

## Innsbruck Airport Civil Airport Conditions of Use Part I

# SCHEDULE OF CHARGES

**effective from 1 January 2026**

**TRANSLATION ONLY – THE GERMAN TEXT SHALL PREVAIL**

Airport Operator:

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Charges approved by the  
Federal Ministry for Innovation, Mobility and Infrastructure  
as the Supreme Civil Aviation Authority  
pursuant to Article 9 Flughafenentgeltgesetz (FEG) BGBl. I, 41/2012  
in conjunction with Article 11 Aviation Safety Act (LSG) BGBl. I, 111/2010 and  
pursuant to Article 8 and 14 EU-PRM-Regulation No. 1107/2006

as per administrative decision of 15<sup>th</sup> December 2025  
File number: 2025-0.892.902

**We refer specifically to the liability clause in chapter III Article 1.3**

## IMPORTANT INFORMATION

### 1. Terminal Navigation Charges

In case of enquiries about terminal navigation charges, please, contact:

<p style="text-align: center;"><b>Austro Control</b> Österreichische Gesellschaft für Zivilluftfahrt mbH Schnirchgasse 11 A-1030 Wien Contact for airlines with initial letter A – H: tel. +43 5 1703 – 9414 Contact for airlines with initial letter I – Z: tel. +43 5 1703 – 9416 Fax: + 43 5 1703 – 9416 Email: <a href="mailto:FR-Debitoren@austrocontrol.at">FR-Debitoren@austrocontrol.at</a></p>
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Any terminal navigation charges shall not be part of the currently applicable Schedule of Charges of Tiroler Flughafenbetriebsgesellschaft m.b.H. and shall be charged by **Austro Control**. Only in case of cash or creditcard collection of airport charges also the terminal navigation charges shall be collected by Tiroler Flughafenbetriebsgesellschaft m.b.H. on behalf of Austro Control and paid to them.

### 2. Schedule Coordination Service Fee

According to article 142 LFG as amended on 11<sup>th</sup> August 2005 the Federal Ministry for Innovation, Mobility and Infrastructure authorized a "Schedule Coordination Service Fee" to be paid by each air carrier and/or aircraft operator for the assignment and/or transfer of time slots.

The "Schedule Coordination Service Fee" shall be collected on behalf of SCA Schedule Coordination Austria GmbH by Tiroler Flughafenbetriebsgesellschaft m.b.H. which pays this charge over to SCA Schedule Coordination Austria GmbH. Payment of the „Schedule Coordination Service Fee“ to Tiroler Flughafenbetriebsgesellschaft m.b.H. shall be subject to the payment terms for charge settlement as per chapter I section 7 of this Schedule of Charges.

In case of any enquiries about the "Schedule Coordination Service Fee", please, contact:

<p style="text-align: center;"><b>SCA Schedule Coordination Austria GmbH</b> Office Park I, Top B 08/04 A-1300 Wien Flughafen Tel.: + 43 1 7007 - 23600 Fax: + 43 1 7007 – 23615 Email: <a href="mailto:office@slots-austria.com">office@slots-austria.com</a> Slot requests: <a href="mailto:viexpvh@slots-austria.com">viexpvh@slots-austria.com</a></p>
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The "Schedule Coordination Service Fee" shall not be part of the applicable Schedule of Charges.

### 3. Information about the Air Travel Levy

According to the *Flugabgabegesetz* [Air Charges Act] 2011 (FlugAbgG), each aircraft operator shall settle the departure tax for passengers leaving from Austria, as long as it is not subject to any exemption from the liability to pay such tax, whereas the tax shall be paid to the Financial Office for Public Charges, Transport Taxes and Games of Chance in Austria.

For any further information, see website of the *Bundesministerium für Finanzen* [Federal Ministry of Finance] under:

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

The aircraft operator shall be obliged to transfer data to the respective airport:

<https://flugabgabe.reg-airports.at/INN>

The web account shall be visible on the invoice or may be enquired about under [fakturierung@innsbruck-airport.com](mailto:fakturierung@innsbruck-airport.com) respective [accounting@innsbruck-airport.com](mailto:accounting@innsbruck-airport.com).

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## ABBREVIATIONS

AWG.....	Waste Management Act 2002, BGBl I Nr. 102/2002, idgF
AHM .....	Airport Handling Manual
BGBl.....	Official Federal Gazette
EUR.....	Charges indicated in EURO
FBG.....	Airport Ground Handling Services Act, BGBl. I 97/1998, idgF
FEG.....	Airport Charges Act, BGBl. I 41/2012, idgF
FlugAbgG .....	Air Charges Act, BGBl I 111/2010, idgF
GHC .....	General Aviation Handling Charge
HC.....	Hangar Charges
ICAO .....	International Civil Aviation Organization
IATA .....	International Air Transport Association
idgF .....	in its current version
ISC .....	Infrastructure Charges
iVm.....	in connection with
kg .....	kilograms
LC.....	Landing Charges
LFG .....	Aviation Act of 1957, BGBl. 253/1957, idgF
LSG .....	Aviation Safety Act of 2011, BGBl. I 111/2010, idgF
MTOM .....	Maximum Take-Off Mass
PC .....	Parking Charge
PRM .....	Persons with Reduced Mobility
PSC.....	Passenger Service Charge
RHC .....	Ramp Handling Charge
SC .....	Security Charge
SlotKV 2008..	Slot Coordination Regulation 2008, BGBl. II 155/2008, idgF
SSC.....	Single Service Charge
t.....	metric ton (= 1,000 kg)
THC.....	Traffic Handling Charge
UGB .....	Business Law Act, BGBl. 120/2005, idgF
UStG .....	Value Added Tax Act 1994, BGBl. 663/1994, idgF
v.H.....	of one hundred
ZARV.....	Civil Aircraft Ambulance and Rescue Flight Regulation, BGBl. 126/1985, idgF
ZFBB .....	Civil Airport Conditions of Use
ZFBO.....	Civil Airport Operating Regulation 2024, BGBl. II Nr. 287/2023, idgF.
ZLPV .....	Civil Aviation Personnel Regulation, BGBl. 219/1958 idgF.
ZL-Schein .....	Civil Aviation Pilot's Licence

## I. GENERAL PROVISIONS

### 1. Binding Force of Schedule of Charges

Each user making use of the equipment and facilities of the airport shall be subject to the stipulations of this Schedule of Charges, as part of the "Civil Airport Conditions of Use", according to Article 23, in connection with Article 25 ZFBO.

All charges indicated in this Schedule of Charges shall be flat rates, except charges for single services as listed hereinafter. The flat rates applied shall be indivisible and shall also be paid in full even if only partial services are utilized. The flat rates shall be due by execution of any service according Service Specification (Annex 2).

### 2. Civil Airport Conditions of Use

The Civil Airport Conditions of Use consist of two parts. Part I is the Schedule of Charge; part II contains the Provisions of Use at Airport Innsbruck.

### 3. Hangar Conditions of Use

The Hangar Conditions of Use as published shall be part of this Schedule of Charges.

### 4. Language

This Schedule of Charges shall be published in German and English. The provisions of the German edition shall be binding.

### 5. Place of Jurisdiction / Applicable Law

Place of delivery shall be Innsbruck Airport. Place of jurisdiction shall be the competent court of Innsbruck. Any privity of contract resulting from this Schedule of Charges shall be exclusively subject to the applicable law of the Republic of Austria and the provisions of the regulations of the European Community, however, excluding the provisions of the Conflict of Laws and the provisions of the UN Convention on Contracts for the International Sale of Goods.

Any condition deviating from the conditions hereinafter is subject to written approval by the Airport Operator.

### 6. Terms

**"Actual Time"** means the time of take-off resp. touch-down of the aircraft.

**"Aircraft whose operator is the Republic of Austria"** shall be any aircraft incorporated in the aircraft register as operated by Austrian federal authorities and/or offices.

**"Airline"** shall be a company that provides commercial air transport services for passengers and freight (Article 101 lit. a LFG).

**"Ambulance Flights"** in pursuance of Article 2 ZARV shall serve to convey any person already subject to the provision of medical care, any seriously ill or injured person or emergency patients from one hospital or clinic to another.

**"Authority"** means the Federal Ministry for Innovation, Mobility and Infrastructure as the Supreme Civil Aviation Authority.

**"Chain Charter"** means a systematic series of commercial flights, which are offered seasonally and usually in conjunction with hotel accommodation or other services.

**"Change of Load"** shall be understood as an increase or decrease or redistribution of the load (Passengers, Baggage, Cargo, Mail etc.).

**"Charges"** means charges approved by the Authority and handling charges according to Annex 3 of this schedule of charges as well as any agreed commission.

**"Charges approved by the Authority"** shall be charges approved by the Federal Ministry for Innovation, Mobility and Infrastructure as the Supreme Civil Aviation Authority by administrative decision according to FEG und Article 10 (2) FBG.

**"Code-sharing Flights"** shall be different kinds of commercial or operational agreements between two or more carriers one of them being the operating carrier.

**"Commercial Aviation"** means the operation of aircrafts for public transportation of passengers, cargo or mail against payment

**"Expenses"** means other payments by Tiroler Flughafenbetriebsgesellschaft m.b.H. for the provision of services or order fulfilment by order or on behalf of the user.

**„Ferry-flight“** means an empty leg for positioning of an aircraft without public transportation of passengers or cargo.

**"Flight Number"** shall be the designation of a flight including an ICAO or IATA airline code and additionally carrying a number or letter combination.

The term **"General Aviation"** shall comprise any aircraft which is not used for scheduled and non-scheduled flight services with flight numbers.

The **"Maximum Take-Off Mass (MTOM)"** shall be the structural maximum take-off weight as indicated by the aircraft certification documents.

**"Non-scheduled Flight Services"** means any commercial transportation of passengers and goods excluding scheduled flight services and chain charter.

**"NOTAM"** (Notices to Airmen) means a notice distributed by means of telecommunication containing information concerning the establishment, condition or change in any aeronautical facility, service procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

The terms of **"Passenger"**, **"Baggage"**, **"Freight"** and **"Mail"** shall refer to any and all persons and goods subject to the transportation planned in the aircraft of the aircraft operator and/or carrier.

**"Passengers"** shall be any and all persons transported by an aircraft, with the exception of the crew members.

A **"Route Experience Landing"** shall be a landing serving technical trials of the aircraft or the briefing of the crew.

A **"Passenger Aircraft"** shall be an aircraft carrying persons being no crew members, employees of the air carrier exercising any official functions, accredited representatives of a national authority or accompanying persons of a freight consignment.

**"PRM-Regulation"** means the Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

**Re-landing** means an unscheduled return to the departure airport after take-off and landing on the departure airport without landing on any other airport.

**"Rescue Flights"** shall be flights in conformity with Article 2 ZARV to rescue people from any immediate danger to their life or health.

**"Scheduled Flight Services / Scheduled Flight"** means any transportation on specified routes on behalf of public transport and based on a published timetable.

**"Self-handler"** means any user who performs ground handling services without concluding an agreement with a third party for the performance of any such service.

**"Slot"** means the time frame for take-off and landing of an aircraft.

**"Slot coordinated traffic days"** means the traffic days according to Article 2 (2) SlotKV 2008.

**„Start-up-Handling“** means handling services according to the Regulation (EU) 139/2014 provided at each change of self-positioning of an aircraft.

**"Tasks of Aviation Authorities"** shall especially be a term for

- Flights to exercise the air supervision right according to LFG
- Radiolocation flights
- Flights for setting approach and landing procedures
- Flights of the Aircraft Accident Board and
- Flights of the search and rescue service according ZARV

Mission flights as per Article 145 LFG shall be handled accordingly.

A **"Technical Landing"** shall be a landing of an aircraft without any physical change of load (which in this case does not mean ballast), neither after landing nor before the following take-off.

**"Transfer Passengers"** shall be any passengers whose flight is changing its flight number during ground time and who are usually changing the aircraft by using any aircraft facilities.

It is required that the connecting flight is operated on the same calendar day and by the same airline or interline-partner airline, further that passenger and baggage have been already checked through at the airport of origin until the airport of destination. It is mandatory that the airline provides a record for these passengers accordingly.

**"Transit Flights"** shall be such scheduled flights with origin from an Austrian airport and destination abroad, passing the Innsbruck Airport (and the other way around).

**"Transit Passengers"** shall be any passengers whose flight is not changing its flight number during ground time and who are not changing the aircraft by using any aircraft facilities.

**"User"** shall be any airline, any aircraft operator according to Article 13 LFG and any natural person or legal entity using the aircraft without being operator or owner.

A **"Wide-body Aircraft"** shall be an aircraft with more than one passage in the passenger cabin and with more than 6 passenger seats per row.

## 7. Assessment Basis

To determine the assessment basis applicable to any charges calculated according the MTOM the carrier performing the flight or the aircraft operator or the airline or the owner of the aircraft shall provide any such legal instruments to the Airport Operator which prove the certification, issued by the respective certification authority. As long as the admissible MTOM has not been proven sufficiently, the charge calculation shall be based on the highest known MTOM for the type of aircraft concerned.

Each increase of the admissible MTOM shall be indicated and proven immediately. The Airport Operator may subsequently set off any charges for movements during the period when the increased MTOM was approved against any charges before.

Each decrease of the admissible MTOM shall be indicated and proven immediately. The Airport Operator shall take into account such decrease in due course for calculating the charges as soon as such decrease has been indicated and proven. Any retroactive reimbursement shall be excluded.

## 8. Charge Settlement / Terms of Payment

For the settlement of any charges and expenses all users are liable as joint and several debtors. These are

- the carrier performing the flight in regular scheduled traffic and non-scheduled service, according to the flight number, and/or, if such number is missing, the aircraft operator indicated in the flight plan;
- any further carrier under whose airline code respective flight number the flight will be operated ("code-share-flights"); any charge-back resulting from this between the carrier performing the flight and its code-sharing partner(s) shall be carried out by the carrier carrying out the flight.

- the aircraft operator according to Article 13 LFG; in case the aircraft operator is not known, the owner of the aircraft shall be considered its operator until it has produced sufficient evidence of who is or was the aircraft operator;
- the natural or legal person using the aircraft without being the operator or the owner of it;
- any other company requesting the invoice writing on its company or trade name.

In case of any code-sharing flights, the responsibility for recording statistically any departing passengers shall be with the respective air carrier carrying out the flight whose code is in the first place before the flight number. The charges and expenses will be charged exclusively in EURO.

The charges shall be considered as net amounts without any turnover tax and shall be paid in EUROS before the take-off. As long as the charges do not correspond to Article 6 subpara. 1 (2) in connection with Article 9 subpara. 2 UStG 1994, the debtor shall settle the turnover tax in addition.

Any payment executed by Tiroler Flughafensbetriebsgesellschaft m.b.H. in favour of the user has to be refunded by the user in full plus a surcharge of **7.5 %**.

The charges shall be payable immediately. Any deviant maturity of the charge to be paid shall require the written consent of the Airport Operator. Any fees relating to the payment shall be at the debtor's expense.

The Tiroler Flughafensbetriebsgesellschaft m.b.H. shall reserve itself the right to require securities, e. g.

- an advance payment or
- a bank guarantee

Any such securities are not subject to payment of interest.

In case of a continuous operation in Innsbruck an application for instalment of a credit account might be filed. The Tiroler Flughafensbetriebsgesellschaft m.b.H. shall reserve itself a check of the data provided as well as the right to enquire about the financial standing of the customer.

In case of any non-compliance with the payment date, lawful interest on defaulted payment after the due date added by any dunning, lawyers' and collection costs (flat rate or as proven) shall be paid by the party liable to pay. According to Article 456 UGB the interest rate for any company business shall be 9.2 percentage points above the prime rate.

It shall be excluded that the party liable to pay offsets its claims towards the Airport Operator against the claims of the latter, unless

- the Airport Operator becomes insolvent, and the counterclaim would be part of the bankruptcy estate,
- a final judgement exists concerning the counterclaim,
- the Airport Operator has accepted the counterclaim.

The Airport Operator shall be entitled to determine the party liable to pay according to section 1 and/or to subsequently correct any possible calculation errors within the limits of law.

All charges will be invoiced exclusively to the payer. In case of any later changes, re-issuance etc. which has not been caused by the Airport Operator respectively which has been required by the payer a handling fee of Euro 25.00 might be charged.

Any objections against invoices by the payer shall be made within 3 months from date of invoice.

## **9. Discontinuation of Services**

The airport managing body is entitled to deny either certain services or all services – including side services – to any user in case of failure of performing payment (including proof of payment) for any due charges to the airport managing board.

## 10. Extension of Operating Times

The provision of the necessary facilities and personnel outside of the operating hours authorized for the Airport Operator in pursuance of Article 9 subpara. 1 ZFBO, based on a specific requisition (according ZFBB Part 2, chapter 2.3), shall be paid for by a flat rate for any ¼ hour started – independently of any other charges.

This flat rate is applicable as well if operating hours are temporarily restricted due to special reasons. These restrictions will be approved by the authority and will be published by NOTAM.

For flights within the local time period from 11:45 p.m. to 5:15 a.m., a surcharge of 50 % shall be added to the flat rate mentioned before, moreover a surcharge of 50 % shall be paid in addition to the traffic and ramp handling charges (scheduled and charter flights) as well as to the General Aviation handling charge (see Annex 3, point 7).

For calculation of charges and surcharges the “actual time” will be applicable.

For the provision of personnel outside of the regular operating hours of the airport, time will be calculated up to 15 minutes before / after departure respectively landing of the aircraft (depending if the extension is after closure or before opening).

Should any extension of operating hours be ordered, the cost refunding charge stipulated by the Austro Control – Österreichische Gesellschaft für Zivilluftfahrt mbH, at its respective current rate, shall be allocated to the airport user's charges by the Airport Operator, independently of the charge mentioned before, for the extension of operating hours of the Air Traffic Service Office for the period mentioned before; at any rate, air traffic service cost shall be paid whenever it is generated.

The above flat rates, surcharges and cost refunding charges shall also be due if the ordered operating hour extension is cancelled, and such cancelling is not announced to the Airport Operator at least one hour before the end of the operating hours.

## 11. Miscellaneous

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

The stipulations indicated above shall apply to all sections of the present Schedule of Charges.

## II. CHARGES APPROVED BY THE AUTHORITY

Any charges according to this chapter II are charges which are approved by the Federal Ministry for Innovation, Mobility and Infrastructure as the Supreme Civil Aviation Authority and modified by the administrative decision according to the applicable legal provisions.

This concerns to any charges according FEG (Landing Charge, Passenger Service Charge, Infrastructure Charge and Parking Charge) as well as Security Charge, PRM-Charge and the Charge for Extension of Operating Times.

All charges are listed in *Annex 3: Charges*.

### 1. Landing Charge

#### 1.1 General Facts

Charges shall be incurred for using the installations and facilities existing for landing (including lighting systems), for using the aprons during the time exempt from any parking charges, the placing and removing of chocks with aircraft of over 4,000 kg of Maximum Take-Off Mass.

As a matter of principle, the Airport Operator shall be entitled to receive this charge with the aircraft touching down at the Innsbruck Airport. Flights are subject to charge even if no landing or touch-down occurred ("low approach", "missed approach"), however, the stand-by infrastructure of the airport has been utilized by the aircraft (e.g. lighting systems) which will be assumed for all flights after sunset respectively before sunrise.

#### 1.2 Assessment Basis

The Maximum Take-Off Mass (MTOM) shall be the assessment basis for the landing charge to be settled.

#### 1.3 Landing Charges graded according to Noise Levels

The classification of the aircraft according to the respective noise classes of the Innsbruck Airport may be found in *Annex 4: Noise class classification* of this Schedule of Charges.

Aircraft certified according to ICAO Annex 16, chapter II are not permitted for landing at Innsbruck Airport. Aircraft certified according to ICAO Annex 16, chapter III shall be handled by applying a surcharge in addition to the respectively applicable landing charge according to Annex 4 of this Schedule of Charges. The proof of the noise certification shall be provided by the aircraft operator. Should no prove be submitted of the certification of the aircraft according to ICAO Annex 16, chapter III, the surcharge rate according noise class I will apply.

## 2. Passenger Service Charge

### 2.1 General Facts

A charge shall be paid for the use of the Passenger Terminal and the General Aviation Center including its facilities by departing passengers.

This charge shall not include the availability of the passenger check-in counters.

As a matter of principle, the Airport Operator shall be entitled to receive this charge with the acceptance of the passenger for transport.

### 2.2 Assessment Basis

The assessment basis shall be the number of departing passengers.

The assessment basis shall not include:

1. Any children under two years
2. Any transit passengers using the passenger terminal and their facilities in the framework of a technical aircraft defect connected with an aircraft change.
3. Persons with a Government Request Status, connected with a 100% exemption from any ticket prices.
4. Any persons whose presence is absolutely required during flight rescue and ambulance assignments to fulfil their medical tasks on board of an aircraft (e.g. physicians, health care professionals).
5. Any persons whose presence is absolutely required for any mission flights on board an aircraft.

## 3. Infrastructure Charge

### 3.1 General Facts

According to Article 1 (7) in connection with Article 5 (4) FBG the aviation companies / aircraft operators shall pay to the Tiroler Flughafenbetriebsgesellschaft m.b.H. a user charge for the availability, administration and operation of the "Central Infrastructure Facilities" and for the usage of these facilities to provide ground handling services according to the Annex to the FBG.

For the definition of "Central Infrastructure" of Innsbruck Airport, see *Annex 1: Definition of the Central Infrastructure Facilities* of this Schedule of Charges.

The Infrastructure Charge shall apply once a handling service is provided by the Tiroler Flughafenbetriebsgesellschaft m.b.H. or a self-handler.

The Infrastructure Charge to be collected shall be divided in the following aspects, based on the provision of different infrastructure installations and facilities:

### 3.2 Air Side Infrastructure Charge

As a matter of principle, the Airport Operator shall be entitled to receive this charge with the aircraft being positioned on the ramp of Innsbruck Airport.

The Maximum Take-Off Mass (MTOM) shall be the assessment basis for the air-side Infrastructure Charge to be settled. To determine the assessment basis the same rules shall apply as for the calculation of the Landing Charge.

## 3.3 Land Side Infrastructure Charge

As a matter of principle, the Airport Operator shall be entitled to receive such charge once the passenger is accepted for transportation respectively when the land-side infrastructure installations and facilities are provided to the carrier and/or its handling agents.

General Aviation passengers are exempted.

To determine the assessment basis the same rules shall apply as for the calculation of the Passenger Service Charge.

## 4. Parking Charge

### 4.1 General Facts

An aircraft's use of an aircraft stand of the Airport Operator shall be subject to a charge.

The Airport Operator shall be entitled to receive this charge once the aircraft is parked on an aircraft stand or from the start of transporting the aircraft to the apron.

For any aircraft permanently parked at the airport, a special contract may be concluded with the Airport Operator about a guaranteed aircraft stand with fastening facilities for the parked aircraft, depending on the existing areas available for such purpose.

## 5. Security Charge

### 5.1 General Facts

According to LSG 2011 any Airport Operator shall execute any security duties according to Regulation (EC) no. 300/2008 and Regulation (EU) no. 185/2010 on behalf of the authorities. According to Article 11 LSG each aviation company shall settle a security charge for each passenger departing from Innsbruck Airport to cover the appropriate costs borne by the Airport Operator.

### 5.2 Assessment Basis

The assessment basis for the Security Charge to be paid shall be the number of departing passengers subject to the Passenger Service Charge.

## 6. PRM-Charge

### 6.1 General Facts

For financing the provision of assistance given at Innsbruck Airport as per Regulation (EC) no. 1107/2006 enacted by the European Parliament and Council on 5 July 2006 a charge shall be paid for each departing passenger.

Such assistance shall enable disabled persons and persons with reduced mobility to proceed from a designated point of arrival at Innsbruck Airport to an aircraft and from the aircraft to a designated point of departure at Innsbruck Airport, including embarking and disembarking, while ensuring high and equivalent standards.

As a matter of principle, the Airport Operator shall be entitled to receive this charge with the acceptance of the passenger for transport.

### 6.2 Assessment Basis

The assessment basis for the PRM charge to be paid shall be the number of departing passengers subject to the Passenger Service Charge.

# Schedule of Charges

## 7. Exemptions and Reductions

### 7.1 General Facts

For the kinds of charges mentioned in sections 1 to 2 as well as 5 to 6 the exemptions and reductions here below shall apply under certain conditions.

The user (carrier or aircraft operator) shall always have the right to claim any exemptions and/or reductions with regard to the payment of a charge if it can prove the conditions for this which is related to the respective kind of charge.

Any reduction may only be applied in case of one and not several possibilities of its application and/or shall only be valid for the charge which is defined to be subject to it.

### 7.2 Assessment Basis and Charges

The rate of exemption (= 100% reduction) or the reduction for each kind of charge shall be determined as a percentage rate (from one hundred) which represents a deduction from the charge sum obtained by calculation. Such charges which have to be paid fully shall be shown by the short symbol of "0" and such charges for which no charge is applicable in their weight class, the short symbol of "-" shall be indicated.

- Landing Charge	=	LC
- Passenger Service Charge	=	PSC
- Parking Charge	=	PC
- Infrastructure Charge	=	ISC

The **reduction rate** per charge shall be:

	Kind of exemption or reduction	LC up to 4t	LC from 4t	PSC	PC	ISC
1.	Aircraft whose operator is the Republic of Austria, when executing authority affairs	50	50	-	100	100
2.	Aircraft with the following missions:					
2.1.	Affairs of aviation authorities	100	100	100	0	100
2.2.	Mission flights according to Article 145 LFG	100	100	100	0	100
2.3.1	Rescue flights (according to Article 2 a-c ZARV)	50	50	100	0	50
2.3.2	Organ transport flights (according to Article 2 d ZARV)	50	50	100	0	0
2.4.	Ambulance flights	0	0	0	0	0
3.	Aircraft with flight number in case of:					
3.1.	Emergency landing	50	50	50	0	50
3.2.	Bomb alarms	50	50	0	0	50
3.3.	Technical landings	50	50	0	0	50
3.4.	Return landing within one hour	100	100	0	0	50
3.5.	Return landing beyond one hour	0	0	0	0	0
3.6.	Return landing and reorganised landing on newly to be supplied replacement aircraft:					
3.6.1.	Relanded aircraft within one hour	100	100	0	0	50
3.6.2.	Relanded aircraft beyond one hour	0	0	0	0	0
3.6.3.	Replacement aircraft flown in	0	0	-	0	50
3.7.	Position flights	-	0	-	0	0
3.8.	Low Approach, Missed Approach	0	0	-	-	-
4.	Aircraft which have been taken out of operation for less than four hours	-	-	-	100	-
5.	Passenger Service Charge for General Aviation: Passengers on aircraft of weight class "A"	-	-	0	0	100

Reductions according to points 2, 3.3 to 3.6 shall be valid as long as flights have been communicated as such to the Airside Duty Manager before or, at the latest, immediately after the occurrence of the event.

## III. GROUND HANDLING CHARGES

### 1. General Facts

#### 1.1. Execution of the Ground Handling Services

As the carrier makes use of one or more of the handling services specified in the Annex to the FBG, a contractual relationship with the Tiroler Flughafenbetriebsgesellschaft m.b.H. shall be set up. In addition, a handling contract between the Tiroler Flughafenbetriebsgesellschaft m.b.H. and the carrier may be concluded.

The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall carry out the ground handling services mentioned in *Annex 2: Service Specification* in the framework of its technical and personnel capacities and shall also be entitled to commission third parties as a subcontractor.

The Tiroler Flughafenbetriebsgesellschaft m.b.H. reserves itself the right to execute any services which might possibly be entailed by the handling regulations of the carriers and the scope of which is beyond any customary standards only upon prior agreement on separate account.

The user and the Tiroler Flughafenbetriebsgesellschaft m.b.H. shall support and advise them mutually with regard to the performance of ground handling services and shall take into account, to the best of their ability, any relevant recommendation of the other party.

The user shall supply the Tiroler Flughafenbetriebsgesellschaft m.b.H. with information and instructions necessary for the proper performance of services. The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall enquire about such information and instructions from the carrier, if required. The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall only pass on information included in the aviation company's flight documentation, if the aviation company has given its consent to this, unless any legal regulations preclude this.

#### 1.2. Standard of the Ground Handling Services

The ground handling services shall be provided according to the customary procedures of Innsbruck Airport and according to international standards.

The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall have the services it is commissioned for carried out by properly trained staff. Representatives of the user and the Tiroler Flughafenbetriebsgesellschaft m.b.H. shall meet if required in order to discuss any outstanding questions concerning the processes and quality of ground handling services. The punctuality behaviour of the carrier shall be included in the evaluation of the causes of any unsettled handling problems.

In case of handling any bulky goods above the normal service standard (*Annex 2: Service Specification*), it shall urgently be necessary that the Tiroler Flughafenbetriebsgesellschaft m.b.H. is informed by the carrier in due time. Both parties shall mutually advise and support each other in this matter. The expenses for these handling processes shall be calculated separately.

#### 1.3. Liability

The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall not be liable for any damage incurred by the user or any damages claimed to be paid by the user in connection with any services rendered or to be rendered by the Tiroler Flughafenbetriebsgesellschaft m.b.H., unless such damage has been caused or such damages are justified by any gross negligence or wilful intent of the Tiroler Flughafenbetriebsgesellschaft m.b.H. or any of its employees or any subcontractors.

The carrier shall indemnify the Tiroler Flughafenbetriebsgesellschaft m.b.H. for any claims by any third parties, including any cost, imposed in connection with any services taken over by the Tiroler Flughafenbetriebsgesellschaft m.b.H., unless such claims are justified by any gross negligence or wilful intent of the Tiroler Flughafenbetriebsgesellschaft m.b.H. or any of its employees or subcontractors.

In each individual case, the liability shall not be beyond the one of the user towards the user's partners by virtue of any contracts.

The parties to the contract shall be exempt from any of their duties, if one of the parties to the contract may not fulfil its obligations due to any industrial dispute, force majeure or any other reasons which are beyond its own sole control.

The user will be immediately informed about all damages which have been located with the aircraft or freight, notwithstanding for whatever reason and when this damage occurred.

## 2. Services / Charges

### 2.1. Ground Handling Service Activities

#### (a) Scheduled Flights

For scheduled flights of the carrier to Innsbruck Airport, the Tiroler Flughafenbetriebsgesellschaft m.b.H. undertakes to perform the ground handling services mentioned in *Annex 2: Service Specification*, without receiving any previous requisition for doing so. Scheduled flights shall be such flights announced to the Tiroler Flughafenbetriebsgesellschaft m.b.H. (traffic control) at least 72 hours before the landing.

To allow the Tiroler Flughafenbetriebsgesellschaft m.b.H. to fulfil its services, the carrier shall be obliged to inform the Tiroler Flughafenbetriebsgesellschaft m.b.H. as early as possible about the number of the scheduled flights within a scheduling season. This shall include the aircraft type and version, the flight number, the scheduled arrival and departure times and the airport of origin as well as any significant particularities relevant for the handling. Furthermore, the carrier shall be obliged to communicate any changes concerning the scheduled flights as soon as possible to the Tiroler Flughafenbetriebsgesellschaft m.b.H. This particularly concerns any delays, early arrivals and cancellations of flights. Should any waiting time beyond the normal airport opening times occur in case of delays or cancellations, such times shall be calculated separately.

#### (b) Unscheduled flights, Special Flights

The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall perform, at the earliest possible time, the ground handling services also for unscheduled flights carried out by the carrier or commissioned by it to Innsbruck Airport, taking into account any obligations already committed to – in the framework of its technical and personnel capacities. The carrier undertakes to previously announce such flights in due time.

#### (c) Priority

Should there be any overlapping with handling times of aircraft of other carriers, due to any unannounced or delayed aircraft, the Tiroler Flughafenbetriebsgesellschaft m.b.H. reserves itself the right to handle the scheduled and announced aircraft as a priority.

#### (d) Documents for ground handling services

The carrier shall provide documents and information to the Tiroler Flughafenbetriebsgesellschaft m.b.H. for effecting ground handling services in due time.

#### (e) Special Assistance (Emergencies)

In case of any emergencies (emergency landings, accidents), the Tiroler Flughafenbetriebsgesellschaft m.b.H. shall immediately take any appropriate and possible action in order to assist the passengers and the crew and in order to protect any baggage, cargo and mail transported on the aircraft against any loss and damage. It shall do so also without previously receiving any instructions by the carrier. The carrier shall reimburse the Tiroler Flughafenbetriebsgesellschaft m.b.H. for any cost incurred for this.

## 2.2. Charges

Any services carried out by the Tiroler Flughafenbetriebsgesellschaft m.b.H are subject to charges according to *Annex 3: Charges*, independently of the extent to which they have been made use of.

- **Ramp Handling Charge** = RHC
- **Traffic Handling Charge** = THC
- **General Aviation Handling Charge** = GHC

The Airport Operator's claim to receive the respective charges shall accrue by the first required or requested service even if no landing has occurred.

## 2.3. Adapting the Charges

The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall have the right to adapt the handling charge so that it corresponds to the cost development or for important reasons. Such adapting shall be communicated to the carriers within a reasonable period before it enters into force. Any adapting of charges for de-icing products may also occur over the short term, due to the market situation.

## 2.4. Assessment Basis

The Maximum Take-Off Mass (MTOM) shall be the assessment basis for the handling charge to be settled.

## 2.5. Handling Surcharge for Non-achievement of the Minimum-Service-Length on congested Traffic Days ("Peak Pricing Handling")

The Airport Innsbruck is focussing to an above-average seasonal air traffic during the period December until mid of April respective Easter holidays, especially to weekends. To guarantee a smooth operation the Airport Innsbruck must provide additional infrastructure and staff during this period.

The calculation for the contingency cost is based on a minimum service length of 15 weeks during this period (01/12 until 15/04 and Easter Sunday, respectively). To compensate the lost revenue in case of a shorter minimum service length and to compensate the contingency cost for personnel and infrastructure, a so-called "Peak Pricing Handling" (related to Ramp and Traffic Handling) had been implemented effective 01/01/2024.

This applies only on winter weekends (traffic days 6 and 7). The applicable period is from 01<sup>st</sup> December of the current year until 15<sup>th</sup> April or Easter Sunday of the subsequent year (whichever is later).

If the minimum-service-length is fulfilled no surcharge applies.

If the minimum-service-length will not be reached a surcharge of 20% to the handling fees (Ramp and Traffic Handling) will apply. The total surcharge will be calculated as follows:

- *Difference between number of operated weeks and the minimum-service-length multiplied by the surcharge of 20% adds up to the total surcharge applicable for each operated rotation.*

Examples at different minimum-service-length:

- 15 weeks: no surcharge
- 14 weeks: 1x 20% handling-fee surcharge – i.e., a handling-fee surcharge of 20% for all operated rotations (14 rotations)
- 13 weeks: 2x 20% handling-fee surcharge – i.e., a handling-fee surcharge of 40% for all operated rotations (13 rotations)
- 12 weeks: 3x 20% handling-fee surcharge – i.e., a handling-fee surcharge of 60% for all operated rotations (12 rotations)
- 11 weeks: 4x 20% handling-fee surcharge – i.e., a handling-fee surcharge of 80% for all operated rotations (11 rotations)
- 10 weeks: 5x 20% handling-fee surcharge – i.e., a handling-fee surcharge of 100% for all operated rotations (10 rotations) etc.

Surcharges will be invoiced at the end of the respective winter season. Cancellation due to weather conditions will be credited to the minimum-service-length.

## 3. Single Services Charges

### 3.1 General Facts

Single services are any handling services executed by the Tiroler Flughafenbetriebsgesellschaft m.b.H., which are either classified as Single Service Charges in *Annex 2: Service Specification* or which are carried out in addition upon special request of a user (see *Annex 3: Charges*).

Such single services shall be performed depending on the availability of personnel and equipment and invoiced separately. Any vehicles and equipment shall always be supplied with the personnel of Tiroler Flughafenbetriebsgesellschaft respectively its service provider.

### 3.2 Assessment Basis

The assessment basis for equipment and work services shall be the travel (to and/or from destination), each beginning of  $\frac{1}{4}$  of an hour, one process, one piece etc.

## 4. Hangar Charge

A charge shall be paid for the shedding of an aircraft in a hangar of the Airport Operator as well as for one-time moving in and out of the aircraft into and out of the hangar for the purpose of hangarage.

Only the Airport Operator may put the aircraft into and/or take it out of the hangar (at additional charges). That applies also for moving in and out of the aircraft in order to enable the execution of any operation by outside companies.

The Airport Operator's claim with regard to this charge shall exist from the time of handing over the aircraft to the Airport Operator for hangarage.

Damage detected on the aircraft shall be announced to the Airport Operator in due course. The Airport Operator shall rule out any liability for any damage detected subsequently.

Any further regulations – especially for long-term hangarage – are set out in the "Hangarage Regulations" of the Tiroler Flughafenbetriebsgesellschaft m.b.H.

## **ANNEX 1: DEFINITION OF CENTRAL INFRASTRUCTURE FACILITIES**

### **1. Service Item: Marshalling of the Aircraft at its Arrival and Departure**

Provision of the following:

- Facilities for marshalling aircraft ("Follow-Me").

This service is provided as a "Central Infrastructure Service" due to the operational situation.

### **2. Service item: Supply and Disposal Systems**

#### **2.1. Faeces**

##### **2.1.1. Faeces Filling Station**

Provision of the following:

- Faeces car parking space in equipment hall (MFH)
- Water supply connection
- Connecting lines with the fittings belonging to them
- Storage tank for disinfectant (formaldehyde-free)
- Withdrawal point with tubing for disinfectant
- Replenishing pump for filling the storage tank

##### **2.1.2. Faeces Emptying Station**

Provision of the following:

- Open-air faeces car parking space
- Faeces emptying point with entering drain in the sewer system
- Faeces tank cleaning (wash area facilities)
- Sewer lines

#### **2.2. Potable Water**

##### **2.2.1. Potable Water Station**

Provision of the following:

- Potable water car parking space in equipment hall (MFH)
- Water supply connection
- Connecting lines with the fittings belonging to them
- Water meter with contacting wheel work
- Withdrawal point with hose and inspection measuring container
- Withdrawal point cabinet
- Potable water drainage point with sewer connection
- Cabinet for industrial safety equipment and storage tanks
- Daily tank emptying
- Weekly tank cleaning with disinfectant
- Quarterly water examination

## 2.2.2. Potable Water Vehicle

Provision of the following:

- Potable water supply vehicle

Provision of the following:

- Maintenance and overhaul services
- Electric energy
- Heat
- Water
- Connection to the public sewer network
- Operating staff

## 2.3. Central Waste Collection Facility and Environmental Inspection

Provision of the following:

- Waste disposal area
- Waste islands (separate containers for individual valuable substance and/or waste varieties)
- Waste press
- Personnel for verifying the purity of varieties
- Lighting
- Systems of the type authorized according to the Tiroler Abfallwirtschaftsgesetz [Tirol Waste Management Act] and contractual agreements with an authorized waste disposal company.

Innsbruck Airport has implemented a waste separation system. A random control of the aircraft regarding the proper waste separation forms an integral part of this system and, therefore, is part of the central infrastructure.

Since 2000 Innsbruck Airport has implemented an environmental audit system (EMAS).

Further Innsbruck Airport is subject to the regulatory requirements for waste separation.

## 3. Service Item: Baggage Transport Systems including Central Baggage Area

### 3.1. Sorting Facilities for Outbound Baggage (Departure)

Provision of the following:

- Manipulation area in the baggage sorting hall
- Baggage transport systems (inclusive transport systems for bulky goods)
- Baggage weight verification facility
- Required personnel to operate the facility
- Maintenance and overhaul services
- Electric power supply, heating/ventilation

### 3.2. Baggage Claim Facilities (Arrival)

Provision of the following:

- Unloading manipulation area (roofed)
- Baggage claim belt conveyors
- Partial areas at the arrival hall for the baggage claim belt conveyors
- Required personnel to operate the facility
- Maintenance and overhaul services
- Electric power supply, heating/ventilation

**4. Service item: Storage and Filling Facilities for Aircraft De-icer**

Provision of the following:

- Area for storage facility
- Tank storage for aircraft de-icer, type I of 60,000 Litres, type II of 30,000 Litres
- Storage and filling facilities (the facility consists of storage containers for aircraft de-icer with a volume of 40,000 Litres)
- Water treatment facility (decalcifying facility)
- Pump and replenishing facility for the de-icing vehicles
- Manipulation area for filling

**5. Service item: Check-In Facilities**

Provision of the following:

- 20 check-in counters with the necessary facilities
- 2 check-in counters for bulky baggage
- Lost-and-found desk and passenger service desk

Any infrastructure facilities mentioned above shall be administered and operated by the Airport Operator.

## ANNEX 2: SERVICE SPECIFICATIONS

The provision of services shall correspond to the recommendations of the IATA STANDARD GROUND HANDLING AGREEMENT (SGHA), edition January 2023, considering local requirements. Pagination refers to the service description in the SGHA 2023.

Text elements displayed in *italic* deviate from IATA-SGHA 2023.

### TYPE OF SERVICES

This Service Specifications contains the scope of services which will be provided at Innsbruck Airport. The services are assigned to the charges described in chapter II and III using shortcuts at the left margin, as listed below:

- LC** to Landing Charge
- PSC** to Passenger Service Charge
- PRM** to PRM-Charge
- SC** to Security Charge  
(services will be provided for the Austrian Security Authority according LSG § 5)
- ISC** to Infrastructure Charge
- PC** to Parking Charge
- RHC** to Ramp Handling Charge
- THC** to Traffic Handling Charge
- HC** to Hangar Charge
- SSC** services which are not included in flat rates, however, will be provided on request and according to airport resources on extra charges
- X** services which are usually not available at Innsbruck Airport, however, might be requested

The **Ramp Handling Charge (RHC)** and **Traffic Handling Charge (THC)** will be charged for the handling of commercial flights (scheduled and charter flights).

For General Aviation flights a **General Aviation Handling Charge (GHC)** will be charged (rates according to *Annex 3: Charges*).

All applicable charges are flat rates and have to be paid in full even in case of partial usage of the services.

A single dispatch consisting of arrival and subsequent departure of the same aircraft following services will be charged according to the Schedule of Charges in force (*Annex 3: Charges*), subject to surcharges according to Peak Pricing Handling.

# Schedule of Charges

## DEFINITIONS AND TERMINOLOGY

For the sake of clarity, the following definitions and terminology apply

**AIRCRAFT UNIT LOAD DEVICES (ULDs)** means a device for grouping and restraining Cargo, mail and Baggage for air transport. It is either an aircraft container or a combination of an aircraft pallet and an aircraft pallet net. Aircraft ULD is designed to be directly restrained by the aircraft Cargo Loading System (CLS).

**AIRPORT TERMINAL** means all buildings used for arrival and departure handling of aircraft.

**ARRANGE FOR** implies that the Handling Company will request an outside agency to perform the service required. The charge of the outside agency shall be paid by the Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.

**CARGO** means any property transported under an airwaybill or a shipment record.

**CARRIER'S AIRCRAFT** means any aircraft owned, leased, chartered, hired or operated or otherwise utilized by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).

**CARRIER'S REPRESENTATIVE** means the individual or organization authorized by the Carrier to act on the Carrier's behalf in matters as agreed.

**COORDINATION** means to collect and communicate operational information to the respective parties at the direction of the Carrier, as required to perform the services provided to the Carrier by third party at the location(s). Coordination does not include the Handling Company's self-management of its own activities including those subcontracted.

**DIRECT LOSS** means a loss arising naturally or directly from an occurrence and which excludes remote, indirect, consequential, or special losses or damages, such as loss of revenue or loss of profit.

**ELECTRONIC DATA INTERCHANGE (EDI)** means the computer-to-computer (application-to-application program processing) transmission of business data in a standard format.

**HOLD BAGGAGE** means any baggage that is carried or to be carried in the hold of the aircraft (as per AHM-IGOM).

**ICAO** means International Civil Aviation Organization.

**IATA** means International Air Transport Association.

**LIAISE** means to communicate and maintain contact.

**LOAD** means any item carried in an aircraft other than is included in the basic operating weight.

**PASSENGER(S)** means any person(s) both revenue and non-revenue, except members of the crew, carried or to be carried in an aircraft with the consent of the Carrier.

**PROVIDE** implies that the Handling Company itself assumes responsibility for the provision of the service required.

**RECEIVING CARRIER** means a Carrier who receives Load from a transferring Carrier at a transfer point.

**RETURN TO RAMP** means return to parking position after the initial departure from the stand.

**SPECIAL SHIPMENTS** includes, but not limited to, perishables, live animals, valuables, vulnerable Cargo, news material and dangerous goods.

**SPECIALIZED CARGO PRODUCTS** includes but not limited to, express Cargo, courier shipments and same day delivery.

**STATION MANAGEMENT** means management of Carrier's administrative and/or operational functions(s) within the scope defined.

**SUPERVISION** means to oversee and direct the performance of services provided to the Carrier at the location(s). The Carrier may contract the Handling Company itself or a third party to carry out this function. Supervision does not include the Handling Company's self-management of its own activities including those subcontracted.

**TECHNICAL LANDING** is a landing for other than commercial reasons where no physical change of Load, Passenger and/or crew occurs.

**TICKET** means the document issued by or on behalf of the Carrier as described by IATA PSC Resolution 722.

**TRANSPORTATION DOCUMENTS** means Ticket and Electronic Miscellaneous Document (EMD). The industry default for all ticketing processes is electronic.

**TRAVEL DOCUMENT** means a passport or other official document of identity issued by a State or organization, which may be used by the rightful holder for international travel, see ICAO Annex 9.

**TRUCK SERVICE** means a service operated by truck on behalf of an airline carrying Load documented in accordance with the applicable IATA and/or ICAO rules, regulations and procedures.

**TURNAROUND FLIGHT** means an aircraft terminating a flight and subsequently originating another flight following a complete change of Load, Passenger and/or crew.

## SECTION 1 – MANAGEMENT FUNCTIONS

	<b>1.1</b>	<b>Representation</b>
X	1.1.1	a) Provide 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
THC	1.1.4	Inform all interested Parties concerning schedules of the Carrier's aircraft
	<b>1.2</b>	<b>Administrative Functions</b>
THC	1.2.1	Establish and maintain local procedures
THC	1.2.2	Take action on communications addressed to the Carrier
THC	1.2.3	a) Prepare, forward, file and retain for a period to be specified 1. messages, documents 2. reports, statistics b) Perform other administrative duties as specified in the following areas (i) station administration (ii) passenger services (iii) ramp services (iv) load control ( <i>if provided by the Handling Company</i> ) (v) flight operations (vi) cargo services (vii) mail services (viii) support services (ix) security (x) aircraft maintenance (xi) other as specified
X		(vi) cargo services
X		(vii) mail services
		(viii) support services
		(ix) security
X		(x) aircraft maintenance
		(xi) other as specified
		<i>Note: type and scope of duties to be agreed upon</i>
THC	1.2.4	Maintain the Carrier's manuals, circulars and other operational documents connected with the performance of the services
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
	1.2.6	Effect payment, on behalf of the Carrier
X		a) airport, customs, police and other charges relating to the services performed
THC		b) accommodation, transport
X		c) other as specified
	<b>1.3</b>	<b>Supervision and/or Co-ordination</b>
SSC	1.3.1	a) Supervision
THC		b) Coordination of services contracted by the Carrier with 1. the Handling Company 2. third party(ies) as specified
THC	1.3.2	Provide turnaround coordinator (TRC).

# Schedule of Charges

THC	<b>1.3.3</b>	Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner
THC	<b>1.3.4</b>	Liaise with the Carrier's designated representative
THC	<b>1.3.5</b>	Verify availability and preparedness of personnel, equipment, load, documentation of third party(ies)
THC	<b>1.3.6</b>	Meet aircraft upon arrival and liaise with crew
SSC	<b>1.3.7</b>	Decide on non-routine matters
THC	<b>1.3.8</b>	Verify dispatch of operational messages
THC	<b>1.3.9</b>	Note irregularities and inform the Carrier
	<b>1.4</b>	<b>Station Management</b>
X	<b>1.4.1</b>	Provide representative on behalf of the Carrier to act a) exclusively b) non-exclusively
X	<b>1.4.2</b>	The Handling Company is authorized to represent the Carrier's interest with regard to resolving governmental and local authorities matters
X	<b>1.4.3</b>	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
	<b>1.4.4</b>	The Handling Company will be authorized 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 as specified
SSC		1. airport lounges
SSC		2. baggage delivery services
X		3. janitorial
X		4. newspapers delivery
X		5. laundry services
SSC		6. porters
SSC		7. other
X	<b>1.4.5</b>	Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier
THC	<b>1.4.6</b>	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 ( <i>General Aviation flights only</i> )
X		(i) seasonal/scheduled flights
X		(ii) ad hoc flights ( <i>General Aviation flights only</i> )
THC	<b>1.4.7</b>	Perform and report quality/performance measurements
THC	<b>1.4.8</b>	Handle the contents of Carrier's company mail pouches
X	<b>1.4.9</b>	Provide a Complaints Resolution Officer (CRO), authorized to act on behalf of the Carrier

## SECTION 2 – PASSENGER SERVICES

	<b>2.1</b>	<b>General</b>
PSC	<b>2.1.1</b>	Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport <i>by displays</i>
THC	<b>2.1.2</b>	Make arrangements for transfer and transit passengers and their baggage and inform them about services available at the airport
	<b>2.1.3</b>	When requested by the Carrier
		a) provide
		special equipment, facilities and specially trained personnel for assistance to
THC		1. unaccompanied minors (UMs)
PRM		2. passengers with disabilities (PWDs), including those with reduced mobility (PRM) and hidden disabilities
SSC		3. VIPs
THC		4. transit without visa passengers (TWOVs)
THC		6. inadmissible passengers (INADs)
PRM		7. special medical transport
SSC		8. others as specified
		b) arrange for
THC		5. deportees (DEPU/DEPA)
		<i>Note: Any additional costs may be charged to the Carrier.</i>
THC	<b>2.1.4</b>	a) Provide passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include
		1. meal voucher
		2. rebooking ( <i>depending on carrier's rebooking policy</i> )
		5. personnel
		b) Arrange for
		3. transportation
		4. hotel accommodation
		<i>Note: Any additional costs may be charged to the Carrier</i>
X	<b>2.1.5</b>	Arrange for storage of baggage in the bonded store
THC	<b>2.1.6</b>	a) Notify the Carrier of complaints and claims made by the Carrier's passengers ( <i>by email to Carrier's designated contact</i> )
X		b) Process such claims as specified
THC	<b>2.1.7</b>	Report to the Carrier any irregularities discovered in passenger and baggage handling
	<b>2.1.8</b>	a) Provide
ISC		1. check-in-counter(s)
ISC		2. service counter(s)
X		3. transfer counter(s)
SSC		4. lounge facilities
SSC		5. ticketing facilities
X		6. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
SSC		7. other facilities as specified

# Schedule of Charges

	<b>2.1.9</b>	a) Provide the following ticketing/sales functions <i>on behalf of the Carrier</i>
SSC		1. reservations
SSC		2. issuance of tickets
SSC		3. issuance of transportation documents other than ticket
SSC		4. ancillary services
SSC		5. e-ticketing
SSC		6. direct sales
SSC		7. re-issuance of voluntary re-routing
SSC		8. re-issuance of involuntary re-routing
X		9. issuance of Industry Discount (ID) tickets
X		10. issuance of Agent Discount (AD) tickets
X		11. refunds of tickets
X		12. issuance of award tickets
SSC		13. other as specified
		at the following locations:
SSC		(i) ticketing area
X		(ii) check-in area
SSC		(iii) service counter
X		(iv) lounge
X		(v) transfer
X		(vi) gate
X		(vii) off airport
SSC		(viii) other as specified
SSC	<b>2.1.10</b>	Handle communication with remote ticketing center and with passenger and
		a) provide
		1. means of communication
		2. collection of payments on behalf of the Carrier
	<b>2.2</b>	<b>Departure</b>
THC	<b>2.2.1</b>	Perform pre-flight editing.
	<b>2.2.2</b>	Check and ensure, that tickets are valid for the flight(s). The check shall not include the fare.
		At the following location(s)
THC		a) check-in area
X		b) lounge
X		c) transfer counter
THC		d) gate
X		e) off airport
SSC		f) other as specified
THC	<b>2.2.3</b>	a) Check documents required for travel for the flight(s) concerned within the booking
		1. travel document
		2. residence card or visa(s)
		3. health related documentation, provided that updated entry conditions for travel are made available to the Handling Company
		4. other as specified
		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
		The Handling Company shall not be liable for immigration fines in the event that
		o 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

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- 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.

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.

- 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

at the following location(s)

THC	(i) check-in area
X	(ii) lounge
THC	(iii) ticketing area
X	(iv) transfer counter
THC	(v) gate
X	(vi) off airport
SSC	(vii) other as specified

- THC **2.2.4** a) Weigh and/or measure checked and/or cabin baggage  
b) Record baggage figures 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 (b only)
X	(v) off-airport
SSC	(vi) others as specified

- 2.2.5** Excess baggage  
a) determine excess baggage  
b) issue Electronic Miscellaneous Document (EMD)  
c) collect excess baggage charges (*for a commission*)  
at the following locations

THC	1. check-in area
X	2. lounge
THC	3. ticketing area
X	4. transfer counter
THC	5. gate ( <i>collection via carrier's system only</i> )
X	6. off airport
SSC	7. other as specified

- THC **2.2.6** Tag  
a) checked baggage  
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
SSC	(vi) other as specified

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	<b>2.2.7</b>	Effect conveyance of checked baggage to the baggage sorting area at the following locations
THC		a) check-in area
X		b) lounge
X		c) transfer counter
THC		d) gate
SSC		e) other as specified
	<b>2.2.8</b>	Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations
THC		a) check-in area
X		b) lounge
X		c) transfer counter
X		d) gate
SSC		e) other as specified
X	<b>2.2.9</b>	Collect airport and/or any other service charges from departing passengers at the following locations
		a) check-in area
		b) lounge
		c) transfer counter
		d) gate
		e) other as specified
THC	<b>2.2.10</b>	a) Carry out the Carrier's seat allocation
		b) Issue boarding pass(es) for
		1. initial flight
		2. subsequent flight(s) (where possible)
		at the following locations:
THC		(i) check-in area
X		(ii) lounge
X		(iii) transfer counter
THC		(iv) gate
X		(v) off airport
SSC		(vi) other as specified
	<b>2.2.11</b>	Handle
THC		a) denied Boarding process ( <i>report to Carrier</i> )
THC		b) denied Boarding compensation
		( <i>Note: The Handling Company shall only provide information regarding applicable compensation and application process to the Carrier's passengers</i> )
		at the following locations
THC		1. check-in area
X		2. lounge
X		3. transfer counter
THC		4. gate
SSC		5. other as specified
	<b>2.2.12</b>	Direct passengers
THC		a) through controls to departure gate
X		b) to connecting transport to the airport, in case of off airport services
	<b>2.2.13</b>	Handle upgrade/downgrade functions at the following locations
THC		a) check-in area
X		b) lounge
X		c) transfer counter
THC		d) gate
SSC		e) other as specified

# Schedule of Charges

	<b>2.2.14</b>	Handle standby list at the following locations
THC		a) check-in area
X		b) lounge
X		c) transfer counter
THC		d) gate
SSC		e) other as specified
THC	<b>2.2.15</b>	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
		d) other gate functions as specified
THC	<b>2.2.16</b>	Perform post-flight editing ( <i>standard flight close-out only</i> )
	<b>2.3</b>	<b>Arrival</b>
	<b>2.3.1</b>	Direct passengers
THC		a) from aircraft through controls
X		b) arriving from the airport, in case of off-airport services
X	<b>2.3.2</b>	a) Provide
		b) Arrange for
		1. connection services
		2. baggage recheck
	<b>2.3.3</b>	Handle lost, found and damaged property matters
		a) Provide
THC		1. acceptance of baggage irregularity reports
THC		2. entering of data into baggage tracing system
THC		3. maintaining and monitoring baggage tracing system files for period specified
X		4. making payments for incidental expenses
THC		6. handling of communication with passengers
		b) Arrange for
THC		5. delivery of delayed baggage to passengers <i>Note: delivery of baggage on carrier's expense</i>
X		7. repair of replacement of damaged baggage.
X		8. handling of baggage in between locations as specified
	<b>2.4</b>	<b>Inter-modal Transportation by Rail, Road or Sea</b>
X	<b>2.4.1</b>	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	<b>2.4.2</b>	Direct departing passengers to connecting transport
X	<b>2.4.3</b>	Load baggage on connecting transport, as directed by rail, road or sea transport operator
X	<b>2.4.4</b>	Handle arriving passengers and baggage from the rail, road or sea transport operator
X	<b>2.4.5</b>	Direct arriving passengers through controls to the Carrier's flight departure services
X	<b>2.4.6</b>	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

	<b>3.1</b>	<b>Baggage Handling</b>
	<b>3.1.1</b>	Handle baggage in
RHC		a) baggage sorting area
SSC		b) other location(s) as specified
RHC	<b>3.1.2</b>	Segregate baggage as specified
RHC	<b>3.1.3</b>	Priority Baggage
		a) Provide
		1. sortation of priority baggage ( <i>for departure only</i> )
		2. load priority baggage in accordance with Carrier's instructions
X		3. prioritize delivery of priority baggage to claim area
	<b>3.1.4</b>	Prepare for delivery onto flights
RHC		a) bulk baggage
RHC		b) ULDs
SSC		c) baggage accepted at a location as specified
RHC	<b>3.1.5</b>	Establish the number and/or weight of
		a) bulk baggage
		b) built-up ULDs
		and provide the load control unit with the information
RHC	<b>3.1.6</b>	Deliver to claim area
		a) baggage
		b) Out of Gauge (OGG)
	<b>3.1.7</b>	Transfer baggage
		a) Provide
RHC		1. sortation of transfer baggage
RHC		2. storage of transfer baggage prior to dispatch ( <i>storage time limits to be specified</i> )
X		3. transport of transfer baggage to the sorting area of the receiving carrier
RHC	<b>3.1.8</b>	Handle crew baggage
	<b>3.1.9</b>	Baggage tracking
		a) Provide
RHC		1. baggage tracking at the following tracking points
		(i) baggage acquisition from the passenger
		(ii) baggage delivery on the aircraft
		(iii) baggage delivery and acquisition between members or their agents when custody changes between carriers
RHC		2. baggage inventory upon departure of flight ( <i>scheduled flights only</i> )
SSC		3. data exchange (e.g. with other airlines)
	<b>3.2</b>	<b>Marshalling</b>
ISC	<b>3.2.1</b>	a) Provide marshalling at arrival and/or departure
X	<b>3.2.2</b>	Operate automated guidance systems
	<b>3.3</b>	<b>Parking</b>
RHC	<b>3.3.1</b>	a) Provide
		b) Position and/or remove wheel chocks

	<b>3.3.2</b>	a) Provide 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 ( <i>where possible and specified</i> )
RHC		6. safety cones
SSC		7. other items as specified
	<b>3.4</b>	<b>Ancillary Items</b>
	<b>3.4.1</b>	a) Provide c) Operate
RHC		1. ground power unit ( <i>usage in excess of 50 minutes will be charged to the carrier</i> )
X		2. fixed ground power
X		3. cooling unit
SSC		4. heating unit
SSC		5. air start unit
	<b>3.5</b>	<b>Ramp to Flight Deck Communications</b>
RHC	<b>3.5.1</b>	Provide headsets.
RHC	<b>3.5.2</b>	Perform ramp to flight deck communication
		a) during tow-in
		b) upon arrival
		c) during fueling ( <i>only when passengers on board during fueling</i> )
		d) during towing
		e) during push-back
		f) during engine starting
SSC		g) for other purposes as specified
		<i>Note: at arrival communication by hand signal acc. SERA without using headsets</i>
	<b>3.6</b>	<b>Loading and Unloading</b>
	<b>3.6.1</b>	a) Provide c) Operate
RHC		1. passenger steps
X		2. flight deck steps
X		3. Passenger Boarding Bridge (PBB)
RHC	<b>3.6.2</b>	a) Provide
		1. confirmation of readiness for opening/closing
		2. opening ( <i>assist crews</i> )
		3. closing ( <i>assist crews</i> )
		of aircraft passenger doors
RHC	<b>3.6.3</b>	a) Provide
		1. passenger
		2. crew
		transport between aircraft and airport terminal
RHC	<b>3.6.4</b>	a) Provide c) Operate
		equipment for loading and/or unloading
RHC	<b>3.6.5</b>	a) Provide
		delivery and pick-up of
		1. baggage
		2. mobility devices
		at aircraft doors or other agreed points

RHC	<b>3.6.6</b>	When requested by the Carrier a) provide assembly and transport of <ol style="list-style-type: none"> <li>1. baggage</li> <li>2. general cargo</li> <li>3. special shipments</li> <li>4. mail</li> <li>5. documents</li> <li>6. company mail</li> <li>7. empty ULDs</li> <li>8. other as specified</li> </ol> between agreed points on the airports
X		
X		
X		
RHC	<b>3.6.7</b>	<ol style="list-style-type: none"> <li>a) Unload aircraft, returning lashing materials to the Carrier</li> <li>b) Segregate load at the aircraft</li> <li>c) Load and secure load in the aircraft</li> <li>d) Redistribute load in the aircraft</li> <li>e) Operate in-plane loading system</li> <li>f) Report final load distribution to the load control unit</li> </ol>
RHC	<b>3.6.8</b>	Open, close and secure aircraft hold doors <ol style="list-style-type: none"> <li>a) aircraft lower deck</li> <li>b) aircraft main deck</li> </ol> <i>Note: Crew must be present during procedure</i>
SSC	<b>3.6.9</b>	a) Provide ballast
SSC	<b>3.6.10</b>	a) Provide safeguarding of all loads requiring special handling ( <i>e.g. valuables, temperature sensitive items</i> ) during <ol style="list-style-type: none"> <li>1. loading/unloading</li> <li>2. transport between aircraft and designated point on the airport</li> </ol>
	<b>3.7</b>	<b>Safety Measures</b>
RHC	<b>3.7.1</b>	<ol style="list-style-type: none"> <li>a) Provide                             <ol style="list-style-type: none"> <li>1. portable fire extinguisher on motorized/self-propelled ramp equipment</li> <li>2. ramp fire extinguisher</li> </ol> </li> <li>b) Arrange for                             <ol style="list-style-type: none"> <li>1. attendance of airport fire services at aircraft</li> <li>2. ramp fire extinguisher</li> </ol> </li> </ol>
SSC		
RHC	<b>3.7.2</b>	Perform visual external safety/ground damage inspection of <ol style="list-style-type: none"> <li>a) doors and panels and immediate surroundings</li> <li>b) other inspection items as specified                             <ol style="list-style-type: none"> <li>1. immediately upon arrival</li> <li>2. immediately prior departure</li> </ol>                             and communicate the results to flight crew or Carrier's representative.  <i>Note: Communication only in case of detected damages</i> </li> </ol>
RHC	<b>3.7.3</b>	Check that all doors and access panels are properly closed and locked
RHC	<b>3.7.4</b>	Perform FOD check of the stand before aircraft taxi-in.
	<b>3.8</b>	<b>Ground Movement of Aircraft</b>
	<b>3.8.1</b>	a) Provide <ol style="list-style-type: none"> <li>1. cockpit brake operator in connection with towing</li> <li>2. wing-walker(s)</li> </ol>
X		
SSC		
RHC	<b>3.8.2</b>	<ol style="list-style-type: none"> <li>a) Provide</li> <li>c) Remove</li> </ol>

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- RHC 3.8.3 a) aircraft steering bypass pin  
Provide
1. tow-in
  2. push-back  
*Note: one pushback service per turnaround included in the basic handling charge*
  3. towing
- of aircraft with
- (i) towbarless vehicle
  - (ii) towbar provided by the Carrier (*Note: Carrier is responsible for technical approval and will provide appropriate confirmation on the Handling Company's request*)
  - (iii) towbar provided by the Handling Company [*Note: as far as available, otherwise (ii)*]

- RHC 3.8.4 a) Store  
X b) Maintain  
towbar(s) provided by the Carrier

## 3.9 Exterior Cleaning

- X 3.9.1 a) Provide  
b) Arrange for  
cleaning in accordance with Carrier's written instructions of
1. flight deck windows
  2. cabin windows
  3. aircraft integral steps
  4. slats and leading edges
  5. wings
    - (i) upper surface
    - (ii) lower surface
  6. flaps (extended)
    - (i) upper surface
    - (ii) lower surface
  7. ailerons
    - (i) upper surface
    - (ii) lower surface
  8. engine nacelles and pylons
  9. fuselage
    - (i) upper surface
    - (ii) lower surface
  10. horizontal stabilizer
  11. vertical stabilizer
  12. landing gear
  13. wheel well

## 3.10 Interior cleaning

**NOTICE:** *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 a) Provide  
cleaning of
- X 1. flight deck, if specified, under the control of a person authorized by the Carrier  
RHC 2. crew compartment(s)  
RHC 3. passenger compartment(s)
- by
- (i) emptying of ash trays
  - (ii) clearing of litter from overhead stowage
  - (iii) clearing of litter from seats and seats back pockets
  - (iv) wiping of tables
  - (v) wiping of passenger service units

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		(vi) clearing of litter from floors
		(vii) vacuuming and/or cleaning floors
		(viii) emptying of refuse bins
		(ix) cleaning of surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
SSC		(x) removing, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
X		(xi) cleaning of surfaces of telephones, screens and other equipment
X		(xii) cleaning of inside windows
SSC		(xiii) other as specified
RHC	<b>3.10.2</b>	a) Provide
		1. removal
		2. disposal
		of
		(i) litter
		(ii) food and food-related material (galley waste)
	<b>3.10.3</b>	a) Provide
		cabin dressing by
SSC		1. folding/placing blankets/duvets (fold/place in designated location(s))
RHC		2. arranging seat belts
X		3. making up berths including crew
SSC		4. replacing head rests
SSC		5. replacing pillow covers
SSC		6. restocking toilet items
SSC		7. replacing/restocking seat back pocket items
SSC		8. other cabin items as specified
		with
		(i) materials provided by the Carrier
		(ii) materials provided by the Handling Company
SSC	<b>3.10.4</b>	a) Disinfect
		b) Deodorize
		1. flight deck, if specified, under the control of a person authorized by the Carrier
		2. passenger compartment(s)
		3. crew compartment(s)
		with
		(i) material provided by the Carrier
		(ii) material provided by the Handling Company
X	<b>3.10.5</b>	a) Provide
		b) Arrange for
		laundrying of
		1. cabin items (blankets/duvets/pillow cases)
		2. linen
SSC	<b>3.10.6</b>	a) Provide
		1. cleaning
		2. disinfection
		of holds with
		(i) material provided by the Carrier
		(ii) material provided by the Handling Company
	<b>3.11</b>	<b>Toilet Service</b>
	<b>3.11.1</b>	a) Provide
RHC		1. servicing (empty, clean, flush and replenish fluids)
X		2. triturator/disposal service

	<b>3.12</b>	<b>Water Service</b>
RHC	<b>3.12.1</b>	a) Provide <ol style="list-style-type: none"> <li>1. draining tanks</li> <li>2. replenish tanks (<i>water standard according to Austrian regulations</i>)</li> <li>3. water quality tests</li> </ol>
	<b>3.13</b>	<b>Cabin Equipment</b>
X SSC X	<b>3.13.1</b>	a) Provide rearranging of cabin by <ol style="list-style-type: none"> <li>1. removing</li> <li>2. installing</li> <li>3. repositioning</li> </ol> cabin equipment e.g., seats and cabin divider(s)
	<b>3.14</b>	<b>Storage of Cabin Material</b>
X	<b>3.14.1</b>	a) Provide b) Arrange for storage space for the Carrier's cabin material
X	<b>3.14.2</b>	Take inventory
X	<b>3.14.3</b>	a) Provide b) Arrange for replenishment of stocks
	<b>3.15</b>	<b>Catering Ramp Handling</b>
RHC	<b>3.15.1</b>	a) Provide unloading/loading catering supplies from/on aircraft
SSC	<b>3.15.2</b>	a) Provide transfer of catering supplies on aircraft <ol style="list-style-type: none"> <li>1. between lower holds and galleys and vice versa</li> <li>2. between galleys</li> </ol>
RHC	<b>3.15.3</b>	a) Provide transport of catering supplies between aircraft and designated points <i>(Note: one transport per turnaround included, additional transports will be charged to the Carrier)</i>
	<b>3.16</b>	<b>De-Icing/Anti-Icing Services and Snow/Ice Removal</b>
X	<b>3.16.1</b>	Remove contamination such as snow, slush, ice, frost, rime or similar from aircraft without using de-icing/anti-icing fluid
X	<b>3.16.2</b>	Perform „Contamination Check” and inform flight crew or Carrier's representative of results
X	<b>3.16.3</b>	If required, perform aircraft type specific checks (e.g. clear ice check, clean wing check etc.)
SSC	<b>3.16.4</b>	a) Provide anti-icing/de-icing equipment
SSC	<b>3.16.5</b>	Provide de-icing/anti-icing fluids
SSC	<b>3.16.6</b>	Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use. <i>Fluid will be charged to the Carrier.</i>
SSC	<b>3.16.7</b>	Apply anti-icing fluid to aircraft. The anti-icing fluid to receive concentration and appearance inspection prior to use. <i>Fluid will be charged to the Carrier.</i>

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- X **3.16.8** Supervise performance of de-icing/anti-icing operations
- SSC **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. *Note: Visual inspection only*
- SSC **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 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**
  - a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure
  - b) Inform the Carrier's representative of the contents of such messages.
- THC **4.2.3**
  - a) Provide
  - b) Operate means of communication between the ground station and the Carrier's aircraft

### 4.3 Flight Operations

- THC **4.3.1** Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified
- THC **4.3.2**
  - b) Arrange for meteorological documentation and aeronautical information
    1. at the airport location (as specified)
    2. at different airport location(s)
- X
- THC **4.3.3**
  - a) Provide delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable.
    1. at the airport location (as specified)
    2. at different airport location(s)
- X
- X
- THC **4.3.4**
  - a) prepare
  - b) request
  - c) sign
  - d) make available the operational flight plan according to the instructions and data provided by the Carrier
    1. at the airport location (as specified)
    2. at different airport location(s)
    3. en-route
- X
- X

# Schedule of Charges

- X **4.3.5** a) Prepare  
b) Request  
c) Sign  
d) File  
the Air Traffic Services („ATS“) flight plan
  1. at the airport location as specified
  2. at different airport location(s)
- X **4.3.6** a) Request  
b) Manage  
the Carrier's slot time allocation with the ATC.
  1. at the airport location as specified
  2. at different airport location(s)
- X **4.3.7** Provide the crew with a briefing
- X **4.3.8** a) Prepare  
b) Sign  
c) Deliver
  1. the fuel order
  2. the fuel distribution form
- X **4.3.9** Provide ground handling party(ies) with weight and fuel data
- X **4.3.10** Obtain a debriefing from incoming crews, distributing reports or completed forms to offices concerned
- X **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**
- X **4.4.1** Distribute crew schedule information provided by the Carrier to all parties concerned
- 4.4.2** Arrange hotel accommodation for crew layover
  - X a) scheduled
  - THC b) non-scheduled
- THC **4.4.3** b) Arrange for  
(*non-scheduled*) crew transportation to/from off-airport locations
- X **4.4.4** Direct crews through airport facilities
- X **4.4.5** Liaise with
  - a) crew layover hotel(s)
  - b) crew transportation companyon crew call and pick-up timings
- X **4.4.6** a) Prepare crew allowances forms  
b) Pay crew allowances
- X **4.4.7** Inform the Carrier's representative of any crew indisposition or potential absence.

## SECTION 5 – CARGO AND MAIL WAREHOUSE SERVICES

- 5.1 Cargo and Mail Handling – General**
- X **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
- X **5.1.2** a) Issue  
b) Obtain  
c) Make available to Carrier  
    receipt upon delivery of cargo
- X **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**
- X **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**
- X **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-CSD) 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

- X **5.3.2** a) Notify consignee or agent of arrival of shipments.  
b) Make cargo documents available to consignee or agent
- X **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
- X **5.3.4** a) Provide  
b) Arrange for delivery of cargo/mail related documentation from/to agreed points and the aircraft.
- X **5.3.5** Prepare additional documentation required for dangerous goods transportation by road and/or maritime
- 5.4 Physical Handling Outbound/Inbound**
- X **5.4.1** Perform acceptance check on pre-built ULDs and establish, if accepted
  - a) gross weight
  - b) volume
  - c) ULD contourand provide the load control unit with the information
- X **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
- X **5.4.3** Prepare and assemble Cargo for delivery to the aircraft
  - a) bulk cargo
  - b) ULDsusing
  1. build up materials provided by Carrier
  2. build up materials provided by Handling Companyand establish
  - (i) gross weight
  - (ii) volume
  - (iii) ULD contourand provide the load control unit with the information
- X **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
- X **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/Transshipment Cargo**
- X **5.5.1** Identify transfer/transit/transshipment cargo.
- X **5.5.2** Prepare transfer manifests for cargo to be transported by another carrier

# Schedule of Charges

- X **5.5.3** a) Provide  
b) Arrange for transportation to the receiving carrier's warehouse
  1. on airport
  2. off-airport
- X **5.5.4** Accept/prepare
  - a) transfer cargo
  - b) transshipment cargo for onward carriage
- 5.6 Post Office Mail**
- X **5.6.1** Check
  - a) incoming
  - b) outgoing
  - c) transitmail against post office mail documents
- X **5.6.2** In case of missing documentation, issue substitutes
- X **5.6.3** Transport mail from
  - a) cargo warehouse to postal facility
  - b) postal facility to cargo warehouse
    1. on airport
    2. off airporttogether with documents, against receipt from postal authorities
- X **5.6.4** Handle and check transfer mail against accompanying mail documents
- X **5.6.5** Prepare
  - a) bulk mail
  - b) ULDsand establish
  1. gross weight
  2. volume
  3. ULD contourand provide the load control unit with the information
- X **5.6.6** Distribute incoming and/or outgoing post office mail documents
- X **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 containerized)
    2. arrival at the cargo facility
    3. departure from the cargo facility
    4. at the postal facilitywith scanning devices provided by
    - (i) Carrier
    - (ii) local mail company
    - (iii) Handling Company
- X **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
- X **5.6.9** Take appropriate action to repatriate the ULD handed over to the post

# Schedule of Charges



- 5.7 Irregularities Handling**
- X **5.7.1** Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments
- X **5.7.2** Report to the Carrier any irregularities discovered in
  - a) cargo
  - b) mail
- X **5.7.3** Handle lost, found and damaged
  - a) cargo
  - b) mail
- X **5.7.4**
  - a) Notify the Carrier of complaints and claims.
  - b) Process claims
- X **5.7.5** Take action when consignee refuses acceptance and payment

## SECTION 6 – SUPPORT SERVICES

- 6.1 Accommodation**
- rent **6.1.1**
  - b) Arrange for
    - 1. office space
    - 2. storage space
    - 3. other facilities as specified to the Carrier as specified
- 6.2 Automation/Computer Systems**
- THC **6.2.1**
  - a) Provide
  - c) Operate

computer hardware and other equipment (as specified) to enable access to

  - X
    - 1. Carrier's system
    - 2. Handling Company's system
    - 3. other system (*to be agreed upon*)
- THC **6.2.2**
  - a) Carrier's system
  - b) Handling Company's system
  - c) other system (*to be agreed upon*)

for

  - THC
    - 1. training
    - THC
      - 2. passenger reservations and sales
      - THC
        - 3. passenger service
        - THC
          - 4. baggage reconciliation
          - THC
            - 5. baggage tracing
            - X
              - 6. baggage tracking as specified
              - THC
                - 7. operations, load control
                - X
                  - 8. cargo reservations and sales
                  - X
                    - 9. cargo handling
                    - X
                      - 10. cargo EDI messaging (IATA cargo-imp or IATA cargo-xml)
                      - X
                        - 11. post office mail handling
                        - X
                          - 12. maintenance reporting
                          - X
                            - 13. other functions as specified

# Schedule of Charges

- 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
- X    **6.2.4**    a) Provide  
b) Arrange for  
c) Make use of the Carrier's  
communication devices as specified
- 6.3    Unit Load Device (ULD) Control**
- 6.3.1**    a) Provide  
storage space for  
    1. ULDs  
RHC            (i) passenger  
X                (ii) cargo  
X                (iii) post office mail  
X                (iv) other  
X                2. accessories (nets, restraints straps, tie down rings and other materials)  
according to the maximum number and type of ULDS as specified
- SSC **6.3.2**    a) Compile and dispatch "ULD Control Messages" (UCM).  
THC            b) Take physical inventory of Carrier's own and/or ULD stock and maintain records.  
THC            c) Compile and dispatch "ULD Stock Check Messages" (SCM)  
at agreed timings as specified
- RHC **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  
THC            b) Handle lost, found, damaged ULDs and accessories  
and notify the Carrier immediately of any irregularities  
*Note: Provision of this service without any liability for the Handling Company.*
- SSC **6.3.4**    a) Assemble empty ULDs  
X                b) Build up pallets stacks  
X                c) Consolidate accessories, used thermal blankets, Fire Containment Covers (FCC)  
and Fire Containment Bags (FCB)  
for hand over at agreed points as specified
- X    **6.3.5**    a) Provide  
    1. cleaning of  
    2. disposal of litter from  
    ULDs
- X    **6.3.6**    a) Provide  
    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  
c) Arrange for  
disposal of ULD protection wrapping
- SSC **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.

# Schedule of Charges



## 6.4 Fuel Farm (Depot)

- THC 6.4.1 Liaise with fuel farm supplier.
- 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/Defueling Operations

*Services according to Articles 6.5.2 to 6.5.9 will be provided by the local fuel supplier.*

- THC 6.5.1 Liaise with 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/defueling operations.
- X 6.5.4 Prepare aircraft for fuelling/defueling.
- X 6.5.5 Drain water from aircraft fuel tanks.
- X 6.5.6
  - a) Provide
  - b) Arrange for
    - 1. fuelling
    - 2. defuelingwith approved fuelling/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. others as specifiedbetween
  - (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

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

## SECTION 7 – SECURITY

### 7.1 Passenger and Baggage Screening and Reconciliation

*Services marked with 'SC' shall be provided on behalf of the Austrian Security Authorities in accordance with the Austrian Federal Air Security Law (LSG) 2011, § 5 (1).*

- |     |              |  |
|-----|--------------|--|
| THC | <b>7.1.1</b> | a) Provide <ol style="list-style-type: none"> <li>1. matching of passengers against established data</li> <li>2. processing passengers through                 <ol style="list-style-type: none"> <li>(i) security questioning</li> <li>(ii) security interviewing</li> <li>(iii) behavior detection measures</li> </ol> </li> </ol>   |
| SC  | <b>7.1.2</b> | a) Provide <ol style="list-style-type: none"> <li>1. screening of hold baggage originating from location(s) as specified</li> <li>2. screening of transfer hold baggage.</li> <li>3. screening of mishandled hold baggage</li> <li>4. physical examination of hold baggage</li> <li>5. evidence of screening status as specified</li> </ol>  |
| SC  | <b>7.1.3</b> | a) Provide <ol style="list-style-type: none"> <li>1. screening of passengers.</li> <li>2. screening of cabin baggage and personal belongings.</li> <li>3. screening of staff and/or crew and crew baggage and personal belongings</li> <li>4. physical examination of passengers, their cabin baggage and accessible property</li> <li>5. physical examination of crew, their cabin baggage and accessible property</li> </ol> |
|     | <b>7.1.4</b> | a) Provide <ol style="list-style-type: none"> <li>1. identification of passengers prior to boarding</li> <li>2. reconciliation of boarded passengers with their baggage</li> <li>3. positive baggage identification by passengers</li> <li>4. unloading of baggage for passengers not accepted for carriage by the Carrier</li> </ol>  |
| THC |              |  |
| THC |              |  |
| THC |              |  |
| RHC |              |  |

### 7.2 Cargo and Post Office Mail

- |   |              |   |
|---|--------------|---|
| X | <b>7.2.1</b> | a) Provide<br>b) Arrange for <ol style="list-style-type: none"> <li>1. control of access to the cargo facilities</li> <li>2. issuing and/or verification of applicable security status, required details and relevant declarations (as specified)</li> <li>3. screening of cargo and/or mail (methods as specified)</li> <li>4. physical examination of cargo.</li> <li>5. secure storage of cargo and/or mail</li> </ol> |
|---|--------------|---|

### 7.3 Catering

- |    |              |   |
|----|--------------|---|
|    | <b>7.3.1</b> | a) Provide <ol style="list-style-type: none"> <li>1. control of access to the catering facilities</li> <li>2. security supervision during food preparation</li> <li>3. security check of catering uplifts</li> <li>4. sealing of food and/or bar trolleys/containers</li> <li>5. physical examination of catering vehicles prior to loading</li> <li>6. sealing of catering vehicles</li> <li>7. secure transport of catering from the catering facilities to the aircraft</li> </ol> |
| SC |              |   |
| X  |              |   |
| X  |              |   |
| X  |              |   |
| X  |              |   |
| X  |              |   |
| X  |              |   |

# Schedule of Charges



|     |              |  |
|-----|--------------|--|
|     | <b>7.4</b>   | <b>Ramp</b>  |
| SC  | <b>7.4.1</b> | a) Provide control of access to <ol style="list-style-type: none"> <li>1. aircraft</li> <li>2. designated areas</li> <li>3. facilities</li> <li>4. other as specified</li> </ol>   |
| X   | <b>7.4.2</b> | a) Provide<br>b) Arrange for searching of <ol style="list-style-type: none"> <li>1. flight deck</li> <li>2. upper deck</li> <li>3. main deck</li> <li>4. lower holds (front, rear, bulk)</li> <li>5. crew compartments</li> <li>6. galleys</li> <li>7. lavatories</li> <li>8. wheel wells</li> <li>9. other, as specified</li> </ol>   |
|     | <b>7.4.3</b> | a) Provide <ol style="list-style-type: none"> <li>1. guarding of</li> <li>2. sealing of</li> <li>3. surveillance/protection/physical examination to prevent unauthorized access to                 <ol style="list-style-type: none"> <li>(i) aircraft</li> <li>(ii) designated areas</li> <li>(iii) facilities</li> <li>(iv) baggage while in custody</li> <li>(v) other, as specified</li> </ol> </li> </ol> |
| X   |              |  |
| SSC |              |  |
| SSC |              |  |
| SSC |              |  |
| SC  |              |  |
| X   |              |  |
| X   | <b>7.4.4</b> | a) Provide<br>b) Arrange for security personnel to safeguard all load <ol style="list-style-type: none"> <li>1. during the transport between aircraft and designated location(s).</li> <li>2. during unloading and loading of aircraft</li> </ol>  |
|     | <b>7.5</b>   | <b>Additional Security Services</b>  |
| SSC | <b>7.5.1</b> | a) Provide 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 off 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 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
  - rent **8.4.3** Provide storage space for the Carrier's spare parts and/or equipment
- 8.5 Parking and Hangar Space**
- PC **8.5.1** a) Provide
    - X 1. parking space
    - X 2. hangar space

# Schedule of Charges

## HANDLING FOR GENERAL AVIATION FLIGHTS

For all services listed below flat rates will be charged according to *Annex 3: Charges*.

Depending on the kind and extent of the requested handling services a rate for either „**Start-up**“, „**Handling light**“ or „**Handling full**“ will be charged. All services will be assigned according to the following schedule (**service specification**), whereas an operation consisting of more than 2 services in category “Handling light” will automatically result in charging the rate for “Handling full”.

In case of separate handling the rate for “Handling full” may be charged, even if only services in category “Handling light” will be provided. Separate handling means that landing and take-off of an aircraft are not directly related to each other, i.e. if more than 4 hours are in-between landing and take-off of the aircraft.

Aircraft over 13 tons MTOM are subject to mandatory handling; the rate for „handling light“ will be charged at least.

All applicable charges are flat rates and have to be paid in full even in case of partial usage of the services.

|                       |   |
|-----------------------|---|
| <b>START UP</b>       | Provision of a Start-up Crew for handling services provided at each change of self-positioning of an aircraft (for aircrafts up to 13 MTOM, if no further services according to „Handling light“ or „Handling full“ will be provided) |
| <b>HANDLING LIGHT</b> | One-time escorting of the crew from/to aircraft upon departure and/or arrival (aircrafts up to 13 tons MTOM)  |
|                       | One-time escorting of passengers with or without crew from/to aircraft upon departure and/or arrival excluded baggage handling (aircrafts up to 13 tons MTOM)   |
|                       | Assistance with governmental handling (passport control, customs clearing)  |
|                       | Assistance with flight preparations (crew briefing, MET, NOTAMs, company-flight-plan, slot monitoring etc.)   |
|                       | Assistance with booking of rental cars or helicopters   |
|                       | Liaison with local fuel supplier  |
|                       | Liaison with crew hotel (company credit card required)  |
|                       | Liaison with local catering supplier (for catering orders, dish washing, waste service etc.)  |
|                       | Escorting of ambulance cars and/or crews to aircraft  |
| <b>HANDLING FULL</b>  | Multiple escorting of passengers and/or crews from/to aircraft upon departure and/or arrival (aircrafts up to 13 tons MTOM)   |
|                       | Escorting of passengers and/or crews from/to aircraft upon departure and/or arrival (aircrafts above 13 tons MTOM)  |
|                       | Baggage handling (loading/offloading and transportation from/to aircraft upon departure and/or arrival)   |
|                       | Ground Power Unit utilization up to 50 minutes; beyond charged as Single Service  |
|                       | Waste removal (sorted waste only); removal of non-sorted waste charged as Single Service  |
|                       | Cabin cleaning  |
|                       | Water and toilet service  |
|                       | Loading/offloading and storage of catering units  |
|                       | Booking of off-airport transportation (taxi, limousine service) for passengers and crew (as far as possible)  |
|                       | Booking of hotel accommodation for crew (clearing via Tiroler Flughafengesellschaft m.b.H.)   |
|                       | Organization of additional security services, e.g. 24 hours aircraft protection (charges excluded)  |
|                       | Escorting of ambulance cars and/or crews to aircraft plus provision of further services   |

Additional services will be executed and charged as „single services“ (*Annex 3: Charges*).

## ANNEX 3: CHARGES

Charges marked with \*) shall be charges approved by the Authority (approved by the Federal Ministry for Innovation, Mobility and Infrastructure as the Supreme Civil Aviation Authority and modified by the administrative decision according to the current legal regulation).

### 1. Landing Charge \*)

a) up to 4,000 kg of Maximum Take-Off Mass (MTOM):

| MTOM           |                | EUR          |
|----------------|----------------|--------------|
|                | up to 1,000 kg | <b>11.78</b> |
| above 1,000 kg | up to 1,500 kg | <b>20.97</b> |
| above 1,500 kg | up to 2,000 kg | <b>34.82</b> |
| above 2,000 kg | up to 2,500 kg | <b>57.81</b> |
| above 2,500 kg | up to 3,000 kg | <b>69.30</b> |
| above 3,000 kg | up to 3,500 kg | <b>80.92</b> |
| above 3,500 kg | up to 4,000 kg | <b>92.26</b> |

b) from 4,001 kg of Maximum Take-Off Mass (MTOM):

| MTOM        |             | EUR          |
|-------------|-------------|--------------|
| above 4 t   | up to 10 t  | <b>23.18</b> |
| above 10 t  | up to 200 t | <b>21.54</b> |
| above 200 t | up to 270 t | <b>19.01</b> |
| above 270 t | up to 320 t | <b>17.86</b> |
| above 320 t |             | <b>16.14</b> |

The rate shall be charged per landing according the MTOM for each ton or part thereof (e.g. 4,001 kg = 5 t), however it shall not be any less than the highest rate in the next lower weight class.

c) Surcharge per landing according to noise levels:

| Noise class     | EUR             |
|-----------------|-----------------|
| Noise class I   | <b>1 585.12</b> |
| Noise class II  | <b>951.10</b>   |
| Noise class III | <b>475.52</b>   |
| Noise class IV  | <b>0.00</b>     |

### 2. Passenger Service Charge \*)

The assessment basis shall be the number of departing passengers.

| Commercial + non-commercial flights |            |                          | EUR          |
|-------------------------------------|------------|--------------------------|--------------|
|                                     | up to 4 t  | National                 | <b>11.95</b> |
|                                     | up to 4 t  | International            | <b>13.60</b> |
| above 4 t                           | up to 10 t | National + International | <b>19.48</b> |
| above 10 t                          |            | National + International | <b>20.76</b> |
|                                     |            | Transfer charge          | <b>9.27</b>  |

# Schedule of Charges

## 3. Infrastructure Charge \*)

### a) Airside

| Charge group | MTOM        |             | EUR             |
|--------------|-------------|-------------|-----------------|
| 0            |             | up to 4 t   | <b>19.95</b>    |
| 1            | above 4 t   | up to 13 t  | <b>47.25</b>    |
| 2            | above 13 t  | up to 18 t  | <b>82.16</b>    |
| 3            | above 18 t  | up to 25 t  | <b>96.58</b>    |
| 4            | above 25 t  | up to 45 t  | <b>156.68</b>   |
| 5            | above 45 t  | up to 58 t  | <b>241.55</b>   |
| 6            | above 58 t  | up to 79 t  | <b>303.07</b>   |
| 7            | above 79 t  | up to 100 t | <b>358.46</b>   |
| 8            | above 100 t | up to 130 t | <b>430.29</b>   |
| 9            | above 130 t | up to 155 t | <b>465.52</b>   |
| 10           | above 155 t | up to 200 t | <b>646.47</b>   |
| 11           | above 200 t | up to 270 t | <b>798.39</b>   |
| 12           | above 270 t |             | <b>1 121.03</b> |

### b) Landside

The assessment basis shall be the number of departing passengers for whom the Passenger Service Charge incurs. The cleared charge shall be **EUR 2.51** per each departing passenger.

## 4. Parking Charge \*)

After the period of free parking (= 4 hours) has run out, the charge shall be the following for each 24 hours or part thereof (calculated from the beginning of the actual block time):

| MTOM   |            |            |
|--|------------|------------|
|  | up to 4 t  | <b>20%</b> |
| above 4 t  | up to 10 t | <b>15%</b> |
| of the applicable landing charge (calculation according the MTOM for each ton or part thereof)   |            |            |
| above 10 t   |            | <b>10%</b> |
| of the applicable landing charge; but never less than the rate for up to 10 t. (calculation according the MTOM for each ton or part thereof) |            |            |

## 5. Security Charge \*)

Per each departing passenger who is subject to the Passenger Service Charge a charge in the amount of **EUR 22.60** has to be paid (including an approved surcharge of EUR 0.77 for an extraordinary investment due to revised legal requirements for "Hold Baggage Screening", further including an approved surcharge of EUR 0.23 for an extraordinary investment due to the implementation of the "Entry/Exit System – EES" which will, however, be reduced to EUR 0.09 for 2026 due to delayed complete implementation of EES and resultant delayed cost on part of Tiroler Flughafenbetriebsgesellschaft m.b.H. – subject to changes by the authority).

## 6. PRM-Charge \*)

The charge for the provision of assistance given at Innsbruck Airport as per PRM-Regulation is **EUR 1.21** per departing passenger.

# Schedule of Charges

## 7. Charge for Extension of Operating Times \*)

The cleared flat rate for the extension of operating times (according ZFBB Part 2, chapter 2.3) is **EUR 340.64** for any ¼ hour started (= 15 minutes) – independently of any other charges (see chapter I, para 10).

## 8. Charge for Ground Handling Services

- a) The following handling charges are valid for all **Commercial Flights** (scheduled and charter flights) per turnaround:

| Charge group | MTOM        |             | RHC      | THC      |
|--------------|-------------|-------------|----------|----------|
|              |             |             | EUR      | EUR      |
| 1            |             | up to 13 t  | 328.20   | 224.10   |
| 2            | above 13 t  | up to 18 t  | 531.20   | 352.60   |
| 3            | above 18 t  | up to 25 t  | 624.90   | 414.70   |
| 4            | above 25 t  | up to 45 t  | 999.50   | 663.60   |
| 5            | above 45 t  | up to 58 t  | 1 547.40 | 1 021.60 |
| 6            | above 58 t  | up to 79 t  | 1 944.80 | 1 286.90 |
| 7            | above 79 t  | up to 100 t | 2 288.20 | 1 505.80 |
| 8            | above 100 t | up to 130 t | 2 744.50 | 1 806.10 |
| 9            | above 130 t | up to 155 t | 3 199.40 | 2 119.20 |
| 10           | above 155 t | up to 200 t | 4 121.20 | 2 719.00 |
| 11           | above 200 t | up to 270 t | 5 487.40 | 3 596.50 |
| 12           | above 270 t |             | 7 704.90 | 5 037.50 |

The surcharge to the handling charges (RHC and THC) per rotation according to chapter III, article 2.5 ("Peak Pricing Handling") amounts to 20 per cent per rotation.

- b) The following handling charges are valid for **General Aviation** flights per turnaround:

| Charge group | MTOM        |             | Handling „light“ | Handling „full“ |
|--------------|-------------|-------------|------------------|-----------------|
|              |             |             | EUR              | EUR             |
| 0            |             | up to 4 t   | 146.00           | 366.50          |
| 1            | above 4 t   | up to 13 t  | 183.00           | 458.80          |
| 2            | above 13 t  | up to 18 t  | 256.10           | 640.20          |
| 3            | above 18 t  | up to 25 t  | 301.60           | 753.80          |
| 4            | above 25 t  | up to 45 t  | 483.10           | 1 206.20        |
| 5            | above 45 t  | up to 58 t  | 745.90           | 1 862.60        |
| 6            | above 58 t  | up to 79 t  | 937.00           | 2 344.10        |
| 7            | above 79 t  | up to 100 t | 1 100.70         | 2 752.60        |
| 8            | above 100 t | up to 130 t | 1 319.50         | 3 300.50        |
| 9            | above 130 t | up to 155 t | 1 543.40         | 3 859.30        |
| 10           | above 155 t | up to 200 t | 1 984.30         | 4 960.70        |
| 11           | above 200 t | up to 270 t | 2 634.50         | 6 588.50        |
| 12           | above 270 t |             | 3 696.30         | 9 240.70        |

Aircraft over 13 tons MTOM are subject to mandatory handling; the rate for „Handling light“ will be charged at least.

# Schedule of Charges

- c) In case a „**Start-up-Crew**“ for aircrafts up to 13 t MTOM will be provided and no further handling service („Ramp Handling“, „Passenger Handling“ respective „Handling full“ and „Handling light“) is required a flat rate of **EUR 19,95** will be charged. Self-handlers are exempted.
- d) Reduction of handling charge on ferry flights 50% (applicable for Scheduled and Charter flights only)
- e) Reduction of handling charge in case of technical landing 50% (applicable for Scheduled and Charter flights as well as for General Aviation flights)
- f) Surcharge to handling charge in case of re-loading or partial de-loading of dispatched aircraft 50%
- g) Ground Power Unit utilization for Commercial flights free of charge up to 50 minutes; beyond this time, such service shall be invoiced as special service. For General Aviation flights the list of services (page 47) shall apply.
- h) Surcharge to handling charge for separate handling 20% (applicable only for handling of Commercial flights)
  - Landing and take-off of an aircraft are not directly related to each other anymore (overnight stays, flight interruption, transfer etc.)
  - A direct relationship shall not exist anymore, if more than 4 hours are in-between landing and take-off of the aircraft.
  - Except schedule-related discontinuity.

## 9. Hangar Charge

- a) The charge shall be the following:

| MTOM   |                | Hangar-South I-III | Hangar-South IV |
|--|----------------|--------------------|-----------------|
|  | up to 4,000 kg | <b>18.60</b>       | <b>23.90</b>    |
| for each started portion of 500 kg and each started period of 24 hours |                |                    |                 |
| above 4 t  | up to 10 t     | <b>36.70</b>       | <b>47.90</b>    |
| above 10 t   |                | <b>39.50</b>       | <b>51.40</b>    |
| for each started portion of 1 ton and each started period of 24 hours  |                |                    |                 |

- b) Monthly flat rate (at least more than 50% of a month):

| MTOM  |                | Hangar-South I-III |
|---|----------------|--------------------|
|   | up to 4,000 kg | <b>330.70</b>      |
| for each started portion 500 kg and each started calendar month   |                |                    |
| above 4 t   | up to 10 t     | <b>540.50</b>      |
| above 10 t  |                | <b>588.80</b>      |
| for each started portion of 1 ton and each started calendar month |                |                    |

According to the existing shedding spaces (a written enquiry shall be necessary).

- c) One-time moving in or out

| MTOM       |            | Hangar-South I-IV |
|------------|------------|-------------------|
|            | up to 4 t  | <b>37.90</b>      |
| above 4 t  | up to 10 t | <b>90.90</b>      |
| above 10 t |            | <b>166.60</b>     |

# Schedule of Charges

## 10. Single Services Charges

Services not listed below will be calculated on request.

Prices for de-icing agents shall be published as addendum to this Annex 3 on the website of Tiroler Flughafenbetriebsgesellschaft m.b.H.

| Services  | Assessment Basis |       | EUR           |
|---|------------------|-------|---------------|
|   | unit             | hours |               |
| <b>1. MANPOWER</b>  |                  |       |               |
| Equipment operator/skilled worker/fireman                                       |                  | 0.25  | <b>22.80</b>  |
| Unskilled worker  |                  | 0.25  | <b>17.20</b>  |
| Surcharge of 100% outside operating hours                                       |                  |       |               |
| <b>2. EQUIPMENT WITH STAFF OF THE AIRPORT OPERATOR</b>                          |                  |       |               |
| Air starter unit (ASU)  |                  | 0.25  | <b>72.50</b>  |
| Aircraft tug, large   |                  | 0.25  | <b>42.50</b>  |
| Aircraft tug, small   |                  | 0.25  | <b>75.60</b>  |
| Assembly stairs   |                  | 0.25  | <b>3.40</b>   |
| Baggage cart  |                  | 0.25  | <b>6.60</b>   |
| Baggage tractor   |                  | 0.25  | <b>28.30</b>  |
| Cabin heating unit  |                  | 0.25  | <b>33.90</b>  |
| Catering cart   | one-way          |       | <b>55.50</b>  |
| Cleaning cart   |                  | 0.25  | <b>32.80</b>  |
| Conveyor belt   |                  | 0.25  | <b>56.70</b>  |
| De-icing equipment<br>2 equipment operators for de-icing equipment included     |                  | 0.25  | <b>94.90</b>  |
| Fire brigade vehicle (provision)<br>1 fireman included, another will be charged |                  | 0.25  | <b>52.90</b>  |
| Forklift truck  |                  | 0.25  | <b>56.60</b>  |
| Ground power unit (GPU)   |                  | 0.25  | <b>53.90</b>  |
| Minibus   | one-way          |       | <b>40.90</b>  |
| Pallet transport car  |                  | 0.25  | <b>28.30</b>  |
| Pallet transport car (wide-body aircraft)                                       |                  | 0.25  | <b>59.60</b>  |
| Passenger stairs, self-propelled (wide-body aircraft)                           |                  | 0.25  | <b>108.50</b> |
| Ramp bus  | one-way          |       | <b>71.50</b>  |
| Toilet vehicle  |                  | 0.25  | <b>68.10</b>  |
| Water car   |                  | 0.25  | <b>49.30</b>  |
| <b>3. MATERIAL</b>  |                  |       |               |
| Ballast sack 25 kg  | piece            |       | <b>6.90</b>   |
| Oil binding agent   | bag              |       | <b>49.80</b>  |
| Wooden footboard  | piece            |       | <b>6.30</b>   |
| <b>4. DISPOSAL OF UNSEPARATED GARBAGE WITH GARBAGE CONTAINER</b>                |                  |       |               |
| Aircraft with 50 seats  | process          |       | <b>32.60</b>  |
| Aircraft with 51 to 100 seats   | process          |       | <b>62.00</b>  |
| Aircraft with 101 to 150 seats  | process          |       | <b>88.00</b>  |
| Aircraft with more than 151 seats   | process          |       | <b>119.00</b> |

# Schedule of Charges

| <b>5. SECURITY SERVICES</b>  |         |      |               |
|--|---------|------|---------------|
| ZÜP-fee  | process |      | <b>7.00</b>   |
| Administrative costs ZÜP by EXTERN   | process |      | <b>13.60</b>  |
| Administrative costs ZÜP for EXTERN  | process |      | <b>59.60</b>  |
| Non-returned ID card   | process |      | <b>59.60</b>  |
| Airport ID card according to VO 2015/1998  | process |      | <b>47.20</b>  |
| Vehicle authorization or trailer authorization   | process |      | <b>206.40</b> |
| SIKO trainee ID card   | process |      | <b>8.10</b>   |
| Chip access card (with photo)  | process |      | <b>47.20</b>  |
| Chip access card   | process |      | <b>24.00</b>  |
| Training according to point 11.2.6.2. EU-VO 2015/1988  | process |      | <b>97.60</b>  |
| Training second ID card / refresher according to point 11.4.3 EU-VO 2015/1998                          | process |      | <b>32.50</b>  |
| Training according to point 11.2.3.10 / point 11.2.7 - EU-VO 2015/1998                                 | process |      | <b>51.60</b>  |
| Training according to point 11.2.3.5 / certification EU-VO 2015/1998                                   | process |      | <b>97.60</b>  |
| Security monitoring, particularly services according to articles 7.4 and 7.5 of service specifications |         | 1.00 | <b>56.60</b>  |
| Delivery controls "unknown suppliers"  | process |      | <b>48.80</b>  |
| Ambulance access (security check)  | process |      | <b>104.10</b> |
| <b>VIP-apron-pick-up including security check</b>  |         |      |               |
| Flat rate for 2 cars plus 1 bus or truck, up to 5 persons for a period of maximum 3 hours              | process |      | <b>379.60</b> |
| Additional person  | process |      | <b>32.50</b>  |
| Additional time quota (for each hour started)  |         | 1.00 | <b>108.40</b> |
| Additional car   | process |      | <b>32.50</b>  |
| Additional bus/truck   | process |      | <b>54.20</b>  |
| <b>6. MISCELLANEOUS</b>  |         |      |               |
| Pilotage   | one-way |      | <b>40.90</b>  |
| Pilotage/additional time quota   |         | 0.25 | <b>31.00</b>  |
| Driving permit   | process |      | <b>65.30</b>  |
| Driving permit/refresher   | process |      | <b>32.30</b>  |
| <b>Rescue Service</b>  |         |      |               |
| Rescue basic flat rate   |         | 0.25 | <b>328.60</b> |
| Rescue car 5 t   |         | 0.25 | <b>32.90</b>  |
| Rescue car 10 t  |         | 0.25 | <b>49.00</b>  |
| Tow bar  |         | 0.25 | <b>10.70</b>  |
| Aircraft tug   |         | 0.25 | <b>25.50</b>  |
| <b>VIP-Service</b>   |         |      |               |
| VIP-Service Arrival  | process |      | <b>387.38</b> |
| VIP-Service Departure  | process |      | <b>430.51</b> |
| VIP-Service Departure (exclusive)  | process |      | <b>516.79</b> |
| Additional person  | process |      | <b>84.12</b>  |
| Additional time quota (for each hour started)  |         | 1.00 | <b>103.53</b> |
| <b>Tyrol Lounge</b>  |         |      |               |
| Lounge access adult  | process |      | <b>38.75</b>  |
| Lounge access youth (12-16 years)  | process |      | <b>24.58</b>  |
| Lounge access child (4-11 years)   | process |      | <b>15.42</b>  |

## ANNEX 4: NOISE CLASS CLASSIFICATION

### Noise class I

|                                |                           |
|--------------------------------|---------------------------|
| B-727 SERIE -200 ADV / HUSHKIT | MD80/-81/-82/-83          |
| B-737 SERIE -200 ADV / MIXER   | DC-10 SERIE -30/-30ER     |
| B-737 SERIE -200 ADV / HUSHKIT | MD11                      |
| B-747 SERIE -400               | TRISTAR L-1011 SERIE -500 |
| DC-8 SERIE -70                 | YAK-42                    |
| DC-9 SERIE -10/-20 HUSHKIT     | GULFSTREAM III            |

### Noise class II

|  |                                   |
|--|-----------------------------------|
| AIRBUS A-300 / B2 / B4                 | TRISTAR L-1011 SERIE 1-100 / -200 |
| AIRBUS A-300 SERIE -600                | TU-154 M (SOLOVIEV D-30)          |
| AIRBUS A-310 SERIE -300                | FOKKER VFW-614                    |
| AIRBUS A-340 SERIE -200/-300/-500/-600 | MORANE MS-760                     |
| B-767 SERIE -200/-200 ER/-300/-300 ER  | PIAGGIO PD-808                    |
| DC-9 SERIE -40 HUSHKIT (JT8D-11)       | YAK-40                            |
| DC-10 SERIE -10 / -40                  |                                   |

### Noise class III

|                                       |                                     |
|---------------------------------------|-------------------------------------|
| AIRBUS A-310 SERIE -200               | FALCON 200 MYSTERE                  |
| AIRBUS A-330 SERIE -200/-300          | JETSTAR L-1329 / II (TFE 731)       |
| B-777 SERIE -200/-200 ER/-300/-300 ER | MITSUBISHI MU-300 DIAMOND 1 / BE40  |
| MD87                                  | SABRELINER NA-265 SERIE 65-80 (TFE) |
| IL-96 M / SERIE -300                  | WESTWIND IAI-1124 /AJ25 (TFE)       |
| FALCON SERIE -20/-50/-900             |                                     |

### Noise class IV

|                               |   |
|-------------------------------|---|
| AIRBUS A-319                  | EMBRAER EMB-145 / ER / 170 / 190              |
| AIRBUS A-320 SERIEN -100/-200 | FOKKER F70 / F100                             |
| AIRBUS A-321                  | TU-204 SERIE -100                             |
| ANTONOV AN218 SERIE -200/-300 | TU-330 FREIGHTER                              |
| AVRO RJ -70/-85/-100          | YAK-242                                       |
| B717 SERIE -200/-300          | CANADAIR CL-600 (ALF 502) / CL-601 (GE-CF)    |
| B-737 SERIE -300 TO -900      | CESSNA C500 / C525 / 550 / C560 / C650 / C750 |
| B-757 SERIE -200/-300         | CORVETTE SN-601 SERIE -100                    |
| BAE BA-146 SERIE -100/-200    | FALCON SERIE -10 / -2000                      |
| CANADAIR RJ100 ER / 700       | GULFSTREAM IV / V                             |
| DORNIER DO328 SERIE -300      | HS-125 SERIE -400 TO -1000                    |
| MD90                          | LEARJET LR SERIE 30/-45/-50/-60               |