

Innsbruck Airport **SCHEDULE OF CHARGES**

effective from 1 May 2022

TRANSLATION ONLY – THE GERMAN TEXT SHALL PREVAIL

Airport Operator:

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Charges approved by the
Federal Ministry for Climate Protection, Environment, Energy, Mobility, Innovation and
Technology

as the Supreme Civil Aviation Authority
pursuant to Article 9 Flughafenentgeltgesetz BGBl. I, 41/2012
in conjunction with Article 11 Aviation Safety Act (LSG) BGBl. I, 111/2010 and
pursuant to Article 8(4) and 14(2) EU-PRM-Regulation No. 1107/2006

as per administrative decision of 4th November 2021
GZ. 2021-0.628.114

as per supplementary administrative decision of 12th April 2022
GZ: 2022-0.250.336

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;">Austro Control 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: FR-Debitoren@austrocontrol.at</p>

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 11th August 2005 the Federal Ministry for Climate Protection, Environment, Energy, Mobility, Innovation and Technology 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;">SCA Schedule Coordination Austria GmbH Office Park I, Top B 08/04 A-1300 Wien Flughafen Tel.: + 43 1 7007 - 23600 Fax: + 43 1 7007 – 23615 Email: office@slots-austria.com Slot requests: viexp@slots-austria.com</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 respective 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
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, BGBl. 72/1962, idgF.
ZLPV	Civil Aviation Personnel Regulation, BGBl. 219/1958 idgF.
ZL-Schein	...	Civil Aviation Pilot's Licence

Schedule of Charges

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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 15, in connection with Article 16 lit. b 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 the services.

2. Civil Airport Conditions of Use

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

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 contracts 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 Climate Protection, Environment, Energy, Mobility Innovation and Technology as the Supreme Civil Aviation Authority.

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

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

"Check-flights" shall be flights to determine the air worthiness of the aircraft or the serviceability of its equipment.

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

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An "**Emergency**" shall be a landing in case of a related event (e.g. illness or death of a passenger, technical defects of the aircraft etc.) or in case of any threat of violence.

"**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.

"**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.

"**Precommissioning Inspection Flights**" means flights to test aircrafts before their certification or after executing maintenance work.

"**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**" 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.

"**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.

"**Training Flights**" shall be flights for training purposes under the supervision of a flight instructor according to the ZLPV and/or a ZP decree.

"**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.

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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.

"Weight Class A" as stipulated by the Aircraft Register of the Republic of Austria shall comprise single-engine airplanes and rotorcrafts of up to and including 2,000 kg Maximum Take-Off Mass notwithstanding the total seat number.

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.

"Working Flights" shall be any flights during which a work process takes place without which does not consist in the transportation of anything or any person or in the performance of the flight itself. This shall particularly include: any air-tow flights, any spreading and spraying and any other pest control flights, any flights for dropping parachutists, photo flights, aerial surveying flights as well as any workshop and hangar flights (see also "Test and Trial Flights").

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 (charges approved by the authority and handling charges) 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.

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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 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 Flughafenbetriebsgesellschaft m.b.H. in favour of the user has to be refunded in full by the user plus a surcharge of **7.5 %**.

The charges shall be payable immediately and in cash. Any other 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 Flughafenbetriebsgesellschaft m.b.H. shall reserve itself the right to require securities, e. g.

- an advance payment or
- a suretyship and/or a deposit (bank guarantee)
- and/or regular instalments

If such securities have been agreed on, an immediate payment may be renounced of. 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 Flughafenbetriebsgesellschaft 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 such cases, weekly invoices shall be submitted.

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.

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 20.00 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 fees/charges to the airport managing body.

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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 3 subpara. 1 ZFBO, based on a specific requisition (according ZFBB, chapter 4, subpara 4.1), 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 Climate Protection, Environment, Energy, Mobility Innovation and Technology 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 parking areas 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 well as for the provision of any facilities for cargo handling.

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.

Aircrafts certified according to ICAO Annex 16, chapter II are not permitted for landing at Innsbruck Airport. Aircrafts certified according to ICAO Annex 16, chapter III shall be handled by applying a surcharge in addition to the respectively applicable landing charge according 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.

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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. Any passengers transported by an aircraft of weight class A.
4. Any personnel of aviation companies on business trips with a free ticket as well as persons with a Government Request Status, connected with a 100% exemption from any ticket prices.
5. Any persons, whose presence is absolutely required for any training, working, test and trial flights on board of an aircraft.
6. Any parachutists departing for their jumping-off.
7. 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).
8. 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.

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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 a parking area 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 such parking area or from the start of transporting the aircraft to such area.

For any aircraft permanently parked at the airport, a special contract may be concluded with the Airport Operator about a guaranteed parking area 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, and includes also the number of passengers of flights on aircrafts of up to 2 ts MTOM in commercial air traffic.

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. The charge shall be collected in connection with the Passenger Service Charge.

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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	-	0	100
2.3.	Rescue flights / organ transport flights	50	50	0	0	50
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:		a			
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"	-	-	100	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 Operations 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.

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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.

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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.

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 als 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 provided according to Article 12 ZFBO 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 longterm hangarage – are set out in the "Hangarage Regulations" of the Tiroler Flughafenbetriebsgesellschaft m.b.H.

IV. INTRODUCTION AND MARKETING SUPPORT DIRECTIVE

for new destinations; for frequency extension and increased density of frequencies of existing scheduled flight destinations

The Airport Operator reserves itself the right to grant introduction and marketing support in case that certain conditions are fulfilled. As a matter of principle, a carrier shall be entitled to be granted support in settling a charge if the conditions as stipulated by point 2.3, page 20 are fulfilled.

1. General Facts

The Tiroler Flughafenbetriebsgesellschaft m.b.H. is faced with an intensive and growing competition with other airports which undertake increasing efforts in extending their frequency and destination offers.

With the measures of liberalising the European air traffic, free market access rights exist for carriers in Europe and each company has the right to exercise any traffic rights within the European Union.

This lead to increasing hub formations which will substantially increase competition between the airports within the next years.

For this reason, the Tiroler Flughafenbetriebsgesellschaft m.b.H. would like to create incentives, apart from the existing quality criteria, in order to make carriers connect new destinations with Innsbruck and to extend frequencies towards and from Innsbruck.

The regulation is created in a generally applicable, transparent, annually and degressively declining and non-discriminating manner in the framework of the EU guidelines with regard to competition and state-aid law.

This shall make sure that, in the medium term, a positive and sustainable rate of return may be obtained for the Tiroler Flughafenbetriebsgesellschaft m.b.H. which is above the subsidy cost.

2. Growth Incentive

2.1 Introduction

By providing the offer here below, the Tiroler Flughafenbetriebsgesellschaft m.b.H. would like to supply any carriers serving the scheduled air traffic at Innsbruck with a transparent and non-discriminating offer which is to be used by a further carrier to promote the integration of new destinations (introduction and marketing support for new destinations), the extension of already existing scheduled flight destinations by already operating carriers (introduction and marketing support for frequency extension) and an increased density of flight frequencies (introduction and marketing support for denser frequencies) on an existing scheduled flight destination.

2.2 Objectives

The introduction and marketing support for new destinations, frequency extensions as well as for denser frequencies is aiming at sustainably supporting

- New destinations
- Frequency extensions for existing destinations by already operating carrier
- Denser frequencies for existing destinations by further carriers

from and to Innsbruck, in order to extend scheduled traffic.

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2.3 Conditions

2.3.1 General Conditions

Support is provided for integrating scheduled traffic connections to new destinations, the extension of frequencies and/or denser frequencies of scheduled connections on existing routes which may be published and booked on worldwide Computer Reservation Systems (CRS) or on the Internet. (see *Annex 5: Definition of the Scheduled Flight Destinations*).

90% of the frequencies which have been scheduled at the beginning of each scheduling season have to be operated; otherwise the right for promotion for the respective scheduling season shall expire.

The two support options shall exclusively apply for routes in scheduled traffic to destinations mentioned in *Annex 5: Definition of the Scheduled Flight Destinations*.

2.3.2 Introduction and Marketing Support for New Destinations and Frequency Extension

A city respectively an airport in case of a city with several airports which has not been connected by a direct flight (non-stop) to Innsbruck during the last two scheduling seasons shall be considered as a new destination.

Moreover, the frequency extension of existing scheduled flight destinations by an already operating carrier shall also be considered as new destination.

2.3.3 Introduction and Marketing Support for Denser Frequencies

If a further carrier operates on an already existing scheduled flight destination, this shall be considered as a supported denser frequency regime.

2.4 Basis Period and Growth Calculation

Frequency growth shall always be calculated on the basis of a comparison of regular/scheduled frequencies of the respective scheduling season with the frequencies of the same scheduling season of the year before (SuTT with SuTT, WiTT with WiTT).

If a reduction of frequencies had been carried out on a route, the right to receive the incentive shall only exist if the number of frequencies is the same again as or higher than before the reduction.

If a carrier stopped serving a destination, the same carrier shall be able to collect the incentive again for taking up the same destination after two scheduling seasons.

2.5 Introduction and Marketing Support for New Destinations, Frequency Extension and Denser Frequencies

The introduction and marketing support shall be a percentage of the **landing, passenger and ramp handling charge** collected in Innsbruck, according to the current Schedule of Charges, for physically executed flights (no code-sharing flights or flights in numerical order) as well as a fixed amount for each passenger leaving from Innsbruck (apart from transit passengers).

The summer and winter scheduling season shall be considered as an operating year.

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Landing Charge (New Destinations, Frequency Extension and Denser Frequencies)

Winter Scheduling Season

15% reduction based on the Schedule of Charges applicable during the period of accounting. The 15% reduction shall apply to the first winter scheduling season and shall decline by 3% per winter scheduling season, respectively, until it runs out after 5 years.

Summer Scheduling Season

30% reduction based on the Schedule of Charges applicable during the period of accounting. The 30% reduction shall apply to the first summer scheduling season and shall decline by 6% per summer scheduling season, respectively, until it runs out after 5 years.

Passenger Service Charge (New Destinations, Frequency Extension and Denser Frequencies)

Winter Scheduling Season

15% reduction based on the Schedule of Charges applicable during the period of accounting. The 15% reduction shall apply to the first winter scheduling season and shall decline by 3% per winter scheduling season, respectively, until it runs out after 5 years.

Summer Scheduling Season

30% reduction based on the Schedule of Charges applicable during the period of accounting. The 30% reduction shall apply to the first summer scheduling season and shall decline by 6% per summer scheduling season, respectively, until it runs out after 5 years.

Ramp Handling Charge (New Destinations, Frequency Extension and Denser Frequencies)

Winter and Summer Scheduling Season

10% reduction based on the Schedule of Charges applicable during the period of accounting. The 10% reduction shall apply to the two first scheduling seasons and shall decline by 2% per two scheduling seasons, respectively, until it runs out after 5 years.

Ramp Handling Charge (New Destination Frequency Extension, OFF PEAK)

Winter Scheduling Season

An additional 50% reduction on the already reduced ramp handling charge applicable according to the Schedule of Charges related to the current period of accounting. The 50% reduction shall apply to the first winter scheduling season and shall decline by 10% per winter scheduling season, respectively, until it runs out after 5 years.

Summer Scheduling Season

An additional 70% reduction on the already reduced ramp handling charge applicable according to the Schedule of Charges related to the current period of accounting. The 70% reduction shall apply to the first summer scheduling season and shall decline by 14% per summer scheduling season, respectively, until it runs out after 5 years.

Ramp Handling Charge (Denser Frequencies, OFF PEAK)

Winter Scheduling Season

An additional 30% reduction on the already reduced ramp handling charge applicable according to the Schedule of Charges related to the current period of accounting. The 30% reduction shall apply to the first winter scheduling season and shall decline by 6% per winter scheduling season, respectively, until it runs out after 5 years.

Summer Scheduling Season

An additional 50% reduction on the already reduced ramp handling charge applicable according to the Schedule of Charges related to the current period of accounting. The 50% reduction shall apply to the first summer scheduling season and shall decline by 10% per scheduling season, respectively, until it runs out after 5 years.

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Marketing Support per Passenger (New Destination, Frequency Extension and Denser Frequencies)

Winter and Summer Scheduling Season

An amount of EUR 10,00 shall be granted for each passenger departing. Such reduction shall apply to the first two scheduling seasons and shall decline by EUR 2,00 per two scheduling seasons, respectively, until it runs out after 5 years.

General Aspects

The incentives shall be granted on traffic days 1,2,3,4,5; days 6 and 7 shall be excluded, both in the winter scheduling season and the summer scheduling season. Generally, handling during Off-Peak times shall be any ramp handling services on traffic days 1,2,3,4,5 within the time from 9:00 a.m. (earliest landing) to 6:00 p.m. (latest departure), whereas the scheduled time shall be the applicable one.

2.6 Cost Absorption

The credit notes for this introduction and marketing support shall be established monthly ex post and credited with the customer account of the respective carrier maintained with the Tiroler Flughafenbetriebsgesellschaft m.b.H.

V. VOLUME BONUS REGULATION

1. General Facts

The Tiroler Flughafenbetriebsgesellschaft m.b.H. is faced with an intensive and growing competition with other airports which undertake increasing efforts in extending their frequency and destination offers.

By issuing its „Introduction and Marketing Support Directive“, the Tiroler Flughafenbetriebsgesellschaft m.b.H. already set the course for reinforced cooperation, as partners, with the scheduled airlines, which provides an incentive to take up new scheduled flights and to practise frequency increases of existing scheduled flights.

By the “Volume Bonus Regulation” the Tiroler Flughafenbetriebsgesellschaft m.b.H. would like to take a further step to keep carriers at the Innsbruck Airport in the long run.

2. Volume Bonus Incentive

2.1 Introduction / Objective

By the “Volume Bonus Regulation” here below, the Tiroler Flughafenbetriebsgesellschaft m.b.H. intends to provide a fair, transparent and non-discriminating offer to all carriers operating **scheduled air traffic** to and from Innsbruck, which serves the sustainable maintaining of the existing scheduled flights and to boost the establishment of new scheduled flights. Additionally, scheduled air traffic to international hubs will be supported as well.

2.2 Conditions

The sum of the **incoming tons (MTOM)** per calendar year and carrier shall be supported as well as the sum of the **departing passengers** per calendar year and carrier, whereas the outgoing tons respective incoming passengers shall not be taken into account. In addition, the sum of the **departing passengers transferring to an onward flight** of the same carrier or any interline partner airline will be supported as well (see definition “Transfer Passengers”). Such support shall be exclusively applicable to connections in scheduled traffic.

2.3 Volume Bonus Incentive

2.3.1 MTOM related Volume Bonus

For aircrafts with a capacity of not less than 100 seats the volume bonus incentive shall be granted ex post from an annual capacity of 20,000 tons up to a maximum annual capacity of 75,000 tons, i.e. for less than 20,000 tons per year no volume bonus incentive shall be granted and no additional volume bonus incentive shall be possible any more either for more than 75,000 tons per year, due to the limitation at the top.

The volume bonus incentive shall amount to:

- **EUR 10.00** per ton of MTOM for aircrafts with a capacity of not less than 100 seats up to 124 seats
- **EUR 15.00** per ton of MTOM for aircrafts with a capacity of not less than 125 seats.

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2.3.2 Passenger related Volume Bonus

For aircrafts with a capacity of not less than 100 seats the volume bonus incentive shall be granted from an annual sum of 50,000 passengers to a maximum annual sum of 100,000 passengers, i.e. for less than 50,000 passengers per year no volume bonus incentive shall be granted and no additional volume bonus incentive shall be possible any more either for more than 100,000 passengers per year, due to the limitation at the top.

The volume bonus incentive shall amount to:

- **EUR 3.00** per passenger for aircrafts with a capacity of not less than 100 seats up to 124 seats
- **EUR 5.00** per passenger for aircrafts with a capacity of not less than 125 seats.

2.3.3 Volume Bonus for Transfer Passengers

The volume bonus incentive shall be granted for passengers from an annual sum of not less than 3,000 transfer passengers, i.e. up to 3,000 passengers per year no volume bonus incentive shall be granted.

The volume bonus incentive shall amount to **EUR 10.00** per transfer passenger and will be granted irrespective of the passenger related volume bonus according para 2.3.2.

2.4 Cost Absorption

The credit note for this volume bonus shall be established annually (at the latest 6 weeks after end of the year) and shall be credited with the customer account of the respective carrier maintained with the Tiroler Flughafenbetriebsgesellschaft m.b.H.

VI. TEMPORARY POST COVID HUB INCENTIVE

1. General Facts

By issuing its „Introduction and Marketing Support Directive“ and „Volume Bonus Regulation“ the Tiroler Flughafenbetriebsgesellschaft m.b.H. already set steps to stimulate the introduction and long-run development of scheduled flights at Innsbruck Airport.

By introduction of a temporary Post Covid Incentive scheduled air traffic and international connectivity should be promoted during a difficult phase in the aviation, considering regional and environmental aspects.

2. Post-Covid-Incentive

2.1 Introduction / Objective

By the Post Covid Incentive here below the Tiroler Flughafenbetriebsgesellschaft m.b.H. intends to provide a fair, transparent and non-discriminating offer to all carriers operating **scheduled air traffic** to and from Innsbruck to support the development of scheduled flights to international hubs.

2.2 Conditions

Conditions for claiming of such an incentive are:

- a **year-round operation** into a hub
- a share of **more than 70 percent of transferring passengers** from the sum of total departing passengers
- at least **two daily rotations** (landing and subsequent departure)

The sum of the **departing passengers transferring to an onward flight** of the same carrier or any interline partner airline will be supported (see definition “Transfer Passengers”). The carrier has to provide appropriate evidence.

Such support shall be exclusively applicable to connections in scheduled traffic which cannot be reached by public local transport within a total travel time of less than 5 hours.

2.3 Post-Covid-Incentive

The Post-Covid-Incentive amounts to:

- **EUR 25,-** per departing passenger for the period from 1st May until 31st December 2022.

2.4 Cost Absorption

The credit note for this incentive shall be established annually (at the latest 6 weeks after end of the year) and shall be credited with the customer account of the respective carrier maintained with the Tiroler Flughafenbetriebsgesellschaft m.b.H.

2.5 Limitation

The Post-Covid-Incentive is limited by 30th April 2024.

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 aircrafts.

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

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- 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 aircrafts 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

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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.

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ANNEX 2: SERVICE SPECIFICATIONS

The provision of services shall correspond to the recommendations of the IATA STANDARD GROUND HANDLING AGREEMENT (SGHA), edition January 2018, considering local requirements. Pagination refers to the service description in the SGHA 2018.

Text elements displayed in *italic* deviate from IATA-SGHA 2018.

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 *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 the Schedule of Charges in force (*Annex 3: Charges*).

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SECTION 1 – MANAGEMENT FUNCTIONS

1.1 Representation

- X 1.1.1 a) Provide
b) Arrange for
1) guarantee
2) bond
to facilitate the Carrier's activities.
- THC 1.1.2 Liaise with local authorities.
- THC 1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.
- PSC 1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft.

1.2 Administrative Functions

- ISC 1.2.1 Establish and maintain local procedures.
- THC 1.2.2 Take action on communications addressed to the Carrier.
- THC 1.2.3 Prepare, forward, file and retain for a period to be specified messages/reports/statistics/documents and perform other administrative duties in the following areas.
Note: type and scope of duties to be agreed upon
a) station administration
b) passenger services
c) ramp services
d) load control
e) flight operations
X f) cargo services
X g) mail services
h) support services
i) security
X j) aircraft maintenance
k) other as specified
- 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, including but not limited to:
X a) airport, customs, police and other charges relating to the services performed.
THC b) accommodation, transport.

1.3 Supervision and/or Co-ordination

- SSC 1.3.1 a) Supervise
b) Co-ordinate
services contracted by the Carrier with third party(ies).
- THC 1.3.2 Provide Turnaround coordinator (TRC).
- SSC 1.3.3 Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner.
- THC 1.3.4 Liaise with the Carrier's designated representative.

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- SSC 1.3.5 Verify availability and preparedness of personnel, equipment, loads, documentation of the third party(ies).
- THC 1.3.6 Meet aircraft upon arrival and liaise with crew.
- SSC 1.3.7 Decide on non-routine matters.
- SSC 1.3.8 Verify dispatch of operational messages..
- SSC 1.3.9 Note irregularities and inform the Carrier.
- 1.4 Station Management**
- X 1.4.1 Provide representative on behalf of the Carrier to act
a) exclusively
b) non-exclusively
- X 1.4.2 The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental and local authorities matters.
- X 1.4.3 Attend local airport meetings on behalf of the Carrier
a) report to the Carrier results/contents of the meetings
b) act, vote and commit on behalf of the Carrier.
- 1.4.4 The Handling Company will be authorised to
a) solicit
b) negotiate
c) commit
services on behalf of the Carrier, with the expenditure/commitment limit to be specified, at the following locations:
- SSC 1) airport lounges
- SSC 2) baggage delivery services
- SSC 3) janitorial
- SSC 4) newspapers delivery
- X 5) laundry services
- X 6) porters
- SSC 7) other
- X 1.4.5 Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier.
- SSC 1.4.6 Prepare
a) Request
b) Obtain
The Carrier's
1) landing;
2) overflying;
3) other, as specified
Permission, at the Airport location(s), as defined in for
(i) seasonal/scheduled flights;
(ii) AD HOC flights
- SSC 1.4.7 Perform and report quality/performance measurements.
- SSC 1.4.8 Handle the contents of Carrier's company mail pouches.
- SSC 1.4.9 Provide a Complaints Resolution Officer (CRO) authorized to act on behalf of the Carrier.

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SECTION 2 – PASSENGER SERVICES

	2.1	General
PSC	2.1.1	Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport <i>by displays</i> .
THC	2.1.2	Make arrangements for transfer and transit passengers and their baggage and inform them about services available at the airport
	2.1.3	When requested by the Carrier,
		a) provide
		b) arrange for special equipment, facilities and specially trained personnel for assistance to:
THC		1) unaccompanied minors
PRM		2) persons with reduced mobility (PRMs)
SSC		3) VIPs
THC		4) transit without visa passengers (TWOVs)
THC		5) deportees (<i>b only</i>)
PRM		6) special medical transport
THC		7) others as specified.
		<i>Any additional costs may be charged to the Carrier.</i>
THC	2.1.4	a) Provide
		b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:
		1) meal voucher
		2) rebooking (<i>Note: depending on carrier's rebooking policy</i>)
		3) transportation
		4) hotel accommodation
		5) personnel
		<i>Any additional costs may be charged to the Carrier.</i>
X	2.1.5	<i>If applicable</i> , arrange storage of baggage in the bonded store (<i>any fees to be paid by passenger</i>).
THC	2.1.6	a) Notify the Carrier of complaints and claims made by the Carrier's passengers.
X		b) Process such claims as specified.
THC	2.1.7	Report to the Carrier any irregularities discovered in passenger and baggage handling.
	2.1.8	a) Provide
		b) Arrange for
ISC		1) check-in-counter(s)
ISC		2) service counter(s)
X		3) transfer counter(s)
SSC		4) lounge facilities
X		5) set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
SSC		6) other facilities as specified.
SSC	2.1.9	Perform the following ticketing/sales functions on behalf of the Carrier
		a) reservations
		b) issuance of transportation documents
		c) ancillary services
		d) e-ticketing
		e) other as specified

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	2.2	Departure
THC	2.2.1	Perform pre-flight editing
THC	2.2.2	Check and ensure, a) that tickets are valid for the flight(s). The check shall not include the fare. At the following locations:
THC		1) check-in area
X		2) lounge
X		3) transfer counter
THC		4) gate
X		5) off airport
SSC		6) other as specified
THC	2.2.3	a) Check travel documents for the flight(s) concerned within the booking Handling Company shall be liable for Immigration fines in the following cases: 1) Expired Passports/Visas or Passports/Visas without the minimum required validity at the day of entry 2) Non-Existence of Visa/Necessary Travel Document required by destination or transit station(s). (Excluding passports damaged or missing at point of transit or entry). In the event that the Handling Company does not have access to information that verifies visa validities and entry conditions for the passenger's final destination and transit point(s), the Handling Company will not have liability. The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events, which are outside of their control. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter. b) Enter passenger and/or travel document information into Carrier's and/or government system (<i>process by local EDP system where possible</i>) at the following locations:
THC		1) check-in area
X		2) lounge
X		3) transfer counter
THC		4) gate
X		5) off airport
SSC		6) 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		(a) check-in area
X		(b) lounge
X		(c) transfer counter
THC		(d) gate (<i>cabin baggage only</i>)
X		(e) off airport
SSC		(f) others as specified
	2.2.5	Excess baggage a) determine excess baggage b) issue excess baggage ticket c) collect excess baggage charges (<i>for a commission</i>) d) detach applicable excess baggage coupons At the following locations:
THC		1) check-in area
X		2) lounges
X		3) transfer counter
THC		4) gate (<i>Note: collection via carrier's system only</i>)
X		5) off airport

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SSC		6) 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		(a) check-in area
X		(b) lounge
X		(c) transfer counter
THC		(d) gate
X		(e) off airport
SSC		(f) other as specified
ISC	2.2.7	Effect conveyance of checked baggage to the baggage sorting area. <i>Additional costs for baggage requiring special handling may be charged to the Carrier.</i>
		At the following locations:
ISC		a) check-in area
X		b) lounge
X		c) transfer counter
ISC		d) gate
SSC		e) other as specified
ISC	2.2.8	Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area.
		At the following locations:
ISC		a) check-in area
X		b) lounge
X		c) transfer counter
X		d) gate
SSC		e) other as specified
X	2.2.9	Collect airport and/or any other service charges from departing passengers.
		At the following locations:
		a) check-in area
		b) lounge
		c) transfer counter
		d) gate
		e) other as specified
THC	2.2.10	a) Carry out the Carrier's seat allocation or selection system
		b) Issue boarding pass(es)
		c) Detach applicable flight coupons
		for
		1) initial flight
		2) subsequent flight(s) (<i>where possible</i>).
		At the following locations:
THC		(a) check-in area
X		(b) lounge
X		(c) transfer counter
THC		(d) gate
X		(e) off airport
SSC		(f) other as specified

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	2.2.11	Handle
THC		a) Denied Boarding process (<i>report to Carrier</i>)
X		b) Denied Boarding compensation
		At the following locations:
THC		1) Check-in area
THC		2) lounge
X		3) transfer counter
THC		4) gate
SSC		5) other as specified
THC	2.2.12	Direct passengers
		a) through controls to departure gate.
		b) to connecting transport to the airport, in case of off airport services.
THC	2.2.13	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
THC	2.2.14	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	2.2.15	At the gate perform
		a) verification of cabin baggage
		b) boarding process
		c) reconciliation of passenger numbers with aircraft documents prior to departure
		d) other gate functions as specified
THC	2.2.16	a) Collect
		b) Reconcile
		c) Handle and forward to Carrier
		transportation documents (flight coupons, or other flight related documents) uplifted
		from departing passengers.
SSC	2.2.17	Perform post-flight editing
	2.3	Arrival
RHC	2.3.1	a) Perform
		b) Arrange for
		opening/closing aircraft passenger doors.
	2.3.2	Direct passengers
THC		a) from aircraft through controls
X		b) arriving from the airport, in case of off airport services.
	2.3.3	a) Provide
		b) Arrange for
X		1) transfer counter
THC		2) connection services
X		3) Baggage recheck

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THC	2.3.4	Handle lost, found and damaged property matters. a) Provide b) Arrange for
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		5) delivery of delayed baggage to passengers (<i>b</i>) <i>Note: delivery of baggage on carrier's expense</i>
THC		6) handling of communication with passengers
X		7) repair of replacement of damaged baggage.
X		8) handling of baggage in between locations as specified
2.4 Inter-modal Transportation by Rail, Road or Sea		
X	2.4.1	Carry out passenger and baggage handling as described in Sub-Sections 2.1, 2.2 and 2.3, substituting "rail, road or sea transportation" for "aircraft" and "flight(s)", and "terminal" for "airport".
X	2.4.2	Direct departing passengers to connecting transport.
X	2.4.3	Load baggage on connecting transport, as directed by rail, road or sea transport operator.
X	2.4.4	Handle arriving passengers and baggage from the rail, road or sea transport operator.
X	2.4.5	Direct arriving passengers through controls to the Carrier's flight departure services.
X	2.4.6	Offload baggage from connecting transport, as directed by the rail, road or sea transport operator and transfer it to the Carrier's airport services.

SECTION 3 – RAMP SERVICES

3.1 Baggage Handling		
	3.1.1	Handle baggage in
ISC		1) baggage sorting area
SSC		2) other location(s) as specified.
RHC	3.1.2	Segregate baggage as specified.
	3.1.3	Priority Baggage
		a) Provide
		b) Arrange for
ISC		1) Sortation of priority baggage.
RHC		2) Load priority baggage in accordance with Carrier's instructions.
RHC		3) Prioritise delivery of priority baggage to claim area.
	3.1.4	Prepare for delivery onto flights
ISC		a) bulk baggage
ISC		b) ULDs
SSC		c) baggage accepted at a location as specified.
ISC	3.1.5	Establish the number and/or weight of
		a) bulk baggage
		b) built-up ULDs
		and provide the load control unit with the information.
RHC	3.1.6	Offload
		a) bulk baggage
		b) ULDs.

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RHC	3.1.7	Deliver to claim area a) baggage b) Out of Gauge (OGG)
	3.1.8	Transfer baggage a) Provide b) Arrange for
RHC		1) Sortation of transfer baggage
ISC		2) Storage of transfer baggage prior to dispatch (storage time limits to be specified).
X		3) Transport of transfer baggage to the sorting area of the receiving carrier.
RHC	3.1.9	Handle crew baggage
	3.1.10	Baggage Tracking a) Provide b) Arrange for c) Operate system to provide:
SSC		1) Evidence of acquisition;
X		2) Evidence of delivery;
SSC		3) Inventory of bags, upon departure of flight;
SSC		4) Data exchange (e.g. with other airlines).
	3.2	Marshalling
ISC	3.2.1	a) Provide b) Arrange for marshalling at arrival and/or departure.
X	3.2.2.	Operate automated guidance systems.
	3.3	Parking
LC	3.3.1	a) Provide b) Position and/or remove wheel chocks
	3.3.2	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
RHC/SSC		5) Tailstands and/or aircraft tethering (<i>tethering where possible and specified</i>)
RHC		6) Safety cones
SSC		7) Other items as specified.
	3.4	Ancillary Items
	3.4.1	a) Provide b) Arrange for c) Operate
RHC		1) Ground Power Unit (<i>usage in excess of 45 minutes will be charged to the carrier</i>)
X		2) Fixed ground power
X		3) Cooling unit
SSC		4) Heating unit
SSC		5) Air starter unit

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3.5 Ramp to Flight Deck Communications

- RHC 3.5.1 Provide headsets.
- RHC 3.5.2 Perform ramp to flight deck communication
- a) during push-back
 - b) during tow-in
 - c) during engine starting
 - d) for other purposes

3.6 Loading and Unloading

- 3.6.1
- a) Provide
 - b) Arrange for
 - c) Operate
- RHC 1) passenger steps
- X 2) flight deck steps
- X 3) loading bridges
- 3.6.2
- a) Provide
 - b) Arrange for
- RHC 1) passenger
- RHC 2) crew (*where possible*)
transport between aircraft and airport terminal.
- RHC 3.6.3
- a) Provide
 - b) Arrange for
 - c) Operate
- equipment for loading and/or unloading.
- RHC 3.6.4
- a) Provide
 - b) Arrange for
- delivery and pick-up of
- 1) baggage
 - 2) mobility devices
- at aircraft doors or other agreed points.
- RHC 3.6.5
- a) Provide
 - b) Arrange for
- assembly and transport of
- 1) baggage
 - 2) general cargo
 - 3) special shipments
 - 4) mail
 - 5) documents
 - 6) company mail
- between agreed points on the airports.
- RHC 3.6.6
- a) Unload aircraft, returning lashing materials to the Carrier.
 - b) Segregate loads at the aircraft
 - c) Load and secure loads in the aircraft (*lashing materials will be charged to Carrier*).
 - d) Redistribute loads in the aircraft.
 - e) Operate in-plane loading system.
 - f) Report final load distribution to the load control unit.
- RHC 3.6.7
- Open, close and secure aircraft hold doors.
- a) aircraft lower deck
 - b) aircraft main deck
- SSC 3.6.8
- a) Provide
 - b) Arrange for
- ballast.

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- SSC 3.6.9 a) Provide
b) Arrange for safeguarding of all loads requiring special handling during (*e.g. valuables, temperature sensitive items*)
1) loading/unloading
2) transport between aircraft and designated point on the airport.

3.7 Safety Measures

- RHC 3.7.1 a) Provide
1) portable fire extinguisher on motorized/self-propelled ramp equipment
2) ramp fire extinguisher.
b) Arrange for
1) attendance of airport fire services at aircraft.
2) ramp fire extinguisher
- RHC 3.7.2 Perform visual external safety/ground damage inspection of
a) doors and panels and immediate surroundings
b) other inspection items as specified
1) immediately upon arrival
2) immediately prior departure
and communicate the results to flight crew or Carrier's representative.
- RHC 3.7.3 Check that all doors and access panels are properly closed and locked.

3.8 Moving of Aircraft

- 3.8.1 a) Provide
b) Arrange for
RHC 1) tow-in and/or push-back of aircraft
SSC 2) towing of aircraft between other points
X 3) cockpit brake operator in connection with towing
SSC 4) wing-walker(s)
- RHC 3.8.2 a) Towbar to be provided by the Carrier.
b) Towbar to be provided by the Handling Company (*as far as available, otherwise a*).
c) Store and maintain towbar(s) provided by the Carrier (*maintenance to be agreed*).
- RHC 3.8.3 a) Provide
b) Install
c) Remove
aircraft steering bypass pin.

3.9 Exterior Cleaning

- X 3.9.1 Perform cleaning in accordance with Carrier's written instructions of
a) flight deck windows (except wide-body aircraft)
b) cabin windows
c) aircraft integral steps
d) slats and leading edges
e) wings
1) upper surface
2) lower surface
f) flaps (extended)
1) upper surface
2) lower surface
g) ailerons
1) upper surface
2) lower surface
h) engine nacelles and pylons
i) fuselage

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- 1) upper surface
- 2) lower surface
- j) horizontal stabiliser
- k) vertical stabiliser
- l) landing gear
- m) 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 | Clean |
| X | | a) flight deck, if specified, under the control of a person authorised by the Carrier |
| RHC | | b) passenger and crew compartments (other than flight deck) |
| | | 1) empty ash trays |
| | | 2) dispose of litter |
| | | 3) clear waste from overhead stowage |
| | | 4) wipe tables |
| | | 5) seats, seat back pockets and passenger service units |
| | | 6) floors |
| | | 7) empty refuse bins |
| | | 8) surfaces in pantries, galleys(sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds) |
| | | 9) remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains |
| X | | 10) telephones, screens and other equipment |
| X | | 11) inside windows |
| RHC | 3.10.2 | Remove and dispose of |
| | | a) litter/waste |
| | | b) food and food-related material (galley waste) |
| | 3.10.3 | Perform cabin dressing |
| SSC | | a) Blankets/duvets (fold/place in designated locations) |
| RHC | | b) Arrange seat belts |
| SSC | | c) Make up berths including crew |
| SSC | | d) Replace head rests |
| SSC | | e) Replace pillow covers |
| SSC | | f) Restock toilet items |
| SSC | | g) Replace/restock seat back pocket items |
| SSC | | h) Other cabin items as specified |
| | | 1) Material provided by the Carrier |
| | | 2) Material provided by the Handling Company |
| SSC | 3.10.4 | a) Disinfect |
| | | b) Deodorize |
| | | aircraft with |
| | | 1) material provided by the Carrier |
| | | 2) material provided by the Handling Company |
| X | 3.10.5 | a) Provide |
| | | b) Arrange for |
| | | laundering of |
| | | 1) cabin items (blankets/duvets/pillow cases) |
| | | 2) linen |
| SSC | 3.10.6 | Clean |
| | | a) cargo compartments |
| | | b) ULDs. |

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3.11 Toilet Service

- RHC 3.11.1 a) Provide
b) Arrange for
1) servicing (empty, clean, flush and replenish fluids)
2) triturator/disposal service

3.12 Water Service

- SSC 3.12.1 a) Provide
b) Arrange for
1) draining tanks
RHC 2) replenish tanks with drinking water
RHC 3) water quality tests

3.13 Cabin Equipment

- SSC 3.13.1 Rearrange cabin by
a) removing
b) installing
c) repositioning
cabin equipment, for example, seats and cabin divider(s).

3.14 Storage of Cabin Material

- X 3.14.1 a) Provide
b) Arrange for
storage space for the Carrier's cabin material.
- X 3.14.2 Take inventory.
- X 3.14.3 a) Provide
b) Arrange for
replenishment of stocks.

3.15 Catering Ramp Handling

- RHC 3.15.1 Unload/load and stow catering supplies from/on aircraft.
- SSC 3.15.2 Transfer catering supplies on aircraft
a) between lower holds and galleys and vice versa
b) between galleys
- RHC 3.15.3 Transport catering supplies between aircraft and designated points (*one transport per turnaround included, additional transports will be charged to the Carrier*).

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

- X 3.16.1 Remove contamination such as snow, slush, ice, frost, rime or similar from aircraft without using de-icing/anti-icing fluid.
- X 3.16.2 Perform „Contamination Check“ and inform flight crew or Carrier's representative of results.
- X 3.16.3 If require, perform aircraft type specific checks (e.g. clear ice check, clean wing check etc.)
- SSC 3.16.4 a) Provide
b) Arrange for
anti-icing/de-icing equipment.
- SSC 3.16.5 Provide de-icing/anti-icing fluids.
- SSC 3.16.6 Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use. *Fluid will be charged to the Carrier*.

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- SSC 3.16.7 Apply anti-icing fluid to aircraft. The anti-icing fluid to receive concentration and appearance inspection prior to use. *Fluid will be charged to the Carrier.*
- 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. *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 building and vice versa.
- 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 authorised to use Carrier's originator code or double signature procedure.
b) Inform the Carrier's representative of the contents of such messages. *Transmission charges may be recharged to the Carrier.*
- 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 a) Provide
b) Arrange for
meteorological documentation and aeronautical information.
1) at the airport location
X 2) at different airport location(s)
- THC 4.3.3 a) Provide
b) Arrange for
delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable.
1) at the airport location
X 2) at different airport location(s)
- X 4.3.4 Analyse the operational conditions and
X a) prepare
THC b) request
X c) sign
THC d) make available
the operational flight plan according to the instructions and data provided by the Carrier

