Airport Charges Regulations

SALZBURG AIRPORT
W.A. MOZART

Effective from: 01.01.2020 / 01.04.2020

Translation only - The German Text shall prevail

Airport Operator
Salzburger Flughafen GmbH
Innsbrucker Bundesstraße 95
A-5020 Salzburg

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SITA: SZGZZXH

Please refer to Chapter III., 6. for liability terms and conditions for handling services
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I. IMPORTANT NOTES


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 USIG 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. 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 9,20 % above the base rate according to § 456 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)
BGBI  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:

<table>
<thead>
<tr>
<th>Austro Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Österreichische Gesellschaft für Zivilluftfahrt mbH</td>
</tr>
<tr>
<td>A – 1030 Wien, Schnirchgasse 11</td>
</tr>
<tr>
<td>Fax: + 43 – 5 – 1703 – 9416</td>
</tr>
<tr>
<td>Contact for airlines with initial letter A – H:</td>
</tr>
<tr>
<td>Tel.: + 43 – 5 – 1703 – 9414</td>
</tr>
<tr>
<td>Email: <a href="mailto:angelika.niedl@austrocontrol.at">angelika.niedl@austrocontrol.at</a></td>
</tr>
<tr>
<td>Contact for airlines with initial letter I – Z:</td>
</tr>
<tr>
<td>Tel.: + 43 – 5 – 1703 – 9417</td>
</tr>
<tr>
<td>Email: <a href="mailto:elisabeth.hodgkin@austrocontrol.at">elisabeth.hodgkin@austrocontrol.at</a></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>SCA Schedule Coordination Austria GmbH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objekt 610</td>
</tr>
<tr>
<td>A-1300 Wien Flughafen</td>
</tr>
<tr>
<td>Tel.: +43 1 7007 23600</td>
</tr>
<tr>
<td>Fax: +43 1 7007 23615</td>
</tr>
<tr>
<td>Email: <a href="mailto:office@slots-austria.com">office@slots-austria.com</a></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Infocentre of the Tax Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tel.: +43 1 71125 (German and English);</td>
</tr>
<tr>
<td>Fax.: +43 1 51433 5918001</td>
</tr>
<tr>
<td><a href="https://www.bmf.gv.at/steuern/a-z/flugabgabegesetz/flugabgabe.html">https://www.bmf.gv.at/steuern/a-z/flugabgabegesetz/flugabgabe.html</a></td>
</tr>
</tbody>
</table>
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 marshaling of the aircraft in and out of the airport and 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 is 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 falls 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 of 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:

<table>
<thead>
<tr>
<th>Type of Exemption or Reduction</th>
<th>a/c up to 5 t</th>
<th>a/c over 5 t</th>
<th>PSC</th>
<th>PF</th>
<th>ISC</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Aircraft performing:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1. Aviation Authorities' duties (Ministry of Traffic, Austro Control)</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>1.2. Military Sorties as per § 145 LFG</td>
<td>100</td>
<td>100</td>
<td>-</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>1.3. Police Sorties</td>
<td>100</td>
<td>100</td>
<td>-</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>1.4. Rescue Flights (primary)</td>
<td>50</td>
<td>50</td>
<td>-</td>
<td>0</td>
<td>50</td>
</tr>
<tr>
<td>1.5. Ambulance Flights</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. Aircraft with a flight number in the case of:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1. Emergencies</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>0</td>
<td>50</td>
</tr>
<tr>
<td>2.2. Bomb Threats</td>
<td>50</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>50</td>
</tr>
<tr>
<td>2.3. Technical Landings</td>
<td>50</td>
<td>50</td>
<td>0</td>
<td>-</td>
<td>50</td>
</tr>
<tr>
<td>2.4. Return Landing within one hour</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>50</td>
</tr>
<tr>
<td>2.5. Return Landing after more than one hour</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2.6. Return Landing and reloading to the Position relief aircraft</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.6.1. Relanded aircraft within one hour</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>50</td>
</tr>
<tr>
<td>2.6.2. Relanded aircraft within more than one hour</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2.6.3. Positioned relief aircraft</td>
<td>0</td>
<td>0</td>
<td>-</td>
<td>0</td>
<td>50</td>
</tr>
<tr>
<td>2.7. Position flights</td>
<td>-</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>-</td>
</tr>
<tr>
<td>3. Aircraft parked for less than 4 hours</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>4. General Aviation (excluding commercial flights)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1. aircraft up to 2 t</td>
<td>0</td>
<td>-</td>
<td>100</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>4.2. Aircraft 2 t up to 5 t</td>
<td>0</td>
<td>-</td>
<td>0</td>
<td>0</td>
<td>100</td>
</tr>
</tbody>
</table>

Reductions under points 1. and 2.3.-2.6. 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 is made to the Civil Aerodrome Operator stating all relevant details. The user is liable for the correctness of this information. Salzburg Airport is entitled to subsequent charging for incorrect information.

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 (Annex II, 5.).

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 25% 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 invoice service.

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 AHI 810, version 2018, Art. 8 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 2018 and the industrial standards apply:

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) “act or omission” shall include negligence.
8.1 Except as stated in Sub-Articles 8.5 and 8.6, 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 of 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, then if the limitations of liability imposed by the Warsaw Convention and/or the Montreal Convention (1999) as applicable and as amended from time to time 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 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/remarking 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/remarking 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; 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.
8.6 Furthermore, notwithstanding Sub-Article 8.1(c), the Handling Company shall indemnify the Carrier against direct loss of or damage to cargo carried or to be carried by the Carrier (excluding Mail) caused by the negligent act or omission by or on behalf of the Handling Company in the provision of the services and/or the supply of goods under this Agreement PROVIDED ALWAYS THAT the Handling Company’s liability shall be limited to as set out in article 22.3 of the Montreal Convention 1999 or any amendment to that Convention in force at the time of the loss or damage or to the actual compensation paid out by the Carrier, whichever is less. In any event, the total amount of the Handling Company’s liability under this Sub-Article 8.6 shall not exceed USD 1,000,000, except that loss or damage in respect of any claim below USD 500 shall not be indemnified. Carrier shall promptly notify the Handling Company of any claim for indemnity under this Sub-Article 8.6 following actual knowledge of such indemnity claim, provided however that the failure to give such notice shall not relieve the Handling Company of its obligations hereunder except to the extent that Handling Company is materially prejudiced by such failure. Any such claim for indemnity shall be submitted within two (2) years of the expiration of the time limit set out in Article 31.2 of the Montreal Convention 1999. For the avoidance of doubt, the liability of the Handling Company shall never exceed the liability of the Carrier.
Limit (USD) | Aircraft types
--- | ---
1,000,000 | B747, B757, B767, B777, DC-10, MD11, A300, 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, Dassault Falcon 20 F
50,000 | Embraer 120
1 % of aircraft value, min. 50,000 | all business jets not mentioned otherwise

**Turboprops**

<table>
<thead>
<tr>
<th>Limit (USD)</th>
<th>Aircraft types</th>
</tr>
</thead>
<tbody>
<tr>
<td>100,000</td>
<td>Fokker 50, F27, FH-227, ATR42, ATR72, Saab SF340, Saab 2000, DHC7, DHC8, BAe ATP, Shorts SD330, Shorts SD 360</td>
</tr>
<tr>
<td>50,000</td>
<td>Embraer Brasilia-Dornier Do-228, Kingair 350, Jetstream 41</td>
</tr>
<tr>
<td>25,000</td>
<td>DHC 6, Piper PA 31T, Swearing Metro, King Air Cessna Conquest, Jetstream 31, Embraer Bandeirante</td>
</tr>
<tr>
<td>1 % of aircraft value, min. 5,000</td>
<td>light twin engined propeller aircraft</td>
</tr>
<tr>
<td>1 % of aircraft value, min. 2,500</td>
<td>light single engined propeller aircraft</td>
</tr>
</tbody>
</table>

**Helicopters**

<table>
<thead>
<tr>
<th>Limit (USD)</th>
<th>Aircraft types</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 % of aircraft value, max. 100,000</td>
<td></td>
</tr>
</tbody>
</table>

### 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](http://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 2018.

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 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. HC stands for hangar charges. DI for de-icing services.

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

Text deviating from the IATA Standard Ground Handling Agreement 2018 is marked in italics.

<table>
<thead>
<tr>
<th>Sect. 1</th>
<th>Management Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.</td>
<td>Representation</td>
</tr>
<tr>
<td>X</td>
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</tr>
<tr>
<td>a)</td>
<td>Provide</td>
</tr>
<tr>
<td>b)</td>
<td>Arrange for</td>
</tr>
<tr>
<td>1.</td>
<td>guarantee</td>
</tr>
<tr>
<td>2.</td>
<td>bond</td>
</tr>
<tr>
<td></td>
<td>Arrange for guarantee to facilitate the Carrier’s activities.</td>
</tr>
<tr>
<td>THC</td>
<td>1.1.2.</td>
</tr>
<tr>
<td>THC</td>
<td>1.1.3.</td>
</tr>
<tr>
<td>THC</td>
<td>1.1.4.</td>
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<td>1.2.3</td>
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<tr>
<td>(a)</td>
<td>Check</td>
</tr>
<tr>
<td>(b)</td>
<td>Sign</td>
</tr>
<tr>
<td>(c)</td>
<td>Forward</td>
</tr>
<tr>
<td></td>
<td>on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders.</td>
</tr>
<tr>
<td>THC</td>
<td>1.2.6</td>
</tr>
<tr>
<td>THC</td>
<td>1.3</td>
</tr>
<tr>
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<td>Supervise</td>
</tr>
<tr>
<td>(a)</td>
<td>Co-ordinate</td>
</tr>
<tr>
<td></td>
<td>services contracted by the Carrier with third party(ies).</td>
</tr>
</tbody>
</table>
THC 1.3.2 Provide Turnaround coordinator (TRC).

THC 1.3.3 Ensure that the third party(ies) is(are) informed about operational data and Carrier’s requirements in a timely manner.

THC 1.3.4 Liaise with the Carrier’s designated representative.

THC 1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).

THC 1.3.6 Meet aircraft upon arrival and liaise with crew.

THC 1.3.7 Decide on non-routine matters.

THC 1.3.8 Verify dispatch of operational messages.

THC 1.3.9 Note irregularities and inform the Carrier.

a 1.4 Station Management

1.4.1 Provide representative on behalf of the Carrier to act
(a) exclusively
(b) non-exclusively

The Handling Company is authorized to represent the Carrier’s interest with regard to resolving governmental and local authorities matters.

1.4.2 Attend local airport meetings on behalf of the Carrier
(a) Report to the Carrier results/contents of the meetings
(b) Act, vote and commit on behalf of the Carrier

1.4.3 The Handling Company will be authorized to
(a) solicit
(b) negotiate
(c) Commit

services on behalf of the Carrier, with the expenditure/commitment limit to be specified in Annex B, at the following locations:

1. airport lounges
2. baggage delivery services
3. janitorial
4. newspapers delivery
5. laundry services
6. porters
7. Other

1.4.4 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier.

1.4.5 Prepare
(a) Request
(b) Obtain

the Carrier’s
1. landing;
2. overflying;
3. other, as specified in Annex B permission, at the Airport location(s), as defined in Annex B for
(i) seasonal/scheduled flights;
(ii) AD HOC flights

1.4.6 Perform and report quality/performance measurements.

1.4.7 Handle the contents of Carrier’s company mail pouches.

1.4.8 Provide a Complaints Resolution Officer (CRO), authorized to act on behalf of 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, transfer and transit passengers and their baggage and inform them about services available at the airport.

THC 2.1.3 When requested by the Carrier,
(a) Provide
(b) Arrange for
special equipment, facilities and specially trained personnel, for assistance to

THC (a)  1. unaccompanied minors
THC (b)  2. persons with reduced mobility (PRMs)
THC (b)  3. VIPs
THC (b)  4. transit without visa passengers (TWOVs)
THC (b)  5. deportees
THC (b)  6. special medical transport
THC (b)  7. other, as specified in Annex B

2.1.4 (a) Provide
THC (b) Arrange for
passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:

THC  1. meal vouchers
THC  2. rebooking
THC  3. transportation
THC  4. hotel accommodation
THC  5. personnel

THC  2.1.5

THC  2.1.6

THC (a) Notify the Carrier of complaints and claims made by the Carrier’s passengers.
THC (b) Process such claims, as specified in Annex B.

THC  2.1.7

THC  2.1.8

(a) Provide
THC (b) Arrange for

THC  1. check-in counter(s)
THC  2. service counter(s)
THC  3. transfer counter(s)
THC  4. lounge facilities
THC  5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
THC  6. other facilities, as specified in Annex B

THC  2.1.9

Perform the following ticketing/sales functions:

(a) reservations
(b) issuance of transportation documents
(c) ancillary services (commission 10%)
(d) e-ticketing
(e) other, as specified in Annex B

THC  2.2

THC  2.2.1

THC  2.2.2

Perform pre-flight editing. (PNL in IATA format)

THC (a) check-in area
THC (b) lounge
THC (c) transfer counter
THC (d) gate (Terminal 1 only)
THC (e) off-airport
THC (f) other, as specified in Annex B

THC  2.2.3

Check travel documents for the flight(s) concerned within the booking: Handling Company shall be liable for Immigration fines in the following cases:

THC (a)  1. Expired Passports/Visas or Passports/Visas without the minimum required validity at the day of entry
THC (a)  2. Non-Existence of Visa/Necessary Travel Document required by destination or transit station(s). (Excluding passports damaged or missing at point of transit or entry).
In the event that the Handling Company does not have access to information that verifies visa validities and entry conditions for the passenger’s final destination and transit point(s), the Handling Company will not have liability. The Handling Company shall not be liable for immigration fines, in the event of non-bona fide travel documents or other events which are outside of their control. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company shall support the Carrier to investigate the matter.

(b) Enter passenger and/or travel document information into Carrier’s and/or government system at the following locations:

THC
1. check-in area
2. lounge
3. transfer counter
4. gate
5. off airport
6. other, as specified in Annex B

2.2.4 (a) Weigh and/or measure checked and/or cabin baggage
(b) Record baggage figures for
THC
1. initial flight
2. subsequent flight(s)
at the following locations:

THC
(i) check-in area
(ii) lounge
(iii) transfer counter
(iv) gate (Terminal 1 only)
(v) off-airport
(vi) other, as specified in Annex B

2.2.5 Excess baggage
(a) Determine excess baggage
(b) Issue excess baggage ticket
(c) Collect excess baggage charges (commission 10%)
(d) Detach applicable excess baggage coupons at the following locations:
THC
1. check-in area
2. lounge
3. transfer counter
4. gate (Terminal 1 only)
5. off-airport
6. other, as specified in Annex B

2.2.6 Tag
(a) checked baggage
(b) cabin baggage
THC
1. initial flight
2. subsequent flight(s)
at the following locations:

THC
(i) check-in area
(ii) lounge
(iii) transfer counter
(iv) gate (Terminal 1 only)
(v) off-airport
(vi) other, as specified in Annex B

2.2.7 Effect conveyance of checked baggage to the baggage sorting area at the following locations:

THC
(a) check-in area
(b) lounge
(c) transfer counter
2.2.8
THC
Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations:

(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) other, as specified in Annex B

2.2.9
Collect airport and/or any other service charges from departing passengers at the following locations:

(a) check-in area
(b) lounge
(c) transfer counter
(d) gate
(e) other, as specified in Annex B

2.2.10
THC
(a) Carry out the Carrier’s seat allocation or selection system
(b) Issue boarding pass(es)
(c) Detach applicable flight coupons

THC
1. initial flight
2. subsequent flight(s)

THC
(i) check-in area
(ii) lounge
(iii) transfer counter

(iv) gate (Terminal 1 only)
(v) off airport
(vi) other, as specified in Annex B

2.2.11
Handle

THC
(a) Denied Boarding process
(b) Denied Boarding Compensation

THC
1. check-in area
2. lounge
3. transfer counter
4. gate
5. other, as specified in Annex B

2.2.12
Direct passengers

THC
(a) through controls to departure gate
(b) to connecting transport to the airport, in case of off airport services.

2.2.13
Handle upgrade/downgrade functions at the following locations:

THC
(a) check-in area
(b) lounge
(c) transfer counter
(d) gate (Terminal 1 only)
(e) other, as specified in Annex B

2.2.14
Handle standby list at the following locations:

THC
(a) check-in area
2.2.15 At the gate perform

2.2.16 (a) Collected
(b) Reconcile
(c) Handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers.

2.2.17 Perform post-flight editing.

2.3 Arrival

2.3.1 (a) Perform

2.3.2 Direct passengers

2.3.3 (a) Provide
(b) Arrange for
1. transfer counter
2. connection services
3. baggage recheck

2.3.4 Handle lost, found and damaged property matters.

2.4 Inter-modal Transportation by Rail, Road or Sea

X 2.4

2.4.1 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, as stipulated in Annex B, substituting “rail, road or sea transportation” for “aircraft”, and “flight(s)”, and “terminal” for “airport”.

2.4.2 Direct departing passengers to connecting transport.

2.4.3 Load baggage on connecting transport, as directed by the rail, road or sea transport operator.

2.4.4 Handle arriving passengers and baggage from the rail, road or sea transport operator.

2.4.5 Direct arriving passengers through controls to the Carrier’s flight departure services.

2.4.6 Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier’s airport services.

Sec. 3 Ramp Services

3.1 Baggage Handling

3.1.1 Handle baggage in

ISF (a) baggage sorting area
3.1.2 Segregate baggage as specified in Annex B.

3.1.3 Priority Baggage
   (a) Provide
   (b) Arrange for

   ISF(a)
   1. Sortation of priority baggage.

   RHC(a)
   2. Load priority baggage in accordance with Carrier’s instructions.

   RHC(a)
   3. Prioritise delivery of priority baggage to claim area.

3.1.4 Prepare for delivery onto flights
   (a) bulk baggage
   (b) ULDs
   (c) baggage accepted at a location as specified in Annex B

   ISF
   3.1.5 Establish the number and/or weight of
   (a) bulk baggage
   (b) built-up ULDs and provide the load control unit with the information.

   RHC
   3.1.6 Offload
   (a) bulk baggage
   (b) ULDs

   RHC
   3.1.7 Deliver to claim area
   (a) baggage
   (b) Out of Gauge (OGG)

3.1.8 Transfer baggage
   (a) Provide
   (b) Arrange for

   RHC
   1. Sortation of transfer baggage.
   2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B).
   3. Transport of transfer baggage to the sorting area of the receiving carrier.

3.1.9 Handle crew baggage.

3.1.10 Baggage Tracking
   (a) Provide
   (b) Arrange for
   (c) Operate

   system to provide:

   SS
   1. Evidence of acquisition
   2. Evidence of delivery;

   SS
   3. Inventory of bags, upon departure of flight;

   SS
   4. Data exchange (e.g. with other airlines).

3.2 Marshalling

3.2.1

ISF
   (a) Provide
   (b) Arrange for

   X
   3.2.2 Operate automated guidance systems.

3.3 Parking

RHC
   3.3.1
   (a) Provide
   (b) Position and/or remove wheel chocks.

RHC (a)
   (a) Provide
RHC (b)  
(b) Position and/or remove

X  
1. landing gear locks

X  
2. engine blanking covers

X  
3. pilot covers

X  
4. surface control locks

RHC  
5. tailstands and/or aircraft tethering

RHC  
6. safety cones

X  
7. other items, as specified in Annex B

3.4 Ancillary Items

3.4.1

RHC  
(a) Provide

RHC  
(b) Arrange for

RHC  
(c) Operate

RHC  
1. ground power unit (60 min free of charge)

X  
2. fixed ground power

X  
3. cooling unit

SS  
4. heating unit

SS  
5. air start unit

3.5 Ramp to Flight Deck Communication

3.5.1 Provide headsets.

3.5.2 Perform ramp to flight deck communication

SS  
(a) during push-back

SS  
(b) during tow-in

SS  
(c) during engine starting

(d) for other purposes

3.6 Loading and Unloading

3.6.1

RHC  
(a) Provide

X  
(b) Arrange for

RHC  
(c) Operate

RHC  
1. passenger steps

X  
2. flight deck steps

X  
3. loading bridges

3.6.2

RHC  
(a) Provide

RHC  
(b) Arrange for

RHC  
1. passenger

RHC  
2. Crew (one transport only)

transport between aircraft and airport terminal(s).

3.6.3

RHC  
(a) Provide

RHC  
(b) Arrange for

RHC  
(c) Operate

equipment for loading and/or unloading.

3.6.4

RHC  
(a) Provide

RHC  
(b) Arrange for

delivery and pick-up of

1. baggage
2. mobility devices at aircraft doors or other agreed points.

3.6.5

RHC

(a) Provide
(b) Arrange for

assembly and transport of

RHC

1. baggage
2. general cargo
3. special shipments

RHC

4. mail

X

5. documents

RHC

6. company mail between agreed points on the Airport

3.6.6

RHC

(a) Unload aircraft, returning lashing materials to the Carrier.
(b) Segregate Loads at the aircraft.
(c) Load and secure Loads in the aircraft.
(d) Redistribute Loads in aircraft. *(included only if Salzburg Airport initially performed wrong loading)*
(e) Operate in-plane loading system.
(f) Report final load distribution to the Load Control unit.

3.6.7

Open, close and secure aircraft hold doors:

RHC

(a) aircraft lower deck
(b) aircraft main deck

3.6.8

SS

(a) Provide
(b) Arrange for

ballast

3.6.9

SS

(a) Provide
(b) Arrange for

safeguarding of all Loads requiring special handling during

1. loading/unloading
2. transport between aircraft and designated point on the airport.

3.7 Safety Measures

3.7.1

RHC

(a) Provide

RHC

1. portable fire extinguisher on motorized/self-propelled ramp equipment
2. ramp fire extinguisher

RHC

(b) Arrange for

1. attendance of airport fire services at aircraft
2. ramp fire extinguisher

3.7.2

Perform visual external safety/ground damage inspection of

doors and panels and immediate surroundings

RHC

(a) other inspection items, as specified in Annex B

RHC

1. immediately upon arrival
2. immediately prior departure

and communicate the results to flight crew or Carrier’s representative.

RHC

3.7.3

Check that all doors and access panels are properly closed and locked.

3.8 Moving of Aircraft

3.8.1
SS (a) Provide
(b) Arrange for

SS
1. tow-in and/or push-back of aircraft
2. towing of aircraft between other points
3. cockpit brake operator in connection with towing
4. wing-walker(s)

X
3.8.2 (a) Towbar to be provided by the Carrier.

RHC (b) Towbar to be provided by the Handling Company.
(c) Store and maintain towbar(s) provided by the Carrier.

RHC
3.8.3 (a) Provide
(b) Install
(c) Remove
airport steering bypass pin.

3.9 Exterior Cleaning

3.9.1 Perform cleaning in accordance with Carriers written instructions of

SS
(a) flight deck windows
(b) cabin windows
(c) aircraft integral steps
(d) slats and leading edges
(e) wings
1. upper surface
2. lower surface
(f) flaps (extended)
1. upper surface
2. lower surface
(g) ailerons
1. upper surface
2. lower surface
(h) engine nacelles and pylons
(i) fuselage
1. upper surface
2. lower surface
(j) horizontal stabiliser
(k) vertical stabiliser
(l) landing gear
(m) wheel well

3.10 Interior Cleaning

3.10.1 Clean

RHC
(a) flight deck, if specified, under the control of a person authorized by the Carrier
(b) passenger and crew compartments (other than flight deck)

RHC
1. empty ash trays
2. dispose of litter

X
3. clear waste from overhead stowage

RHC
4. wipe tables
5. seats, seat back pockets and passenger service units
6. floors

RHC
7. empty refuse bins (separated waste only)
8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)

RHC
9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
X 10. telephones, screens and other equipment
11. inside windows.

RHC 3.10.2 Remove and dispose of
(a) litter/waste (separated waste only)
(b) food and food-related material (galley waste).

RHC 3.10.3 Perform cabin dressing
(a) blankets/duvets (fold/place in designated locations)
(b) arrange seat belts
(c) make up berths including crew
(d) replace head rests
(e) replace pillow covers
(f) restock toilet items
(g) replace/restock seat back pocket items
(h) other cabin items, as specified in Annex B.
1. Materials provided by the Carrier.
2. Materials provided by the Handling Company.

SS 3.10.4 (a) Disinfect
(b) Deodorize
cabin aircraft with
1. materials provided by Carrier
2. materials provided by Handling Company.

X 3.10.5 (a) Provide
(b) Arrange for laundering of
1. cabin items (blankets/duvets/pillow cases)
2. linen.

X 3.10.6 Clean
(a) cargo compartments
(b) ULDs.

ISF 3.11 Toilet Service
3.11.1 (a) Provide
(b) Arrange for
1. servicing (empty, clean, flush and replenish fluids)
2. triturator/disposal service.

ISF 3.12 Water Service
3.12.1 (a) Provide
(b) Arrange for
1. draining tanks
2. replenish tanks (water standard as specified in Annex B)
3. water quality tests.

ISF 3.13 Cabin Equipment
3.13.1 Rearrange cabin by
(a) removing
(b) installing
(c) repositioning
1. cabin equipment, for example, seats and cabin divider(s).

X 3.14 Storage of Cabin Material
3.14.1 (a) Provide
3.14.2 Take inventory.

3.14.3 (a) Provide

(b) Arrange for replenishment of stocks.

3.15 Catering Ramp Handling

RHC 3.15.1 Unload/load and stow catering supplies from/on aircraft. *(Unload/load only)*

RHC 3.15.2 Transfer catering supplies on aircraft.

RHC (a) between lower holds and galleys and vice versa

(b) between galleys.

RHC 3.15.3 Transport catering supplies between aircraft and designated points.

3.16 De-Icing/Anti-Icing Services and Snow/Ice Removal

X 3.16.1 Remove contamination such as snow, slush, ice, frost, rime or similar from aircraft without using de-icing/anti-icing fluid.

X 3.16.2 Perform “Contamination Check” and inform flight crew or Carrier’s representative of results.

X 3.16.3 If required, perform aircraft type specific checks (e.g. clear ice check, clean wing check, etc.).

3.16.4 DI (a) Provide

(b) Arrange for anti-icing/de-icing equipment.

DI 3.16.5 Provide de-icing/anti-icing fluids.

DI 3.16.6 Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use.

DI 3.16.7 Apply anti-icing fluid to aircraft. The anti-icing fluid to receive concentration and appearance inspection prior to use.

X 3.16.8 Supervise performance of de-icing/anti-icing operations.

DI 3.16.9 Perform the post de-icing/anti-icing check, any aircraft type specific checks, if required, and submit the anti-icing code to the flight crew. *(visual inspection only)*

SS 3.16.10 Complete documentation as agreed.

Sec. 4 Load Control and Flight Operations

4.1 Load Control

THC 4.1.1 Deliver load control related documents between aircraft and airport buildings and vice versa.

4.1.2 THC (a) Process

(b) Sign documents and information, including but not limited to, loading instructions, load and trim sheets, Captain’s load information and manifests where:

THC 1. Load Control is performed by the Handling Company

THC 2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party.

4.2 Communications

THC 4.2.1 Inform all interested Parties concerning movements of the Carrier’s aircraft.

THC 4.2.2 (a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier’s originator code or double signature procedure

(b) Inform the Carrier’s representative of the contents of such messages.

4.2.3 THC (a) Provide

(b) Operate means of communication between the ground station and the Carrier’s aircraft.

4.3 Flight Operations

THC 4.3.1 Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B. *(additional info to NOTAM)*

4.3.2 THC (a) Provide

(b) Arrange for meteorological documentation and aeronautical information
THC 1. at the airport location(s), as defined in Annex B (OPS)
   2. at different airport location(s).

4.3.3 (a) Provide
   (b) Arrange for
delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable

THC 1. at the airport location(s), as defined in Annex B (OPS)
   2. at different airport location(s).

4.3.4 Analyze the operational conditions and
   (a) prepare
   (b) request
   (c) sign
   (d) make available
the operational flight plan according to the instructions and data provided by the Carrier

THC 1. at the airport location(s), as defined in Annex B (OPS)
   2. at different airport location(s)
   3. en-route.

4.3.5 (a) Prepare
   (b) Request
   (c) Sign
   (d) File
the Air Traffic Services ("ATS") Flight Plan

THC 1. at the airport location(s), as defined in Annex B (OPS)
   2. at different airport location(s).

4.3.6 (a) Request
   (b) Manage
the Carrier’s slot time allocation with the ATS
   1. at the airport location(s), as defined in Annex B
   2. at different airport location(s).

4.3.7 Provide the crew with a briefing.

4.3.8 (a) Prepare
   (b) Sign
   (c) Deliver
   the fuel order
   2. the fuel distribution form.

4.3.9 Provide ground handling party(ies) with weight and fuel data.

4.3.10 Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned.

4.4 Crew Administration

4.4.1 Distribute crew schedule information provided by the Carrier to all parties concerned.

4.4.2 Arrange hotel accommodation for crew layover
   (a) scheduled
   (b) non-scheduled.

4.4.3 (a) Provide
   (b) Arrange for (non-scheduled)
crew transportation to/from off airport locations.

4.4.4 Direct crew through airport facilities.

4.4.5 Liaise with
   (a) crew layover hotel(s)
   (b) crew transportation company
on crew call and pick-up timings.
X 4.4.6  
(a) Prepare crew allowance forms.  
(b) Pay crew allowances.  
(c) Inform the Carrier's representative of any crew indisposition or potential absence.  

Sec. 5 Cargo and Mail Services  

5.1 Cargo and Mail Handling – General  

5.1.1 (a) Provide  
(b) Arrange for  
1. warehouse and storage facility(ies)  
2. warehouse handling equipment  
3. warehouse handling services  
for  
(i) general cargo  
(ii) special shipments  
(iii) specialized cargo products  
(iv) post office mail  
(v) diplomatic mail  
(vi) diplomatic cargo  
(vii) company cargo/material.  

5.1.2 (a) Issue  
(b) Obtain  
(c) Make available to Carrier receipt upon delivery of cargo.  

5.1.3 Take action to  
(a) prevent theft or damage to the Carrier's cargo and mail in custody of the Handling Company  
(b) prevent theft or unauthorized 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.  

5.2 Customs Control  

5.2.1 (a) Prepare Customs documentation.  
(b) Obtain Customs clearance.  
(c) Place cargo under Customs control.  
(d) Present to Customs cargo for physical examination  
1. inbound cargo  
2. outbound cargo  
3. transfer cargo.  

5.3 Documentation and Information Handling  

5.3.1 (a) Prepare airwaybill or shipment record.  
(b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.  
(c) Check security status for the shipment(s) concerned and take action as per Carrier’s instructions.  
(d) Obtain capacity/booking information for the Carrier’s flights.  
(e) Split airwaybill. Forward copies of manifests and airwaybills or shipment record to the Carrier.  
(f) Prepare cargo manifest(s).  
(g) Provide the load control unit with special load notification.  
(h) Return copy of airwaybill or shipment record to shipper, endorsed with flight details.  
(i) Check and/or enter data into Carrier’s and/or government/customs system, as specified in Annex B.  
(j) Receive and process EDI messages (FWB/FHL and e-CSD) received from Carrier or other parties.  
(k) Upon request from the Carrier print air waybill copies in plain paper copy or IATA Resolution 600a format  
(l) Provide and transmit EDI messages in accordance with the standards of the Master Operating Plan.  
(m) Inform airline or shipper about shipment status via FSU message in accordance with the Master Operating Plan.  

5.3.2 (a) Notify consignee or agent of arrival of shipments.
5.3.3 (b) Make cargo documents available to consignee or agent.

5.3.3 (a) Provide
(b) Arrange for
1. collection of “Charges Collect” as shown on the air waybill or shipment record
2. collection of other charges and fees as shown on the air waybill or shipment record
3. credit to consignees or agents.

5.3.4 (a) Provide
(b) Arrange for
delivery of Cargo/Mail related documentation from/to agreed points and the aircraft.

5.3.5 Prepare additional documentation required for Dangerous Goods Transportation by road and/or maritime.

5.4 Physical Handling Outbound/Inbound

5.4.1 Accept cargo, ensuring that
(a) machine-readable cargo labels are affixed and processed
(b) manual labels are affixed and processed
(c) shipments are “ready for carriage” in accordance with IATA Resolution 833
(d) the weight and volume and number of pieces of the shipments are checked
(e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), IATA Perishable Cargo Regulations (PCR), and others have been complied with.

5.4.2 Tally and assemble cargo for dispatch.

5.4.3 Prepare
(a) bulk cargo
(b) ULDs
using
1. build up materials provided by Carrier
2. build up materials provided by Handling Company and establish
(i) gross weight
(ii) volume
(iii) ULD contour
and provide the load control unit with the information.

5.4.4 Perform acceptance check on pre-built ULDs and establish, if accepted
(a) gross weight
(b) volume
(c) ULD contour
and provide the load control unit with the information.

5.4.5 (a) Load outbound cargo on vehicles.
(b) Assemble cargo for delivery to the aircraft.

5.4.6 (a) Offload bulk cargo from vehicles.
(b) Break down ULDs.
(c) Check incoming cargo against air waybills or shipment record and manifests.
(d) Release cargo to the consignee or agent.

5.4.7 Truck service loading/off-loading
(a) Check seals are intact on inbound trucks
(b) Offload truck prior to acceptance into warehouse
(c) Load truck after formal release from warehouse
(d) Place seals
Truck operated by/or on behalf of the Carrier.

5.5 Transfer/Transit Cargo

5.5.1 Identify transfer/transit cargo.

5.5.2 Prepare transfer manifests for cargo to be transported by another carrier.

5.5.3 (a) Provide
(b) Arrange for transport to the receiving carrier’s warehouse
   1. on airport
   2. off airport.

5.5.4 Accept/prepare
   (a) transfer cargo
   (b) transit cargo for onward carriage.

5.6 Post Office Mail

5.6.1 Check
   (a) incoming
   (b) outgoing mail against Post Office mail documents.

5.6.2 In case of missing documentation, issue substitutes.

5.6.3 Transport mail from
   (a) cargo warehouse to postal facility
   (b) postal facility to cargo warehouse
   1. on airport
   2. off airport
   together with documents, against receipt from postal authorities.

5.6.4 Handle and check transfer mail against accompanying mail documents.

5.6.5 Prepare
   (a) bulk mail
   (b) ULDs and establish
       1. gross weight
       2. volume
       3. ULD contour
       and provide the load control unit with the information.

5.6.6 Distribute incoming and/or outgoing post office mail documents.

5.7 Irregularities Handling

5.7.1 Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments.

5.7.2 Report to the Carrier any irregularities discovered in
   (a) cargo
   (b) mail.

5.7.3 Handle lost, found and damaged
   (a) cargo
   (b) mail.
   (a) Notify the Carrier of complaints and claims.
   (b) Process claims.

5.7.4 Take action when consignee refuses acceptance and payment.

Sec. 6 Support Services

6.1 Accommodation

6.1.1 Provide the Carrier with

RENT
   (a) office space
   (b) storage space
   (c) other facilities, as specified in Annex B.

6.2 Automation/Computer Systems
6.2.1

THC (a) Provide
(b) Arrange for
(c) Operate

computer hardware and other equipment (as specified in Annex B) to enable access to
1. Carrier’s system
2. Handling Company’s system
3. other system.

6.2.2

Perform the following functions in

(a) Carrier’s system
(b) Handling Company’s system
(c) other system.

1. Training.
2. Passenger reservations and sales
3. Passenger service (boarding passes & bag tags included)
5. Baggage tracing.
6. Operations, load control.
7. Cargo reservations and sales
8. Cargo handling
9. Cargo EDI messaging (IATA cargo-imp or IATA cargo-xml)
10. Post office mail handling
11. Maintenance reporting
12. Other functions.

6.2.3

Manage Automated Self Check-in device(s) and

(a) Provide
(b) Arrange for

1. stock control
2. stock replenishment
3. hosting
4. routine maintenance
5. servicing and repair
6. other, as specified in Annex B.

6.3

Unit Load Device (ULD) Control

6.3.1

(a) Provide
(b) Arrange for storage space for
1. passenger ULDs
2. cargo ULDs
3. post office mail ULDs
4. other ULDs.

6.3.2

Take action to prevent damage, theft or unauthorized use of the Carrier’s ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.

6.3.3

(a) Take physical inventory of ULD stock and maintain records.
(b) Compile and dispatch ULD Control Messages (UCM).
(c) Compile and dispatch ULD Stock Check Messages (SCM) at agreed timings as specified in Annex B.

6.3.4

Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.

6.3.5

Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

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/Defuelling Operations

6.5.1 Liaise with ramp fuel suppliers.
6.5.2 Inspect fuel vehicles and/or appliances for contamination. Perform water detection checks.  
6.5.3 Supervise fuelling/defuelling operations.  
6.5.4 Prepare aircraft for fuelling/defuelling.  
6.5.5 Drain water from aircraft fuel tanks.
6.5.6 (a) Provide  
(b) Arrange for  
1. fueling  
2. defuelling approved fueling/defueling equipment.
6.5.7 Fuel/defuel aircraft with quantities of products requested by the Carrier’s designated representative.  
6.5.8 Check and verify the delivered fuel quantity.  
6.5.9 Deliver the completed fuel order to the Carrier’s designated representative.

6.6 Surface Transport

6.6.1 (a) Provide  
(b) Arrange for  
the transport of  
1. passengers  
2. baggage  
3. cargo  
4. post office mail  
5. empty ULDs  
6. other between  
(i) airport and town terminal  
(ii) airport and other agreed points  
(iii) separate terminals at the same airport.

6.7 Catering Services – Liaison and Administration

6.7.1 Liaise with the Carrier’s catering supplier.  
6.7.2 Handle requisitions made by the Carrier’s authorized representative.

Sec. 7 Security

7.1 Passenger and Baggage Screening and Reconciliation

7.1.1 (a) Provide  
(b) Arrange for  
1. matching of passengers against established data  
2. security questioning. *(display of security questions)*

7.1.2 (a) Provide  
(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.

7.1.3 (a) Provide
33

(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
(b) Arrange for
THC
1. identification of passengers prior to boarding
2. reconciliation of boarded passengers with their baggage
THC
RHC
3. positive baggage identification by passengers (if necessary for security reasons (EU law))
RHC
4. offloading of baggage for passengers who fail to board the aircraft.

7.2 Cargo and Post Office Mail
7.2.1 (a) Provide
(b) Arrange for
1. control of access to the cargo facilities
2. screening of cargo and/or mail
3. physical examination of cargo
4. holding of cargo and/or mail for variable periods
5. secure storage of cargo and/or mail.

7.3 Catering
7.3.1
RHC
(a) Provide
(b) Arrange for
1. control of access to the catering unit
2. security supervision during food preparation
3. security check of catering uplifts
RHC
4. sealing of food and/or bar trolleys/containers
RHC
5. physical examination of catering vehicles prior to loading
RHC
6. sealing of catering vehicles.

7.4 Ramp
7.4.1 (a) Provide
(b) Arrange for
control of access to
1. aircraft.
2. designated areas.
7.4.2 (a) Provide
(b) Arrange for
searching of
1. flight deck
2. upper deck
3. main deck
4. lower holds (front, rear, bulk)
5. crew compartment(s)
6. galley(s)
7. lavatories
8. wheel wells
9. other, as specified in Annex B.
1. guarding of
2. sealing of
   (i) aircraft
   (ii) designated areas
   (iii) baggage in the baggage make-up areas.

7.4.4 (a) Provide
    (b) Arrange for
    security personnel to safeguard all Loads
1. during the transport between aircraft and designated locations
2. during offloading and loading of aircraft.

7.5 Additional Security Services

7.5.1 (a) Provide
    (b) Arrange for
additional security services (e.g. Ground Security Coordinator), as specified in Annex B.

Sec. 8 Aircraft Maintenance

8.1 Routine Services

8.1.1 Maintain the Carrier’s technical manuals, handbooks, catalogues, and other operational documents connected with performance of the services as specified in Annex B.

8.1.2 Perform line inspection in accordance with Carrier’s current instructions.

8.1.3 Enter in the aircraft log(s) and sign for the performance of line inspection.

8.1.4 Enter remarks in aircraft log(s) regarding defects observed during the inspection.

8.1.5 Provide personnel to assist the flight crew or ground staff in the performance of their tasks.

8.2 Replenishing of Oils and Fluids

8.2.1 (a) Perform.
    (b) Supervise
    replenishing operations.

8.2.2 (a) Provide
    (b) Arrange for
    (c) Operate
    replenishing equipment.

8.2.3 Wipe excess oil from engine nacelles.

8.2.4 Engine Oil to be provided by the Carrier.

8.2.5 Engine Oil to be provided by the Handling Company.

8.2.6 Hydraulic fluid to be provided by the Carrier.

8.2.7 Hydraulic fluid to be provided by the Handling Company.

8.3 Non-routine Services

8.3.1 Rectify defects entered in the aircraft log as reported by the crew or revealed during the inspection, to the extent requested by the Carrier. However, major repairs must be separately agreed upon between the Parties.

8.3.2 Enter in aircraft log(s) and sign for the action taken.

8.3.3 Report technical irregularities and actions taken to the Carrier’s maintenance base.

8.3.4 (a) Provide
    (b) Arrange for
    maintenance facilities, tools and special equipment to the extent available.

8.3.5 Move aircraft under its own power.

8.4 Material Handling

8.4.1 (a) Obtain Customs clearance for
    (b) Administer
    the Carrier’s spare parts and/or equipment.

8.4.2 Provide periodic inspection of the Carrier’s spare parts and/or equipment.

8.4.3 Provide storage space for the Carrier’s spare parts and/or equipment.
8.5 Parking and Hangar Space

8.5.1

<table>
<thead>
<tr>
<th>PC/HC</th>
<th>(a) Provide</th>
<th>(b) Arrange for</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC</td>
<td>1. parking space</td>
<td></td>
</tr>
<tr>
<td>HC</td>
<td>2. hangar space</td>
<td></td>
</tr>
</tbody>
</table>
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. If services additional to package „Apron Service“ are requested, the rate for package „General Aviation Handling“ applies. Additional services are performed according to the service single list (Annex II, 5.) or upon agreement.

1. Apron Service
   - 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)
   - Assistance for passengers and crew at immigration and customs
   - Organisation und Coordination waste removal

2. General Aviation Handling
   - 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
   - Organisation und Coordination waste removal
   - 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), 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

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

### 2. Charges approved by Supreme Civil Aviation Authority

valid from: 1 January 2020

Approved by the Federal Ministry of Science and Transport of Austria as Supreme Civil Aviation Authority per decree ZI. BMVIT-43.435/0004-IV/L1/2020 according to § 9 FEG and art. 14 para. 2 EC-PRM-REG Nr. 1107/2006.

#### 1. Landing Charge

a) Landing charge up to 5.000 kg MTOW

The charge per landing amounts to:

<table>
<thead>
<tr>
<th>MTOW</th>
<th>EUR/landing</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 1.000 kg</td>
<td>12,82</td>
</tr>
<tr>
<td>from 1.001 kg up to 1.500 kg</td>
<td>24,32</td>
</tr>
<tr>
<td>from 1.501 kg up to 2.000 kg</td>
<td>31,83</td>
</tr>
<tr>
<td>from 2.001 kg up to 2.500 kg</td>
<td>50,76</td>
</tr>
<tr>
<td>from 2.501 kg up to 3.000 kg</td>
<td>57,00</td>
</tr>
<tr>
<td>from 3.001 kg up to 3.500 kg</td>
<td>69,79</td>
</tr>
<tr>
<td>from 3.501 kg up to 5.000 kg</td>
<td>81,41</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>MTOW</th>
<th>EUR/ton</th>
</tr>
</thead>
<tbody>
<tr>
<td>from 5 t up to 200 t</td>
<td>18,64</td>
</tr>
<tr>
<td>from 201 t up to 270 t</td>
<td>16,78</td>
</tr>
<tr>
<td>from 271 t up to 320 t</td>
<td>15,71</td>
</tr>
<tr>
<td>from 321 t</td>
<td>14,46</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Commercial and Non-commercial Flights</th>
<th>EUR/departing PAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 2 t international / national</td>
<td>no passenger service charge</td>
</tr>
<tr>
<td>up to 5 t national</td>
<td>4,34</td>
</tr>
<tr>
<td>up to 5 t international</td>
<td>9,74</td>
</tr>
<tr>
<td>more than 5 t national</td>
<td>14,67</td>
</tr>
<tr>
<td>more than 5 t international</td>
<td>14,67</td>
</tr>
</tbody>
</table>
b) Passenger Charge for Regional Air Traffic

The charge per passenger in regional air traffic (over 5 t) amounts to EUR 12,48

c) Transfer Passenger Charge:

The charge amounts to EUR 6,67

3. PRM-charge

The PRM (passengers with reduced mobility) charge amounts to (only commercial flights) EUR 0,56/PAX

4. Parking Charge

The first 4 hours are free of charge. Then the charge per 24 hour period or part there of (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):

<table>
<thead>
<tr>
<th>MTOW</th>
<th>seats</th>
<th>EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 17</td>
<td>up to 37</td>
<td>35,66</td>
</tr>
<tr>
<td>up to 25</td>
<td>up to 50</td>
<td>44,75</td>
</tr>
<tr>
<td>up to 44</td>
<td>up to 80</td>
<td>70,07</td>
</tr>
<tr>
<td>up to 59</td>
<td>up to 125</td>
<td>96,32</td>
</tr>
<tr>
<td>up to 70</td>
<td>up to 168</td>
<td>130,44</td>
</tr>
<tr>
<td>up to 100</td>
<td>up to 190</td>
<td>138,86</td>
</tr>
<tr>
<td>up to 159</td>
<td>up to 235</td>
<td>184,95</td>
</tr>
<tr>
<td>up to 200</td>
<td>up to 275</td>
<td>232,24</td>
</tr>
<tr>
<td>from 200</td>
<td>from 276</td>
<td>286,41</td>
</tr>
</tbody>
</table>

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 31,45

b) Landside part of infrastructure charge:

The landside part of infrastructure charge per departing passenger amounts to (not applicable for General Aviation): EUR 1,64

6. Security Charge

The security charge per departing passenger amounts to EUR 11,20

For transfer passengers per departing passenger EUR 5,60

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 252,84
3. **Charges**

valid from: 1 April 2019 / 1 April 2020

1. **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 from 3,5t MTOW are subject to mandatory handling services. From 3,5t the Apron Service (AS), over 5,0 t the General Aviation Handling Package (GAH) applies.

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

<table>
<thead>
<tr>
<th>seats</th>
<th>MTOW</th>
<th>From 01 April 2019 RHC</th>
<th>THC</th>
<th>From 01 April 2020 RHC</th>
<th>THC</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 37</td>
<td>up to 17</td>
<td>377,30</td>
<td>288,40</td>
<td>384,80</td>
<td>294,20</td>
</tr>
<tr>
<td>up to 50</td>
<td>up to 25</td>
<td>512,90</td>
<td>409,70</td>
<td>523,20</td>
<td>417,90</td>
</tr>
<tr>
<td>up to 80</td>
<td>up to 44</td>
<td>816,80</td>
<td>715,80</td>
<td>833,10</td>
<td>730,10</td>
</tr>
<tr>
<td>up to 125</td>
<td>up to 59</td>
<td>1.068,80</td>
<td>810,40</td>
<td>1.090,20</td>
<td>826,60</td>
</tr>
<tr>
<td>up to 168</td>
<td>up to 70</td>
<td>1.432,80</td>
<td>954,40</td>
<td>1.461,50</td>
<td>973,50</td>
</tr>
<tr>
<td>up to 190</td>
<td>up to 100</td>
<td>1.682,50</td>
<td>1.020,60</td>
<td>1.716,20</td>
<td>1.041,00</td>
</tr>
<tr>
<td>up to 235</td>
<td>up to 159</td>
<td>2.345,50</td>
<td>1.480,70</td>
<td>2.392,40</td>
<td>1.510,30</td>
</tr>
<tr>
<td>up to 275</td>
<td>up to 200</td>
<td>3.017,40</td>
<td>1.874,00</td>
<td>3.077,70</td>
<td>1.911,50</td>
</tr>
<tr>
<td>from 276</td>
<td>from 200</td>
<td>4.649,70</td>
<td>2.888,30</td>
<td>4.742,70</td>
<td>2.946,10</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>MTOW</th>
<th>From 01 April 2019 RHC</th>
<th>THC</th>
<th>From 01 April 2020 RHC</th>
<th>THC</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 5.000 kg</td>
<td>288,40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.001 up to 13.000 kg</td>
<td>404,40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.001 up to 17.000 kg</td>
<td>492,20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.001 up to 20.000 kg</td>
<td>613,70</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25.001 up to 44.000 kg</td>
<td>919,30</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Shuttle service**

For aircrafts which do not demand handling services a flat rate of **EUR 9.60** (€ 9,80 from 01.04.2020: ) for the shuttle service (crew and pax only, no luggage) to the General Aviation Centre (GAC) applies.
3. **Hangar Charges 1.1.2020**

**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:

<table>
<thead>
<tr>
<th>MTOW</th>
<th>MTOW</th>
<th>EUR/24h 01.01.2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 5,000 kg</td>
<td>per 500 kg or part thereof</td>
<td>14,18</td>
</tr>
<tr>
<td>over 5,000 kg up to 10,000 kg</td>
<td>per 1,000 kg or part thereof</td>
<td>28,22</td>
</tr>
<tr>
<td>over 10,000 kg</td>
<td>per 1,000 kg or part thereof</td>
<td>30,70</td>
</tr>
</tbody>
</table>

**Monthly flat rate charge**

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

<table>
<thead>
<tr>
<th>MTOW</th>
<th>MTOW</th>
<th>EUR/month 01.01.2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 5,000 kg</td>
<td>per 500 kg or part thereof</td>
<td>255,67</td>
</tr>
<tr>
<td>over 5,000 kg up to 10,000 kg</td>
<td>per 1,000 kg or part thereof</td>
<td>447,63</td>
</tr>
<tr>
<td>over 10,000 kg</td>
<td>per 1,000 kg or part thereof</td>
<td>485,92</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>MTOW</th>
<th>MTOW</th>
<th>EUR / 01.01.2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>up to 2,000 kg</td>
<td></td>
<td>10,90</td>
</tr>
<tr>
<td>over 2,000 kg up to 5,000 kg</td>
<td></td>
<td>21,65</td>
</tr>
<tr>
<td>over 5,000 kg up to 10,000 kg</td>
<td></td>
<td>43,02</td>
</tr>
<tr>
<td>over 10,000 kg up to 15,000 kg</td>
<td></td>
<td>86,63</td>
</tr>
<tr>
<td>over 15,000 kg</td>
<td></td>
<td>119,60</td>
</tr>
</tbody>
</table>

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 | EUR 0,18 / PAX until 31.03.2018 |
| | EUR 0,20 / PAX from 01.04.2018 |
| | EUR 0,22 / PAX from 01.04.2019 |

Costs for implementing the system have to 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 |

This charge is independent of the extent of utilization of the CUSS system.

Costs for implementing the system have to 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.

<table>
<thead>
<tr>
<th>Traffic Handling (THC)</th>
<th>1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3 (b) (d) (flight file), 1.2.4, 1.2.6 (b, only transport and hotel accommodation in case of flight disruption), 1.3.2, 1.3.4, 1.3.6, 1.3.9</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.1.1, 2.1.3 (a) (1) + (b) (2) (3) (4) (5), 2.1.4 (b) (1) (3) (4), 2.1.5, 2.1.6 (a), 2.1.7, 2.1.8 (b) (1) (2), 2.1.9 (c, commission 10%), 2.2.1 (PNL in IATA format), 2.2.2 (a) (d, Terminal 1 only), 2.2.3 (a) (b) (1) (4) (without liability of the handling agent), 2.2.4 (a) (b) (1) (2) (i) (iv, Terminal 1 only), 2.2.5 (a) (b) (c, against a commission of 10%) (d) (1) (4, Terminal 1 only), 2.2.6 (a) (b) (1) (2) (i) (iv, Terminal 1 only), 2.2.7 (a), 2.2.8 (a), 2.2.10 (a) (b) (c) (1) (2) (i) (iv, Terminal 1 only), 2.2.11 (a) (1), 2.2.12 (a), 2.2.13 (a) (d, Terminal 1 only), 2.2.14 (d, Terminal 1 only), 2.2.15 (a) (b) (c), 2.2.16, 2.3.2. (a), 2.3.4 (a) (1) (2) (3, 5 days) (6, 5 days) + (b) (5)</td>
</tr>
<tr>
<td></td>
<td>4.1.1, 4.1.2 (a) (b) (1), 4.2.1, 4.2.2, 4.2.3 (b), 4.3.1 (additional info to NOTAM), 4.3.2 (b) (1, OPS), 4.3.3 (b) (1, OPS), 4.3.4 (b) (1, OPS), 4.3.5 (b) (1, OPS), 4.3.6 (c) (1), 4.4.2 (b), 4.4.3 (b, non-scheduled), 4.4.4., 6.2.1 (a) (c) (2), 6.2.2 (b) (1) (3, boarding passes &amp; bag tags included) (5) (6), 6.5.1, 6.7.1</td>
</tr>
<tr>
<td></td>
<td>7.1.1 (a) (1) (2, display of security questions), 7.1.4 (a) (1) (2)</td>
</tr>
<tr>
<td>Ramp Handling (RHC)</td>
<td>2.3.1. (b)</td>
</tr>
<tr>
<td></td>
<td>3.1.3 (a) (2) (3), 3.1.6, 3.1.7., 3.1.8 (a) (1), 3.3.1.9., 3.3.1, 3.3.2 (a) (b) (5) (6), 3.4.1 (a) (c) (1), first 60 minutes free of charge, 3.5.1, 3.6.1 (a) (c) (1), 3.6.2 (a) (1) (2, only one transport per crew), 3.6.3 (a) (c), 3.6.4 (a), 3.6.5 (a) (1) (2) (3) (5), 3.6.6 (a) (b) (c included only if Salzburg Airport initially performed wrong loading) (d) (e) (f), 3.6.7 (a), 3.7.1 (a) (1) (b), 3.7.2 (a) (1) (2), 3.7.3, 3.8.2 (b), 3.8.3. (a?), 3.10.1 (b) (1) (2) (4) (5) (6) (7, separated waste only) (8) (9), 3.10.2 (a, separated waste only) (b), 3.10.3 (b), 3.15.1 (load/unload only), 3.15.2 (a), 3.15.3</td>
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<td>7.1.4 (a) (3, if necessary for security reasons (EU law)), (4), 7.3.1 (a) (5) (6)</td>
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<tr>
<td>De-Icing (DI)</td>
<td>3.16.4 (a), 3.16.5, 3.16.6, 3.16.7, 3.16.9 (visual inspection only)</td>
</tr>
<tr>
<td>Infrastructure Charge (IFS)</td>
<td>3.1.1. (a), 3.1.3. (a) (1), 3.1.4, 3.1.5. (a), 3.2.1. (a), 3.11.1. (a), 3.12.1. (a)</td>
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<tr>
<td>Security (SEC)</td>
<td>7.1.2., 7.1.3.</td>
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<td>Rent</td>
<td>6.1.1.</td>
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<td>Passenger Service Charge (PSC)</td>
<td>8.5.1.(b)(2)</td>
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<tr>
<td>Hangar Charge (HC)</td>
<td>8.5.1.(1)</td>
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5. Single Services

(as from 1.4.2019 / 1.4.2020)

<table>
<thead>
<tr>
<th>Assessment Unit</th>
<th>Services</th>
<th>01.04.2019</th>
<th>01.04.2020</th>
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<tr>
<td>Litre Piece Bags</td>
<td>Process Hours</td>
<td>Services</td>
<td>EUR</td>
</tr>
<tr>
<td>1. Manpower</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0,5</td>
<td>Skilled Worker</td>
<td>31,00</td>
<td>31,70</td>
</tr>
<tr>
<td>0,5</td>
<td>Fireman</td>
<td>31,00</td>
<td>31,70</td>
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<tr>
<td>0,5</td>
<td>Aircraft Handling Staff</td>
<td>23,70</td>
<td>24,30</td>
</tr>
<tr>
<td>0,5</td>
<td>Cleaning Staff, Assistant Worker</td>
<td>40,50</td>
<td>41,40</td>
</tr>
<tr>
<td>0,5</td>
<td>Foreman, Inspector</td>
<td>21,50</td>
<td>22,00</td>
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<tr>
<td>1</td>
<td>Ambulance Man</td>
<td>26,70</td>
<td>27,30</td>
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<tr>
<td>1</td>
<td>SAS Staff</td>
<td>46,70</td>
<td>47,80</td>
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<tr>
<td>1</td>
<td>SAS Supervisor</td>
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<td>63,30</td>
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<td>2. Equipment with the Civil Aerodrome Operator Personnel</td>
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<td>0,5</td>
<td>Air starter (ASU)</td>
<td>98,70</td>
<td>101,00</td>
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<tr>
<td>0,5</td>
<td>Exchanging of Meal trays</td>
<td>93,90</td>
<td>96,10</td>
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<td>24</td>
<td>Selvage vehicle charge (for small aircrafts)</td>
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<td>1,702,80</td>
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<tr>
<td>1</td>
<td>Bus for 120 PAX</td>
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<tr>
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<td>Catering Vehicle</td>
<td>70,30</td>
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<td>24</td>
<td>Container dolly</td>
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<td>20,80</td>
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<td>Container Storage per container</td>
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<td>Electric tow for aircraft up to 15t</td>
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<td>39,90</td>
</tr>
<tr>
<td>0,5</td>
<td>De-icing equipment incl. staff</td>
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<td>208,40</td>
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<tr>
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<td>E-Starter Assistance -Small aircraft</td>
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<tr>
<td>0,5</td>
<td>Passenger Stairs over 3.5m</td>
<td>83,20</td>
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<tr>
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<td>Passenger Stairs up to 3.5m</td>
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<td>150,60</td>
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<td>Conveyor Belt</td>
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<td>Fresh Water Truck</td>
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<td>90,70</td>
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<td>1 piece</td>
<td>Baggage Handling charge for identification or x-ray control</td>
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<td>1,00</td>
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<td>24</td>
<td>Baggage Trolley without personnel</td>
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<td>16,50</td>
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<tr>
<td>1</td>
<td>Headset and Push back control</td>
<td>47,30</td>
<td>48,40</td>
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<td>0,5</td>
<td>Fork-lift Truck Diesel up to 6t</td>
<td>62,20</td>
<td>63,60</td>
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<tr>
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<td>Loading Platform (high loader) up to 3.5t</td>
<td>62,20</td>
<td>63,60</td>
</tr>
<tr>
<td>0,5</td>
<td>Loading Platform (high loader) up to 7.5t</td>
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<td>78,70</td>
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<tr>
<td>0,5</td>
<td>Cabin Heater</td>
<td>50,20</td>
<td>51,40</td>
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<td>Firefighting truck - refuelling with PAX on board</td>
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<td>65,70</td>
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<td>1</td>
<td>Delivery of last minute baggage</td>
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<td>20,80</td>
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<td>Ground-level loading vehicle</td>
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<td>24</td>
<td>Palette freight trailer</td>
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<td>41,30</td>
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<td>Cleaning bus inc. cleaning staff</td>
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<td>44,60</td>
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<tr>
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<td>Towing truck for aircraft over 15t</td>
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<td>106,70</td>
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<td>Towing Vehicle (Electric or diesel)</td>
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<td>Ground Power Unit (GPU) up to 140KVA</td>
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<td>Ground Power Unit (GPU) up to 90KVA</td>
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<td>Toilet Servicing Truck (IFC)</td>
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<td>Description</td>
<td>Charge 1</td>
<td>Charge 2</td>
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<td>------------------------------------------------------------------------------</td>
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<tr>
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<td>Transport of valuable cargo or diplomatic baggage</td>
<td>39.60</td>
<td>40.50</td>
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<td>Reloading of luggage due to lack of ULDs</td>
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<td>Water Collection Truck</td>
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<td>3. Vehicles inc. Personnel</td>
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<tr>
<td>1</td>
<td>Vehicle with radio frequency</td>
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<td>77.70</td>
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<td>1</td>
<td>Apron escort ambulance</td>
<td>-</td>
<td>38.80</td>
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<td>Shuttle charge round-trip for Aircrafts more than 2t</td>
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<td>9.80</td>
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<td>4. Materials</td>
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<td>De-icing fluid type I (40% / 60%)</td>
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<td>3.00</td>
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<td>De-icing fluid type I (50% / 50%)</td>
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<td>De-icing fluid type I (60% / 40%)</td>
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<td>De-icing fluid type II 100%</td>
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<tr>
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<td>Spreader 1.5 m</td>
<td>2.30</td>
<td>2.30</td>
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<td>Single Stud</td>
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<td>6.20</td>
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<td>Lashing material a lm</td>
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<td>5. Miscellaneous</td>
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<td>Disposal of unseparated refuse with container</td>
<td>up to 50 seats</td>
<td>21.50</td>
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<tr>
<td></td>
<td>51 - 100 seats</td>
<td>42.70</td>
<td>43.70</td>
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<tr>
<td></td>
<td>101 - 150 seats</td>
<td>64.20</td>
<td>65.70</td>
</tr>
<tr>
<td></td>
<td>over 150 seats</td>
<td>85.50</td>
<td>87.50</td>
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<td>Handling Counter/desk</td>
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<td>Positioning of safety cones</td>
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<td>Baggage Reconciliation (BRS)</td>
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<td>Crew Transport</td>
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<tr>
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<td>special logo redisplay</td>
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<td>Photocopy</td>
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<td>VIP configuration PRM</td>
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<td>Extra costs for excessive parking (without special agreement):</td>
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<td>Main apron, for 24h or part thereof</td>
<td>3.500,00</td>
<td>3.500,00</td>
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<td>General aviation, for 24h or part thereof</td>
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<td>1.500,00</td>
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<td>Administration charge</td>
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<td>6. Security</td>
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<td>Barrier-bars (setting up included) per day</td>
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<td>ID-Card for airport access</td>
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<tr>
<td>Aircraft Security Service from 20.00 - 6.00 h</td>
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<td>131,30</td>
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<tr>
<td>Aircraft Security Service from 6.00 - 20.00 h</td>
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<td>77,70</td>
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<tr>
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<td>107,70</td>
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<tr>
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<td>53,80</td>
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<tr>
<td>Security vehicle with radio frequency incl. staff</td>
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<td>77,70</td>
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<td>Special Security Handling</td>
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<td>83,10</td>
<td></td>
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<tr>
<td>Watchman from 6.00 - 20.00 h</td>
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<td>Access Authorization</td>
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