



Airport Charges Regulations

SALZBURG AIRPORT W.A. MOZART

Effective from: 01.01.2024

Translation only - The German Text shall prevail

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

Telephone: +43-662-8580 - 0
e-Mail: info@salzburg-airport.at
SITA: SZGZZXH

Table of contents

I.	IMPORTANT NOTES	3
1.	General Provisions	3
1.	Airport Operator	3
2.	Binding Force of Airport Charges Regulations	3
3.	Languages	3
4.	Currency	3
5.	Civil Aerodrome Conditions of Use	3
6.	Jurisdiction and Governing Law	3
7.	Payment	3
2.	Abbreviations	4
3.	Definition of Terms	4
4.	Miscellaneous charges	6
1.	Terminal Navigation Charge	6
2.	Schedule Coordination Service Fee (SCA Schedule Coordination Austria)	6
3.	Departure Tax	6
II.	CHARGES APPROVED BY SUPREME CIVIL AVIATION AUTHORITY	7
1.	Regulation of Charges	7
2.	Landing Charge	7
3.	Passenger Service Charge	7
4.	PRM Charge	7
5.	Parking Charges	7
6.	Infrastructure Charge	7
7.	Security Charge	7
8.	Charge for the extension of Operating Hours	7
9.	Incentive Program	8
10.	Noise Reduction Charge	8
11.	Definition of Central Infrastructure Facilities	9
III.	HANDLING CHARGES	11
1.	Provision of Ground Handling Services	11
2.	Standard of the Ground Handling Services	11
3.	Performance of Ground Handling Services	11
1.	Scheduled Flights	11
2.	Non-scheduled flights, special flights	11
3.	Priority	11
4.	Documents for the Ground Handling Services	11
5.	Special Assistance (Emergencies)	11
6.	Handling on Public Holidays	11
7.	Separate Handling	11
8.	Technical Landing	11
9.	Re-loading or partial unloading of handled aircraft	11
10.	Transit flight	11
11.	Waiting time	11
12.	Use of Ground Power Units	12
13.	Cargo and Mail Aircraft	12
4.	Charges	12
5.	Cancellation of Handling Services	12
6.	Liability	12
7.	Adjustment of Charges	13
8.	Miscellaneous	13
ANNEX I – LIST OF STANDARD GROUND HANDLING SERVICES	14	
1.	Handling Services Passenger Aircrafts	14
2.	Handling Services General Aviation	35
1.	Apron Service	35
2.	General Aviation Handling	35
ANNEX II – CHARGES - RATES	36	
1.	Overall View Charges and Charges	36
2.	Charges approved by Supreme Civil Aviation Authority	36
3.	Exemptions and Reductions	38
4.	Incentive Program	39
5.	Noise Reduction Charge	41
6.	Charges	42
7.	Summary of Services	44
8.	Single Services	45

I. IMPORTANT NOTES

1. General Provisions

1. Airport Operator

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

2. Binding Force of Airport Charges Regulations

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

3. Languages

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

4. Currency

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

5. Civil Aerodrome Conditions of Use

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

6. Jurisdiction and Governing Law

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

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

7. Payment

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

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

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

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

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

The charges will be charged exclusively in EURO.

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

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

An immediate payment is not mandatory if the User has made

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

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

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

In the case of late settlement, a rate of interest of 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 (Waste Management Act)
BGBI	Bundesgesetzblatt (Federal Law Gazette)
dPax	departing passenger
FBG	Flughafen-Bodenabfertigungsgesetz (Airport Ground Handling Act)
ISC	Infrastructure Charge
kg	kilogramme
LC	Landing Charge
LFG	Luftfahrtgesetz (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 (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.

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.

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

4. Miscellaneous charges

1. Terminal Navigation Charge

For inquiries concerning Terminal Navigation Charge please contact:

<p style="text-align: center;">Austro Control Österreichische Gesellschaft für Zivilluftfahrt mbH A – 1020 Wien, Wagramer Straße 19 FR-Debitoren@astrocontrol.at</p> <p style="text-align: center;">Contact for airlines with initial letter A – H: angelika.niedl@astrocontrol.at Tel.: + 43-5-1703-9414</p> <p style="text-align: center;">Contact for airlines with initial letter I – Z: elisabeth.hodgkin@astrocontrol.at Tel.: + 43-5-1703-9416</p>

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 7 of this Regulation.

For inquiries concerning the Schedule Coordination Service Fee please contact:

<p style="text-align: center;">SCA Schedule Coordination Austria GmbH</p> <p style="text-align: center;">Objekt 610 A-1300 Wien Flughafen Tel.: +43 1 7007 23600 Email: office@slots-austria.com</p>

The "Schedule Coordination Service Fee" is no part of Salzburg Airport Charges Regulations.

3. Departure Tax

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

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

<p style="text-align: center;">Information Centre of the Tax Office Tel.: +43 1 71125 (German and English) https://www.bmf.gv.at/themen/steuern/steuern-von-a-bis-z/flugabgabe.html</p>

II. CHARGES APPROVED BY SUPREME CIVIL AVIATION AUTHORITY

1. Regulation of Charges

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

2. Landing Charge

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

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

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

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

3. Passenger Service Charge

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

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

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

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

Not included in the basis for assessment are:

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

4. PRM Charge

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

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

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

5. Parking Charges

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

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

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

6. Infrastructure Charge

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

For the definition of the "central infrastructure" of Salzburg Airport refer to 11 of this Regulation.

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

8. 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.

9. Incentive Program

If certain conditions apply, Salzburg Airport reserves the right to grant incentives. The basic entitlement of a user (airline or aircraft operator) for receiving an incentive for landing charges payable results from concluding a written agreement and by proving that the respective incentive conditions as described under 9 have been fulfilled.

10. Noise Reduction Charge

In accordance with the provisions of section 4a of the Airport Charges Act (Flughafentgeltgesetz, FEG), a Noise Reduction Charge component is added at Salzburg Airport as a surcharge or deduction (bonus/malus) to the applicable Landing Charge in accordance with point II.2.1. for all aircraft with more than 2 seats (Y). Excluded from this are helicopters and those aircrafts that are 100% exempt from Landing Charges.

In order to classify the aircraft into the correct bonus/malus group, the flight operator, the aircraft operator, the air transport company or the owner of the aircraft must provide the civil airport operator with the noise certificate of the aircraft in accordance with ICAO Annex 16.

If the noise certificate from the aircraft is not made available to the civil airport operator before or at the time of landing, the civil airport operator will classify the aircraft in the highest (i.e. highest surcharge or lowest discount) group.

The civil airport operator immediately takes the values of noise certificates into account when calculating the charge as soon as they have been reported and verified. There will be no retroactive refund.

11. 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.

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, 8.). 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, 8.).

3. Performance of Ground Handling Services

1. Scheduled Flights

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

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

2. Non-scheduled flights, special flights

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

3. Priority

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

4. Documents for the Ground Handling Services

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

5. Special Assistance (Emergencies)

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

6. Handling on Public Holidays

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

7. Separate Handling

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

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

8. Technical Landing

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

9. Re-loading or partial unloading of handled aircraft

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

10. Transit flight

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

11. Waiting time

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

12. Use of Ground Power Units

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

13. Cargo and Mail Aircraft

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

4. Charges

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

All Aircrafts 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 36/6 hours before the scheduled flight, this is regarded as cancellation of the handling services. A cancellation charge of 50 %/100 % of the relevant charge applies, if services were already performed or cost have incurred.

6. Liability

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

Unless otherwise agreed for liability IATA AHM 810, version 2018, Art. 8¹ applies for all handling services. Every user shall be regarded as "carrier" in this sense, Salzburg Airport as "Handling Company".

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

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

Following limits of liability according to Art 8.5. IATA Standard Ground Handling Agreement 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 or loss of baggage, cargo or mail carried or to be carried by the Carrier, and

(d) damage to or loss of property owned or operated by, or on behalf of, the Carrier and any consequential loss or damage;

arising from an act or omission of the Handling Company in the performance of this Agreement unless done with intent to cause damage, death, delay, injury or loss or recklessly and with the knowledge that damage, death, delay, injury or loss would probably result.

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

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

PROVIDED ALSO THAT where any of the services performed by the Handling Company hereunder relate to the carriage by the Carrier of passengers, baggage or cargo, 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 or recklessly and with knowledge that damage, death, delay, injury or loss would probably result.

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

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

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

(a) injury to or death of any employees of the Handling Company; 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
Jets	
1.000.000	B747, B757, B767, B777, DC-10, MD11, A300, A310, A330, A310, A330, A340,
750.000	B717, B737 Series, MD80 Series, MD90 Series, A320 Series
500.000	BAE146 (AR8/AR100), Embraer 170, Embraer 190, all airline jets not mentioned otherwise
250.000	Embraer 145, Canadair RJ
75.000	Cessna Citation, Fan Jet Falcon, Learjet 35/60, Dessault Falcon 20 F
50.000	Embraer 120
1 % of aircraft value, min. 50.000	all business jets not mentioned otherwise
Turboprops	
100.000	Fokker 50, F27, FH-227, ATR42, ATR72, Saab SF340, Saab 2000, DHC7, DHC8, BAe ATP, Shorts SD330, Shorts SD 360
50.000	Embraer Brasilia-Dornier Do-228, Kingair 350, Jetstream 41
25.000	DHC 6, Piper PA 31T, Swearing Metro, King Air Cessna Conquest, Jetstream 31, Embraer Bandeirante
1 % of aircraft value, min. 5.000	light twin engined propeller aircraft
1 % of aircraft value, min. 2.500	light single engined propeller aircraft
Helicopters	
5 % of aircraft value, max. 100.000	

7. Adjustment of Charges

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

8. Miscellaneous

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

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

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

ANNEX I – LIST OF STANDARD GROUND HANDLING SERVICES

1. Handling Services Passenger Aircrafts

The performance of handling services is carried out on basis of the recommendations of the IATA Standard Ground Handling Agreement 2004 with regard to the local conditions. The numbers refer to the description of services of SGHA 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, 8.).

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*.

Sect. 1	Management Functions
	1.1. Representation
X	1.1.1
	a) Provide
	b) Arrange for
	1. guarantee
	2. bond
	Arrange for guarantee to facilitate the Carrier's activities.
THC	1.1.2. Liaise with local authorities.
THC	1.1.3. Indicate that the Handling Company is acting as handling agent for the Carrier.
THC	1.1.4. Inform all interested Parties concerning schedules of the Carrier's aircraft.
	1.2. Administrative Functions
THC	1.2.1 Establish and maintain local procedures.
THC	1.2.2 Take action on communications addressed to the Carrier.
THC	1.2.3 Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas:
X	(a) station administration
THC	(b) passenger services
X	(c) ramp services
THC	(d) load control (<i>flight file</i>)
X	(e) flight operations
X	(f) cargo services
X	(g) mail services
X	(h) support services
X	(i) security
X	(j) aircraft maintenance
THC	1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.
X	1.2.5
	(a) Check
	(b) Sign
	(c) Forward
	on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders.
	1.2.6 Effect payment, on behalf of the Carrier, including but not limited to:
	(a) airport, customs, police and other charges relating to the services performed.
THC	(b) out-of-pocket expenses, accommodation, transport. (<i>only transport and hotel accommodation in case of flight disruption</i>)
	1.3 Supervision and/or Co-ordination
	1.3.1
	(a) Supervise
	(b) Co-ordinate
	services contracted by the Carrier with third party(ies).

THC	1.3.2	Provide Turnaround coordinator (TRC).
	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.
	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.
	1.3.7	Decide on non-routine matters.
	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 <ul style="list-style-type: none"> (a) exclusively (b) non-exclusively
	1.4.2	The Handling Company is authorized to represent the Carrier's interest with regard to resolving governmental and local authorities matters.
	1.4.3	Attend local airport meetings on behalf of the Carrier <ul style="list-style-type: none"> (a) Report to the Carrier results/contents of the meetings (b) Act, vote and commit on behalf of the Carrier
	1.4.4	The Handling Company will be authorized to <ul style="list-style-type: none"> (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: <ol style="list-style-type: none"> 1. airport lounges 2. baggage delivery services 3. janitorial 4. newspapers delivery 5. laundry services 6. porters 7. Other
	1.4.5	Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier.
	1.4.6	<ul style="list-style-type: none"> (a) Prepare (b) Request (c) Obtain the Carrier's <ol style="list-style-type: none"> 1. landing; 2. overflying; 3. other, as specified in Annex B permission, at the Airport location(s), as defined in Annex B for <ul style="list-style-type: none"> (i) seasonal/scheduled flights; (ii) AD HOC flights
	1.4.7	Perform and report quality/performance measurements.
	1.4.8	Handle the contents of Carrier's company mail pouches.
	1.4.9	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.
	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, <ul style="list-style-type: none"> (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
	6.	special medical transport
	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
	2.	rebooking
THC	3.	transportation
THC	4.	hotel accommodation
	5.	personnel
THC	2.1.5	Arrange storage of baggage in the bonded store.
	2.1.6	
THC	(a)	Notify the Carrier of complaints and claims made by the Carrier's passengers.
	(b)	Process such claims, as specified in Annex B.
THC	2.1.7	Report to the Carrier any irregularities discovered in passenger and baggage handling.
	2.1.8	
	(a)	Provide
THC	(b)	Arrange for
THC	1.	check-in counter(s)
THC	2.	service counter(s)
	3.	transfer counter(s)
	4.	lounge facilities
	5.	set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
	6.	other facilities, as specified in Annex B
	2.1.9	Perform the following ticketing/sales functions:
	(a)	reservations
	(b)	issuance of transportation documents
THC	(c)	ancillary services (<i>commission 10%</i>)
	(d)	e-ticketing
	(e)	other, as specified in Annex B
	2.2	Departure
THC	2.2.1	Perform pre-flight editing. (<i>PNL in IATA format</i>)
	2.2.2	Check and ensure that tickets are valid for the flight(s). (The check shall not include the fare). At the following locations:
THC	(a)	check-in area
	(b)	lounge
	(c)	transfer counter
THC	(d)	gate (<i>Terminal 1 only</i>)
	(e)	off-airport
	(f)	other, as specified in Annex B
	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
		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
 - THC 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
 - THC 2. subsequent flight(s)

at the following locations:

 - THC (i) check-in area
 - (ii) lounge
 - (iii) transfer counter
 - THC (iv) gate (*Terminal 1 only*)
 - (v) off-airport
 - (vi) other, as specified in Annex B
- 2.2.5 Excess baggage
 - THC (a) Determine excess baggage
 - THC (b) Issue excess baggage ticket
 - THC (c) Collect excess baggage charges (*commission 10%*)
 - THC (d) Detach applicable excess baggage coupons at the following locations:
 - THC 1. check-in area
 - 2. lounge
 - 3. transfer counter
 - THC 4. gate (*Terminal 1 only*)
 - 5. off-airport
 - 6. other, as specified in Annex B
- 2.2.6 Tag
 - THC (a) checked baggage
 - THC (b) cabin baggage
 - for
 - THC 1. initial flight
 - THC 2. subsequent flight(s)

at the following locations:

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

	(d)	gate
	(e)	other, as specified in Annex B
2.2.8		Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations:
THC	(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
THC	(b)	Issue boarding pass(es)
THC	(c)	Detach applicable flight coupons
		for
THC	1.	initial flight
THC	2.	subsequent flight(s)
		at the following locations:
THC	(i)	check-in area
	(ii)	lounge
	(iii)	transfer counter
THC	(iv)	gate (<i>Terminal 1 only</i>)
	(v)	off airport
	(vi)	other, as specified in Annex B
2.2.11		Handle
THC	(a)	Denied Boarding process
	(b)	Denied Boarding Compensation
		at the following locations:
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
THC	(d)	gate (<i>Terminal 1 only</i>)
	(e)	other, as specified in Annex B
2.2.14		Handle standby list at the following locations:
THC	(a)	check-in area

		(b)	lounge
		(c)	transfer counter
THC		(d)	gate (<i>Terminal 1 only</i>)
		(e)	other, as specified in Annex B
	2.2.15		At the gate perform
THC		(a)	verification of cabin baggage
THC		(b)	boarding process
THC		(c)	reconciliation of passenger numbers with aircraft documents prior to departure
		(d)	other gate functions, as specified in Annex B
THC	2.2.16	(a)	Collect
		(b)	Reconcile
		(c)	Handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers.
	2.2.17		Perform post-flight editing.
	2.3		Arrival
	2.3.1	(a)	Perform
RHC		(b)	Arrange for opening/closing aircraft passenger doors.
	2.3.2		Direct passengers
THC		(a)	from aircraft through controls
		(b)	arriving from the airport, in case of off airport services.
	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.
		(a)	Provide
		(b)	Arrange for
THC(a)		1.	acceptance of baggage irregularity reports
THC(a)		2.	entering of data into baggage tracing system
THC(a)		3.	maintaining and monitoring baggage tracing system files (<i>for 5 days</i>)
		4.	making payments for incidental expenses
THC(b)		5.	delivery of delayed baggage to passengers
THC(a)		6.	handling of communications with passengers (<i>5 days</i>)
		7.	repair or replacement of damaged baggage
		8.	handling of baggage in between locations as specified in Annex B
X	2.4		Inter-modal Transportation by Rail, Road or Sea
	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

		(b)	other location(s), as specified in Annex B.
	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.
IFS	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
RHC		(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.
RHC	3.1.9		Handle crew baggage.
	3.1.10		Baggage Tracking
SS		(a)	Provide
		(b)	Arrange for
SS		(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		
		(a)	Provide
		(b)	Arrange for
			marshalling at arrival and/or departure.
X	3.2.2		Operate automated guidance systems.
	3.3		Parking
RHC	3.3.1		
		(a)	Provide
		(b)	Position and/or remove wheel chocks.
	3.3.2		
RHC (a)		(a)	Provide

RHC (b)	(b)	Position and/or remove
X	1.	landing gear locks
X	2.	engine blanking covers
X	3.	pitot 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
	(b)	Arrange for
RHC	(c)	Operate
RHC	1.	ground power unit (<i>60 min free of charge</i>)
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
RHC	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
	(b)	Arrange for
RHC	1.	passenger
RHC	2.	Crew (<i>one transport only</i>) transport between aircraft and airport terminal(s).
	3.6.3	
RHC	(a)	Provide
	(b)	Arrange for
RHC	(c)	Operate equipment for loading and/or unloading.
	3.6.4	
RHC	(a)	Provide
	(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
- RHC 2. general cargo
- RHC 3. special shipments
- X 4. mail
- RHC 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.
- RHC (c) Load and secure Loads in the aircraft.
- RHC (d) Redistribute Loads in aircraft. *(included only if Salzburg Airport initially performed wrong loading)*
- RHC (e) Operate in-plane loading system.
- RHC (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
- RHC 2. ramp fire extinguisher
- 3.7.2 Perform visual external safety/ground damage inspection of
- RHC (a) doors and panels and immediate surroundings
(b) other inspection items, as specified in Annex B
- RHC 1. immediately upon arrival
- RHC 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
SS	2.	towing of aircraft between other points
X	3.	cockpit brake operator in connection with towing
SS	4.	wing-walker(s)
	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
		aircraft 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
	(a)	flight deck, if specified, under the control of a person authorized by the Carrier
RHC	(b)	passenger and crew compartments (other than flight deck)
RHC	1.	empty ash trays
RHC	2.	dispose of litter
X	3.	clear waste from overhead stowage
RHC	4.	wipe tables
RHC	5.	seats, seat back pockets and passenger service units
RHC	6.	floors
RHC	7.	empty refuse bins (<i>separated waste only</i>)
RHC	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
X		11.	inside windows.
RHC	3.10.2		Remove and dispose of
		(a)	litter/waste (<i>separated waste only</i>)
		(b)	food and food-related material (galley waste).
	3.10.3		Perform cabin dressing
		(a)	blankets/duvets (fold/place in designated locations)
RHC		(b)	arrange seat belts
		(c)	make up berths including crew
SS		(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
			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.
	3.11		Toilet Service
	3.11.1		
ISF		(a)	Provide
		(b)	Arrange for
		1.	servicing (empty, clean, flush and replenish fluids)
		2.	triturator/disposal service.
	3.12		Water Service
	3.12.1		
ISF		(a)	Provide
		(b)	Arrange for
		1.	draining tanks
		2.	replenish tanks (water standard as specified in Annex B)
		3.	water quality tests.
	3.13		Cabin Equipment
	3.13.1		Rearrange cabin by
		(a)	removing
		(b)	installing
		(c)	repositioning
			cabin equipment, for example, seats and cabin divider(s).
X	3.14		Storage of Cabin Material
	3.14.1	(a)	Provide

	(b)	Arrange for storage space for the Carrier's cabin material.
	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. <i>(Unload/load only)</i>
	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. <i>(visual inspection only)</i>
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
THC		(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	(a) Provide
THC		(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. <i>(additional info to NOTAM)</i>
	4.3.2	(a) Provide
THC		(b) Arrange for meteorological documentation and aeronautical information

THC		1.	at the airport location(s), as defined in Annex B (<i>OPS</i>)
		2.	at different airport location(s).
	4.3.3	(a)	Provide
THC		(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 (<i>OPS</i>)
		2.	at different airport location(s).
	4.3.4		Analyze the operational conditions and
		(a)	prepare
THC		(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 (<i>OPS</i>)
		2.	at different airport location(s)
		3.	en-route.
	4.3.5	(a)	Prepare
THC		(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 (<i>OPS</i>)
		2.	at different airport location(s).
X	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).
X	4.3.7		Provide the crew with a briefing.
	4.3.8	(a)	Prepare
		(b)	Sign
THC		(c)	Deliver
THC		1.	the fuel order
		2.	the fuel distribution form.
X	4.3.9		Provide ground handling party(ies) with weight and fuel data.
X	4.3.10		Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned.
	4.4		Crew Administration
X	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
THC		(b)	non-scheduled.
	4.4.3	(a)	Provide
THC		(b)	Arrange for (<i>non-scheduled</i>) crew transportation to/from off airport locations.
THC	4.4.4		Direct crew through airport facilities.
X	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.

- (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) ULDsusing
 - 1. build up materials provided by Carrier
 - 2. build up materials provided by Handling Company and establish
 - (i) gross weight
 - (ii) volume
 - (iii) ULD contourand 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 contourand 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 sealsTruck 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

- THC 6.2.1
- (a) Provide
 - (b) Arrange for
- THC (c) Operate
- computer hardware and other equipment (as specified in Annex B) to enable access to
- 1. Carrier's system
 - THC 2. Handling Company's system
 - 3. other system.
- 6.2.2 Perform the following functions in
- (a) Carrier's system
 - THC (b) Handling Company's system
 - (c) other system.
- for
- THC 1. Training.
 - 2. Passenger reservations and sales
 - THC 3. Passenger service (*boarding passes & bag tags included*)
 - SS 4. Baggage reconciliation.
 - THC 5. Baggage tracing.
 - THC 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
THC	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
THC	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		
THC		(a)	Provide
		(b)	Arrange for
THC		1.	matching of passengers against established data
THC		2.	security questioning. (<i>display of security questions</i>)
SEC	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.
SEC	7.1.3	(a)	Provide

		(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
THC		2.	reconciliation of boarded passengers with their baggage
RHC		3.	positive baggage identification by passengers (<i>if necessary for security reasons (EU law)</i>)
RHC		4.	offloading of baggage 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
		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.
X	7.4		Ramp
	7.4.1	(a)	Provide
		(b)	Arrange for
			control of access to
		1.	aircraft.
		2.	designated areas.
X	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.
X	7.4.3	(a)	Provide
		(b)	Arrange for

		1.	guarding of
		2.	sealing of
		(i)	aircraft
		(ii)	designated areas
		(iii)	baggage in the baggage make-up areas.
X	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
X	7.5.1	(a)	Provide
		(b)	Arrange for
			additional security services (e.g. Ground Security Coordinator), as specified in Annex B.
<hr/>			
	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

PC/HC	(a)	Provide
	(b)	Arrange for
PC	1.	parking space
HC	2.	hangar space.

2. Handling Services General Aviation

The following services are included in the general aviation service package (for rates see Annex II, 6.).

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, 8.) or upon agreement.

1. Apron Service

- **Airside** Transportation of passengers and crew to/from aircraft upon arrival and/or departure
- **Airside** 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

- **Airside** Transportation of passengers and crew to/from aircraft upon arrival and/or departure
- **Airside** Baggage Handling (Loading/Offloading and transportation to/from aircraft upon arrival and/or departure)
- Take away 1 litre coffee, tea (on request an availability)
- Crushed ice 2 kg (on request and availability)
- Copies (up to 20 pages)
- 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

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

2. Charges approved by Supreme Civil Aviation Authority

valid from: 01.01.2024

Approved by the Federal Ministry of Science and Transport of Austria as Supreme Civil Aviation Authority per decree GZ 2023-0.761.599 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:

MTOW		From 01.01.2024
	up to 1.000 kg	15,65
from 1.001 kg	up to 1.500 kg	29,69
from 1.501 kg	up to 2.000 kg	38,86
from 2.001 kg	up to 2.500 kg	61,98
from 2.501 kg	up to 3.000 kg	69,60
from 3.001 kg	up to 3.500 kg	85,21
from 3.501 kg	up to 5.000 kg	99,42

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

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

MTOW		From 01.01.2024
from 5 t	up to 200 t	22,75
from 201 t	up to 270 t	20,49
from 271 t	up to 320 t	19,19
from 321 t		17,66

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

2. Passenger Service Charge

a) **Regular Passenger Service Charge**

Commercial and Non-commercial Flights		
MTOW		From 01.01.2024/01.05.2024
	up to 2.000 kg	no passenger service charge
from 2.001 kg	up to 5.000 kg	11,89
from 5.001 kg		17,92

c) Transfer Passenger Charge:

	From 01.01.2024
Transfer passenger charge	8,96

3. PRM-charge

	From 01.01.2024
PRM-charge (passengers with reduced mobility) – only commercial flights)	0,83

4. Parking Charge

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

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

of the respective applicable landing charge

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

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

MTOW	seats	From 01.01.2024
10 up to 17	up to 37	43,53
up to 25	up to 50	54,64
up to 44	up to 80	85,58
up to 59	up to 125	117,62
up to 70	up to 168	159,26
up to 100	up to 190	169,56
up to 159	up to 235	225,84
up to 200	up to 275	283,60
from 200	from 276	349,73

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

For **General Aviation** aircrafts up to 10 t:

	From 01.01.2024
flat rat	38,40

b) Landside part of infrastructure charge:

	From 01.01.2024
Infrastructure charge (not applicable for General Aviation)	2,01

6. Security Charge

	From 01.01.2024
Security charge	15,59
transfer passengers	7,80

7. Charge for the extension of Operating Hours

	From 01.01.2024
Charge für extension of operating hours per quarter of an hour or part thereof (= 15 min)	308,72

3. Exemptions and Reductions

a) 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.

b) 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	=	PC
- Infrastructure Charge	=	ISC

The following **rates of reduction** apply:

	Type of Exemption or Reduction	LC up to 5 t	LC over 5 t	PSC	PC	ISC
1.	Aircraft performing:					
1.1.	Aviation Authorities' duties (Ministry of Traffic, Austro Control)	100	100	100	0	100
1.2.	Military Sorties as per § 145 LFG	100	100	-	0	100
1.3.	Police Sorties	100	100	-	0	100
1.4.	Primary Rescue Flights (except Ambulance Flights)	50	50	-	0	50
2.	Aircraft with a flight number in the case of:					
2.1.	Emergencies	50	50	50	0	50
2.2.	Bomb Threats	50	50	0	0	50
2.3.	Technical Landings	50	50	0	0	50
2.4.	Unscheduled Return Landing within one hour	100	100	100	0	50
2.5.	Position flights	-	0	0	0	100
3.	Parking:					
3.1.	Aircraft parked for less than 4 hours	-	-	-	100	0
3.2.	Aircraft based in SZG	-	-	-	100	0
4.	General Aviation*:					
4.1.	Aircraft up to 2 t	0	-	100	0	100
4.2.	Aircraft 2 t up to 5 t	0	-	0	0	50

Reductions under points 1. and 2.3.-2.5. only apply if flights have been registered as such with the Airside 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 Airside 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.

*From 01.05.2024 the limits for exemptions will be raised from 1 t to 2 t in deviation from the approved charges (point 4).

4. Incentive Program

1. Basics

Salzburg Airport commits itself to a distinguished market development in compliance with the legal framework (in particular with regard to the non-discrimination rule according to FEG and the law on state aid). The focus of the measurements lies in the development of year-round connections, strong summer routes and close partnerships with the airlines best suited to the goals of Salzburg Airport, in particular with regard to hub connections and code sharing. This incentive program is intended to promote year-round connections or high-frequency connections during the summer season in order to improve the connectivity of Salzburg Airport and thus of the entire region.

Salzburger Flughafen GmbH (SFG) reserves the right to request changes to the incentive program or parts of it at any time.

Furthermore, SFG reserves the right to revoke the incentive program or parts of it for important reasons with immediate effect. In particular, an important reason is

- a significant decrease in traffic (passengers and / or movements) of more than 20% over a period of at least 3 months or if the circumstances indicate that such a decrease in traffic will undoubtedly continue for more than 3 months;
- a significant change in the level of charges as a result of a change in the legal basis for charge regulations (in particular with regard to price caps, escape clauses, etc.) in accordance with the appendix to the Airport Charges Act (FEG);
- Reasons other than those mentioned in a) and b), caused by statutory, official, judicial or comparable requirements that make it objectively unreasonable for SFG to continue the incentive program.

2. Agreement

An objective, transparent and non-discriminating incentive program is intended to support the development of air traffic accordingly and is available to every user as long as the relevant criteria are met.

The prerequisite for granting incentives is the conclusion of an agreement between the airline, which is physically operating the flight, and SFG. Previously existing marketing agreements will be partially replaced by the incentive program. They will therefore lose their validity and may need to be concluded anew. In the agreement the starting date, terms of payment and any repayment obligations in the event of non-fulfillment of the criteria between the contracting parties are to be stated.

3. Incentives

a) General Requirements

In any case, the following requirements must be met in order to qualify for incentives:

- incentives are granted only for scheduled flights, no charter flights or other special flights (diversions, ferry flights, etc.)
- the airline operates scheduled flights with high frequency, which means:
 - at least 2 landings per calendar week over a period of at least 45 weeks per calendar year
 - at least 50 landings during the summer season (IATA summer season)
 - with aircrafts with a capacity of at least 50 seats

The incentives are granted in the form of discounts on the official charges applicable to the respective aircraft or as a bonus. Unless otherwise stated, the discounts and bonuses can be cumulated.

b) Frequency Discount

The progressive frequency discount is intended to create incentives to maintain the traffic volume or to generate more traffic. The basis is the number of flights (scheduled flights) per airline per calendar year regardless of the destination.

landings / year	discount landing charge	discount passenger charge
0 – 49	-	-
50-299	10%	10%
from 300	15%	15%

c) Year-round Bonus

The year-round bonus is intended to create incentives to offer year-round scheduled routes. On the one hand, this is intended to give passengers the opportunity to use Salzburg Airport as a departure or arrival airport all year-round. On the other hand, traffic peaks should be balanced out at the airport and year-round connectivity should be offered. The minimum requirements are at least 2 landings per calendar week over a period of at least 45 weeks per calendar year from one destination (airport) (per destination, not per airline). The bonus is granted per departing passenger (dPAX); the amount of the bonus depends on the number of seats of the aircraft in operation.

The year-round bonus and the season shift bonus cannot be cumulated.

seats	bonus / dPAX
50-69	EUR 1.75
70-129	EUR 3.50
from 130	EUR 7.00

d) Season Shift Bonus

The season shift bonus is intended to create incentives not only to offer scheduled connections in the winter season (peak season), but also in summer in order to achieve a balanced utilization of capacities at the airport. The minimum requirements consist of a total of at least 50 landings during the entire summer season (IATA summer season) from one destination (airport) (per destination, not per airline).

The bonus is granted per departing passenger (dPAX); the amount of the bonus depends on the number of seats of the aircraft in operation.

The year-round bonus and the season shift bonus cannot be cumulated.

seats	bonus / dPAX
50-69	EUR 1.75
70-129	EUR 3.50
from 130	EUR 7.00

e) Destination Bonus

The destination bonus is intended to encourage the start of new direct connections. New destinations or destinations that previously have not been offered on a high frequency (unserved / underserved) will be supported.

The minimum requirements for the destination bonus are at least 2 landings per calendar week over a period of at least 45 weeks per calendar year or at least 50 landings during the entire summer season (IATA summer season) to a destination (airport).

An airport is considered to be a "new destination" or a "destination that is not frequently served", if it was not connected to Salzburg Airport for the past 2 years a whole year-round (at least 90 landings / year in 45 weeks / calendar year) or during the summer season (50 landings / IATA summer season) directly by any airline.

Appendix A lists those destinations that are considered to be served up to now and are therefore excluded from the destination bonus.

The airline that is the first to publish and sell the flight to a new destination in the global computer reservation system or on the airline's website is entitled to this bonus.

The amount of the bonus applies per landing and depends on the seat capacity of the aircraft. The bonus is limited in time to a maximum of 3 years and declining in time. The year begins with the start of operations ("route year").

seats	year (route year)	Bonus / landing
50-69	Year 1	EUR 175.00
	Year 2	EUR 150.00
	Year 3	EUR 125.00
70-129	Year 1	EUR 350.00
	Year 2	EUR 300.00
	Year 3	EUR 250.00
from 130	Year 1	EUR 700.00
	Year 2	EUR 600.00
	Year 3	EUR 500.00

Appendix A

AMS	Amsterdam
BER	Berlin
BEG	Belgrade
CGN	Cologne
DUS	Dusseldorf
DXB/DWC	Dubai
FRA	Frankfurt
HAM	Hamburg
HRG	Hurghada
IST	Istanbul
LGW	London Gatwick
PMI	Palma
RUH	Riad
STN	London Stansted

5. Noise Reduction Charge

1. General Provision of Noise Reduction Charge

In accordance with the provisions of section 4a of the Airport Charges Act (Flughafenentgeltgesetz, FEG), a Noise Reduction Charge component is added at Salzburg Airport as a surcharge or deduction (bonus/malus) to the applicable Landing Charge in accordance with point II.2.1. for all aircraft with more than 2 seats (Y). Excluded from this are helicopters and those aircrafts that are 100% exempt from Landing Charges.

In order to classify the aircraft into the correct bonus/malus group, the flight operator, the aircraft operator, the air transport company or the owner of the aircraft must provide the civil airport operator with the noise certificate of the aircraft in accordance with ICAO Annex 16.

If the noise certificate from the aircraft is not made available to the civil airport operator before or at the time of landing, the civil airport operator will classify the aircraft in the highest (i.e. highest surcharge or lowest discount) group.

The civil airport operator immediately takes the values of noise certificates into account when calculating the charge as soon as they have been reported and verified. There will be no retroactive refund.

2. Assessment Bases

To determine the bonus/malus group to be applied, the individual noise values of the aircraft according to the noise certificate (expressed in EPNdB) as well as the ICAO noise limit for the corresponding aircraft are used.

For this purpose, the average of the noise values according to ICAO Annex 16 (Noise Approach, Noise Flyover and Noise Lateral) is used. The EPNdB (Effective Perceived Noise) calculated in this way is divided by the number of seats of the aircraft (Y). The resulting value represents the benchmark for classifying the aircraft into a bonus/malus group.

3. Calculation Rates

The surcharge or discount resulting from the group will be applied to the applicable landing charge in accordance with this Airport Charges Regulations.

Group	dB/Y	Landing Charge
SZG 1	0,0000 – 0,4800	- 10 %
SZG 2	0,4801 – 0,6600	+/- 0 %
SZG 3	0,6601 – 0,9999	+ 3 %
SZG 4	Ab 1,0000	+ 10 %

6. Charges

valid from: 01.01.2024

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.

All General Aviation Aircrafts are subject to mandatory handling services. Up to 3.000 kg MTOW the Apron Service (AS), from 3.001 kg MTOW the General Aviation Handling Package (GAH) applies.

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

		From 01.01.2024	
seats	MTOW	RHC	THC
		EUR	EUR
up to 37	up to 17	493,52	377,36
up to 50	up to 25	670,96	535,95
up to 80	up to 44	1 068,49	936,34
up to 125	up to 59	1 398,12	1 060,11
up to 168	up to 70	1 874,34	1 248,57
up to 190	up to 100	2 201,00	1 335,08
up to 239	up to 159	3 068,25	1 936,94
up to 275	up to 200	3 947,06	2 451,40
from 276	from 200	6 082,49	3 778,33

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

		From 01.01.2024	
		Apron Service (AS)	General Aviation Handling (GAH)
MTOW		EUR	EUR
up to 3.000 kg		93,10	405,46
3.001 kg up to 5.000 kg		–	405,46
5.001 kg up to 10.000 kg		–	557,22
10.001 kg up to 15.000 kg		–	715,92
15.001 kg up to 20.000 kg		–	830,87
20.001 kg up to 40.000 kg		–	1 231,16

From **40.001 kg** the charges for commercial flights (see above) apply.

2. Hangar Charges 01.01.2024

a) **General**

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

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

Basis of Assessments and Rates (for unheated hangars)

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

MTOW	MTOW		EUR/24h 01.01.2024
	up to 5.000 kg	per 500 kg or part thereof	19,97
over 5.000 kg	up to 10.000 kg	per 1.000 kg or part thereof	39,75
over 10.000 kg		per 1.000 kg or part thereof	43,25

b) **Monthly flat rate charge**

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

MTOW	MTOW		EUR/month 01.01.2024
	up to 5.000 kg	per 500 kg or part thereof	360,11
over 5.000 kg	up to 10.000 kg	per 1.000 kg or part thereof	630,49
over 10.000 kg		per 1.000 kg or part thereof	684,42

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

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

MTOW	MTOW	EUR / 01.01.2024
	up to 2.000 kg	15,35
over 2.000 kg	up to 5.000 kg	30,50
over 5.000 kg	up to 10.000 kg	60,59
over 10.000 kg	up to 15.000 kg	122,01
over 15.000 kg		168,47

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.

3. CUPPS (formerly CUTE)

The check-in counters are part of the infrastructures. The CUPPS-System (Common Use Passenger Processing System), 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 CUPPS charge applies.

CUPPS charge for every departing passenger, handled by the user

EUR 0,25 / PAX

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

7. 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) 2018.

Traffic Handling (THC)	<p>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</p> <p>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)</p> <p>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), 4.3.8 (c) (1), 4.4.2 (b), 4.4.3 (b, non-scheduled), 4.4.4.,</p> <p>6.2.1 (a) (c) (2), 6.2.2 (b) (1) (3, boarding passes & bag tags included) (5) (6), 6.5.1, 6.7.1</p> <p>7.1.1 (a) (1) (2, display of security questions), 7.1.4 (a) (1) (2)</p>
Ramp Handling (RHC)	<p>2.3.1. (b)</p> <p>3.1.3.(a) (2) (3), 3.1.6, 3.1.7., 3.1.8.(a)(1),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) (6), 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) (2), 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</p> <p>7.1.4 (a) (3, if necessary for security reasons (EU law)), (4), 7.3.1 (a) (5) (6)</p>
De-Icing (DI)	<p>3.16.4 (a), 3.16.5, 3.16.6, 3.16.7, 3.16.9 (visual inspection only)</p>
Infrastructure Charge (IFS)	<p>3.1.1. (a), 3.1.3. (a) (1), 3.1.4, 3.1.5., 3.2.1. (a), 3.11.1.(a), 3.12.1.(a)</p>
Security (SEC)	<p>7.1.2., 7.1.3.</p>
Rent	<p>6.1.1.</p>
Passenger Service Charge (PSC)	<p>8.5.1.(b)(2)</p>
Hangar Charge (HC)	<p>8.5.1.(1)</p>

8. Single Services

valid from: 01.01.2024

Assessment Unit				01.01.2024
Litre Piece Bags	Process	Hours	Services	EUR
			1. Manpower	
		0,5	Skilled Worker	40,20
		0,5	Fireman	40,20
		0,5	Aircraft Handling Staff	30,90
		0,5	Foreman, Inspector	52,60
		0,5	Cleaning Staff, Assistant Worker	27,90
		1	Ambulance Man	34,70
		1	SAS Staff	60,70
		1	SAS Supervisor	80,30
			2. Equipment with the Civil Aerodrome Operator Personnel	
		0,5	Air starter (ASU)	128,30
		0,5	Exchanging of Meal trays	122,10
		24	Selvage vehicle charge (for small aircrafts)	2 162,90
	1		Bus for 120 PAX	124,50
		0,5	Catering Vehicle	91,40
		24	Container dolly	26,50
1 piece		24	Container Storage per container	3,50
		0,5	Electric tow for aircraft up to 15 t	50,70
		0,5	De-icing equipment incl. staff	264,60
		0,5	E-Starter Assistance -Small aircraft	51,50
		0,5	Passenger Stairs over 3.5 m	108,10
		0,5	Passenger Stairs up to 3.5 m	191,30
		0,5	Conveyor Belt	83,20
		0,5	Fresh Water Truck	115,20
1 piece			Baggage Handling charge for identification or x-ray control	1,20
		24	Baggage Trolley without personnel	20,90
	1		Headset and Push back control	61,50
		0,5	Fork-lift Truck Diesel up to 6t	80,70
		0,5	Loading Platform (high loader) up to 3.5 t	80,70
		0,5	Loading Platform (high loader) up to 7.5 t	100,00
		0,5	High loader main deck	129,60
		0,5	Cabin Heater	65,20
		0,5	Firefighting truck - refuelling with PAX on board	83,40
	1		Delivery of last minute baggage	26,50
		0,5	Ground-level loading vehicle	73,00
		24	Palette freight trailer	52,50
		0,5	Cleaning bus inc. cleaning staff	56,60
		0,5	Towing truck for aircraft over 15 t	135,60
		0,5	Towing Vehicle (Electric or diesel)	50,70
	1		Service and Assembly stairs	27,90
		0,5	Ground Power static converter (90 KVA)	63,70
		0,5	Ground Power Unit (GPU) up to 140 KVA	102,50
		0,5	Ground Power Unit (GPU) up to 90 KVA	95,90

		0,5	Toilet Servicing Truck (IFC)		120,70
	1		Transport of valuable cargo or diplomatic baggage		51,50
	1		Transport of unidentified baggage		30,50
	1		Reloading of luggage due to lack of ULDs		104,00
		0,5	Water Collection Truck		19,60
			3. Vehicles inc. Personnel		
		1	Vehicle with radio frequency		98,70
	1		Apron escort ambulance		49,30
		1	Working platform		250,00
			4. Materials		
1 piece			Ballast bags 25 kg each		6,00
1 litre			De-icing fluid type I (30 % / 70 %)		3,50
1 litre			De-icing fluid type I (40 % / 60 %)		4,50
1 litre			De-icing fluid type I (50 % / 50 %)		5,80
1 litre			De-icing fluid type I (60 % / 40 %)		7,10
1 litre			De-icing fluid type II 100 %		7,80
1 litre			Oil binding liquid including disposal		41,40
1 bag			Oil binding material including disposal		76,50
1 piece			Spreader 1,0 m		1,90
1 piece			Spreader 1,5 m		3,00
1 piece			Single Stud		7,90
1 m			Lashing material per meter		3,20
			5. Miscellaneous		
	1		Disposal of unseparated refuse with container	up to 50 seats	27,90
	1			51 - 100 seats	55,50
	1			101 - 150 seats	83,40
	1			over 150 seats	111,10
	1		Handling Counter/desk		55,50
		1	Airline audits handling (4 hours free)		300,00
	1		Positioning of safety cones		39,90
1 piece			Baggage Reconciliation (BRS)		0,35
	1		Crew Transport		35,70
	1		Charges for special logo at check-in desk according to actual costs incurred		
1 piece			Photocopy		0,50
	1		Securing and desecuring of aircraft (lashing)		32,20
	1		Lost & Found charge SAS		22,30
	1		VIP configuration PRM		695,60
			<u>Extra costs for excessive parking (without special agreement):</u>		
		24	Main apron, for 24 h or part thereof		3 500,00
		24	General aviation, for 24 h or part thereof		1 500,00
	1		Administration charge		500,00
			6. Security		
1 m			Barrier-bars (setting up included) per day		12,80
1 piece			ID-Card for airport access		99,70
	1		EU-Security Instruction full		126,50
	1		EU-Security Instruction part		82,00
	1		Short-Instruction		44,50
		1	Aircraft Security Service from 20.00 - 6.00 h		166,70

		1	Aircraft Security Service from 6.00 - 20.00 h	98,70
		1	Security Agent from 20.00 - 6.00 h	136,80
		1	Security Agent from 6.00 - 20.00 h	68,30
		1	Security vehicle with radio frequency incl. staff	98,70
		0,5	Special Security Handling)	259,40
		1	Watchman from 20.00 - 6.00 h	105,60
		1	Watchman from 6.00 - 20.00 h	52,60
1 piece			Access Authorization	34,20