

## APRON SERVICE – Refund Request

I hereby request a refund of the Apron Service fee charged by Salzburger Flughafen GmbH according to the 2024 Charges Schedule and/or Q1-2025 Charges Schedule, for the following flights. The refund is requested because the majority of services included in the Apron Service package were not provided:

<i>Date</i>	<i>Aircraft Registration</i>	<i>Invoice Number</i>	<i>Services Used (*1,2,3,4 or 0)</i>

\*Please indicate in the last column “Services Used” the numbers of the services you actually used from the Apron Service package, based on the list below:

0 – No services were used.

1 – Airside transportation of passengers and crew to/from the aircraft at arrival or departure.

2 – Airside baggage service (transport and handling of baggage).

3 – Assistance with official clearance (passport control/customs processing).

4 – Organization and coordination of waste disposal.

### Customer Information

Company / Operator: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

I request that the total refund amount of EUR \_\_\_\_\_ be transferred to the following bank account:

Account Holder: \_\_\_\_\_

IBAN: \_\_\_\_\_

BIC / SWIFT: \_\_\_\_\_

☐ I hereby confirm that I am authorized to receive the refund and that the above information is complete and accurate. I kindly request a review and refund of the contested charges.

Place, Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Name in block letters: \_\_\_\_\_

Please send this completed form to [gac@salzburg-airport.at](mailto:gac@salzburg-airport.at) or mail it to:

Salzburger Flughafen GmbH

General Aviation Center – Administration

Innsbrucker Bundesstraße 95

5020 Salzburg

Austria

We will do our best to process your request as quickly as possible.