

Regulations for Users | Graz Airport

These Regulations apply to the whole of the premises of Flughafen Graz Betriebs GmbH and for all users of Graz Airport.

The traffic areas, buildings and facilities of Flughafen Graz Betriebs GmbH are available for proper, normal use in accordance with their intended purpose.

Persons who substantially disturb the orderliness or annoy other users, e.g. through their words, actions, noise, odours, etc., or whose behaviour is justifiably shocking in any other way, can be ordered to leave the airport premises.

Any use of the airport premises going beyond the scope of the proper, normal use in accordance with the premises' intended purpose requires the express written consent of Flughafen Graz Betriebs GmbH. This includes, for example:

- erecting sales stands, sales vehicles, advertising stands or welcome stands
- erecting temporary buildings
- attaching any advertising
- distributing advertising material (including promotional articles and samples), flyers and other printed matter
- holding advertising events
- holding demonstrations
- organising music/theatre performances and similar events
- holding exhibitions, displays or similar events
- carrying out goods transports other than via the supply routes provided for this, particularly over public areas that are strictly reserved for the movement of persons
- passenger surveys and other surveys
- holding fundraising events

It is forbidden in all events for example to attach any written materials and communications to facilities or buildings on the airport premises.

Commercial beneficial use:

Any commercial beneficial use within the airport area, e.g. through business premises, mobile sales outlets, kiosks, maintenance operations, workshops, aviation schools, advertisements, haulage activities, onboard supplies by third parties, performing security checks etc., even when this is not intended to obtain a profit, is only permitted on the basis of a contract with Flughafen Graz Betriebs GmbH in return for remuneration, insofar as it does not involve companies entrusted with this task by public authorities. Available spaces and areas are let by Flughafen Graz Betriebs GmbH. Rental contracts require a copy in writing.

The applicant is responsible for obtaining the necessary official approvals and permits or commercial licences, and Flughafen Graz Betriebs GmbH reserves the right to inspect these. Any change to the business purpose requires the prior written approval of Flughafen Graz Betriebs GmbH.

Visits, reportages, film, sound and photo recordings for commercial purposes, as well as events of all kind, gatherings, collections etc. within the airport area, including the generally accessible traffic areas and parts of buildings, require the written approval of Flughafen Graz Betriebs GmbH, and must be arranged in sufficient time so that the necessary agreement can be drawn up with the official authorities established at Graz Airport, a responsible escort can be provided, and the necessary measures can be prepared in the interest of security. Flughafen Graz Betriebs GmbH reserves the right to withdraw permissions it has issued with immediate effect at any time, especially for security reasons.

For events at Graz Airport for which Flughafen Graz Betriebs GmbH has no objection to their being held, the responsibility for obtaining the prescribed official permits lies with the organiser, except for the approvals from the Supreme Civil Aviation Authority [OZB] that are required pursuant to Section 4 of the Civil Aerodrome Operation Ordinance [ZFBO]. Insofar as Flughafen Graz Betriebs GmbH does not directly receive any written approvals (transcripts, copies, etc.), it expressly reserves the right to inspect the relevant documents.

Film, sound and photo recordings in the area of checkpoints (e.g. passenger security checkpoints, border checks, customs etc.) and check-in and gate workplaces, or of the officials working in these areas, are not permitted in any event.

The use of vehicles, bicycles, roller skates, ride-on luggage scooters and similar items in the buildings in the passenger area is forbidden, and only possible with the corresponding permission.

Smoking is prohibited generally outside the marked smoking zones.

The smoking ban also includes the consumption of electronic cigarettes and similar tobacco products.

The use of flammable and explosive materials or foul-smelling substances is forbidden.

Any storage of goods in the public areas and general spaces inside and outside the buildings of Flughafen Graz Betriebs GmbH is forbidden for safety reasons.

Users of the airport area are obliged to separate refuse by recyclable materials and to use the special collection containers provided for this. Refuse of any kind may only be disposed of in the places identified by Flughafen Graz Betriebs GmbH.

Emergency exits and escape routes, accesses to emergency facilities, entrances and exits, lift accesses and areas around automatic doors and vestibules must be kept clear at all times.

Wheelchairs and other aids for persons with restricted mobility and baggage trolleys may only be used for their intended purpose and must not be removed from the airport premises. Persons misusing baggage trolleys will be charged for repairs and recovery.

No luggage items may be left unattended. Flughafen Graz Betriebs GmbH accepts no liability for these.

Lost property must be handed in to Flughafen Graz Betriebs GmbH at the information desk. They will be handled in accordance with the legal requirements.

Checked baggage that is reported as lost by passengers of scheduled or on-demand services will be returned to the owner, as far as ascertainable, within the scope of handling by bodies other than the authorities via the international lost and found services provided for this, taking account of the customs regulations. Information can be obtained at the "Lost and Found" desk of the passenger handling agent (Flughafen Graz Bodenservices GmbH).

Animal owners wishing to bring their animals inside the airport area must ensure that they keep their animals under their control at all times (mandatory leash, muzzle), that there is no danger for other people and that the operation of the airport cannot be either obstructed or jeopardised. This also applies in particular for the generally accessible parts inside the airport buildings. The animal owner is liable for any disruption to airport operations or any soiling caused by the animal they have brought with them.

Persons causing exceptional soiling must themselves ensure this is removed and if they omit to do so, can be obliged to pay appropriate compensation.

Persons causing damage to buildings or facilities on the airport premises must inform Flughafen Graz Betriebs GmbH of this immediately.

Relevant parts of the airport area are covered by video surveillance for security reasons.

Setting up, using and operating radio equipment is strictly forbidden and requires the consent and written authorisation of Flughafen Graz Betriebs GmbH. Certain radio coverage areas are covered exclusively by Flughafen Graz Betriebs GmbH (e.g. Wi-Fi).

It is further forbidden to operate radio equipment which emits and/or receives radio waves using frequencies that have not been issued to the respective user by the Austrian Telecommunications Office and are banned on the airport premises to safeguard the fault-free functioning of radio services used operationally by Flughafen Graz Betriebs GmbH.

It is not permitted to remain in the passenger terminal of Flughafen Graz Betriebs GmbH overnight. Persons contravening this will be ordered to leave the building outside the opening times of the passenger terminal.

The instructions of the airport personnel must be followed.

Contraventions of these Regulations or a justified instruction can result in persons being ordered to leave the airport premises, a ban on entering the airport buildings, claims for damages or criminal prosecution.