instruction from the User, to assist the passengers and crew and to protect the transported luggage, cargo and mail from loss or damage. All costs resulting from this service will be refunded to Salzburg Airport by the User.

6. Handling on Public Holidays

At present there is no additional charge on Saturdays, Sundays and public holidays.

7. Separate Handling

If the landing and take-off of an aircraft are no longer immediately connected (overnight, interruption of flight, positioning etc.) there can be an additional charge of 20% of the handling charge for the separate handling.

The immediate connection between landing and take off of an aircraft is no longer valid after a ground time of more than 4 hours.

8. Technical Landing

Only 50% of the handling charges will be calculated for the handling of a technical landing (without changes of load)

9. Re-loading or partial unloading of handled aircraft

If a reload or partial unloading should occur after the loading has been completed an additional charge of 50% will be calculated on top of the handling charge.

10. Transit flight

60% of the current handling charge will be calculated for transit flights.

11. Waiting time

For the provision of personnel beyond the normal operating hours of the airport the time up to a quarter of an hour before the landing or take off of the aircraft to be handled will be calculated as a single service on an hourly rate. If no handling takes place in such cases 50% of the handling charge will be charged.

12. Use of Ground Power Units

The Ground Power Unit will be available for 60 minutes for free during each handling; for time exceeding this limit there will be a single service invoice.

13. Cargo and Mail Aircraft

For cargo and mail aircraft the handling charges will be calculated on demand.

4. Charges

For the performance of handling services according to list of standard ground handling services charges apply.

Aircrafts over 10 tons MTOW are subject to mandatory handling services.

Handling charges are to be paid for services carried out according to Annex 1 (List of Standard Ground Handling Services) as flat rate independently from the actual extent.

Additional Services, which have been performed and are not included in Annex 1, will be charged according to Annex 2 (List of Single Services).

A setting off of counterclaims shall only be permitted by express agreement of Salzburg Airport.

5. Cancellation of Handling Services

If passengers flights registered for handling services are cancelled 36 hours before the scheduled flight, this is regarded as cancellation of the handling services. A cancellation charge of 50% of the relevant charge applies, if services were already performed or cost have incurred.

6. Liability

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

Unless otherwise agreed for liability IATA AHM 810, version 2004, Art. 8¹ applies for all handling services. Every user shall be regarded as "carrier" in this sense, Salzburg Airport as "Handling Company".

In single cases liability will go no further than that between the User and its contract partner.

Contract parties shall be free of obligation if one of the contract partners cannot fulfil their obligation due to strike, natural disaster or other special reasons which are outside their sole possibilities to decide.

Following limits of liability according to Art 8.5. IATA Standard Ground Handling Agreement 2004 and the industrial standards apply:

Limit (USD)	aircraft types
Jets	
1.000.000	B747, B757, B767, B777, DC-10, MD11, A300, A310, A330, A310, A330, A340,
750.000	B717, B737 Series, MD80 Series, MD90 Series, A320 Series
500.000	BAE146 (AR8/AR100), Embraer 170, Embraer 190, all airline jets not mentioned otherwise
250.000	Embraer 145, Canadair RJ
75.000	Cessna Citation, Fan Jet Falcon, Learjet 35/60, Dessault Falcon 20 F

¹ Article 8 – Liability and Indemnity

In this Article, all references to:

- (a) "the Carrier" or "the Handling Company" shall include their employees, servants, agents and subcontractors;
- (b) "ground support equipment" shall mean all equipment used in the performance of ground handling services included in Annex A, whether fixed or mobile, and
- (c) "act or omission" shall include negligence.

8.1 Except as stated in Sub-Article 8.5, the Carrier shall not make any claim against the Handling Company and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

- (a) delay, injury or death of persons carried or to be carried by the Carrier;
- (b) injury or death of any employee of the Carrier;
- (c) damage to or delay or loss of baggage, cargo or mail carried or to be carried by the Carrier, and
- (d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage; arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result.

PROVIDED THAT all claims or suits arising hereunder shall be dealt with by the Carrier; and

PROVIDED ALSO THAT the Handling Company shall notify the Carrier of any claims or suits without undue delay and shall furnish such assistance as the Carrier may reasonably require.

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo direct to or from a place in the United States of America then if the limitations of liability imposed by Article 22 of the Warsaw Convention would have applied if any such act or omission had been committed by the Carrier but are held by a Court not to be applicable to such act or omission committed by the Handling Company in performing this Agreement then upon such decision of the Court the indemnity of the Carrier to the Handling Company hereunder shall be limited to an amount not exceeding the amount for which the Carrier would have been liable if it had committed such act or omission.

8.2 The Carrier shall not make any claim against the Handling Company in respect of damage, death, delay, injury or loss to third parties caused by the operation of the Carrier's aircraft arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.3 (a) notwithstanding the provisions of Sub-Article 8.1, in the case of claims arising out of surface transportation which is provided on behalf of the Carrier and is part of the operation of loading/embarking or unloading/disembarking and/or is covered by the Carrier's Contract of Carriage the indemnity shall not exceed the limits specified in the said Contract of Carriage.

(b) in the case of claims arising out of surface transportation which is not provided on behalf of the Carrier and/or is not part of the operation of loading/embarking or unloading/disembarking and/or is not covered by the Carrier's Contract of Carriage the waiver and indemnity herein contained shall not apply.

8.4 The Handling Company shall not make any claim against the Carrier and shall indemnify it (subject as hereinafter provided) against any legal liability for claims or suits, including costs and expenses incidental thereto, in respect of:

- (a) injury to or death of any employees of the Handling Company, its servants, agents or subcontractors; and
- (b) damage to or loss of property owned or operated by, or on behalf of, the Handling Company and any consequential loss or damage; arising from an act or omission of the Carrier in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

8.5 Notwithstanding Sub-Article 8.1(d), the Handling Company shall indemnify the Carrier against any physical loss of or damage to the Carrier's Aircraft caused by the Handling Company's negligent act or omission PROVIDED ALWAYS THAT the Handling Company's liability shall be limited to any such loss of or damage to the Carrier's Aircraft in an amount not exceeding the level of deductible under the Carrier's Hull All Risk Policy which shall not, in any event, exceed USD 1,500,000 except that loss or damage in respect of any incident below USD 3,000 shall not be indemnified.

For the avoidance of doubt, save as expressly stated, this Sub-Article 8.5 does not affect or prejudice the generality of the provisions of Sub-Article 8.1 including the principle that the Carrier shall not make any claim against the Handling Company and shall indemnify it against any liability in respect of any and all consequential loss or damage howsoever arising.

50.000	Embraer 120
1 % of aircraft value, min. 50.000	all business jets not mentioned otherwise
Turboprops	
100.000	Fokker 50, F27, FH-227, ATR42, ATR72, Saab SF340, Saab 2000, DHC7, DHC8, BAe ATP, Shorts SD330, Shorts SD 360
50.000	Embraer Brasilia-Dornier Do-228, Kingair 350, Jetstream 41
25.000	DHC 6, Piper PA 31T, Swearing Metro, King Air Cessna Conquest, Jetstream 31, Embraer Bandeirante
1 % of aircraft value, min. 5.000	light twin engined propeller aircraft
1 % of aircraft value, min. 2.500	light single engined propeller aircraft
Helicopters	
5 % of aircraft value, max. 100.000	

7. Adjustment of Charges

Salzburg Airport has the right to adjust the handling charges corresponding to the cost development or for important reasons. The adjustment will be made annually coming into force on April 1 and published on <www.salzburg-airport.at>. Alternatively the User will be informed of the adjustments 60 days before they come into force. Charges for de-icing liquids can also be adjusted on short term according to market conditions.

8. Miscellaneous

Should a provision of these conditions of business not meet the legal regulations this provision shall be replaced by the legal admissible provision which comes the nearest to the submitted intention of the ineffective provision. The validity of the remaining provisions remains unchanged.

These conditions of business and contract conditions comply with the law of the Republic of Austria.

Place of performance and legal venue is the City of Salzburg.

ANNEX I – LIST OF STANDARD GROUND HANDLING SERVICES

1. Handling Services Passenger Aircrafts

The performance of handling services is carried out on basis of the recommendations of the IATA Standard Ground Handling Agreement 2004 with regard to the local conditions. The numbers refer to the description of services of SGHA 2004.

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

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

All services which are not included in the List of Standard Ground Handling Services will be Single Services and are marked with **(SS)**. These Services will be invoiced according to the List of Single Services (Annex II, 5.).

Services marked as **ISC** are Infrastructure services. Those marked with **PSC** (passenger service charge), **LC** (landing charge) and **PC** (parking charge) are charges. **SEC** stands for security services which have to be performed according to Austrian Aviation Security Act (Luftfahrtsicherheitsgesetz) 2011 for public authorities and are covered by the security charge respectively by the security surcharge. **HC** stands for hangar charges.

Services marked with „X“ are not provided by Salzburg Airport.

Text deviating from the IATA Standard Ground Handling Agreement 2004 is marked in *italics*.

SEC. 1	REPRESENTATION, ADMINISTRATION AND SUPERVISION
	1.1. General
	1.1.1 a) Provide or
X	b) arrange for guarantee or 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
THC	1.1.4. Inform all interested Parties concerning movements of the Carrier's aircraft
	1.2. Administrative Functions
THC	1.2.1. Establish and maintain local procedures
THC	1.2.2. Take action on all communications addressed to the Carrier
THC	1.2.3. Prepare, forward and file reports/statistics/documents and perform other administrative duties (<i>delay and irregularities reports only</i>)
THC	1.2.4. Maintain the Carrier's manuals, circulars, etc. connected with the performance of the services
X	1.2.5. a) Check b) Sign c) Forward on behalf of the Carrier invoices, supply orders, handling charge notes, work orders
X	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) cost for provisions of bond guarantee c) out-of-pocket expenses, accommodation, transport, etc.
	1.3. Supervision and/or Co-ordination of Services Contracted by the Carrier with Third Party(ies)
SS	1.3.1. a) Supervise b) Co-ordinate services contracted by the Carrier with third party(ies)
SS	1.3.2. Ensure that the third party(ies) is (are) informed about operational data, and Carrier's requirements in a timely manner
THC	1.3.3. Liaise with the Carrier's designated representative
SS	1.3.4. Verify availability and preparedness of staff, equipment, Loads, documentation and services of the third party(ies) to perform the services
SS	1.3.5. Meet aircraft upon arrival and liaise with crew
SS	1.3.6. Decide on non-routine matters
SS	1.3.7. Verify despatch of operational messages
SS	1.3.8. Note irregularities and inform the Carrier
SEC. 2	PASSENGER SERVICES
	2.1. General
THC	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 stopover, 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, <i>as available</i> , for assistance to
THC(a)	1)	unaccompanied minors
THC (b)	2)	disabled passengers
THC (b)	3)	VIPs
THC (b)	4)	transit without visa passengers (TWOVs)
THC (b)	5)	Deportees
X	6)	special medical transport
X	7)	others, as specified
		Additional costs may be recharged to the Carrier
THC	2.1.4.	Assist passengers when flights are interrupted, delayed or cancelled
THC	2.1.5.	If applicable, arrange storage of baggage in the Customs' bonded store (any fees to be paid by the passenger)
THC	2.1.6.	a) Notify the Carrier of complaints and claims made by the Carrier's passengers
	b)	process such claims
	2.1.7.	Handle lost, found and damaged property matters
THC	a)	accept baggage irregularity reports
THC	b)	enter data into baggage tracing system
THC	c)	maintain baggage tracing system files for period specified
X	d)	make payments for incidental expenses
THC	e)	arrange for delivery of delayed baggage to passengers
THC	f)	handle communications with passengers
THC	2.1.8.	Report to the Carrier any irregularities discovered in passenger and baggage handling
ISC (1)	2.1.9.	a) Provide or
THC	b)	Arrange for
THC	1)	check-in positions(s),
THC	2)	service counter(s) / desk(s) for other purposes,
X	3)	lounge facilities,
X	4)	porter services,
X	5)	other services as specified
SS	2.1.10.	Perform on behalf of the Carrier the following sales functions
	a)	Reservations
	b)	issuance of transportation documents
	c)	e-ticketing
		as specified
	2.2.	Departure
THC	2.2.1.	Perform pre-flight editing (PNL in IATA format)
X	2.2.2.	Manage Automated Check-in device(s) and
	1)	Provide or
	2)	Arrange for
	a)	Stock control
	b)	Stock replenishment
	c)	Hosting
	d)	Routine maintenance
	e)	Service and repair
	f)	Other, as mutually agreed

		Additional costs may be recharged to the Carrier.
	2.2.3.	Check and ensure
THC	a)	that tickets are valid for the flight(s) for which they are presented. The check shall not include the fare
X	b)	check that tickets presented are not blacklisted in the industry ticket service data base Blacklisted documents shall not be honoured and immediately reported to the Carrier
THC	2.2.4.	a) Check travel documents (passports, visas, vaccination and other certificates) for the flight(s) concerned, but without the Handling Company having any liability
	b)	Enter required passenger and/or travel document information into Carrier's and/or government system (as far as possible to process it with local EDP-System)
THC	2.2.5.	a) Weigh and/or measure checked and/or cabin baggage
	b)	Record baggage figures for
	1)	initial flight
	2)	subsequent flight(s)
THC	2.2.6.	Excess baggage
	a)	determine excess baggage
	b)	issue excess baggage ticket
	c)	collect excess baggage charges (<i>for a commission of 9 %</i>)
	d)	detach applicable excess baggage coupons
THC	2.2.7.	Tag checked and/or cabin baggage for
	a)	initial flight.
	b)	subsequent flight(s)
THC	2.2.8.	effect conveyance of checked baggage to the baggage sorting area. Additional costs for baggage requiring special handling may be recharged to the Carrier
THC	2.2.9.	Effect conveyance of oversized checked baggage to the baggage sorting area
X	2.2.10.	Collect airport and/or any other service charges from departing passengers
THC	2.2.11.	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) (<i>as far as possible to process it with local EDP-System</i>)
	2.2.12.	Handle
THC	a)	Denied Boarding process
X	b)	Denied Boarding Compensation
THC	2.2.13.	Direct passengers through controls to departure gate
	2.2.14.	At the gate perform
X	a)	Check-in
THC	b)	check baggage
THC	c)	verification of travel documents (<i>without liability of the handling agent</i>)
X	d)	upgrades and downgrades
X	e)	handling of stand-by list
THC	f)	verification of cabin baggage
THC	g)	manage the boarding process
THC	h)	reconciliation of passenger numbers with aircraft documents prior to departure
X	i)	other gate functions as specified
	2.3.	Arrival
X	2.3.1.	a) provide
RHC	b)	arrange for
		opening/closing aircraft passenger doors
THC	2.3.2.	Direct passengers from aircraft through controls
X	2.3.3.	a) provide for or
	b)	arrange for

		1) Transfer desk/connection services
		2) Baggage recheck
X	2.4. Remote/Off Airport Services	
	2.4.1.	Inform passengers/public about time of arrival/departure
	2.4.2.	Handle departing passengers and baggage
	2.4.3.	Carry out passenger and baggage handling as described in Sub-Sections 2.1., 2.2. and 2.3
	2.4.4.	Direct departing passengers to connecting transport to the airport
	2.4.5.	Handle passengers arriving from the airport
	2.4.6.	Deliver baggage to passengers in accordance with local procedures
X	2.5. Inter-modal Transportation by rail, road or sea	
	2.5.1.	Handle departing passengers and baggage
	2.5.2.	Carry out passenger and baggage handling as described in Sub-Sections 2.1., 2.2. and 2.3., where applicable, substituting "rail, road or sea transportation" for "aircraft", and "flight(s)", and "terminal" for "airport"
	2.5.3.	Direct departing passengers to connecting transport
	2.5.4.	Load baggage on connecting transport, as directed by the rail, road or sea transport operator,
	2.5.5.	Handle arriving passengers and baggage from the rail, road or sea transport operator
	2.5.6.	Direct arriving passengers through controls to the Carrier's flight departure services
	2.5.7.	Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services

SEC. 3 RAMP SERVICES

ISC	3.1. Baggage Handling	
ISC	3.1.1.	Handle baggage in the baggage sorting area
ISC	3.1.2.	Prepare for delivery onto flights
	a)	bulk baggage
	b)	ULDs
RHC	3.1.3.	(Within the limit of local possibilities) Establish number and/or weight of
	a)	and/or weight of
	b)	built-up ULDs
X		and provide the load control unit with the information
RHC	3.1.4.	Offload
	a)	bulk baggage
	b)	ULDs
X	3.1.5.	Prioritise baggage delivery to claim area
RHC	3.1.6.	Deliver to claim area
	a)	Baggage
	b)	oversize baggage
	3.1.7.	Transfer baggage
RHC/ISC	a)	Provide or
X	b)	Arrange for
ISC	1)	Sortation of transfer baggage
ISC	2)	Storage of transfer baggage prior to dispatch (storage time limits to be mutually agreed)
RHC	3)	transport of transfer baggage to the sorting area of the receiving carrier
SS	3.1.8.	Handle crew baggage
ISC	3.2. Marshalling	
	3.2.1.	a) Provide or
		b) Arrange for
		marshalling at arrival and/or departure
	3.3. Parking	
RHC	3.3.1.	

		a) Provide
		b) Position and/or remove wheelchocks
	3.3.2.	Position and/or remove
X		a) landing gear locks
X		b) engine blanking covers
X		c) pitot covers
X		d) surface control locks
RHC		e) tailstands and/or aircraft tethering
RHC		f) other items as mutually agreed (e.g. safety cones)
SS	3.3.3.	a) Provide or
		b) Arrange for ground power unit for supply of necessary electrical power
	3.4.	Cooling and Heating
X	3.4.1.	a) Provide or
		b) Arrange for cooling unit
SS	3.4.2.	a) Provide or
		b) Arrange for heating unit
	3.5.	Ramp to Flight Deck Communication
RHC	3.5.1.	Provide headsets
SS	3.5.2.	Perform ramp to flight deck communication
		a) during tow-in and/or push-back
		b) during engine starting (<i>note: start of engines with IATA hand signals</i>)
		c) for other purposes
	3.6.	Loading and Unloading
RHC	3.6.1.	a) Provide or
X		b) Arrange for
RHC		1) passenger steps
X		2) flight deck steps
X		3) suitable loading bridges
RHC	3.6.2.	a) Provide or
X		b) Arrange for
RHC		1) Passenger (<i>in limited frequency, see additional service list</i>)
RHC		2) Crew (<i>only one transport per crew</i>) transport between aircraft and airport terminals
RHC	3.6.3.	a) Provide or
		b) Arrange for equipment for loading and/or unloading
RHC	3.6.4.	a) Provide or
		b) Arrange for equipment and personnel to perform baggage delivery and pick-up at aircraft
RHC	3.6.5.	a) Provide or
		b) Arrange for equipment for transport and assembly of

		1) baggage
		2) cargo
		3) mail
		4) documents
		between agreed points on the airport
RHC	3.6.6.	
		a) Unload aircraft, returning lashing materials to the Carrier
		b) Load and secure loads in the aircraft
		c) Operate in-plane loading system
SS	3.6.7.	Redistribute loads in aircraft
RHC	3.6.8.	
		Open, close and secure aircraft hold doors
		a) aircraft lower deck
		b) aircraft main deck
SS	3.6.9.	
		a) Provide or
		b) Arrange for
		ballast
SS	3.6.10.	
		a) Provide or
		b) Arrange for
		safeguarding of all Loads requiring special handling (e.g. valuables) during
		1) loading/unloading
		2) transport between aircraft and designated point on the airport
	3.7.	Starting
SS	3.7.1.	a) Provide or
RHC		b) Arrange for
		air start unit
	3.8.	Safety Measures
RHC	3.8.1.	
		a) Provide or
		b) Arrange for
		fire-fighting and other protective equipment
	3.9.	Moving of Aircraft
SS	3.9.1.	
		a) Provide or
		b) Arrange for
		tow-in and/or push-back tractor
	3.9.2.	a) Tow bar to be provided by the Carrier
RHC		b) Tow bar to be provided by the Handling Company (<i>if available, otherwise (a)</i>)
X		c) Store and maintain tow bar(s) provided by the Carrier
SS	3.9.3.	a) Tow in and/or push back
SS		b) Tow aircraft between other agreed points
X		c) Provide authorised cockpit brake operator in connection with towing
SS		d) Provide wing-walker(s)
	3.10.	Exterior Cleaning
	3.10.1.	Perform cleaning of
RHC		a) flight deck windows (not for wide-body aircrafts)
X		b) cabin windows

X		c)	aircraft integral steps
X	3.10.2.		Wipe excess oil from engine nacelles and landing gear
X	3.10.3.		Clean wings, engine nacelles and landing gear
	3.11.		Interior Cleaning
			<i>If not defined differently hereafter „waste“ refers to „sorted waste according to Austrian Waste Laws (AWG, BGBl.325/1990 i.d.g.F.) The acceptance of „not sorted waste“ is possible against extra payment</i>
X	3.11.1.		Clean flight deck, if specified, under the control of a person authorised by the Carrier
		a)	empty ash trays
		b)	dispose of litter
		c)	clear waste from seat back stowages and racks
		d)	wipe tables
		e)	clean seats
		f)	mop floor
		g)	clean flight deck inside windows
	3.11.2.		Clean passenger and crew compartments (other than flight deck)
X		a)	empty ash trays
RHC		b)	dispose of litter
X		c)	clear waste from overhead stowages
RHC		d)	wipe tables
RHC		e)	clean and tidy seats, seat belts, seat back pockets and passenger service units
RHC		f)	clean floors (carpets and surrounds)
RHC		g)	empty and clean refuse bins
RHC		h)	clean surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
RHC		i)	remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
X		j)	clean telephones, fax machines, LCD screens and other equipment
X	3.11.3.		Clean cabin windows
SS	3.11.4.		Clean
		a)	cargo compartments
		b)	ULDs
X	3.11.5.		Fold and stow blankets
X	3.11.6.		Make up berths
	3.11.7.		Change
SS		a)	head rest covers
X		b)	pillow covers
			Covers to be supplied by the Carrier
SS	3.11.8.		Collect and/or distribute in
		a)	cabin
		b)	Toilets
			items provided by the Carrier.
	3.11.9.		Disinfect and/or deodorize aircraft
SS		a)	materials provided by Carrier
X		b)	materials provided by Handling Company
RHC	3.11.10.	a)	Remove
		b)	Destroy
			food and material left over from incoming flights
SS	3.11.11.		
		a)	Provide or
		b)	Arrange for

		laundrying of
		1) cabin blankets
		2) linen
ISC	3.12.	Toilet Service
	3.12.1.	a) Provide or
		b) Arrange for
		toilet service
	3.12.2	a) Empty, clean, flush toilets and replenish fluids
		b) Provide the trituator/disposal service
ISC	3.13.	Water Service
	3.13.1.	a) Provide or
		b) Arrange for
		water service
	3.13.2.	a) Drain water tanks
		b) Replenish water tanks with drinking water
ISC	3.14.	Cabin Equipment
	3.14.1.	Rearrange cabin by
		a) removing
		b) installing
		c) repositioning
		cabin equipment, for example, seats and cabin divider(s)
ISC	3.15.	Storage of Cabin Material
	3.15.1.	a) Provide or
		b) Arrange for
		suitable storage space for the Carrier's cabin material
	3.15.2.	Take inventory
	3.15.3.	a) Provide or
		b) Arrange for
		replenishment of stocks
	3.16.	Catering Ramp Handling
RHC	3.16.1.	Unload/load and stow catering loads from/on aircraft
RHC	3.16.2.	Transfer catering supplies on aircraft
RHC	3.16.3.	Transport catering supplies between aircraft and agreed points
	3.17.	De-Icing/Anti-Icing Services and Snow/Ice Removal
X	3.17.1.	Remove snow from the aircraft without using de-icing fluid
SS	3.17.2.	
		a) Provide or
		b) Arrange for
		1) anti-icing units
		2) de-icing units
SS	3.17.3.	Provide de-icing/anti-icing fluids
SS	3.17.4.	Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use (Fluid will be charged additionally)
SS	3.17.5.	Apply anti-icing fluid to aircraft (Fluid will be charged additionally)
X	3.17.6.	Supervise performance of de-icing/anti-icing operations
X	3.17.7.	Perform final inspection after de-icing/anti-icing operations and inform flight crew of results

SEC. 4 LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS
4.1. Load Control

THC	4.1.1.	Convey and deliver flight documents between the aircraft and appropriate airport buildings
THC	4.1.2.	a) Prepare
THC		b) Sign
THC		c) Distribute
THC		d) Clear
THC		e) File
		Documents, including but not limited to, loading instructions, load-sheets, weight and balance charts, Captain's load information and manifests where
THC		1) Load control is performed by the Handling Company
X		2) Load control is performed by the Carrier
X		3) Load control is performed by a third party
THC	4.1.3.	a) Compile
X		b) Analyse
THC		c) Send
THC		d) Maintain
		statistics and reports
	4.2.	Communications
THC	4.2.1.	a) Compile
THC		b) Receive, process and send
		all messages in connection with the services performed by the Handling Company, using the Carrier's originator code or double signature procedure
X		c) perform EDI (electronic data interchange) transactions
THC		d) inform the Carrier's representative of the contents of such messages
THC	4.2.2.	Maintain a message file containing all above mentioned messages pertaining to each flight for a minimum of ninety (90) days
THC	4.2.3.	a) Provide
		b) Operate
		means of communication between the ground station and the Carrier's aircraft
	4.3.	Flight Operations - General
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 mutually agreed
X	4.3.2.	After consideration of the Carrier's instructions, suggest the appropriate action to pilot-in-command in case of operational irregularities, taking into account the meteorological conditions, the ground services and facilities available, aircraft servicing possibilities and the overall operational requirements
THC	4.3.3.	Maintain a trip file by collecting all documents specified by the Carrier, all messages received or originated in connection with each flight and dispose of this file as instructed by the Carrier
	4.4.	Flight Operations – Flight Preparation at the Airport of Departure
X	4.4.1	a) Provide or
THC		b) Arrange for
		meteorological documentation and aeronautical information for each flight
THC	4.4.2.	Deliver documentation to the aircraft
	4.4.3.	Analyse the operational conditions and
X		a) prepare
THC		b) request
X		c) sign
THC		d) make available
		the operational flight plan according to the instructions and data provided by the Carrier
X	4.4.4.	a) Prepare
THC		b) Request
X		c) Sign
X		d) File

THC	e)	Monitor
THC	1)	the Air Traffic Services (ATS) Flight Plan
THC	2)	The Carrier's slot time allocation with the appropriate ATS
X	4.4.5.	Provide the crew with the required briefing
X	4.4.6.	a) Prepare
		b) Sign
		c) Deliver
	1)	the fuel order
	2)	the fuel distribution form
THC	4.4.7.	Hand out flight operation forms and obtain signature of the pilot-in-command, where applicable
THC	4.4.8.	Provide ground handling party(ies) with the required weight and fuel data
X	4.5.	Flight Operations – Flight Preparation at a Point Different from the Airport of Departure
	4.5.1.	Arrange for the provision of the meteorological documents and aeronautical information
	4.5.2.	Analyse the operational conditions and
		a) prepare
		b) request
		c) sign
		the flight plan
	4.5.3.	Send to the Carrier or its representative at the airport of departure
		a) the operational flight plan,
		b) the ATS Flight Plan,
		c) information for crew briefing
	4.6.	Flight Operations – En-route Flight Assistance
	4.6.1.	Monitor movement of the flight
THC		a) Within
X		b) beyond
		VHF range and provide all possible assistance as necessary. Inform the Carrier of flight progress, any irregularities and action taken
	4.7.	Flight Operations – Post-Flight Activities
THC	4.7.1.	Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned, whether governmental or Carrier's (<i>communication and other additional costs to be borne by the Carrier</i>)
	4.8.	Flight Operations – En-route Re-Despatch
X	4.8.1.	Analyse meteorological information and the operational flight conditions for re-despatch, calculate and plan according to the data provided by the aircraft en-route and inform the pilot-in-command about the results
	4.9.	Flight Operations – Crew Administration
X	4.9.1.	Distribute relevant crew schedule information provided by the Carrier to all parties concerned
	4.9.2.	Arrange hotel accommodation for crew layover
X		a) Scheduled
THC		b) non-scheduled
X	4.9.3.	a) Provide or
THC		b) Arrange for (<i>non-scheduled flights</i>)
		crew transportation
THC	4.9.4.	Direct crews through airport facilities
X	4.9.5.	Liaise with hotel(s) on crew call and pick-up timings
X	4.9.6.	a) Prepare crew allowance forms
		b) Pay crew allowances
X	4.9.7.	Inform the designated Carrier representative of any crew indisposition or potential absence

SEC. 5 CARGO AND MAIL SERVICES
5.1. Cargo and Mail Handling - General

- THC 5.1.1.
- a) Provide or (*except radioactive material and Live Animals*)
 - b) Arrange
- warehouse handling storage facilities for
- 1) General Cargo
 - 2) Special Shipments
 - 3) Specialised Cargo Products
 - 4) Mail
- c) store cargo (*limited time*)
 - d) take appropriate action to prevent theft of, or damage to cargo and or mail
- SS 5.1.2.
- a) Provide or
 - b) Arrange for
- equipment for the handling of
- 1) General Cargo
 - 2) Special Shipments
 - 3) Specialised Cargo Products
 - 4) Mail
- THC 5.1.3.
- a) Provide or
 - b) Arrange for
- handling services for:
- 1) General Cargo
 - 2) Special Shipments
 - 3) Specialised Cargo Products
 - 4) Mail
 - 5) Diplomatic Mail
 - 6) Diplomatic Cargo
 - 7) Company Mail
- THC 5.1.4.
- a) Issue
 - b) Obtain
- receipt upon delivery of cargo
- THC 5.1.5. Monitor cargo delivery on/off aircraft
- THC 5.1.6. Take action to 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. *These Services shall only be provided without liability for the Handling Company*
- 5.2. Customs Control**
- SS 5.2.1. Prepare customs documentation for:
- a) Inbound cargo
 - b) Outbound cargo
 - c) Transfer cargo
- THC 5.2.2. Obtain Customs clearance for:
- a) Inbound cargo
 - b) Outbound cargo
 - c) Transfer cargo
- THC 5.2.3. Place cargo under Customs control for:
- a) Inbound cargo
 - b) Outbound cargo
 - c) Transfer cargo

THC	5.2.4.	Present to Customs, cargo for physical examination
	5.3.	Irregularities Handling
THC	5.3.1.	Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments
THC	5.3.2.	Report to the Carrier any irregularities discovered in cargo handling
THC	5.3.3.	Handle lost, found and damaged cargo
THC	5.3.4.	a) Notify the Carrier of complaints and claims b) Process claims, <i>as mutually agreed</i>
THC	5.3.5.	Take action when consignee refuses acceptance and payment
	5.4.	Document Handling
X	5.4.1.	a) Prepare air waybill
THC		b) Check all documents to ensure shipment may be carried. The check shall not include the rates charged
THC		c) Obtain capacity/booking information for the Carrier's flights
THC		d) Split air waybill. Forward applicable copies of manifests and air waybills to the Carrier
THC		e) Prepare cargo manifest(s)
THC		f) Provide the load control unit with Special Load Notification
THC		g) When applicable, return copy of air waybill to shipper, endorsed with flight details
THC	5.4.2.	a) Notify consignee or agent of arrival of shipments b) Make available cargo documents to consignee or agent
THC	5.4.3.	a) Provide or
X		b) Arrange for
THC		1) collection of "Charges Collect" as shown on the air waybill
X		2) collection of other charges and fees as shown on the air waybill
X		3) credit to consignees or agents
	5.5.	Physical Handling Outbound/Inbound
	5.5.1	Accept cargo, ensuring that
THC		a) machine-readable cargo labels are affixed and processed
THC		b) manual labels are affixed and processed
THC		c) shipments are "ready for carriage"
THC		d) the weight and volume of the shipments are checked
THC		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 (no animals)
THC	5.5.2.	Tally and assemble for despatch cargo for the Carrier's flights
THC	5.5.3.	Prepare
		a) bulk cargo
		b) ULDs
		for delivery onto flights
THC	5.5.4.	Establish the weight of
		a) bulk cargo
		b) built-up ULDs
		and provide the load control unit with deadload weights
RHC	5.5.5.	a) Offload bulk cargo from vehicles
THC		b) Check incoming cargo against air waybills and manifests
RHC		c) Break down ULDs
THC	5.5.6	Release cargo to the consignee or agent
	5.6.	Transfer-/Transit Cargo
THC	5.6.1.	Identify transfer/transit cargo
X	5.6.2.	Prepare transfer manifests for cargo to be transported by another Carrier
X	5.6.3.	a) Provide or

		b)	Arrange for transport to the receiving carrier's warehouse under cover of Transfer Manifest
		1)	on airport
		2)	off airport
THC	5.6.4.		Accept/prepare
		a)	transfer cargo
		b)	transit cargo for onward carriage
	5.7.		Post Office Mail
THC	5.7.1.		Check incoming mail against Post Office mail documents
X	5.7.2.		In case of missing documents, issue substitute documents
	5.7.3.		Deliver inbound mail to
THC		a)	on airport postal facility
X		b)	off airport postal facility together with Post Office mail documents, against receipt from postal authorities
	5.7.4.		Pickup outgoing mail from Postal Facility
THC		a)	on airport
X		b)	off airport
THC	5.7.5.		Check outgoing mail from postal authorities against mail documents. Give receipt of acceptance of mail to postal authorities
THC	5.7.6.		Handle and check transfer mail against accompanying mail documents
X	5.7.7.	a)	Prepare or
THC		b)	Arrange for
THC		1)	bulk mail
THC		2)	ULDs for delivery to flights
RHC	5.7.8.		Establish the weight of
		a)	Bulk mail
		b)	built-up ULD's and provide the load control unit with deadload weights
THC	5.7.9.		Distribute incoming and/or outgoing Post Office mail documents
THC	5.7.10.		Handle lost, found and damaged mail matters and report all irregularities to the Carrier and postal authorities
THC	5.7.11.		Maintain a file on all mail matters including irregularities for a period of time <i>to be mutually agreed</i>

SEC. 6 SUPPORT SERVICES

	6.1.		Accommodation
RENT	6.1.1.		Provide facilities for the Carrier's representative(s)
		a)	office space
		b)	storage space
		c)	other facilities
	6.2.		Automation/Computer Systems
THC	6.2.1.	a)	Provide or
X		b)	Arrange for and
THC		c)	Operate equipment to enable access to
X		1)	Carrier's system
THC		2)	Handling Company's system
X		3)	other systems
	6.2.2.		Access the following functions in
X		a)	Carrier's system

THC	b)	Handling Company's system
X	c)	other system for
THC	1)	Training programmes
X	2)	Passenger reservations and sales
THC	3)	Passenger service
PSC	4)	Baggage reconciliation
X	5)	Baggage tracing
THC	6)	Operation, weight and balance and load control
X	7)	Cargo reservations and sales
X	8)	Cargo handling
X	9)	Maintenance
X	10)	Other functions
	6.3.	Unit Load Device (ULD) Control
X	6.3.1.	a) Provide or
RHC	b)	Arrange for storage space for ULDs
RHC	1)	passenger ULDs
RHC	2)	cargo ULDs
THC	6.3.2.	<i>(These Services will be provided without Salzburg Airport having any liability.)</i> Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss
THC	6.3.3.	a) Take physical inventory of ULD stock and maintain stock records b) Compile and despatch ULD Control Messages (UCM)
THC	6.3.4.	Prepare ULD exchange control (LUC) documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies
THC	6.3.5.	Handle lost, found and damaged ULDs and notify the Carrier of such irregularities
X	6.4.	Fuel Farm (Depot)
	6.4.1.	Liaise with fuel farm suppliers
	6.4.2.	a) Inspect the Carrier's fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results
	6.5.	Ramp Fuelling/Defueling Operations
THC	6.5.1.	Liaise with ramp fuel suppliers
X	6.5.2.	Inspect fuel vehicles and/or appliances for contamination
X	6.5.3.	Supervise fuelling/defueling operations
X	6.5.4.	Prepare aircraft for fuelling/defueling
X	6.5.5.	Drain water from aircraft fuel tanks. Perform water detection checks
X	6.5.6.	a) Provide or b) Arrange for approved fuelling/defueling equipment
X	6.5.7.	Fuel/defuel the aircraft with quantities of products requested by the Carrier's designated representative
X	6.5.8.	Check and verify the delivered fuel quantity
X	6.5.9.	Deliver the completed fuel order to the Carrier's designated representative
X	6.5.10.	Maintain records of all fuelling/defueling operations
	6.6.	Replenishing of Oils and Fluids
THC	6.6.1.	Liaise with suppliers
X	6.6.2.	a) Perform or b) Supervise replenishing operations
X	6.6.3.	a) Provide or b) Arrange for and

		c) Operate special replenishing equipment
X	6.7. Surface Transport	
	6.7.1.	a) Provide or b) Arrange for the transport of 1) Passengers 2) Baggage 3) cargo and/or mail 4) empty ULDs 5) others between a) airport and town terminal b) airport and other agreed points c) separate terminals at the same airport
	6.7.2.	Make all necessary arrangements for special transport within the limit of local possibilities
	6.8. Catering Services – Liaison and Administration	
THC	6.8.1.	Liaise with the Carrier's catering supplier
THC	6.8.2.	Handle requisitions made by the Carrier's authorised representative

SEC. 7 SECURITY

	7.1. Passenger and Baggage Screening and Reconciliation	
	7.1.1.	
THC		a) Provide or b) Arrange for 1) matching of passengers against established profiles 2) security questioning (<i>display of security questions</i>)
SEC	7.1.2.	a) Provide or b) Arrange for 1) screening of checked baggage 2) screening of transfer baggage 3) screening of mishandled baggage 4) physical examination of checked, transfer and mishandled baggage 5) identification of security cleared baggage
SEC	7.1.3.	a) Provide or b) Arrange for 1) screening of passengers 2) screening of cabin/unchecked baggage 3) physical examination of passengers and cabin/unchecked baggage
	7.1.4.	
THC/ RHC		a) Provide or b) Arrange for
THC		1) identification of passengers prior to boarding
THC		2) reconciliation of boarded passengers with their baggage
RHC		3) positive baggage identification by passengers (<i>if necessary for security reasons (EU law)</i>)
RHC		4) offloading of baggage of passengers who fail to board the aircraft
	7.2. Cargo and Post Office Mail	

X	7.2.1.	a)	Provide or
THC		b)	Arrange for
THC		1)	control of access to the cargo facilities
X		2)	screening of cargo and/or mail
THC		3)	physical examination of cargo
THC		4)	holding of cargo and/or mail for variable periods
THC		5)	secure storage of cargo and/or mail
X		6)	decompression/pressure chamber
	7.3.		Catering (<i>Services performed by local catering company</i>)
RHC	7.3.1.	a)	Provide or
X		b)	Arrange for
X		1)	control access to the catering unit
X		2)	security supervision during food preparation
X		3)	security check of catering uplifts
X		4)	sealing of food and/or bar trolleys/containers
RHC		5)	physical examination of catering vehicles prior to loading
	7.4.		Aircraft
	7.4.1.	a)	Provide or
		b)	Arrange for
			control of access to
		1)	aircraft
SEC		2)	designated areas
X	7.4.2.	a)	Provide or
SS		b)	Arrange for
X		1)	search of aircraft
SS		2)	guarding of aircraft
SS		3)	guarding of designated areas
SEC		4)	security of baggage in the baggage makeup area
X		5)	sealing of aircraft
X	7.4.3.	a)	Provide or
SS		b)	Arrange for
			security personnel
SS		1)	to safeguard all loads during the transport between aircraft and designated locations
SS		2)	during offloading and loading of aircraft
	7.5.		Additional Security Services
X	7.5.1.	a)	Provide or
SS		b)	Arrange for
			additional security services

SEC. 8 AIRCRAFT MAINTANANCE

X	8.1.	Routine Services
	8.1.1.	Maintain the Carrier's technical manuals, handbooks, catalogues, etc.
	8.1.2.	Perform line inspection
	8.1.3.	Enter in the aircraft log and sign for the performance of the line inspection
	8.1.4.	Enter remarks in the aircraft log regarding defects observed during the inspection
	8.1.5.	Sign Air Worthiness Release (AWR)
	8.1.6.	Perform
	a)	pre-departure inspection
	b)	ice-check

- immediately before aircraft departure
- 8.1.7. Provide personnel to assist the flight crew or ground staff in the performance of the inspection
- X 8.2. Non-routine Services**
- 8.2.1. 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
- 8.2.2. Enter in aircraft log and sign for the action taken
- 8.2.3. Report technical irregularities and actions taken to the Carrier's maintenance base
- 8.2.4. a) Provide or
b) Arrange for
engineering facilities, tools and special equipment to the extent available
- 8.2.5. Move aircraft under its own power
- X 8.3. Material Handling**
- 8.3.1. a) Obtain customs clearance for
b) Administer
the Carrier's spare parts, power plants and/or equipment
- 8.3.2. Provide periodic inspection of the Carrier's spare parts and/or spare power plant
- 8.3.3. Provide suitable storage space for the Carrier's spare parts and/or equipment
- 8.3.4. Provide suitable storage space for the Carrier's spare power plant
- 8.4. Parking and Hangar Space**
- PF 8.4.1. a) Provide or
HC b) Arrange for
PF 1) parking space
HC 2) hangar space

2. Handling Services General Aviation

The following services are included in the general aviation service package (for rates see Annex II, 3.).

The following flat rate charges are indivisible and to be paid in full even when only part of the service is used. Additional services are performed according to the service single list (Annex II, 5.) or upon agreement.

- Transportation of passengers and crew to/from aircraft upon arrival and/or departure
- Baggage Handling (Loading/Offloading and transportation to/from aircraft upon arrival and/or departure)
- Guidance and Assistance for passengers and crew through immigration and customs
- Crew Briefing and Assistance with flight preparation (MET, NOTAMs, Company Flightplan, Slot Monitoring, PPR Request etc.)
- Organisation und Coordination of all handling services such as potable water and toilet service, aircraft de-/anti-icing, cabin pre-heating, ground power (GPU), airstarter (ASU), waste removal, cabin cleaning etc.
- Liaison with local fuel supplier
- Liaison with local catering supplier (for catering orders, dish washing, waste service etc.)
- Booking of hotel accommodation for passengers and crew (company credit card required)
- Booking of off-airport transportation for passengers and crew (taxi, limousine service, VIP vehicles, rental cars, helicopter charter etc.)
- Organisation of direct ramp transfers on arrival and/or departure (subject to authorities approval)
- Organisation of additional security services e.g. 24hrs aircraft protection
- Organisation of additional VIP services e.g. access to VIP Lounge

ANNEX II – CHARGES - RATES

1. Overall View Charges and Charges

Charges approved by Supreme Civil Aviation Authority	Charges	Miscellaneous Charges
Landing Charge	Handling charge flat rate	Terminal Navigation Charge
Passenger Service charge	Shuttle service	Schedule Coordination Service Fee
PRM-charge	Hangar Charge	Departure Tax
Parking charge	Single Service Charges	
Infrastructure charge (landside/airside)	CUSS	
Security charge	CUTE	
Costs for Extension of Operating Hours		

2. Charges approved by Supreme Civil Aviation Authority

valid from: 1 January 2019

Approved by the Federal Ministry of Science and Transport of Austria as Supreme Civil Aviation Authority per decree ZI. BMVIT-43.435/0004-IV/L1/2019 according to § 9 FEG and art. 14 para. 2 EC-PRM-REG Nr. 1107/2006.

I. Landing Charge

a) **Landing charge up to 5.000 kg MTOW**

The charge per landing amounts to:

MTOW		EUR/landing
	up to 1.000 kg	12,53
from 1.001 kg	up to 1.500 kg	23,77
from 1.501 kg	up to 2.000 kg	31,10
from 2.001 kg	up to 2.500 kg	49,61
from 2.501 kg	up to 3.000 kg	55,70
from 3.001 kg	up to 3.500 kg	68,20
from 3.501 kg	up to 5.000 kg	79,56

b) **Landing charge more than 5.000 kg MTOW**

The charge per landing per ton MTOW or part thereof (e.g. 6.001 kg =7 t) amounts to:

MTOW		EUR/ton
from 5 t	up to 200 t	18,21
from 201 t	up to 270 t	16,40
from 271 t	up to 320 t	15,35
from 321 t		14,13

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

c) **Landing charges for Regional Air Traffic**

The landing charge per landing shall be 85 % of the respective landing charge applicable under b).

2. Passenger Service Charge

a) **Regular Passenger Service Charge**

Commercial and Non-commercial Flights			
			EUR/departing PAX
up to	2 t	international / national	no passenger service charge
up to	5 t	national	4,25
up to	5 t	international	9,52
more than	5 t	national	14,34
more than	5 t	international	14,34

b) Passenger Charge for Regional Air Traffic

The charge per passenger in regional air traffic (over 5 t) amounts to **EUR 12,19**

c) Transfer Passenger Charge:

The charge amounts to **EUR 6,52**

3. PRM-charge

The PRM (passengers with reduced mobility) charge amounts to (only commercial flights) **EUR 0,66/PAX**

4. Parking Charge

The first 4 hours are free of charge. Then the charge per 24 hour period or part thereof (calculated as per beginning of actual block time) shall be:

- a.) up to 5 t **20%**
- b.) from 5 t up to 10 t **15%**
- c.) more than 10 t **10%**

of the respective applicable landing charge

5. Infrastructure Charge**a) Airside Infrastructure Charge**

For **scheduled and charter flights** and **general aviation** above 10 t MTOW the following charges apply (if one of the two limits is exceeded the next higher class applies):

MTOW	seats	EUR
10 up to 17	up to 37	34,84
up to 25	up to 50	43,73
up to 44	up to 80	68,48
up to 59	up to 125	94,12
up to 70	up to 168	127,47
up to 100	up to 190	135,69
up to 159	up to 235	180,74
up to 200	up to 275	226,96
up to 200	up to 276	279,89

For transit flights there shall be a reduction of the infrastructure charge of **40 %**.

For General Aviation aircraft of over 5 to 10 tons MTOW which need a Ramp/Traffic Handling Service there is a flat rate charge of **EUR 30,73**

b) Landside part of infrastructure charge:

The landside part of infrastructure charge per departing passenger amounts to (not applicable for General Aviation): **EUR 1,60**

6. Security Charge

The security charge per departing passenger amounts to **EUR 10,94**

For transfer passengers per departing passenger **EUR 5,47**

7. Charge for the extension of Operating Hours

Charge for extension of operating hours per quarter of an hour or part thereof (0 15 min) from 11 p.m. **EUR 247,08**

3. Charges

valid from: 1 April 2018 / 1 April 2019

I. Handling Charges

Basis of Assessment

The basis of assessment for the handling charges for passenger aircraft depends on the actual seating capacity respectively the MTOW of the aircraft.

The classification of an aircraft in a charge group depends on the criterion of the number of seats and the MTOW. If either of these category limits is exceeded the aircraft falls into the next category up. The internal calculation of individual aircraft handling costs has been taken in consideration for the ordering of aircrafts into the charge groups.

Maximum seating capacity will be calculated until the correct certification is provided. There will be no backdated repayments.

Aircrafts over 10 tons MTOW are subject to mandatory handling services.

The following handling charges are valid for all **Carriers / Commercial Flights**:

		From 01 April 2018		From 01 April 2019	
seats	MTOW	RHC	THC	RHC	THC
		EUR	EUR	EUR	EUR
up to 37	up to 17	366,70	280,30	377,30	288,40
up to 50	up to 25	498,40	398,20	512,90	409,70
up to 80	up to 44	793,80	695,60	816,80	715,80
up to 125	up to 59	1.038,70	787,60	1.068,80	810,40
up to 168	up to 70	1.392,40	927,50	1.432,80	954,40
up to 190	up to 100	1.635,10	991,80	1.682,50	1.020,60
up to 235	up to 159	2.279,40	1.439,00	2.345,50	1.480,70
up to 275	up to 200	2.932,40	1.821,20	3.017,40	1.874,00
from 276	from 200	4.518,70	2.806,90	4.649,70	2.888,30

The following handling charges are valid for all **General Aviation** flights:

	From 01 April 2018	From 01 April 2019
MTOW	EUR	EUR
up to 5.000 kg	280,30	288,40
5.001 up to 13.000 kg	393,00	404,40
13.001 up to 17.000 kg	478,30	492,20
17.001 up to 25.000 kg	596,40	613,70
25.001 up to 44.000 kg	893,40	919,30

From **44.001 kg** the charges for commercial flights (see above) apply.

2. Shuttle service

For aircrafts which do not demand handling services a flat rate of **EUR 9,30** (from 01.04.2019: **€ 9,60**) for the shuttle service to the General Aviation Centre (GAC) accrues.

3. Hangar Charges 1.1.2019

General

A charge for the storage of an aircraft in a hangar accrues.

The towing in or out of the hangar of an aircraft can only be done by Salzburg Airport. The claim by Salzburg Airport for this charge arises at the time of handing over the aircraft to Salzburg Airport for towing.

Basis of Assessments and Rates (for unheated hangars)

The basis of assessment for the charge to be paid is the maximum take off weight. Hangar charge:

MTOW	MTOW		EUR/24h 01.01.2019
	up to 5.000 kg	per 500 kg or part thereof	13,70
over 5.000 kg	up to 10.000 kg	per 1.000 kg or part thereof	27,27
over 10.000 kg		per 1.000 kg or part thereof	29,66

Monthly flat rate charge

Monthly flat rate (at least 20 days) per calendar month or part thereof

MTOW	MTOW		EUR/month 01.01.2019
	up to 5.000 kg	per 500 kg or part thereof	247,03
over 5.000 kg	up to 10.000 kg	per 1.000 kg or part thereof	432,49
over 10.000 kg		per 1.000 kg or part thereof	469,49

The monthly flat rate can only be granted by the Civil Aerodrome Operator according to the amount of hangar space available (written application is required!)

The single towing in or out of the hangar of an aircraft respectively for the purpose of providing hangar space:

MTOW	MTOW	EUR / 01.01.2019
	up to 2.000 kg	10,53
over 2.000 kg	up to 5.000 kg	20,92
over 5.000 kg	up to 10.000 kg	41,57
over 10.000 kg	up to 15.000 kg	83,70
over 15.000 kg		115,56

The towing in or out of the hangar of an aircraft for the purpose of work to be done by other companies will be calculated as a single service.

4. CUTE

The check-in counters are part of the infrastructures. The CUTE-System (Common Use Terminal Equipment), which is implemented on all check-in counters, is, however, not included in the infrastructure charge. This is operated by SFG and grants access to the user's DCS system.

For using the user's own DCS system a CUTE charge applies.

CUTE charge for every departing passenger, handled by the user	until 31.03.2018	EUR 0,18 / PAX
	from 01.04.2018	EUR 0,20 / PAX
	from 01.04.2019	EUR 0,22 / PAX

Costs for implementing the system have to be born separately. Implementation is subject to technical possibilities.

5. CUSS

The check-in counters are part of the infrastructures. The CUSS System (Common Use Self Service) is, however, not included in the infrastructure charge. This is operated by SFG and used by the user for check-in.

For using the CUSS system a CUSS charge applies.

CUSS charge for every departing passenger, handled by the user	EUR 0,15 / PAX
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This charge is independent of the extent of utilization of the CUSS system.

Costs for implementing the system have to be born separately. Implementation is subject to technical possibilities.

4. Summary of Services

Summary of services according to Annex I included in the handling flat rate. The numbers refer to the description of services of the IATA Standard Ground Handling Agreement (SGHA) 2004.

Traffic Handling (THC)	<p>1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3 (delay and irregularity reports only), 1.2.4, 1.3.3,</p> <p>2.1.1, 2.1.2, 2.1.3 (a) (1) + (b) (2) (3) (4) (5), 2.1.4, 2.1.5, 2.1.6 (a), 2.1.7 (a) (b) (c) (e) (f), 2.1.8, 2.1.9 (b) (1) (2), 2.2.1 (PNL in IATA format), 2.2.3 (a), 2.2.4 (a) (b), 2.2.5, 2.2.6 (a) (b) (c, against a commission of 9%) (d), 2.2.7, 2.2.8, 2.2.9, 2.2.11, 2.2.12 (a), 2.2.13, 2.2.14 (b) (c, without liability of the handling agent) (f) (g) (h), 2.3.2,</p> <p>4.1.1, 4.1.2 (a-e) (1), 4.1.3 (a) (c) (d), 4.2.1 (a) (b) (d), 4.2.2, 4.2.3, 4.3.3, 4.4.1 (b), 4.4.2, 4.4.3 (b) (d), 4.4.4 (b) (e) (1) (2), 4.4.7, 4.4.8, 4.6.1(a), 4.7.1 (Communication and other additional costs to be borne by the carrier), 4.9.2 (b), 4.9.3. (b) (non-scheduled), 4.9.4,</p> <p>5.1.1 (except radioactive materials and Live Animals), 5.1.3, 5.1.4, 5.1.5, 5.1.6 (without liability of Salzburg Airport), 5.2.2, 5.2.3, 5.2.4, 5.3.1, 5.3.2, 5.3.3, 5.3.4 (a) (b, as mutually agreed), 5.3.5, 5.4.1 (b) (c) (d) (e) (f) (g), 5.4.2, 5.4.3 (a) (1), 5.5.1 (a) (b) (c) (d) (e), 5.5.2, 5.5.3, 5.5.4, 5.5.5 (b), 5.5.6, 5.6.1, 5.6.4, 5.7.1, 5.7.3 (a), 5.7.4. (a), 5.7.5, 5.7.6, 5.7.7 (b) (1) (2), 5.7.9, 5.7.10, 5.7.11,</p> <p>6.2.1 (a) (c) (2), 6.2.2 (b) (1) (3) (5) (6), 6.3.2. (without liability of Salzburg Airport), 6.3.3, 6.3.4, 6.3.5, 6.5.1, 6.6.1, 6.8.1, 6.8.2,</p> <p>7.1.1 (a) (1) (2, display of security questions), 7.1.4 (a) (1) (2), 7.2.1.(b)(1)(3)(4)(5)</p>
Ramp Handling (RHC)	<p>2.3.1. (b)</p> <p>3.1.4, 3.1.6, 3.1.7 (a) (3), 3.3.1, 3.3.2. (e) (f), 3.5.1, 3.6.1 (a) (1), 3.6.2 (a) (1, in limited frequency see additional service list) (2, only one transport per crew), 3.6.3, 3.6.4, 3.6.5 (a) (1 - 4), 3.6.6, 3.6.8, 3.7.1 (b), 3.8.1 (b), 3.9.2. (b) (if available), 3.10.1 (a), 3.11.2 (b) (d) (e) (f) (g, separated waste only) (h) (i), 3.11.10, 3.16.1, 3.16.2, 3.16.3,</p> <p>5.5.5 (a) (c), 5.7.8.</p> <p>6.3.1. (b) (1) (2), 7.1.4 (a) (3, if necessary for security reasons (EU law)), (4), 7.3.1 (a) (5)</p>
De-Icing	3.16.4 (a)(1)(2), 3.16.5, 3.16.6, 3.16.17, 3.16.9 (visual inspection only)
Infrastructure Charge (IFS)	<p>2.1.9. (a) (1),</p> <p>3.1.1., 3.1.2., 3.1.3., 3.1.7. (a) (1) (2), 3.2., 3.12., 3.13.</p>
Single Service (SS)	<p>1.3.1., 1.3.2., 1.3.4., 1.3.5., 1.3.6., 1.3.7., 1.3.8.,</p> <p>2.1.1.0,</p> <p>3.1.8., 3.3.3., 3.4.2., 3.5.2., 3.6.7., 3.6.9., 3.6.10., 3.7.1. (a), 3.9.1., 3.9.3. (a) (b) (d), 3.11.4., 3.11.7.(a), 3.11.8., 3.11.9. (a), 3.11.11., 3.17.2., 3.17.3., 3.17.4., 3.17.4., 3.17.5.,</p> <p>5.1.2., 5.2.1.,</p> <p>7.4.2. (b) (2) (3), 7.4.3. (b) (1) (2), 7.5.1. (b)</p>
Security (SEC)	7.1.2., 7.1.3., 7.4.1.(2), 7.4.2. (4)
Renting (RENT)	6.1.1.
Passenger Service Charge (PSC)	6.2.2. (4), 8.4.1. (a) (1)
Hangar Charge (HC)	8.4.1. (b) (2)

5. Single Services

(as from 1.4.2018 / 1.4.2019)

Assessment Unit				01.04.2018	01.04.2019
Litre Piece Bags	Process	Hours	Services	EUR	EUR
			1. Manpower		
		0,5	Skilled Worker	30,10	31,00
		0,5	Fireman	30,10	31,00
		0,5	Aircraft Handling Staff	23,00	23,70
		0,5	Cleaning Staff, Assistant Worker	39,40	40,50
		0,5	Foreman, Inspector	20,90	21,50
		1	Ambulance Man	25,90	26,70
		1	SAS Staff	45,40	46,70
		1	SAS Supervisor	60,20	61,90
			2. Equipment with the Civil Aerodrome Operator Personnel		
		0,5	Air starter (ASU)	95,90	98,70
		0,5	Exchanging of Meal trays	91,30	93,90
		24	Selvage vehicle charge (for small aircrafts)	1.617,10	1.664,00
	1		Bus for 120 PAX	93,20	95,90
		0,5	Catering Vehicle	68,30	70,30
		24	Container dolly	19,70	20,30
1		24	Container Storage per container	2,60	2,70
		0,5	Electric tow for aircraft up to 15t	37,90	39,00
		0,5	De-icing equipment incl. staff	198,00	203,70
		0,5	E-Starter Assistance -Small aircraft	38,50	39,60
		0,5	Passenger Stairs over 3.5m	80,90	83,20
		0,5	Passenger Stairs up to 3.5m	143,10	147,20
		0,5	Conveyor Belt	62,20	64,00
		0,5	Fresh Water Truck	86,10	88,60
1 piece			Baggage Handling charge for identification or x-ray control	0,90	1,00
		24	Baggage Trolley without personnel	15,60	16,10
	1		Headset and Push back control	46,00	47,30
		0,5	Fork-lift Truck Diesel up to 6t	60,40	62,20
		0,5	Loading Platform (high loader) up to 3.5t	60,40	62,20
		0,5	Loading Platform (high loader) up to 7.5t	74,70	76,90
		0,5	Cabin Heater	48,80	50,20
		0,5	Firefighting truck - refuelling with PAX on board	62,40	64,20
	1		Delivery of last minute baggage	19,70	20,30
		0,5	Ground-level loading vehicle	54,50	56,10
		24	Palette freight trailer	39,30	40,40
		0,5	Cleaning bus inc. cleaning staff	42,40	43,60
		0,5	Towing truck for aircraft over 15t	101,40	104,30
		0,5	Towing Vehicle (Electric or diesel)	37,90	39,00
	1		Service and Assembly stairs	20,90	21,50
		0,5	Ground Power static converter (90KVA)	47,60	49,00
		0,5	Ground Power Unit (GPU) up to 140KVA	76,70	78,90
		0,5	Ground Power Unit (GPU) up to 90KVA	71,70	73,80
		0,5	Toilet Servicing Truck (IFC)	90,20	92,80
	1		Transport of valuable cargo or diplomatic baggage	38,50	39,60
	1		Transport of unidentified baggage	22,80	23,50
1			Reloading of luggage due to lack of ULDs	77,70	80,00
		0,5	Water Collection Truck	14,70	15,10

			3. Vehicles inc. Personnel		
		1	Vehicle with radio frequency	73,80	75,90
	1		Shuttle charge round-trip for Aircrafts more than 2t	9,30	9,60
			4. Materials		
1 piece			Ballast bags 25kg each	4,50	4,60
1 litre			De-icing fluid type I (30% / 70%)	2,22	2,30
1 litre			De-icing fluid type I (40% / 60%)	2,96	3,00
1 litre			De-icing fluid type I (50% / 50%)	3,70	3,80
1 litre			De-icing fluid type I (60% / 40%)	4,44	4,60
1 litre			De-icing fluid type II 100%	4,96	5,10
1 litre			Oil binding liquid including disposal	31,10	32,00
1 bag			Oil binding material including disposal	57,20	58,90
1 piece			Spreader 1,0 m	1,50	1,50
1 piece			Spreader 1,5 m	2,30	2,30
1 piece			Single Stud	5,90	6,10
1m			Lashing material a 1m	2,30	2,40
			5. Miscellaneous		
	1		Disposal of unseparated refuse with container up to 50 seats	20,90	21,50
	1		51 - 100 seats	41,50	42,70
	1		101 - 150 seats	62,40	64,20
	1		over 150 seats	83,10	85,50
	1		Handling Counter/desk	41,50	42,70
		1	Airline audits handling (4 hours free)	300,00	300,00
	1		Positioning of safety cones	29,80	30,70
1 piece			Baggage Reconciliation (BRS)	0,27	0,27
	1		Crew Transport	26,70	27,50
			Charges for logo company at check-in desk according to actual costs		
1			Photocopy	0,40	0,40
	1		Securing and desecuring of aircraft (lashing)	24,10	24,80
	1		Lost & Found charge SAS	16,60	17,10
	1		VIP configuration PRM	520,10	535,20
			<u>Extra costs for excessive parking (without special agreement):</u>		
		24	Main apron, for 24h or part thereof	3.500,00	3.500,00
		24	General aviation, for 24h or part thereof	1.500,00	1.500,00
	1		Administration charge	500,00	500,00
			6. Security		
1 flam			Barrier-bars (setting up included) per day	9,60	9,90
1 St.			ID-Card for airport access	35,83	36,83
	1		EU-Security Instruction with Ramp	94,58	97,33
	1		EU-Security Instruction without Ramp	61,25	63,00
	1		Short-Instruction	33,33	34,33
		1	Aircraft Security Service from 20.00 - 6.00 h	124,70	128,30
		1	Aircraft Security Service from 6.00 - 20.00 h	73,80	75,90
		1	Security Agent from 20.00 - 6.00 h	102,20	105,20
		1	Security Agent from 6.00 - 20.00 h	51,10	52,60
		1	Security vehicle with radio frequency incl. staff	73,80	75,90
		0,5	Special Security Handling)	194,00	199,60
		1	Watchman from 20.00 - 6.00 h	78,90	81,20
		1	Watchman from 6.00 - 20.00 h	39,40	40,50
1 piece			Access Authorization	25,60	26,30