

TARIFF REGULATIONS

of

GRAZ AIRPORT

In force as per 1st of January 2026

TRANSLATION ONLY THE GERMAN TEXT SHALL PREVAIL

Civil Aerodrome Operator:

FLUGHAFEN GRAZ BETRIEBS GMBH

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IMPORTANT NOTES

1. Terminal navigation charge

If there are any questions concerning the Terminal navigation charge please contact:

Austro Control

Österreichische Gesellschaft für Zivilluftfahrt mbH

A-1030 Wien, Schnirchgasse 17

T + 43 05 1703 9410

F + 43 05 1703 9416

www.austrocontrol.at

The Terminal navigation charge is not part of the current Tariff Regulations of the Flughafen Graz Betriebs GmbH and will be charged by **“Austro Control”**.

In case of cash payment of the airport fees and charges the terminal navigation charge will be collected by the Flughafen Graz Betriebs GmbH.

2. Schedule Coordination Service Fee

Under the “Federal Law on Aviation”, in the version of Federal Law Gazette 98/2005 from August, 11th 2005 a “Schedule Coordination Service Fee” was approved by the Federal Ministry for Innovation, Mobility, and Infrastructure, which each air transport company or the aircraft holder has to pay for the coordination or facilitation of airport slots.

The levy of this fee is done on behalf and for the account of SCA Slot Coordination Austria by the Flughafen Graz Betriebs GmbH and is to be paid over by the airport operator to SCA Slot Coordination Austria.

The payment of the “Schedule Coordination Service Fee” to the Flughafen Graz Betriebs GmbH is subject to the conditions as laid down in section I. GENERAL PROVISIONS, paragraph 4 “Payment of fees/charges” of the Tariff Regulations of Graz Airport as valid at the time.

For inquiries concerning the “Schedule Coordination Service Fee” please contact:

SCA Schedule Coordination Austria GmbH

Office Park I, Top B 08/04

A-1300 Vienna Airport

T + 43 01 7007 236 00

E office@slots-austria.com

For slot-requests : viecpjh@slots-austria.com

www.slots-austria.com

The “Schedule Coordination Service Fee” is no part of the current Tariff Regulations of the Flughafen Graz Betriebs GmbH.

3. Notice to the “Air Transport Levy”

Translation only - The German text shall prevail

On the basis of the Budget Accompanying Act (Budgetbegleitgesetz 2011), most recently amended by the Tax Code Amendment Act (Abgabenänderungsgesetz 2011), which introduced *inter alia* an air transport levy (Air Transport Levy Act, Flugabgabegesetz), every aircraft owner is required to pay an air transport levy to the competent tax office (Finanzamt für Gebühren, Verkehrsteuern und Glücksspiel) in Austria for passengers departing from Austrian airports, unless an exemption from liability for air transport levy applies.

For further information kindly refer to the website of the Austrian Ministry of Finances:

<https://www.bmf.gv.at/themen/steuern/steuern-von-a-bis-z/flugabgabe.html>

Every aircraft owner has to transmit data to the respective airport: in order to fulfill this obligation the airport Graz provides following webportal:

<https://flugabgabe.reg-airports.at/app/login>

For Login-data please contact:

E-mail: operationsoffice@graz-airport.at

ABBREVIATIONS

LFG	Luftfahrtgesetz 1957, BGBl.253/1957, idgF.
ZFBO	Zivilflugplatz-Betriebsordnung 1962, BGBl.72/1962, idgF.
BGBL	Bundesgesetzblatt
LSG	Luftfahrt sicherheitsgesetz
A/C	aircraft
ZL-Schein	Zivilluftfahrerschein (Civil Aviation Personnel Licence)
ZLPV	Zivilluftfahrt-Personalverordnung, Personalverordnung (Civil Aviation Personnel Licensing Ordinance), BGBl.219/1958 idgF.
LVG	Luftverkehrsgesellschaft
kg	kilogramm
to / t	metric ton = 1.000 kg
v.H.	von Hundert
VAT (MWSt.)	value added tax
MTWO	maximum take-off weight
ZARV	Zivilluftfahrzeug-Ambulanz- und Rettungsflugverordnung, (Ordinance on Ambulance and Rescue Flights carried out with Civil Aircraft), BGBl.126/1985
idgF	in der geltenden Fassung
BAD	Bodenabfertigungsdienste
FBG	Flughafen-Bodenabfertigungsgesetz
FEG	Flughafenentgeltgesetz
EUR	Angabe der Tarifwerte in EURO
MTOW	Maximum Take-off weight
LF	Landing Fee
PSF	Passenger Service Fee
PF	Parking Fee
PRM	PRM – Fee (Persons with Reduced Mobility)
ISF	Infrastructure Fee
RHC	Ramp-Handling-Charge

THC	Traffic-Handling-Charge
CHC	Ramp-Handling-Charge-Cargo
HC	Hangar Charge
SC	Security Charge
SS	Single Services

CONTENTS

I.	GENERAL PROVISIONS	8
II.	LANDING FEE	16
IIA.	NOISE-BASED LANDING FEE.....	18
III.	PASSENGER SERVICE FEE	20
IIIA.	PRM – FEE	22
IV.	SECURITY CHARGE	23
V.	PARKING FEE.....	24
VI.	INFRASTRUCTURE FEE	25
VII.	CHARGES FOR GROUND HANDLING SERVICES.....	30
VIII.	HANGAR CHARGE.....	35
IX.	EXEMPTIONS AND REDUCTIONS.....	37

Annex 1:
Definition of the Central Infrastructure Facilities

Annex 2:
List of Ground Handling Services

Annex 3:
List of Single Services

I. GENERAL PROVISIONS

1. Place of performance

Place of performance shall be Graz Airport.

Jurisdiction shall be the competent court in Graz.

In case of mutual legal relationship resulting from these Tariff Regulations, exclusively the law in force in the Federal Republic of Austria shall apply. Conditions differing from those mentioned below shall be subject to the written approval of the Civil Aerodrom Operator.

2. Binding Force of Tariff Regulations

In pursuance of Art. 15 of the Zivilflugplatzbetriebsordnung - ZFBO, BGBL No 1962/72 - any user of the facilities and installations of the airport shall be subject to the present Tariff Regulations as Part II of the Civil Aerodrome Conditions of Use.

With the exception of the tariffs for Single Services (Section VII) the tariffs quoted hereunder shall be flat rates. These flat rates shall be indivisible and shall have to be paid in full even if only parts of the services are utilized. The flat rates shall fall due to the performance of the service.

3. Definition of Terms

The term "**A/C whose holder is the Republic of Austria**" shall mean all those A/C of the Austrian Federal Authorities and Agencies that are registered as such in the Register of A/C.

"**Air Transportation Companies**" shall be air traffic companies for the commercial transportation of persons and goods by aircraft (para 101 lit. a LFG).

"Ambulance Flights" shall be flights for the transportation of seriously ill or seriously injured persons who have already received medical treatment or of emergency patients from one hospital to another (under article 2 ZARV 1985 Civil Aircraft Ambulance and Rescue Flight Decree).

"Cargo Plane" shall be every aircraft, which transports goods or material and which is no passenger plane.

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

"Code-Share" refers to various types of operational or commercial arrangements between two or more airlines, whereby the actual flight is operated by only one of these airlines.

The expression **"Duties of Aviation Authorities"** shall in particular denote

- flights in exercise of the surveillance right pursuant to the LFG,
- flights pursuant to article 119 (e) LFG,
- flights for the purpose of testing radio equipment,
- flights for the purpose of determining approach and landing procedures,
- flights of the Federal Aircraft Accident Commission (Flugunfallkommission), and
- flights of the Search and Rescue Services

Sorties under article 145 LFG shall be treated in the same way.

An **"Emergency Case"** shall be a landing in case of a relevant event (e.g. illness or death of a passenger, technical defect at the A/C etc.) or threat of violence.

A **"Return Landing"** occurs if after take-off – without landing at any other airport – the aircraft returns unscheduled to and lands at the airport of departure.

"Flight Number" shall be the designation for a flight which is composed of the (three) two-letter-code (ICAO) and/or which additionally is followed by a figure or letter combination.

"General Aviation" are all aircrafts which do not operate regular scheduled or charter flights.

"Load" means passengers, baggage, cargo and mail.

Maximum take-off weight (MTOW) = structural Maximum take-off weight of the A/C according to A/C-permission-documents.

"Passenger" shall be all persons transported by an A/C with the exception of Crew members.

The terms **"passenger"**, **"baggage"**, **"cargo"** and **"mail"** used in the present Tariff Regulations shall include all those persons and goods that are to be transported in the A/C of the A/C-Holder and Air Carrier, respectively.

"Passenger Plane" shall be an aircraft with persons on board, who are no Crew members, employees of airlines in official function, authorized representatives of a national authority or escort of a consignment.

The item **"PRM"** means **Persons with Reduced Mobility**.

"Rescue Flights" shall be flights for the rescue of persons from immediately imminent danger to their life or health (under art. 2 lit. a) - d) ZARV 1985).

A **"Route Experience Flight"** shall be a flight for the purpose of Crew-instruction and on which no passengers are transported.

A **"Technical Landing"** shall be a landing where no physical change of load occurs neither after the landing nor before the subsequent take-off such as Fuelstop. In case of technical landing ballast is not considered as load.

"Test Flights" shall be flights for the testing of A/C before certification or after the carrying out of maintenance works.

"Training Flights" shall be flights for training purposes in line with a training approved by the aeronautical authority.

"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-Passengers" shall be passengers whose flight does not change the flight number during its ground stop.

"Trial Flights" shall be flights for the stating of the air-worthiness of the A/C or the operation fitness of pieces of the equipment.

The **"weight class A"** - according to the aircraft register of the Federal Republic of Austria - shall comprise aeroplanes and rotocraft up to 2.000 kg MTOW irrespective of their number of seats.

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

"Work Flights" shall be flights in the course of which a working process is carried out which does not consist in transportation or the performance of a flight itself.

Among them shall be in particular: aero-tow flights, spreading and spraying flights and other crop dusting 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")

4. Payment of fees/charges

* On principle it shall be the A/C operator in scheduled and non-scheduled traffic according to the flight number, or the A/C holder under article 13 LFG, that shall be liable for the payment of the fees/charges due.

* The settlement of fees/charges shall be the liability of the Carrier as general debtor under which Carrier code/flight number the particular flight is operated.

Any resulting reimbursement between the actual operating Carrier and its "Code-Sharing-Partner(s)" is up to the Carrier who actually operates the flight.

* If the A/C operator is not known the A/C owner shall be regarded as A/C operator until he has proven who is or was the A/C operator.

* The fees/charges shall be charged for exclusively in EUR.

* All tariffs are net exclusive of sales tax (VAT).

* The fees/charges shall be due immediately and payable in EUR. Any other due date shall require the written agreement of the Civil Aerodrome Operator. All expenses incurred in connection with payment shall be charged to the debtor.

* Balancing of the debtor's claims against FGB's claims shall be excluded unless

- a) FGB becomes insolvent and a counter-claim would become part of the bankruptcy assets.
- b) there exists a legally binding judgment on the counter-claim
- c) FGB has recognized the counter-claim.

- * In case the due date agreed upon is not complied with, default interest shall be payable by the debtor (currently 9,58%) as well as all encashment charges according to the applicable law of default of payment.
- * The Civil Aerodrome Operator shall reserve the right to demand possible securities such as e. g. guarantee, cash securities, assumption of liability or advance payment before performance.
- * The Civil Aerodrome Operator shall be entitled to determine the debtor according to para 1 and/or to correct errors of calculation, if any, retroactively.
- * Objections to invoices have to be asserted by the payer within 3 months upon receipt of invoice.

5. Extension of Operating Time

For the provision of necessary equipment and personnel to be rendered on special request out of the official operating time as approved for the Civil Aerodrome Operator according to article 3 (1) of the ZFBO, a flat rate of

EUR 278,04

irrespective of any other charge has to be paid for each 15-minute period or part thereof.

For flights out of the official operating time as approved for the Civil Aerodrome Operator according to article 3 (1) of the ZFBO, for which ground handling services are claimed, an extra charge of 50 percent of the handling-flat-rates until 02.00 local time and later than 02.00 local time an extra charge of 100 percent of the handling-flat-rates according to section VII, no.3., point a) and b) of the Tariff Regulations has to be paid, besides the above mentioned flat rate.

For a one-time move into or out of the hangar of an A/C for the purpose of hangarage for arrivals and/or departures outside operation hours there is an extra charge of 50 percent according to section VIII., no.2., point c) and d) of the fixed charge to pay.

Irrespective of the above mentioned tariff for extension of operating time for light-movements from 11.30 p.m. to 06.00 a.m. local time the compensation of the costs for enlarged service times of the flight security office - prescribed of the Federal Office of Civil Aviation - has to be charged from Civil Aerodrome Operator against airport users, anyway cost of flight security office have to be paid on causality. The compensation of costs increases themselves in case of frequency of flight moves and shall apply to the present Tariff Regulations.

6. Miscellaneous

For exemptions and reductions see also Section IX.

The Annex 1 (Definition of the Central Infrastructure Facilities) and Annex 2 (List of Ground Handling Services) shall be an integral part of these Tariff Regulations.

The above provision shall apply to all sections of the present Tariff Regulations.

7. Incentives

If the committed assumptions meet the requirements of the **“Incentive Programme for Graz Airport”** the Civil Aerodrome Operator reserves his right to grant incentives. The basic claim of an airport user (air traffic company or aircraft owner) to grant an incentive for the payment of a fee or charge arises, when a written contract for the granting of an incentive has been signed as well as the fulfillment of the added preconditions for the respective incentive has been proved. The Incentive Programme can be requested by Flughafen Graz Betriebs GmbH and is no part of this Tariff and Charges Regulation.

II. LANDING FEE (LF)

1. General

A fee shall be payable for the use of the landing facilities and installations (including lighting facilities and installations), for the use of A/C parking positions within the free parking time, for the marshalling in and out of the A/C, for the positioning and removing of chocks in case of A/C of over 4.000 kg MTOW as well as of the cargo facilities generally available.

The basic claim of the Civil Aerodrome Operator to this fee shall arise the moment the A/C touches the ground of this Civil Aerodrome. This fee is also payable for flights performed during operating hours if no landing takes place ("LAPP – low approaches") 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 Graz Airport.

It is the responsibility of the airline or the aircraft operator / holder / owner to inform the airport operator of the basis for assessment as mentioned in Section 2. – 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 tariff calculations. Increases of the MTOW for every aircraft are to be made known and documented to the airport operator immediately. The airport 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 made known and documented to the airport operator immediately. The airport operator will consider the reduction as soon as they are known and documented. Subsequent billing does not apply to MTOW reductions.

2. Basis of Assessment and Rates

The assessment basis for the landing fee to be paid is the maximum take-off weight (MTOW).

a) Landing Fee up to 4.000 kg MTOW

The basic fee per landing shall be:

	to 1.000 kg	EUR 12,95
above 1.000 kg	to 1.500 kg	EUR 22,98
above 1.500 kg	to 2.000 kg	EUR 38,21
above 2.000 kg	to 2.500 kg	EUR 63,36
above 2.500 kg	to 3.000 kg	EUR 75,96
above 3.000 kg	to 3.500 kg	EUR 88,49
above 3.500 kg	to 4.000 kg	EUR 101,05

b) Landing Fee above 4.000 kg MTOW

The Landing Fee for each landing shall be per ton MTOW or part thereof

(e.g. 4.001 kg = 5t):

above 4 t	to 20 t	EUR 24,91
above 20 t	to 200 t	EUR 22,75
above 200 t	to 270 t	EUR 20,45
above 270 t	to 320 t	EUR 19,16
above 320 t		EUR 17,44

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

IIA. NOISE-BASED LANDING FEE

1. General

According to the regulations of § 4a of the Airport Charges Act (*Flughafenentgeltegesetz FEG*) a noise-based fee component consisting of a surcharge or discount (bonus/malus) on the landing fee for aircrafts with **more than 10 tons MTOW** under the regulations of section „II. LANDING FEE“ is applied at Graz Airport. This procedure will be applied identically for helicopters considering the maximum permissible noise levels according to ICAO Annex 16 Chapter 8. Exempted are sorties under article 145 LFG, military, rescue and ambulance flights.

For the classification of the aircraft in the correct bonus-malus group the aircraft operator or aircraft holder or airline company or aircraft owner has to provide the noise certificate of the A/C according to ICAO Annex 16 to the civil aerodrome operator.

If the civil aerodrome operator is not provided with the noise certificate of the A/C prior to or at the time of landing, the civil aerodrome operator will allocate the aircraft to the lowest (this means the highest surcharge or lowest discount) group defined for this aircraft type. If such an allocation is not possible, Group 2 will be applied.

The civil aerodrome operator will take into account values of noise certificates when calculating charges immediately, once they have been stated and proven. Retroactive reimbursements are not carried out.

As according to the regulations of the Airport Charges Act (*Flughafenentgeltegesetz*) the revenue resulting from this noise-based fee component has to be neutral for the civil aerodrome operator, a possible excess or shortfall of the overall gained fees will be taken into account in the form of a **compensation amount** for the airline company affected by the bonus-malus system.

2. Assessment bases and rates

The individual noise values of the aircraft according to its noise certificate (expressed in EPNdB) and the ICAO noise limit for the respective A/C are used to determine the bonus-malus group that has to be applied.

For that purpose the sum of the three respective values from the noise certificate are subtracted from the sum of the three maximum permissible noise values according to ICAO Annex 16 chapter III for ‚Take Off / Fly Over‘, ‚Approach‘ and ‚Sideline / Full Power / Lateral‘. The difference calculated by that means is called dEPNdB.

The calculated dEPNdB constitutes the measure for the allocation of the aircraft to a bonus-malus group.

Group	dEPNdB	Surcharge/ discount on landing fee
1	0 to 7 dB	25%
2	>7 to 14 dB	12%
3	>14 to 21 dB	0%
4	>21 to 28 dB	-6%
5	>28 dB	-12%

The surcharge or discount resulting from the group will be applied to the landing fee according to section II. without consideration of possible exemptions, rebates and incentives from these Tariff Regulations.

III. PASSENGER SERVICE FEE (PSF)

1. General

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

The basic claim of the civil aerodrome operator to this charge shall arise with the acceptance for transportation.

For determining the bases of assessment stated under item 2 the flight operator or the A/C holder or the air Carrier or the A/C owner shall have to provide the civil aerodrome operator with adequate data.

2. Bases of Assessment and Rates

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

a) Passenger Service Charge for passengers who use the terminal building:

The charge shall be per passenger	EUR 18,97
in conjunction with PRM – Fee (see IIIA.) consequently	EUR 19,85

b) Passenger Service Charge for passengers who use the General Aviation Center (GAC):

The charge shall be per passenger	EUR 11,94	(international)
in conjunction with PRM – Fee (see IIIA.) consequently	EUR 12,82	
	EUR 5,54	(national)
in conjunction with PRM – Fee (see IIIA.) consequently	EUR 6,42	

Not included in the basis of assessment are:

- A.** Children under two years.
- B.** Transit passengers who are using the terminal building including its facilities and installations in the course of a technical A/C failure connected with a change of A/C.
- C.** Passengers carried by an aircraft of the weight up to 2.000kg MTOW.
- D.** Personnel of air transportation companies on duty travel holding a free ticket as well as persons having government request status connected with a 100 % exemption from the air fare.
- E.** Persons whose presence aboard an A/C is absolutely necessary during training-, work-, test- and trial flights.
- F.** Parachutists when departing for bailing out.
- G.** Persons whose presence aboard an A/C is absolutely necessary during flight rescue and flight ambulance operations in performing their medical tasks (e.g doctors, medical personnel).
- H.** Persons whose presence aboard an A/C is absolutely necessary during sorties.

IIIA. PRM – Fee (PRM)

1. General

According to article 8 (1) of the EU – Regulation 1107/2006 the managing body of an airport is responsible for ensuring the provision of assistance specified in Annex I to disabled persons and persons with reduced mobility. For the purpose of funding this assistance a tariff on airport users is levied.

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

2. Bases of Assessment and Rates

The assessment basis for the PRM – Fee in the amount of **EUR 0,88** is the number of departing passengers and shall be collected in connection with the PASSENGER SERVICE FEE (see section III. "Passenger Service Fee.

IV. Security Charge (SC)

Under the "Federal Law on the Protection against Criminal Acts against Security of Civil Aircraft", Luftfahrtssicherheitsgesetz – LSG 2011 idgF, each owner of an aircraft has to pay a security charge in the amount of **EUR 20,40** for each passenger departing from Graz Airport for whom also the passenger service fee applies.

The payment of the security charge is subject to the payment arrangements for payment of fees/charges according to Abs. 4 "Payment of fees/charges" in I "General Provisions" of the respective tariff regulations in force.

V. PARKING FEE (PF)

1. General

A charge shall be payable for the use by an A/C of the parking area of the Civil Aerodrome Operator. The claim of the Civil Aerodrome Operator to that charge shall accrue at the moment the A/C has been parked or is being moved to the parking position.

2. Bases of Assessment and Rates

2.1 After expiration of the free parking period (= 4 hours) the tariff per 24-hour-period or part thereof (calculated as per beginning of actual block-to-block time) shall be:

a) For A/C with the MTOW

	to 4.000 kg	20%
above 4.000 kg	to 20.000 kg	15 %

of the respective Landing Fee applicable.

b) For aircraft with the MTOW

above 20 t	10 %
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of the respective Landing Fee applicable however not less than the rate under a) up to 20.000 kg MTOW.

VI. INFRASTRUCTURE FEE (ISF)

1. General

The Carrier/aircraft operators are liable for the payment of a fee to Graz Airport for the use of the “central infrastructure facilities” according to § 1 no. 7 and Art. 5 Subsec. 4 FBG.

The basic claim of the civil aerodrome operator to this charge shall arise with the positioning of the aircraft on the Graz Airport.

The definition of the “central infrastructure” of Graz Airport can be found in Annex 1 of the Tariff Regulations.

The infrastructure fee is divided according to the provision of infrastructure-facilities and installations, namely:

A: Infrastructure Fee „Passenger“

For the allocation to and utilization of infrastructural facilities and installations by an airline respectively its handling agent (airline/supplier of ground handling services) for the supply of passenger-handling services according to FBG and for the utilisation of these installations by the passenger, a fee is payable

The basic claim of the Civil Aerodrome Operator to this fee shall arise from accepting the passenger for transport respectively from the allocation of the handling-facilities of an airline respectively its handling agent (airline/supplier of ground handling services).

B: Infrastructure Fee „Ramp“

For the provision and utilisation facilities and installations which are used for the supply of ground handling services according to FBG, a fee is payable.

The basic claim of the Civil Aerodrome Operator to this fee shall arise from positioning the aircraft of the main apron at Graz Airport.

The classification of an aircraft into a tariff group shall be made on the basis of the MTOW.

The infrastructure fee is charged as soon as a Ground Handling Service is performed by the Graz Airport or by any self - Handling Company.

C: Infrastructure Fee for “General Aviation”

2. Bases for Assessment and Rates

A: Infrastructure Fee „Passenger“

The assessment basis for the infrastructure fee „Passenger“ is the number of the departing passengers and shall be collected in connection with the PASSENGER SERVICE FEE
 The fee shall be per departing passenger **EUR 2,20**

B: Infrastructure Fee „Ramp“

The assessment basis for the „airside“ infrastructure fee is the provision and utilisation of infrastructures for an aircraft within the scope of the supply of ground handling services according to FBG.

For scheduled and charter flights the following tarrifs are valid:

Tariff-Groups	Maximum Take-off weight in to	Infrastructure Fee
1	to 10	EUR 37,24
2	above 10 to 18	EUR 66,19
3	above 18 to 25	EUR 78,36
4	above 25 to 40	EUR 125,48
5	above 40 to 58	EUR 193,91
6	above 58 to 79	EUR 243,07
7	above 79 to 100	EUR 287,02
8	above 100 to 130	EUR 347,58
9	above 130 to 155	EUR 409,03
10	above 155 to 200	EUR 519,31
11	above 200 to 270	EUR 701,61
12	above 270	EUR 967,54

C: Infrastructure Fee for General Aviation

For General Aviation aircrafts weighing under 22 to MTOW using a Ground Handling Service the infrastructure fee will be charged at a flat rate of

EUR 37,91.

Aircrafts of the General Aviation weighing up to 4 to MTOW are generally exempt from the infrastructure fee.

General Aviation aircrafts with a MTOW under 22 to are exempted from the infrastructure fee, if they only use the Ground Handling Service "Follow me" at landing and take-off.

Information page on the officially approved fees

The following fees from 1st January 2026 where officially approved by notice no. 2025-0.895.085:

I. General Provisions

5. Extension of Operating Time	EUR 285,04
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II. Landing Fee

a) Landing Fee up to 4.000 kg MTOW

above 1.000 kg	to 1.000 kg	EUR 12,95
above 1.500 kg	to 1.500 kg	EUR 22,98
above 2.000 kg	to 2.000 kg	EUR 38,21
above 2.500 kg	to 2.500 kg	EUR 63,36
above 3.000 kg	to 3.000 kg	EUR 75,96
above 3.500 kg	to 3.500 kg	EUR 88,49
above 3.500 kg	to 4.000 kg	EUR 101,05

b) Landing Fee above 4.000 kg MTOW

above 4 t	to 20 t	EUR 25,54
above 20 t	to 200 t	EUR 23,33
above 200 t	to 270 t	EUR 20,97
above 270 t	to 320 t	EUR 19,64
above 320 t		EUR 17,88

III. Passenger Service Fee

a) Passenger Service Charge for passengers who use the terminal building:

EUR 19,45

b) Passenger Service Charge for transfer-passengers and for passengers who use the General Aviation Center (GAC):

(international)	EUR 12,25
(national)	EUR 5,67

IIIA. PRM - Fee	EUR 0,88
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IV. Security Charge	EUR 20,90
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VI. Infrastructure Fee

a) Infrastructure Fee „Passenger“	EUR 2,26
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b) Infrastructure Fee „Ramp“

	to 10 t	EUR 38,17
above 10 t	to 18 t	EUR 67,86
above 18 t	to 25 t	EUR 80,33
above 25 t	to 40 t	EUR 128,65
above 40 t	to 58 t	EUR 198,79
above 58 t	to 79 t	EUR 249,20
above 79 t	to 100 t	EUR 294,24
above 100 t	to 130 t	EUR 356,34
above 130 t	to 155 t	EUR 419,32
above 155 t	to 200 t	EUR 532,40
above 200 t	to 270 t	EUR 719,28
above 270 t		EUR 991,91

c) Infrastructure Fee for General Aviation EUR 38,87

VII. CHARGES FOR GROUND HANDLING SERVICES (BAD)

1. General

A charge shall be payable for the performance by the Civil Aerodrome Operator according to article 14 (2) of the ZFBO of Ground Handling Services as laid down in article 14 (1) of the ZFBO and for the use of services, facilities and equipment (Annex 2; List of Ground Handling Services).

The charge becomes due if an a/c with an MTOW of above 22 tons lands or takes off; exempted are a/c which use the General Aviation Center.

If ground handling services are rendered to users – upon their special request – of a/c up to 22 t MTOW, the charges for these services shall be calculated according to the rates for charges for ground handling services, Section VII.

Ground Handling Services provided by the airport Graz and listed in the list of ground handling services shall be charged as:

- a. Ramp Handling Charge (flat rate)
- b. Traffic Handling Charge (flat rate)
- c. Charges for Single Services

The claim of the Civil Aerodrome Operator to the respective charge for Ramp and/or Traffic Handling shall accrue from performance of the first activity necessary for it and for Single Services, upon receipt of order even though no landing takes place at Graz Airport.

If the notice of a flight cancellation arrives within the last 24 hours prior to the scheduled arrival time, the Civil Aerodrome Operator is by all means entitled to encash the Ground Handling Charges.

2. Delayed flights

If the actual time of arrival and/or departure (ATA/ATD) is more than 1 hour later than the scheduled time of arrival and/or departure (STA/STD), a surcharge of 30% on ground handling service charges will apply.

If changes of arrival and/or departure time (ATA/ATD) are communicated more than 24 hours prior to the scheduled arrival and/or departure time (STA/STD), the surcharge will not be applied.

3. Bases of Assessment and Rates

The charge due for Ramp Handling of passenger- and cargo aircrafts and Traffic Handling shall be assessed on the basis of the MTOW per ton or part thereof. A/C shall be classified in the respective tariff according to the applicable MTOW.

The tariff for passenger aircrafts shall be:

a) Ramp Handling Charge (flat rate):

Tariff-Groups	Maximum Take-off weight in to	Ramp Handling Charge
1	up to 6	EUR 186,09
2	above 6 to 10	EUR 305,62
3	above 10 to 18	EUR 473,24
4	above 18 to 25	EUR 595,57
5	above 25 to 40	EUR 940,29
6	above 40 to 58	EUR 1.452,03
7	above 58 to 79	EUR 1.825,76
8	above 79 to 100	EUR 2.144,89
9	above 100 to 130	EUR 2.572,18
10	above 130 to 155	EUR 3.006,11
11	above 155 to 200	EUR 3.866,58
12	above 200 to 270	EUR 5.135,05
13	above 270	EUR 7.203,73

b) Traffic Handling Charge (flat rate):

Tariff-Groups	Maximum Take-off weight in to	Traffic Handling Charge	
1	up to 6	EUR	152,26
2	above 6 to 10	EUR	250,06
3	above 10 to 18	EUR	387,19
4	above 18 to 25	EUR	487,29
5	above 25 to 40	EUR	769,32
6	above 40 to 58	EUR	1.188,02
7	above 58 to 79	EUR	1.493,81
8	above 79 to 100	EUR	1.754,90
9	above 100 to 130	EUR	2.104,52
10	above 130 to 155	EUR	2.459,53
11	above 155 to 200	EUR	3.163,56
12	above 200 to 270	EUR	4.201,40
13	above 270	EUR	5.893,95

The tariff for cargo aircrafts shall be:

Ramp Handling Charge (flat rate):

Tariff-Groups	Maximum Take-off weight in to	Ramp Handling Charge
1	up to 6	EUR 338,32
2	above 6 to 10	EUR 555,67
3	above 10 to 18	EUR 614,81
4	above 18 to 25	EUR 768,63
5	above 25 to 40	EUR 1.182,20
6	above 40 to 58	EUR 1.825,60
7	above 58 to 79	EUR 2.295,49
8	above 79 to 100	EUR 2.696,69
9	above 100 to 130	EUR 3.233,95
10	above 130 to 155	EUR 3.779,48
11	above 155 to 200	EUR 4.861,35
12	above 200 to 270	EUR 6.456,14
13	above 270	EUR 9.057,07

If passenger aircrafts transport only cargo without passengers and cargo is located only in the cargo hold the tariff for cargo aircrafts is applicable.

If passenger aircrafts transport cargo also in the passenger cabin („cargo in cabin“) the tariffs for passenger aircrafts (Ramp Handling Charge and Traffic Handling Charge) are applicable.

c) Charges for Single Services

Single Services shall be those services rendered by the Civil Aerodrome Operator which either exceed the global services referred to in section VII. a) and b) - Ramp and/or Traffic Handling or which can in special addition be provided to holders of an A/C upon special request.

The unit of assessment for equipment and services rendered shall be one drive (there and/or back), 15-minute-period or part thereof, or one operation, etc.

Charges for Single Services:

a) The charges for equipment and vehicles used in connection with Ramp Handling

The charges for single services are listed in Annex 3.

All vehicles and equipment are on principle provided together with personnel of the Civil Aerodrome Operator.

b) The charges for the provision of equipment and vehicles not used in Ramp Handling as well as of material and manpower shall in each case be determined by the Civil Aerodrome Operator and notified by posting

VIII. HANGAR CHARGE (HC)

1. General

A charge shall be payable in compensation of garaging A/C in a hangar provided according to § 12 Zivilflugplatzbetriebsordnung (ZFBO).

An A/C may be moved in and/or out of the hangar only by the Civil Aerodrome Operator.

The title of the Civil Aerodrome Operator to that charge shall accrue from the time the former takes charge of the A/C for the purpose of hangarage.

2. Bases of Assessment and Rates (at not-heated hangars)

The basis of assessment for the charge to be paid shall be the MTOW.

- a) The charge shall be: for a/c with the MTOW:

	Up to 4.000 kg	EUR 15,56
--	----------------	-----------

per 500 kg or part thereof and per 24-hour-period or part thereof

above 4.000 kg	to 10 t	EUR 30,98
above 10 t		EUR 33,29

per ton or part thereof and per 24-hour-period or part thereof.

- b) The monthly flat rate shall be: for an A/C with the MTOW:

	Up to 4.000 kg	EUR 278,87
--	----------------	------------

per 500 kg or part thereof and per calendar month

above 4.000 kg	to 10 t	EUR 464,84
above 10 t		EUR 496,58

per ton or part thereof and per calendar month.

The monthly flat rate shall only be granted by the Civil Aerodrome Operator if sufficient garaging space is available and written application is in hand.

- c) The charge for single moving in or out of the hangar of an A/C for the purpose of hangarage shall be: for an A/C with the MTOW:

up	to 2.000 kg	EUR 12,40
above 2.000 kg	to 4.000 kg	EUR 24,88
above 4.000 kg	to 10 t	EUR 49,76
above 10 t		EUR 98,64

- d) The charge for single moving in or out of the hangar of an A/C in combination to drag the A/C from / to the parking space shall be: for an A/C with the MTOW:

above 4.000 kg	to 10 t	EUR 73,74
above 10 t		EUR 138,29

The moving in or out of the hangar of a helicopter must be done by authorized staff of the owner.

IX. EXEMPTIONS AND REDUCTIONS

1. General

For the kinds of fees/charges listed under Section II. – III. and V. - VI. as well as the flat charges listed under Section VII. the following exemptions or reductions shall be applicable under certain conditions.

The basic claim of the user (Air Traffic Company or A/C-Holder) to an exemption from and/or reduction on the fee/ charge to be paid shall arise when it is proved that the condition tied to the respective fee/charge in question prevails.

A reduction can only be claimed for one reason and not for several ones per kind of fee/charge and this reduction shall be valid only for the fee/charge it is intended for.

2. Bases of Assessment and Rates

The rate of exemption (=100 % reduction) or reduction shall be calculated for each kind of fee/charge

- Landing Fee	=	LF
- Passenger Service Fee	=	PSF
- Parking Fee	=	PF
- Infrastructure Fee	=	ISF
- Ramp-Handling-Charge	=	RHC
- Traffic-Handling-Charge	=	THC
Ramp-Handling-Charge Cargo	=	CHC

in a rate of percentage as reduction on the calculated sum of fees/charges.

Those kinds of fees/charges which are to be paid in full shall be indicated by "0" and those for which no fee/charge is applicable in this weight category by "-".

The rate of reduction per kind of fee/charge shall be:

Condition for Exemption or Reduction	LF up to 4 t	LF above 4 t	PSF	PF	ISF	RHC CHC	THC
1. A/C whose holder is the Republic of Austria	50	50	-	100	-	-	-
2. A/C performing: 2.1. duties of Aviation Authorities	100	100	10 0	0	-	-	-
2.2. Sorties under article 145 LGF	100	100	-	0	-	-	-
2.3. Rescue Flights	50	50	-	0	50	-	-
3. A/C of air transportation companies for the purpose of Route Experience Flights	50	50	0	0	0	-	-
4. Flights with flight number in the event of: 4.1. Bomb Threat	50	50	50	0	50	50	50
4.2. Technical Landing	50	50	-	0	50	50	50
4.3. Return-Landing within one hour	100	100	10 0	0	50	50	50
4.4. Return-Landing after more than one hour	0	0	0	0	0	50	50
4.5. Return-Landing and Reloading in the Relief A/C: 4.5.1. A/C returned within one hour	100	100	-	0	100	100	100
4.5.2. A/C returned after more than one hour	0	0	-	100	100	100	100
4.5.3. Landed Relief A/C	0	0	0	0	50	50	50
5. A/C for the purpose of training for: 5.1. Acquisition of a private or professional pilot's licence	50	50	0	0	-	-	-
5.2. Extending a pilot's licence mentioned in 5.1.	50	50	0	0	-	-	-

Condition for Exemption or Reduction	LF upto 4 t	LF above 4 t	PSF	PF	ISF	RHC CHC	THC CHC
6. Gliders and Parachutes (but not Motor Gliders)	100	-	-	0	-	-	-
7. A/C which are parked for less than four hours	-	-	-	100	-	-	-
8. Passenger Service Fee for General Aviation: Passenger in A/C up to 2.000 kg MTOW	0	-	100	0	-	-	-

The reductions under item 5. shall only apply for training organisations which do own a respective training authorisation approved by the aeronautical authority, and have informed Austro Control about relevant type of flight in flight plan.

The reductions under items 2.,3. and 4.2. through 4.5. and 5 shall be only applicable if flights have been expressly registered as such with the Civil Aerodrome Operations Controller prior to or, at the latest, immediately after occurrence of the event and if, particularly for the purpose of settling of accounts, the Civil Aerodrome Operator has been notified of the flight type quoted under item 3. and 5 and of the data relevant for the training (air transportation company, approved training organisation, A/C, flight instructor and student pilot).

No reductions listed under item 3. and 5. will be granted, if such flights will be operated between saturday 12:00 a.m. and sunday 11:30 p.m. (local time) and respectively on public holidays.

Generally no reductions will be granted for flights between 10:00 p.m. and 12:00 p.m. and between 00:00 and 06:00 a.m. (local time).

Special arrangements can be made with the Civil Aerodrome Operator for instruction and training programmes extending over a lengthy period of time as well as in case an Air Traffic Company undertakes to carry out its instruction and training flights exclusively at this Civil Aerodrome

ANNEX 1

Definition

of the central infrastructure facilities

DEFINITION OF THE CENTRAL INFRASTRUCTURE FACILITIES

1. Service Item: Marshalling Equipment

Provision of:

- Equipment for the marshalling of aircraft.

2. Service Item: Supply and Disposal Systems

2.1. Toilet Waste

2.1.1. Toilet Waste Filling Station

Provision of:

- Water supply connection
- Connection pipes with appropriate fittings
- Manipulation surface

2.1.2. Toilet Waste Disposal Station

Provision of:

- Manipulation surface
- Emptying point for toilet waste with inlet pipe into drainage system
- Toilet waste tank cleaning
- Sewerage pipes to toilet waste storage point

2.2. Fresh Water

2.2.1. Fresh water station

Provision of:

- Manipulation surface for the fresh water filling station
- Water supply connection
- Connecting pipes with appropriate fittings
- Water
- Germinate fluid
- Drinking water emptying point with sewage connection
- Electricity and heating of the filling station

2.2.2. Fresh water trucks and personnel

Provision of:

- Fresh water trucks
- Fresh water truck parking position in the airport maintenance building
- Attendance and maintenance services
- Fuel
- Electricity and Heating/Cooling of the parking position

2.3. Central Refuse collection equipment and environmental control

Provision of:

- Sheltered refuse collection area
- Several containers for the refuse
- Lighting of the refuse collection area
- Personnel costs for the control of the refuse collection
- Manipulation surface for the disposal of the refuse

Graz 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.

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

3.1. Sorting Equipment for departing Baggage (departure)

Provision of:

- Sorting area
- Conveyor belts including the appropriate area
- Platform balance
- Personnel necessary for the operation of the equipment
- Attendance and maintenance services
- Electricity and Heating/Cooling

3.2. Baggage Delivery Equipment (Arrivals)

Provision of:

- Manipulation surface for incomming baggage
- Conveyor belts including the appropriate area
- Personnel necessary for the operation of the equipment
- Attendance and maintenance services
- Electricity and Heating/Cooling

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

Provision of:

- Manipulation surface for storage and filling facilities
- Filling pump
- Container for aircraft de-icing fluid
- Maintenance
- Electricity

Storage of the water necessary for de-icing and filling the de-icing vehicles with the water necessary for de-icing:

Provision of:

- Manipulation surface in the airport maintenance building
- Water processing equipment (incl. decalcifying)
- Water heating container
- Pumps and filling facilities
- Maintenance
- Electricity and Heating/Cooling

5. Service Item: Check-in facilities

Provision of:

- Check-in counters inclusive of necessary weighing and conveying equipment
- Necessary area for counters

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

ANNEX 2

List

of Ground Handling Services

These services are in accordance with the recommendations
Edition 2023, of IATA-SGHA (STANDARD GROUND HANDLING AGREEMENT)
considering local conditions.

THE ENGLISH TEXT SHALL PREVAIL

LIST OF GROUND HANDLING SERVICES

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

All services which are not included in the List of Ground Handling Services will be Single Services and are marked with **(SS)**. These Services will be provided on request and invoiced according to the List of Single Services (Annex 3) or in some cases after transmission of a process definition at separate agreed charges.

Services marked with **OR/AC** can possibly be provided on request and at a separate charge. The context of the service has to be specified by the airline and the necessary resources (e.g. trained staff, systems, equipment, space and others) must be checked for availability.

Services marked as **ISF** are infrastructure services. Those marked with **PSF**, **LF**, **HC**, **PF** and **PRM** are referring to fees which are written in the Tariff Regulations.

Services marked as **SC** are provided in line with the “Federal Law on the Protection against Criminal Acts against Security of Civil Aircraft” (Luftfahrtssicherheitsgesetz) for the Federal Ministry of the Interior and are included in the security charge (SC).

Services marked as **SCSG** can be provided by Swissport Cargo Services Graz GmbH. For prices and details please contact directly Swissport Cargo Services Graz GmbH.

Services marked with „**X**“ are not provided by Graz Airport and accordingly their fulfilment is not in the area of responsibility of the civil aerodrome operator.

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

Principle:

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

Important information:

Text in *cursive* typeface in Annex 2 differs from IATA Edition 2023.

SECTION 1. MANAGEMENT FUNCTIONS

1.1 Representation

- 1.1.1**
- X (a) Provide
 X (b) Arrange for financial guarantee to facilitate the Carrier's activities with third party(ies)
- 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
- PSF **1.1.4** Inform all interested Parties concerning schedules of the Carrier's aircraft

1.2 Administrative Functions

THC/RHC/ISF **1.2.1** Establish and maintain local procedures

THC/RHC **1.2.2** Take action on communications addressed to the Carrier

1.2.3

following duties will be performed in local systems and according local standards
 (a) Prepare, forward, file and retain for a period to be specified

- RHC/THC 1. messages, documents
 RHC/THC 2. reports, statistics
 RHC/THC/X (b) Perform other administrative duties as specified in the following areas
 THC (i) station administration
 THC (ii) passenger services
 RHC (iii) ramp services
 THC (iv) load control (if provided by the Handling Company)
 THC (v) flight operations
 X (vi) cargo services
 X (vii) mail services
 X (viii) support services
 X (ix) security
 X (x) aircraft maintenance
 X (xi) other as specified

RHC/THC **1.2.4** Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.

RHC/THC **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

- SS **1.2.6** Effect payment, on behalf of the Carrier
 (a) airport, customs, police and other charges relating to the services performed.
 (b) out-of the pocket expenses, accommodation, transport
 (c) other as specified

1.3 Supervision and/or Co-ordination

- 1.3.1**
- SS (a) Supervision
 THC/RHC (b) Coordination
 of services contracted by the Carrier with
 1. the Handling Company
 2. third party(ies)
 as specified
- RHC/THC **1.3.2** Provide Turnaround coordinator (TRC)
not a dedicated person
- THC **1.3.3** Ensure that the third party(ies) is(ar(e) informed about operational data and Carrier's requirements in a timely manner
- THC **1.3.4** Liaise with the Carrier's designated representative
- SS **1.3.5** Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies)
- THC **1.3.6** Meet aircraft upon arrival and liaise with crew
- THC **1.3.7** Decide on non-routine matters
- THC **1.3.8** Verify dispatch of operational messages
- THC **1.3.9** Note irregularities and inform the Carrier

1.4 Station Management

- SS **1.4.1** Provide representative on behalf of the Carrier to act
 (a) exclusively
 (b) non-exclusively
- X **1.4.2** The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental and local authorities matters
- SS **1.4.3** Attend local airport meetings on behalf of the Carrier

- (a) report to the Carrier results/contents of the meetings
 - (b) act, vote and commit on behalf of the Carrier
- X **1.4.4** The Handling Company will be authorised to
 - (a) solicit
 - (b) negotiate
 - (c) commit
 the following services
 - 1. airport lounges
 - 2. baggage delivery services
 - 3. janitorial
 - 4. newspapers delivery
 - 5. laundry services
 - 6. porters
 - 7. other
 on behalf of the Carrier, with the expenditure/commitment limited to as specified
- X **1.4.5** Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier
- X **1.4.6**
 - (a) Prepare
 - (b) Request
 - (c) Obtain
 the Carrier's
 - 1. landing
 - 2. overflying
 - 3. other, as specified
 permission, at the airport location(s), as specified for
 - (i) seasonal/scheduled flights
 - (ii) ad hoc flights
- SS **1.4.7** Perform and report quality/performance measurements
- THC **1.4.8** Handle the contents of Carrier's company mail pouches
- X **1.4.9** Provide a Complaints Resolution Officer (CRO), authorized to act on behalf of the Carrier

SECTION 2. PASSENGER SERVICES

2.1 General

- PSF **2.1.1** Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport
- THC **2.1.2** Make arrangements for, transfer and transit passengers and their baggage and inform them about services available at the airport.

2.1.3 When requested by the Carrier,

THC/PRM/SS/X(a) Provide

THC/PRM/SS/X(b) Arrange for

- THC/SS special equipment, facilities and specially trained personnel, for assistance to
- THC/SS 1. unaccompanied minors (UMs)
one UM Handling per turnaround included in THC
- PRM 2. passengers with disabilities (PWDs), including those with reduced mobility (PRM) and hidden disabilities
- SS 3. VIPs
- SS 4. transit without visa passengers (TWOVs).
- SS 5. deportees (DEPU/DEPA)
only (b) arrange for
- SS 6. inadmissible passengers (INADs)
only (b) arrange for
- SS 7. special medical transport
only (b) arrange for
- SS 8. others as specified

2.1.4

- X (a) Provide
- THC (b) Arrange for
passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include
 - THC 1. meal vouchers
 - THC 2. rebooking
 - THC 3. transportation
 - THC 4. hotel accommodation
 - THC 5. Personnel

THC **2.1.5** 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
- SS (b) Process such claims, as specified

THC **2.1.7** Report to the Carrier any irregularities discovered in passenger and baggage handling

2.1.8

- (a) Provide
- (b) Arrange for
 - ISF 1. check-in counter(s)
 - OR/AC 2. service counter(s)
 - X 3. transfer counter(s)
 - SS 4. lounge facilities
 - OR/AC 5. ticketing facilities
 - OR/AC 6. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
 - OR/AC 7. other facilities as specified

- OR/AC **2.1.9**
- (a) Provide
 - (b) Arrange for the following ticketing/sales functions
 - 1. reservations
 - 2. issuance of tickets
 - 3. issuance of transportation documents other than ticket
 - 4. ancillary services
 - 5. e-ticketing
 - 6. direct sales
 - 7. re-issuance of voluntary re-routing
 - 8. re-issuance of involuntary re-routing
 - 9. issuance of Industry Discount (I(d) tickets
 - 10. issuance of Agent Discount (A(d) tickets
 - 11. refunds of tickets
 - 12. issuance of award tickets
 - 13. other as specified
 - at the following locations:
 - (i) ticketing area
 - (ii) check-in area
 - (iii) service counter
 - (iv) lounge
 - (v) transfer
 - (vi) gate
 - (vii) off-airport
 - (viii) other as specified

- THC **2.1.10** Handle communication with remote ticketing center and with passenger and
- (a) Provide
 - (b) Arrange for
 - (c) operate
 - 1. means of communication
 - 2. collection of payments on behalf of the Carrier
 - 3. other as specified

2.2 Departure

- THC **2.2.1** Perform pre-flight editing

- 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
 - X (b) lounge
 - X (c) transfer counter
 - THC (d) gate
 - X (e) off-airport
 - X (f) other as specified

2.2.3

(a) Check documents required for travel for the flight(s) concerned within the booking

- | | |
|---|---|
| THC | 1. travel document |
| THC | 2. residence card or visa(s) |
| X | 3. health related documentation, provided that updated entry conditions for travel are made available to the Handling Company |
| OR/AC | 4. other, as specified |
| <p>The Handling Company shall be liable for immigration fines in case that travel document, residence card or visa(s) required by destination or transit station(s) are either non-existing, expired or without the minimum legally required validity at the day of entry</p> <p>The Handling Company shall not be liable for immigration fines in the event that</p> <ul style="list-style-type: none"> * the Handling Company does not have access to information that verifies travel document, residence card or visa(s) validity for the passenger's final destination and transit point(s), or * non-bona fide travel document, residence card or visa(s) are provided by the passenger or * other events which are outside of the Handling Company's control, including travel document, residence card or visa(s) damaged or missing at point of transit or entry. <p>In the event an immigration fine is levied against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter.</p> <p><i>The overall liability is limited to 25% of the traffic handling charge of the concerned flight</i></p> | |
| <p>(b) Enter Advance Passenger Information (API) and/or travel document information into the Carrier's or the Handling Company's system to be transmitted to government system</p> | |
| THC | 1. travel document |
| THC | 2. residence card or visa(s) |
| OR/AC | 3. other, as specified |
| <p>into Carrier's or Handling Company's system to be transmitted to government systems at the following location(s)</p> | |
| THC | (i) check-in area |
| X | (ii) lounge |
| OR/AC | (iii) ticketing area |
| X | (iv) transfer counter |
| THC | (v) gate |
| X | (vi) off-airport |
| OR/AC | (vii) other, as specified |

2.2.4

(a) Weigh and/or measure checked and/or cabin baggage,

- | | |
|------------------------------------|----------------------------|
| THC | (b) Record baggage figures |
| <p>for</p> | |
| <p>1. initial flight.</p> | |
| <p>2. subsequent flight(s).</p> | |
| <p>at the following locations:</p> | |
| THC | (i) check-in area |
| X | (ii) lounge |
| X | (iii) transfer counter |

THC (iv) gate
 X (v) off-airport
 OR/AC (vi) other as specified

2.2.5 Excess baggage

THC (a) Determine excess baggage
 SS (b) issue Electronic Miscellaneous Document (EMD)
 SS (c) collect excess baggage charges
 at the following locations:
 THC 1. check-in area
 X 2. lounge
 OR/AC 3. ticketing area
 X 4. transfer counter
 THC 5. gate
credit card only if Airline DCS supports credit card encashment
 X 6. off-airport
 X 7. other, as specified

2.2.6 Tag

THC (a) checked baggage
 THC (b) cabin baggage for
 1. initial flight
 2. subsequent flight(s)
 at the following locations
 THC (i) check-in area
 X (ii) lounge
 X (iii) transfer counter
 THC (iv) gate
 X (v) off-airport
 X (vi) other as specified

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

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

2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area

at the following locations:

ISF (a) check-in area
 X (b) lounge
 X (c) transfer counter
 ISF (d) gate
 X (e) other as specified

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

- | | |
|-----|-------------------------|
| THC | (a) check-in area |
| X | (b) lounge |
| X | (c) transfer counter |
| THC | (d) gate |
| X | (e) other, as specified |

2.2.10

- | | |
|-----|---|
| THC | (a) Carry out the Carrier's seat allocation |
| THC | (b) Issue boarding pass(es) for |
| | 1. initial flight |
| | 2. subsequent flight(s) |
| | at the following locations: |
| THC | (i) check-in area |
| X | (ii) lounge |
| X | (iii) transfer counter |
| THC | (iv) gate |
| X | (v) off-airport |
| X | (vi) other, as specified |

2.2.11 Handle

- | | |
|-----|----------------------------------|
| THC | (a) Denied Boarding process |
| THC | (b) Denied Boarding Compensation |
| | at the following locations: |
| THC | 1. check-in area |
| X | 2. lounge |
| X | 3. transfer counter |
| THC | 4. gate |
| X | 5. other as specified |

2.2.12 Direct passengers

- | | |
|-----|---|
| PSF | (a) through controls to departure gate |
| X | (b) to connecting transport to the airport, in case of off-airport services |

2.2.13 Handle upgrade/downgrade functions at the following location(s)

- | | |
|-----|------------------------|
| THC | (a) check-in area |
| X | (b) lounge |
| X | (c) transfer counter |
| THC | (d) gate |
| X | (e) other as specified |

2.2.14 Handle standby list at the following location(s)

- | | |
|-----|------------------------|
| THC | (a) check-in area |
| X | (b) lounge |
| X | (c) transfer counter |
| THC | (d) gate |
| X | (e) other as specified |

- | | |
|-------|--|
| THC | 2.2.15 At the gate perform
(a) verification of cabin baggage and personal belongings
(b) boarding process
(c) reconciliation of passenger numbers with aircraft documents prior to departure |
| OR/AC | (d) other gate functions as specified |
| SS | 2.2.16 Perform post-flight editing |

2.3 Arrival

- | | |
|--|--|
| | 2.3.1 Direct passengers
(a) from aircraft through controls
(b) arriving from the airport, in case of off-airport services. |
| | 2.3.2
(a) Provide
(b) Arrange for
1. connection services
2. baggage recheck |
| | 2.3.3 Handle lost, found and damaged property matters
(a) Provide
(b) Arrange for
1. acceptance of baggage irregularity reports
2. entering of data into baggage tracing system
<i>up to 5 PIR and DAM reports per 1.000 arriving passengers included</i>
3. maintaining baggage tracing system files for period specified
4. making payments for incidental expenses
5. delivery of delayed baggage to passengers
<i>only (b) arrange for</i>
6. handling of communications with passengers
7. repair or replacement of damaged baggage
8. handling of baggage in between locations as specified |

2.4 Inter-modal Transportation by Rail, Road or Sea

- | | |
|---|---|
| X | 2.4.1 Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, substituting rail, road or sea transportation for aircraft and flight(s), and terminal for airport |
| X | 2.4.2 Direct departing passengers to connecting transport |
| X | 2.4.3 Load baggage on connecting transport, as directed by the rail, road or sea transport operator |
| X | 2.4.4 Handle arriving passengers and baggage from the rail, road or sea transport operator |

- X **2.4.5** Direct arriving passengers through controls to the Carrier's flight departure services
- X **2.4.6** Unload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services

SECTION 3. RAMP SERVICES

3.1 Baggage Handling

- ISF **3.1.1** Handle baggage in
 - (a) baggage sorting area
 - (b) other location(s) as specified
- RHC **3.1.2** Segregate baggage as specified
- RHC **3.1.3** Priority Baggage
 - (a) Provide
 - (b) Arrange for
 - 1. sortation of priority baggage
 - 2. load priority baggage in accordance with Carrier's instructions
 - 3. prioritize delivery of priority baggage to claim area
- RHC **3.1.4** Prepare for delivery onto flights
 - (a) bulk baggage
 - (b) ULDs
 - (c) baggage accepted at a location as specified
- RHC **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** Deliver to claim area
 - (a) baggage
 - (b) Out of Gauge (OOG)
- RHC **3.1.7** Transfer baggage
 - (a) Provide
 - (b) Arrange for
 - 1. sortation of transfer baggage
 - 2. storage of transfer baggage prior to dispatch (storage time limits to be specified)
 - 3. Transport of transfer baggage to the sorting area of the receiving carrier
- RHC **3.1.8** Handle crew baggage

- 3.1.9 Baggage tracking**
- SS/X (a) Provide
 SS/X (b) Arrange for baggage tracking during baggage
 SS 1.) acceptance
 X 2.) sorting
 SS 3.) loading into aircraft
 X 4.) unloading from aircraft
 SS 5.) transfer
 X 6.) delivery to claim area
 X 7.) other
 with scanning devices provided by
 X (i) carrier
 SS (ii) handling company
 X (iii) other
 and exchange of baggage tracking information

3.2 Marshalling

- 3.2.1**
- ISF (a) Provide
 ISF (b) Arrange for marshalling at arrival and/or departure
- X **3.2.2 Operate automated guidance systems**

3.3 Parking

- 3.3.1**
- RHC (a) Provide
 RHC (b) Position and/or remove wheel chocks
- 3.3.2**
- RHC/X (a) Provide
 RHC/X (b) Position and/or remove
 X 1. landing gear locks
 X 2. engine blanking covers
 X 3. pitot covers
 X 4. surface control locks
 X 5. aircraft tethering
 RHC 6. safety cones
two at wingtips and two at engines where no barrier strap is positioned
 SS 7. other items as specified

3.4 Ancillary Items

3.4.1

- | | |
|----------|--|
| RHC/SS/X | (a) Provide |
| RHC/SS/X | (b) Arrange for |
| RHC/SS/X | (c) Operate |
| RHC | 1. ground power unit
<i>provision of GPU in excess of 45 minutes will be charged seperately</i> |
| RHC | 2. fixed ground power
<i>provision of fixed ground power in excess of 45 minutes will be charged seperately</i> |
| 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 |
| RHC | (a) during tow-in |
| RHC | (b) upon arrival |
| X | (c) during fueling |
| SS | (d) during towing |
| SS | (e) during push-back |
| RHC | (f) during engine starting |
| SS | (g) for other purposes as specified |

3.6 Loading and Unloading

3.6.1

- | | |
|-------|------------------------------------|
| RHC/X | (a) Provide |
| RHC/X | (b) Arrange for |
| RHC/X | (c) Operate |
| RHC | 1. passenger steps |
| X | 2. flight deck steps |
| X | 3. passenger boarding bridge (PBB) |

3.6.2

- | | |
|-------|--|
| RHC/X | (a) Provide |
| RHC/X | (b) Arrange for |
| RHC | 1. confirmation of readiness for opening/closing |
| X | 2. opening |
| X | 3. closing
of aircraft passenger doors |

3.6.3

- RHC/SS (a) Provide
 RHC/SS (b) Arrange for
 1. passenger
*"up to 80 passengers 2 trips are free of charge,
 81 up to 160 passengers 3 trips are free of charge,
 161 up to 240 passengers 4 trips are free of charge,
 from 241 passengers 5 trips are free of charge"*
 SS 2. crew
 transport between aircraft and airport terminal

3.6.4

- RHC (a) Provide
 RHC (b) Arrange for
 RHC (c) Operate
 equipment for loading and/or unloading

3.6.5

- RHC (a) Provide
 RHC (b) Arrange for
 delivery and pick-up of
 1. baggage
 2. mobility devices
 at aircraft doors or other agreed points

3.6.6 When requested by the Carrier

- RHC (a) provide
 RHC (b) Arrange for
 assembly and transport of
 1. baggage
 2. general cargo
 3. special shipments
 4. mail
 5. documents
 6. company mail
 7. empty ULDs
 8. other as specified
 between agreed points on the airports

3.6.7

- RHC (a) Unload aircraft, returning lashing materials to the Carrier
 RHC (b) Segregate load at the aircraft
 RHC (c) Load and secure load in the aircraft
material provided by the carrier or at separate charge
 SS (d) Redistribute load in the aircraft
 RHC (e) Operate in-plane loading system
training by the carrier is mandatory, not provided for cargo only aircraft
 RHC/THC (f) Report final load distribution to the load control unit

3.6.8 Open, close and secure aircraft hold doors

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

3.6.9

- SS (a) Provide
 SS (b) Arrange for ballast

3.6.10

- SS (a) Provide
 SS (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
 RHC 2. ramp fire extinguisher
 (b) Arrange for
 RHC 1. attendance of airport fire services at aircraft
 SS *provision of attendance of the airport fire services at aircraft will be charged as single service*
 RHC 2. ramp fire extinguisher

3.7.2 Perform visual external safety/ground damage inspection of

- RHC (a) doors and panels and immediate surroundings
 SS (b) other inspection items as specified
 1. immediately upon arrival
 2. immediately prior departure
 and communicate the results to flight crew or Carrier's representative
only if any irregularity is detected

- SS **3.7.3** Check that all doors and access panels are properly closed and locked

3.8 Ground Movement of Aircraft

3.8.1

- SS/X (a) Provide
 SS/X (b) Arrange for
 X 1. cockpit brake operator in connection with towing
 SS 2. wing-walker(s)

3.8.2

- SS (a) provide
- SS (b) Arrange for
- SS (c) Remove
aircraft steering bypass pin

3.8.3

- SS/X (a) Provide
- SS/X (b) Arrange for
 - 1. tow-in
 - 2. push-back
 - 3. towing
of aircraft with
- X (i) towbarless vehicle
- SS (ii) towbar provided by the Carrier
- SS (iii) towbar provided by the Handling Company

3.8.4

- SS (a) Store
upon request on separate charge
- X (b) Maintain
towbar(s) provided by the Carrier

3.9 Exterior Cleaning

3.9.1

- SS/X (a) Provide
- X (b) Arrange for
cleaning in accordance with Carrier's written instructions of
 - 1. flight deck windows
 - 2. cabin windows
 - X 3. aircraft integral steps
 - X 4. slats and leading edges
 - X 5. wings
 - (i) upper surface
 - (ii) lower surface
 - X 6. flaps (extende(d))
 - (i) upper surface
 - (ii) lower surface
 - X 7. ailerons
 - (i) upper surface
 - (ii) lower surface
 - X 8. engine nacelles and pylons
 - X 9. fuselage
 - (i) upper surface
 - (ii) lower surface
 - X 10. horizontal stabilizer
 - X 11. vertical stabilizer

- X 12. landing gear
- X 13. wheel well

3.10 Interior Cleaning

Unless otherwise stated hereafter „waste“ means „sorted waste“ as laid down by the AWG 2002. Handling of “unsorted waste” will be charged to the Carrier

3.10.1

- RHC/SS (a) Provide
- X (b) Arrange for cleaning of
 - SS 1. flight deck, if specified, under the control of a person authorized by the Carrier
 - SS 2. crew compartment(s)
 - RHC/SS 3. passenger compartment(s) by
 - RHC (i) emptying of ash trays
 - RHC (ii) clearing of litter from overhead stowage
 - RHC (iii) clearing of litter from seats and seats back pockets
 - RHC (iv) wiping of tables
 - SS (v) wiping of passenger service units
 - RHC (vi) clearing of litter from floors
 - RHC (vii) vacuuming and/or cleaning floors
 - RHC (viii) emptying of refuse bins
 - RHC (ix) cleaning of surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
 - RHC (x) removing, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
 - SS (xi) cleaning of surfaces of telephones, screens and other equipment
 - SS (xii) cleaning of inside windows
 - SS (xiii) other as specified

3.10.2

- RHC/X (a) Provide
- X (b) Arrange for
- RHC/X 1. removal
- RHC/X 2. disposal of
 - RHC (i) litter
 - X (ii) food and food-related material (galley wast(e))

3.10.3

- SS/X (a) Provide
- X (b) Arrange for cabin dressing by
 - SS 1. folding placing blankets/duvets (fold/place in deignated location(s))
 - SS 2. arranging seat belts
 - SS 3. making up berths including crew

- SS 4. replacing head rests
- SS 5. replacing pillow covers
- SS 6. restocking toilet items
- SS 7. replacing/restocking seat back pocket items
- SS 8. other cabin items as specified
with
 - (i) materials provided by the Carrier
 - (ii) materials provided by the Handling Company

3.10.4

- (a) Disinfect
- (b) Deodorize
- SS 1. flight deck, if specified, under the control of a person authorized by the Carrier
- SS 2. passenger compartment(s)
- SS 3. crew compartment(s)
with
 - (i) material provided by the Carrier
 - (ii) material provided by the Handling Company

3.10.5

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

3.10.6

- (a) Provide
- (b) Arrange for
 - 1. cleaning
 - 2. disinfection
of holds with
 - (i) material provided by the Carrier
 - (ii) material provided by the Handling Company

3.11 Toilet Service

3.11.1

- (a) Provide
- (b) Arrange for
 - 1. servicing (empty, clean, flush and replenish fluids)
 - 2. triruator/disposal service

3.12 Water Service

3.12.1

- (a) Provide

- X (b) Arrange for
 1. draining tanks
 2. replenish tanks
 3. water quality tests

3.13 Cabin Equipment

3.13.1

- X (a) Provide
 X (b) Arrange for
 rearranging of cabin by
 1. removing
 2. installing
 3. repositioning
 cabin equipment, for example, seats and cabin divider(s)

3.14 Storage of Cabin Material

3.14.1

- X (a) Provide
 X (b) Arrange for
 storage space for the Carrier's cabin material

- X **3.14.2** Take inventory

3.14.3

- X (a) Provide
 X (b) Arrange for
 replenishment of stocks

3.15 Catering Ramp Handling

3.15.1

- RHC (a) Provide
 X (b) Arrange for
 unloading/loading catering supplies from/on aircraft

3.15.2

- SS (a) Provide
 X (b) Arrange for
 transfer of catering supplies on aircraft
 1. between lower holds and galleys and vice versa
 2. between galleys

3.15.3

- RHC transport of catering supplies between aircraft and designated points

one trip per turnaround included, further trips at extra charge. Information if service needed must be provided by the carrier to the handling agent prior to the first flight.

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

- SS **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.)
- SS **3.16.4**
 - (a) Provide
 - (b) Arrange for anti-icing/de-icing equipment
- SS **3.16.5** Provide de-icing/anti-icing fluids
- SS **3.16.6** Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use
- SS **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
- SS **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
aircraft type specific checks as far as trained staff is available and limited to visual checks
- X **3.16.10** Complete documentation as agreed

SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

4.1 Load Control

- THC **4.1.1** Deliver load control related documents between aircraft and airport buildings
- THC **4.1.2**
 - (a) Process
 - (b) Sign
- THC documents and information, including but not limited to, loading instructions, load and trim sheets, captain’s load information and manifests where

1. load control is performed by the Handling Company
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**
- THC (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
- THC (b) Inform the Carrier's representative of the contents of such messages
- THC **4.2.3**
- THC (a) Provide
- THC (b) Operate means of communication between the ground station and the Carrier's aircraft

4.3 Flight Operations

- X **4.3.1** Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified
- THC/X **4.3.2**
- THC/X (a) Provide
- THC/X (b) Arrange for meteorological documentation and aeronautical information
- THC 1. at the airport location(s), as specified
- X 2. at different airport location(s)
- THC/X **4.3.3**
- THC/X (a) Provide
- THC/X (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 specified
- X 2. at different airport location(s)
- X **4.3.4** Analyse the operational conditions and
- X (a) prepare
- X (b) request
- X (c) sign
- SS (d) make available the operational flight plan according to the instructions and data provided by the Carrier
- SS 1. at the airport location(s), as specified

- 2. at different airport location(s)
- 3. en-route

4.3.5

- (a) Prepare
 - (b) Request
 - (c) Sign
 - (d) File
- the "Air Traffic Services" (ATS) flight plan
1. at the airport location(s), as specified
 2. at different airport location(s)

4.3.6

- (a) Request
 - (b) Manage
- the Carrier's slot time allocation with the ATS
1. at the airport location(s), as specified
 2. at different airport location(s)

- SS **4.3.7** Provide the crew with a briefing

4.3.8

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

- THC **4.3.9** Provide ground handling party(ies) with weight and fuel data

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

4.3.11

- (a) Monitor
 - (b) Update
- A-CDM system
1. at the airport location(s), as specified
 2. at different airport location(s)

4.4 Crew Administration

- 4.4.1** Distribute crew schedule information provided by the Carrier to all parties concerned
- 4.4.2** Arrange hotel accommodation for crew layover
 - (a) scheduled
 - (b) non-scheduled

	4.4.3
X	(a) Provide
THC	(b) Arrange for crew transportation to/from off-airport locations
THC	4.4.4 Direct crews 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
THC	4.4.7 Inform the Carrier's representative of any crew indisposition or potential absence

SECTION 5. CARGO AND MAIL WAREHOUSE SERVICES

section 5 will be performed by Swissport Cargo Services Graz GmbH (SCSG)

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 prevent theft or damage to the Carrier's cargo and mail in custody of the Handling Company

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 for
 - 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
- (j) Receive and process EDI messages (FWB/FHL and e-CS(d) received from Carrier or other parties
- (k) Upon request from the Carrier print airwaybill 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" (MOP)
- (m) Inform airline or shipper about shipment status via FSU message in accordance with the MOP

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 airwaybill or shipment record
 - 2. collection of other charges and fees as shown on the airwaybill 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 Perform acceptance check on pre-built ULDs and establish, if accepted

- (a) gross weight
 - (b) volume
 - (c) ULD contour
- and provide the load control unit with the information

5.4.2 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), IATA Temperature Control Regulations (TCR) and others have been complied with

5.4.3 Prepare and assemble Cargo for delivery to the aircraft

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

5.4.4

- (a) Unload inbound bulk cargo from vehicles
- (b) Break down inbound ULDs
- (c) Check incoming cargo against airwaybills or shipment record and manifests
- (d) Release cargo to the consignee or agent

5.4.5 Relevant to Truck service

- (a) check seals are intact on inbound trucks
- (b) offload truck prior to acceptance into warehouse
- (c) load truck after formal release from warehouse

(d) place seals

5.5 Transfer/Transit/Transhipment 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) transitshipment cargo
for onward carriage

5.6 Post Office Mail

5.6.1 Check

- (a) incoming
- (b) outgoing
- (c) transit
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

5.6.7 Perform acceptance check on pre-built ULDs and establish, if accepted

(a) Provide

(b) Arrange for

Mail Registration Devices (MRD) scanning

1. during ramp handling (only if not containerize(d)

2. arrival at the cargo facility

3. departure from the cargo facility

4. at the postal facility

with scanning devices provided by

(i) Carrier

(ii) local mail company

(iii) Handling Company

5.6.8

(a) Provide

(b) Arrange for

1. unloading bulk mail from vehicles

2. breaking down ULDs

3. transferring the receptacles into postal equipment

4. putting the receptacles on a postal conveyor belt

5.6.9 Take appropriate action to repatriate the ULD handed over to the post

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

5.7.4

(a) Notify the Carrier of complaints and claims

(b) Process claims

5.7.5 Take action when consignee refuses acceptance and payment

SECTION 6. SUPPORT SERVICES

6.1 Accommodation

- OR/AC 6.1.1
 (a) Provide
 (b) Arrange for
 1. office space
 2. storage space
 3. other facilities
 to the Carrier as specified

6.2 Automation/Computer Systems

6.2.1

- ISF (a) Provide
 ISF (b) Arrange for
 THC (c) Operate
 computer hardware and other equipment as specified to enable access to
 1. Carrier's system
as far as trained staff is available for carriers operating at least one daily flight
 2. Handling Company's system
(iPort)
 3. other system
as far as trained staff is available for carriers operating at least one daily flight

6.2.2 Perform the following functions in

- OR/AC (a) Carrier's system
 THC (b) Handling Company's system
 OR/AC (c) other system for
 1. training
 2. passenger reservations and sales
not available in Handling Company's system
 3. passenger service
 4. baggage reconciliation
 5. baggage tracing
 6. baggage tracking as specified
not available in Handling Company's system
 7. operations, load control
Load sheet issuance limited to Handling Agent DCS. All other DCS remote LC only
 8. cargo reservations and sales
will be performed by Swissport Cargo Services Graz GmbH
 9. cargo handling
will be performed by Swissport Cargo Services Graz GmbH
 10. cargo EDI messaging (IATA cargo-imp or IATA cargo-xml)
will be performed by Swissport Cargo Services Graz GmbH
 X 11. post office mail handling
 X 12. maintenance reporting

- X 13. other functions as specified
- X **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
- 6.2.4**
 - (a) Provide
 - (b) Arrange for
 - (c) Make use of the Carriers communication devices as specified

6.3 Unit Load Device (ULD) Control

- 6.3.1**
 - (a) Provide
 - (b) Arrange for
 - storage space for
 - 1. ULDs
 - (i) baggage
 - (ii) cargo
 - (iii) post office mail
 - (iv) other
 - 2. accessories (nets, restraints straps, tie down rings and other materials) according to the maximum number and type of ULDs as specified
- 6.3.2**
 - (a) Compile and dispatch “ULD Control Messages” (UCM)
 - (b) Take physical inventory of Carrier’s own and/or ULD stock and maintain records
 - (c) Compile and dispatch “ULD Stock Check Messages” (SCM) at agreed timings as specified
- RHC/THC **6.3.3**
 - (a) Take action to prevent damage, theft or unauthorized use of the Carrier’s ULDs and accessories in the custody of the Handling Company
 - (b) Handle lost, found, damaged ULDs and accessories and notify the Carrier immediately of any irregularities
- X **6.3.4**
 - (a) Assemble empty ULDs
 - (b) Build up pallets stacks

(c) Consolidate accessories, used thermal blankets, Fire Containment Covers (FC(c) and Fire Containment Bags (FC(b)
 for hand over at agreed points as specified

6.3.5

(a) Provide

- X 1. cleaning of
 SS 2. disposal of litter from
 ULDs

X **6.3.6**

(a) Provide
 (b) Arrange for
 1. disinfection
 2. disinsection
 of ULDs with

- (i) materials provided by the Carrier
 (ii) materials provided by the Handling Company

X **6.3.7**

(a) Provide
 (b) Arrange for
 disposal of ULD protection wrapping

- X **6.3.8** Prepare ULD Control Receipt (UCR) for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies

6.4 Fuel Farm (Depot)

- THC **6.4.1** Liaise with fuel farm suppliers

X **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
the following points (6.5.2 to 6.5.9) are handled by the local ramp fuel supplier

- X **6.5.2** Inspect fuel vehicles and/or appliances for contamination. Perform water detection checks

- X **6.5.3** Supervise fuelling/defuelling operations

- X **6.5.4** Prepare aircraft for fuelling/defuelling
- X **6.5.5** Drain water from aircraft fuel tanks
- X **6.5.6**
 - (a) Provide
 - (b) Arrange for approved fueling/defueling equipment
- X **6.5.7** Fuel/defuel aircraft with quantities of products requested by the Carrier's designated representative
- X **6.5.8** Check and verify the delivered fuel quantity
- X **6.5.9** Deliver the completed fuel order to the Carrier's designated Representative

6.6 Landside Surface Transport

- X **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) town and airport 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
- OR/AC **6.7.2** Handle requisitions made by the Carrier's authorised Representative

SECTION 7. SECURITY

7.1 Passenger and Baggage Screening and Reconciliation

services are provided in line with the "Federal Law on the Protection against Criminal Acts against Security of Civil Aircraft" - Luftfahrtssicherheitsgesetz - for the Federal Ministry of "the Interior".

	7.1.1
	(a) Provide
	(b) Arrange for
THC	1. matching of passengers against established data
	2. processing passengers through
THC	(i) security questioning
X	(ii) security interviewing
X	(iii) behavior detection measures
SC	7.1.2
	(a) Provide
	(b) Arrange for
	1. screening of hold baggage originating from location(s) as specified
	2. screening of transfer hold baggage
	3. screening of mishandled hold baggage
	4. physical examination of hold baggage
	5. evidence of screening status as specified
SC	7.1.3
	(a) Provide
	(b) Arrange for
	1. screening of passengers
	2. screening of cabin baggage and personal belongings
	3. screening of staff and/or crew and crew baggage and personal belongings
	4. physical examination of passengers, their cabin baggage and accessible property
	5. physical examination of crew, their cabin baggage and accessible property
	7.1.4
	(a) Provide
	(b) Arrange for
THC	1. identification of passengers prior to boarding
RHC/THC	2. reconciliation of boarded passengers with their baggage
RHC/THC	3. positive baggage identification by passengers
RHC/THC	4. unloading of baggage for passengers not accepted for carriage by the Carrier

7.2 Cargo and Post Office Mail

	7.2.1
	(a) Provide
	(b) Arrange for
SCSG	1. control of access to the cargo facilities
SCSG	2. issuing and/or verification of applicable security status, required details and relevant declarations (as specified)
SC/SCSG	3. screening of cargo and/or mail (methods as specified)
SC/SCSG	4. physical examination of cargo
SCSG	5. secure storage of cargo and/or mail

7.3 Catering

The following task has to be handled by third party catering company

X

7.3.1

- (a) Provide
- (b) Arrange for
 - 1. control of access to the catering facilities
 - 2. security supervision during food preparation
 - 3. security check of catering uplifts
 - 4. sealing of food and/or bar trolleys/containers
 - 5. physical examination of catering vehicles prior to loading
 - 6. sealing of catering vehicles
 - 7. secure transport of catering from the catering facilities to the aircraft

7.4 Ramp

SC

7.4.1

- (a) Provide
- (b) Arrange for
 - control of access to
 - 1. aircraft
 - 2. designated areas
 - 3. facilities
 - 4. other as specified

OR/AC

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 compartments
 - 6. galleys
 - 7. lavatories
 - 8. wheel wells
 - 9. other, as specified

7.4.3

- (a) Provide
- (b) Arrange for

OR/AC

- 1. guarding of

X

- 2. sealing of

OR/AC

- 3. surveillance/protection/physical examination to prevent unauthorized access to
 - (i) aircraft

- (ii) designated areas
- (iii) facilities
- (iv) baggage while in custody
- (v) other, as specified

OR/AC

7.4.4

- (a) Provide
- (b) Arrange for security personnel to safeguard all load
 - 1. during the transport between aircraft and designated location(s)
 - 2. during offloading and loading of aircraft

7.5 Additional Security Services

OR/AC

7.5.1

- (a) Provide
- (b) Arrange for additional security services, as specified

SECTION 8. AIRCRAFT MAINTENANCE**8.1 Routine Services**

- X **8.1.1** Maintain the Carrier's technical manuals, handbooks, catalogues, and other operational documents connected with performance of the services as specified
- X **8.1.2** Perform line inspection in accordance with Carrier's current instructions
- X **8.1.3** Enter in the aircraft log and sign for the performance of line inspection
- X **8.1.4** Enter remarks in aircraft log regarding defects observed during the inspection
- X **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

- X **8.2.1**
 - (a) Perform
 - (b) Supervise replenishing operations
- X **8.2.2**
 - (a) Provide
 - (b) Arrange for
 - (c) Operate

replenishing equipment

- X **8.2.3** Wipe excess oil from engine nacelles
- X **8.2.4** Engine Oil to be provided by the Carrier
- X **8.2.5** Engine Oil to be provided by the Handling Company
- X **8.2.6** Hydraulic fluid to be provided by the Carrier
- X **8.2.7** Hydraulic fluid to be provided by the Handling Company

8.3 Non-routine Services

- X **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
- X **8.3.2** Enter in aircraft log(s) and sign for the action taken
- X **8.3.3** Report technical irregularities and actions taken to the Carrier's maintenance base
- X **8.3.4**
 - (a) Provide
 - (b) Arrange for maintenance facilities, tools and special equipment to the extent available
- X **8.3.5** Move aircraft under its own power

8.4 Material Handling

- X **8.4.1**
 - (a) Obtain Customs clearance for
 - (b) Administer the Carrier's spare parts and/or equipment
- X **8.4.2** Provide periodic inspection of the Carrier's spare parts and/or equipment
- X **8.4.3** Provide storage space for the Carrier's spare parts and/or equipment

8.5 Parking and Hangar Space

- 8.5.1**
 - (a) Provide
 - (b) Arrange for

PF 1. parking space
HC 2. hangar space