

Innsbruck Airport

SCHEDULE OF CHARGES

effective from 1 January 2019

TRANSLATION ONLY – THE GERMAN TEXT SHALL PREVAIL

Airport Operator:

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Charges approved by the
Federal Ministry of Transport, 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 BGBl. I, 111/2010 and
pursuant to Article 8(4) and 14(2) EU-PRM-Regulation No. 1107/2006

as per administrative decision of 5th November 2018
GZ. BMVIT-43.433/0002-IV/L1/2018

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@astrocontrol.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 of Transport, 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/egovernment/fof/fuer-flugplatzhalter-und-luftfahrzeughalter/Luftfahrzeughalter-Detailinfo.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.

Schedule of Charges

Chapter 6, ZFBB



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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 Transportation Organization
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. Language

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

4. 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.

5. 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.

"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 of Transport, 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.

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.

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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.

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.

"**Regional Air Traffic**" shall be any flights operated by an airline within its route permission, to perform scheduled air traffic by aircrafts not exceeding 200 seats and 80 t MTOM and not exceeding a distance of 1,000 km towards Innsbruck Airport.

Reduced charges for Regional Air Traffic shall be applicable exclusively for the landing charge and the passenger service charge, however, not for any other charges (e.g. infrastructure charge, security charge).

"**Regional Charge**" means the reduced charge for Regional Air Traffic.

"**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.

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"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/alliance, 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. Transfer passengers are exclusively charged per flight leg.

"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").

6. 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.

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7. 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.

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. In such cases, weekly invoices shall be submitted. Any charges and expenses resulting from these payments shall be to the debit of the party liable to pay.

Any such securities are not subject to payment of interest.

The Tiroler Flughafenbetriebsgesellschaft m.b.H. shall reserve itself 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.

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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 civil airport operator respectively which has been required by the payer a handling fee of Euro 20,00 might be charged.

8. 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.

9. 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.

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.

10. 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.

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II. CHARGES APPROVED BY THE AUTHORITY

Any charges according to this chapter II (Landing Charge, Passenger Service Charge including PRM-Charge, Security Charge, Infrastructure Charge and Parking Charge) are charges which are approved by the Federal Ministry of Transport, Innovation and Technology as the Supreme Civil Aviation Authority and modified by the administrative decision according to the applicable legal provisions.

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

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, for the marshalling in and out of the aircraft as well as 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.

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 proof 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. PRM-Charge

3.1 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.

3.2 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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4. Security Charge

4.1 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.

4.2 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 t MTOM in commercial air traffic.

5. Infrastructure Charge

5.1 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:

5.2 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.

5.3 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.

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6. Parking Charge

6.1 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.

7. Exemptions and Reductions

7.1 General Facts

For the kinds of charges mentioned in sections 1 to 5 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 Rates

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

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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:					
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 Airport Operations Director 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.

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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 the 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 at 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.

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(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: Rates*, 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.

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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: Rates*).

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 the Airport Operator.

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 Flughafengesellschaft 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 Flughafengesellschaft 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 Flughafengesellschaft m.b.H. which is above the subsidy cost.

2. Growth Incentive

2.1 Introduction

By providing the offer here below, the Tiroler Flughafengesellschaft 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. In exceptional cases, via flights shall also be considered as new destinations.

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

The final decision about the definition of "new destinations" shall be made by the Tiroler Flughafenbetriebsgesellschaft m.b.H..

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.

If the regional charge is applied, the reduction for the landing charge shall not be granted in addition.

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.

If the regional charge is applied, a reduction of 15% of the landing charge (regional charge) shall be granted additionally. The reduction shall decline by 3% 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.

If the regional charge is applied, the reduction for the passenger service charge shall not be granted in addition.

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.

If the regional charge is applied, a reduction of 15% of the passenger service charge (regional charge) shall be granted additionally. The reduction shall decline by 3% 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.

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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.

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.

The final decision about the definition of „off-peak times“ shall be made by the Tiroler Flughafenbetriebsgesellschaft m.b.H. and shall depend on the respective scheduling season as well as the day of operation.

2.6 Cost Absorption

The airport charges shall be accounted for on a weekly basis; the respective credit notes shall be established at the end of the month and credited with the customer account of the respective carrier maintained with the Tiroler Flughafenbetriebsgesellschaft m.b.H.

2.7 Basic Principles

The offer of these two kinds of incentives may be revoked by the Tiroler Flughafenbetriebsgesellschaft m.b.H. at any time without mentioning any reasons for this step.

The Tiroler Flughafenbetriebsgesellschaft m.b.H. fully reserves itself the right of **final decision** with regard to applying these introduction and marketing supports, whereas any legal remedy against such decision shall be excluded.

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 and sustainably.

The offer provided through this “Volume Bonus Regulation” may be revoked by the Tiroler Flughafenbetriebsgesellschaft m.b.H. anytime subject to a notice period of 60 days, however, without indicating any reasons for this step.

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.

2.2 Conditions

The sum of the incoming tons per calendar year and carrier shall be supported, whereas the outgoing tons shall not be taken into account. Such support shall exclusively be applicable to connections in scheduled traffic.

2.3 Volume Bonus Incentive

The volume bonus incentive shall be granted from an annual capacity of 10,000 tons to a maximum annual capacity of 30,000 tons, i.e. up to 10,000 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 30,000 tons per year, due to the limitation at the top.

The volume bonus incentive shall amount to **EUR 10.00** per ton of MTOM.

2.4 Cost Absorption

The airport charges shall be accounted for on a weekly basis; the respective credit notes shall be established annually (at the latest at the end of January of the following year) and shall be credited with the customer account of the respective carrier maintained with the Tiroler Flughafenbetriebsgesellschaft m.b.H.

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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. Portable Water

2.2.1. Portable Water Station

Provision of the following:

- Portable 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
- Portable 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

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2.2.2. Portable Water Vehicle

Provision of the following:

- Portable 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 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 2013, considering local requirements. Pagination refers to the service description in the SGHA 2013.

Text elements displayed in *italic* deviate from IATA-SGHA 2013.

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: Rates*).

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: Rates*).

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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. a) station administration b) passenger services c) ramp services d) load control e) flight operations f) cargo services g) mail services h) support services i) security j) aircraft maintenance k) other as specified	
X			
X			
X			
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.	

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	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).
X	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.
SSC	1.3.5	Verify availability and preparedness of personnel, equipment, loads, documentation of the third party(ies).
SSC	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	Stations 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 expenditure/commitment (limit to be specified)
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	Liaise with local and government authorities to ensure that all necessary permits and licenses are applied for, negotiated and secured in advance of each seasonal/operational change.
SSC	1.4.7	Perform and report quality/performance measurements.
SSC	1.4.8	Handle the contents of Carrier's company mail pouches.

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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	
		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, arrange storage of baggage in the bonded store (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
	2.2.2	Check and ensure,
THC		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, <i>however, without resuming any liability for the Handling Company.</i> 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.
		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
		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
X		5) off airport
SSC		6) other as specified

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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 or
		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
THC	2.3.4	Handle lost, found and damaged property matters.
		a) Provide
		b) Arrange for

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THC	1) acceptance of baggage irregularity reports
THC	2) entering of data into baggage tracing system
THC	3) maintaining baggage tracing system files for period as specified
X	4) making payments for incidental expenses
THC	5) delivery of delayed baggage to passengers (<i>b</i>) <i>delivery of baggage on carrier's expense</i>
THC	6) handling of communication with passengers
X	7) repair or replacement of damaged baggage.

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.
	3.1.2	Prepare for delivery onto flights
ISC		a) bulk baggage
ISC		b) ULDs
SSC		c) baggage accepted at a location as specified.
ISC	3.1.3	Establish the number and/or weight of
		a) bulk baggage
		b) built-up ULDs
		and provide the load control unit with the information.
RHC	3.1.4	Offload
		a) bulk baggage
		b) ULDs.
RHC	3.1.5	Prioritise baggage delivery to claim area.
RHC	3.1.6	Deliver to claim area
		a) baggage
		b) Out of Gauge (OGG)
	3.1.7	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	3.1.8	Handle crew baggage

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	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	
	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	

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- 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
X 2) general cargo
X 3) special shipments
X 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.
RHC b) Load and secure loads in the aircraft (*lashing materials will be charged to Carrier*).
SSC c) Redistribute loads in the aircraft.
RHC d) Operate in-plane loading system.
RHC e) 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.
- 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.

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- 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*).

3.9 Exterior Cleaning

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

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

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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 snow from aircraft without using de-icing fluid.
- X 3.16.2 Perform „pre“-de/anti-icing inspection and advise flight crew or Carrier representative of results.
- X 3.16.3 Perform clear ice check
- SSC 3.16.4 a) Provide
b) Arrange for
1) anti-icing units.
2) de-icing units.
- SSC 3.16.5 Provide de-icing/anti-icing fluids.
- SSC 3.16.6 Remove frost, ice and snow from aircraft using de-icing fluid. *Fluid will be charged to the Carrier.*
- SSC 3.16.7 Apply anti-icing fluid to aircraft. *Fluid will be charged to the Carrier.*
- X 3.16.8 Supervise performance of de-icing/anti-icing operations.
- SSC 3.16.9 Perform final inspection after de-icing/anti-icing operations and inform flight crew of results. *Visual inspection only.*
- SSC 3.16.10 Complete documentation as per Carrier's instructions.

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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.
- THC 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
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
2) at different airport location(s)
- X 4.3.4 a) Analyse the operational conditions and 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
1) at the airport location as defined
2) at different airport location(s)
3) en-route
- X 4.3.5 a) Prepare
X b) Request
X c) Sign
X d) File
the Air Traffic Services („ATS“) flight plan
1) at the airport location as defined
2) at different airport location(s)

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- X 4.3.6 a) Request
b) Manage
the Carrier's slot time allocation with the ATC.
1) at the airport location as defined
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.
- 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
- X 4.4.3 a) Provide
THC b) Arrange for
(*non-scheduled*) crew transportation to/from off airport locations.
- X 4.4.4 Direct crews through airport facilities.
- THC 4.4.5 Liaise with
 - 1) crew layover hotel(s)
 - 2) 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.

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SECTION 5 – CARGO AND MAIL WAREHOUSE SERVICES

5.1 Cargo and Mail Handling – General

- RHC 5.1.1 a) Provide
X b) Arrange
X 1) warehouse and storage facility(ies)
X 2) warehouse handling equipment
X 3) warehouse handling services
X (a) General cargo
X (b) Special shipments
X (c) Specialised cargo products
X (d) Post office mail
(e) Diplomatic mail
(f) Diplomatic cargo
(g) 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
a) prevent theft or damage to the Carrier's cargo and mail in custody of the Handling Company
b) prevent theft or unauthorised use of, or damage to the Carrier's pallets, containers, nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify the Carrier immediately of any damage to or loss of such items.
Provision of these services without any liability for the Handling Company.

5.2 Customs Control

- X 5.2.1 a) Prepare customs documentation
X b) obtain customs clearance
X c) place cargo under customs control
X d) present to customs cargo for physical examination for
1) inbound cargo
2) outbound cargo
3) transfer cargo

5.3 Documentation Handling

- X 5.3.1 a) Prepare airwaybill
X b) Check all documentation to ensure shipment may be carried. The check shall not include the rates charged.
X c) Check security status for the shipment(s) concerned and take action as per Carrier's instructions.
X d) Obtain capacity/booking information for the Carrier's flights..
X e) Split airwaybill. Forward copies of manifests and airwaybills to the Carrier.
X f) Prepare cargo manifest(s).
X g) Provide the load control unit with Special Load Notification.
X h) Return copy of airwaybill to shipper, endorsed with flight details.
X i) Check and/or enter data into Carrier's and/or government/customs system, as specified.
- X 5.3.2 a) Notify consignee or agent of arrival of shipments.
b) Make available cargo documents available to consignee or agent.

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- X 5.3.3
 - a) Provide
 - b) Arrange for
 - 1) collection of "Charges Collect" as shown on the airwaybill
 - 2) collection of other charges and fees as shown on the airwaybill
 - 3) credit to consignees or agents.
- X 5.3.4.
 - a) Provide
 - b) Arrange for
 - 1) delivery of cargo/mail related documentation from/to agreed points and the aircraft.
- 5.4 Physical Handling Outbound/Inbound**
- RHC 5.4.1 Accept cargo, ensuring that
 - a) machine-readable cargo labels are affixed and processed
 - b) manual labels are affixed and processed
 - c) shipments are „ready for carriage“
 - 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), and others have been complied with.
- X 5.4.2 Tally and assemble cargo for dispatch.
- X 5.4.3 Prepare
 - a) bulk cargo
 - b) ULDs using
 - using*
 - 1) build up materials provided by Carrier
 - 2) build up materials provided by Handling Company and establish
 - (a) gross weight
 - (b) volume
 - (c) ULD contourand provide the load control unit with the information.
- X 5.4.4 Perform acceptance check on pre-built ULDs and establish, if accepted
 - a) gross weight
 - b) volume
 - c) ULD contourand provide the load control unit with the information.
- X 5.4.5
 - a) Load outbound cargo on vehicles.
 - b) Assemble cargo for delivery to the aircraft.
- X 5.4.6
 - 1) Offload bulk cargo from vehicles.
 - 2) Break down ULDs.
 - 3) Check incoming cargo against airwaybills and manifests.
 - 4) Release cargo to the consignee or agent.
- X 5.4.7 Truck service loading/off-loading
 - a) Check seals are intact on inbound trucks
 - b) Offload truck prior to acceptance into warehouse
 - c) Load truck after formal release from warehouse
 - d) Place sealsTruck operated by/or on behalf of the Carrier

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- 5.5 Transfer-/Transit Cargo**
- X 5.5.1 Identify transfer/transit cargo.
 - X 5.5.2 Prepare transfer manifests for cargo to be transported by another carrier.
 - X 5.5.3
 - a) Provide
 - b) Arrange for transport to the receiving carrier's warehouse
 - 1) on airport
 - 2) off airport
 - X 5.5.4 Accept/prepare
 - a) transfer cargo
 - b) transit cargo for onward carriage.
- 5.6 Post Office Mail**
- X 5.6.1 Check
 - a) incoming
 - b) outgoingmail against post office mail documents.
 - 5.6.2 In case of missing documentation, issue substitutes
 - 5.6.3 Transport mail from
 - a) cargo warehouse to postal facility
 - b) postal facility to cargo warehouse
 - X
 - 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) ULDs and 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.

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SECTION 6 – SUPPORT SERVICES

	6.1	Accommodation	
rent	6.1.1	Provide the Carrier with a) office space b) storage space c) other facilities as specified	
	6.2	Automation/Computer Systems	
ISC	6.2.1	a) Provide b) Arrange for c) Operate	
THC		computer hardware and other equipment (as specified) to enable access to 1) Carrier's system – <i>c) training by carrier required</i> 2) Handling Company's system 3) other system	
	6.2.2	Perform the following functions in a) Carrier's system b) Handling Company's system c) other system for	
THC		1) training	
THC		2) passenger reservations and sales	
THC		3) passenger service	
THC		4) baggage reconciliation	
THC		5) baggage tracing	
THC		6) operations, load control	
X		7) cargo reservations and sales	
X		8) cargo handling	
X		9) post office mail handling	
X		10) maintenance reporting	
X		11) other functions	
X	6.2.3	Manage Automated Self Check-in device(s) and a) provide b) arrange for 1) stock control 2) stock replenishment 3) hosting 4) routine maintenance 5) servicing and repair 6) other as specified	
	6.3	Unit Load Device (ULD) Control	
	6.3.1	a) Provide b) Arrange for storage space for 1) passenger ULDs 2) cargo ULDs 3) post office mail-ULDs 4) other ULDs	
RHC			
X			
X			
RHC			
RHC	6.3.2	Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss. <i>Provision of this service without any liability for the Handling Company.</i>	

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- SSC 6.3.3 a) Take physical inventory of ULD stock and maintain records.
b) Compile and despatch ULD control messages.
- SSC 6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.
- SSC 6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

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 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 approved fuelling/defueling equipment.
- X 6.5.7 Fuel/defuel aircraft with quantities.
- 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 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
between
(a) airport and town terminal
(b) airport and other agreed points
(c) separate terminals at the same airport.

6.7 Catering Services – Liaison and Administration

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

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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 | 7.1.1 | a) Provide
b) Arrange for
1) matching of passengers against established data.
2) security questioning. |
| SC | 7.1.2 | a) Provide
b) Arrange for
1) screening of checked baggage.
2) screening of transfer baggage.
3) screening of mishandled baggage.
4) physical examination of checked, transfer and mishandled baggage.
5) identification of security cleared baggage. |
| SC | 7.1.3 | a) Provide
b) Arrange for
1) screening of passengers.
2) screening of cabin/unchecked baggage.
3) physical examination of passengers and cabin/unchecked baggage |
| | 7.1.4 | a) Provide
b) Arrange for |
| THC | | 1) identification of passengers prior to boarding. |
| THC | | 2) reconciliation of boarded passengers with their baggage. |
| THC | | 3) positive baggage identification by passengers. |
| RHC | | 4) offloading of baggage for passengers who fail to board the aircraft. |

7.2 Cargo and Post Office Mail

- | | | |
|---|-------|---|
| | 7.2.1 | a) Provide
b) Arrange for |
| X | | 1) control of access to the cargo facilities. |
| X | | 2) screening of cargo and/or mail. |
| X | | 3) physical examination of cargo. |
| X | | 4) holding of cargo and/or mail for variable periods. |
| X | | 5) secure storage of cargo and/or mail. |
| X | | 6) decompression/pressure chamber |

7.3 Catering

- | | | |
|----|-------|--|
| | 7.3.1 | a) Provide
b) Arrange for |
| SC | | 1) control of access to the catering unit. |
| X | | 2) security supervision during food preparation. |
| SC | | 3) security check of catering uplifts. |
| X | | 4) sealing of food and/or bar trolleys/containers. |
| X | | 5) physical examination of catering vehicles prior to loading. |
| X | | 6) sealing of catering vehicles. |

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- 7.4 Ramp**
- SC 7.4.1 a) Provide
b) Arrange for control of access to
1) aircraft
2) designated areas.
- 7.4.2 a) Provide
b) Arrange for
X 1) searching of
X 2) guarding of
X 3) sealing of
SSC (a) aircraft
SSC (b) designated areas
SC (c) baggage in the baggage make-up area
- SSC 7.4.3 a) Provide
b) Arrange for security personnel
1) to safeguard all loads during the transport between aircraft and designated locations.
2) during offloading and loading of aircraft.
- 7.5 Additional Security Services**
- SSC 7.5.1 a) Provide
b) Arrange for additional security services.

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.

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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
HC b) Arrange for
 - 1) parking space
 - 2) hangar space

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HANDLING FOR GENERAL AVIATION FLIGHTS

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

Depending on the kind and extent of the requested handling services a rate for either „**Handling light**“ or „**Handling full**“ will be charged. All services will be assigned according 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”.

Aircrafts 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.

HANDLING LIGHT	Escorting passengers and crews from/to aircraft upon arrival and/or departure	HANDLING FULL
	Assistance with governmental clearance (passport and customs check)	
	Assistance with flight preparations (crew briefing, MET, NOTAMs, company flightplan, slot monitoring etc.)	
	Assistance with booking of rental cars or helicopters	
	Liason with local fuel supplier	
	Liason with local catering supplier (for catering orders, dish washing, waste service etc.)	
Baggage handling (loading/offloading and transportation from/to aircraft upon arrival and/or departure)		
Ground Power Unit utilization up to 45 minutes; beyond charged as Single Service		
Wast 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 accomodation for crew (company credit card required)		
Organisation of additional security services, e.g. 24 hours aircraft protection (charges excluded)		

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

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ANNEX 3: RATES

Rates marked with *) shall be charges approved by the authority (authorized by the Federal Ministry of Transport, Innovation and Technology as the Supreme Civil Aviation Authority and modified by the administrative decision according 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	8,77
above 1.000 kg	up to 1.500 kg	15,58
above 1.500 kg	up to 2.000 kg	25,90
above 2.000 kg	up to 2.500 kg	42,98
above 2.500 kg	up to 3.000 kg	51,51
above 3.000 kg	up to 3.500 kg	60,17
above 3.500 kg	up to 4.000 kg	68,59

b) from 4.001 kg of Maximum Take-Off Mass (MTOM):

MTOM		EUR
above 4 t	up to 10 t	17,24
above 10 t	up to 200 t	16,02
above 200 t	up to 270 t	14,14
above 270 t	up to 320 t	13,28
above 320 t		11,99

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) Regional charge 85 % of the respective landing charge under b)

d) Surcharge per landing according to noise levels:

Noise class	EUR
Noise class I	1178,44
Noise class II	707,07
Noise class III	353,52
Noise class IV	0,00

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2. Passenger Service Charge including PRM-Charge *)

The assessment basis shall be the number of departing passengers. This charge shall be collected in connection with the PRM-Charge (**EUR 0,58** per passenger).

Commercial + non-commercial flights			EUR
	up to 2 t	no Passenger Service Charge	
	up to 4 t	International	10,79
	up to 4 t	National	9,54
above 4 t	up to 10 t	International+National	15,20
above 10 t		International+National	16,15
above 10 t		Regional	13,90
		Transfer charge	7,53

3. Security Charge *)

Per each departing passenger who is subject to the Passenger Service Charge a charge in the amount of **EUR 16,31** has to be paid.

For 2019 a onetime reduction in the amount of **EUR 1,59** will be granted.

4. Infrastructure Charge *)

a) Airside

Charge group	MTOM		EUR
1		up to 10 t	35,11
2	above 10t	up to 18 t	61,09
3	above 18 t	up to 25 t	71,80
4	above 25 t	up to 45 t	116,48
5	above 45 t	up to 58 t	179,58
6	above 58 t	up to 79 t	225,32
7	above 79 t	up to 100 t	266,49
8	above 100 t	up to 130 t	319,90
9	above 130 t	up to 155 t	346,08
10	above 155 t	up to 200 t	480,61
11	above 200 t	up to 270 t	593,55
12	above 270 t		833,42

b) Landside

The assessment basis shall be the number of departing passengers for whom the Passenger Service Charge incurs. The charge shall be **EUR 1,89** per departing passenger.

c) With aircrafts of the General Aviation up to 13 t MTOM, for which a handling service according to the list of services on page 50 is provided or which has to be charged as single service, an infrastructure flat rate of **EUR 30,81** shall apply.

d) Aircrafts up to 13 t of MTOM belonging to the General Aviation shall be exempted from the infrastructure charge if they only make use of the services of "marshalling of the aircraft at its arrival and departure (Follow me)".

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5. 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	20%
above 4 t	up to 10 t	15%
of the applicable landing charge (calculation according the MTOM for each ton or part thereof)		
above 10 t		10%
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)		

6. Charge for Extension of Operating Times *)

The flat rate for the extension of operating times (according ZFBB, chapter 4, 4.1) is **EUR 116,870** for any ¼ hour started – independently of any other charges (see chapter I, para 8).

7. 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 10 t	207,20	154,40
2	above 10 t	up to 18 t	335,30	242,80
3	above 18 t	up to 25 t	394,40	285,60
4	above 25 t	up to 45 t	631,00	457,00
5	above 45 t	up to 58 t	976,80	703,50
6	above 58 t	up to 79 t	1.227,70	886,30
7	above 79 t	up to 100 t	1.444,60	1.037,10
8	above 100 t	up to 130 t	1.732,50	1.243,80
9	above 130 t	up to 155 t	2.019,70	1.459,40
10	above 155 t	up to 200 t	2.601,70	1.872,50
11	above 200 t	up to 270 t	3.464,10	2.476,80
12	above 270 t		4.864,00	3.469,20

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

Entgelt- gruppe	MTOM		Handling „light“	Handling „full“
			EUR	EUR
0		up to 5 t	92,10	231,30
1	above 5 t	up to 13 t	115,60	289,60
2	above 13 t	up to 18 t	161,70	404,20
3	above 18 t	up to 25 t	190,40	475,90
4	above 25 t	up to 45 t	305,00	761,40
5	above 45 t	up to 58 t	470,80	1.175,90
6	above 58 t	up to 79 t	591,50	1.479,80
7	above 79 t	up to 100 t	694,90	1.737,70
8	above 100 t	up to 130 t	833,00	2.083,60
9	above 130 t	up to 155 t	974,30	2.435,70
10	above 155 t	up to 200 t	1.252,60	3.131,60
11	above 200 t	up to 270 t	1.663,00	4.159,10
12	above 270 t		2.333,40	5.833,40

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

- c) Reduction of handling charge in case of technical landing 50%
- d) Surcharge to handling charge in case of re-loading or partial deloading of dispatched aircraft 50%
- e) Ground Power Unit utilization for Commercial flights free of charge up to 45 minutes; beyond this time, such service shall be invoiced as special service. For General Aviation flights the list of services (page 50) shall apply.
- f) No specific surcharge shall be charged for holidays or weekends
- g) Surcharge 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.

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8. Hangar Charge

a) The charge shall be the following:

MTOM		EUR
	up to 4000 kg	10,60
for each started portion of 500 kg and each started period of 24 hours		
above 4 t	up to 10 t	21,20
above 10 t		22,70
for each started portion of 500 kg and each started period of 24 hours		

b) Monthly flat rate (at least 20 days):

MTOM		EUR
	up to 4000 kg	190,30
for each started portion 500 kg and each started calendar month		
above 4 t	up to 10 t	311,00
above 10 t		338,80
for each started portion 500 kg 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		EUR
	up to 2.000 kg	9,20
above 2.000 kg	up to 4.000 kg	18,30
above 4.000 kg	up to 10.000 kg	36,70
above 10.000 kg		73,60

Schedule of Charges

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9. 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	
1. Manpower			
Equipment operator/skilled worker/fireman		0,25	15,70
Services acc. Article 7.4 (guarding of the aircraft)	process		38,80
Surcharge of 100% outside operating hours			
2. Equipment with staff of the Airport Operator			
Air starter unit (ASU)		0,25	49,80
Aircraft tug, small		0,25	29,20
Aircraft tug, large		0,25	51,80
Assembly stairs		0,25	2,30
Baggage cart		0,25	4,50
Baggage tractor		0,25	19,40
Cabin heating unit		0,25	23,20
Catering cart	one-way		38,10
Cleaning cart		0,25	22,40
Conveyor belt		0,25	38,90
De-icing equipment 2 equipment operators for de-icing equipment included		0,25	65,10
Fire brigade vehicle (provision) 1 fireman included, another will be charged		0,25	36,30
Forklift truck		0,25	38,80
Ground power unit (GPU)		0,25	36,90
Minibus	one-way		28,10
Pallet transport car		0,25	19,40
Pallet transport car (wide-body aircraft)		0,25	41,00
Passenger stairs, pulled		0,25	23,60
Passenger stairs, self-propelled (wide-body aircraft)		0,25	74,30
Ramp bus	one-way		49,00
Toilet vehicle		0,25	46,70
Water car		0,25	33,90
3. Material			
Ballast sack 25kg	piece		4,80
Oil binding agent	bag		34,20
Tie-down loop	piece		5,50
Tie-down rope	piece		2,30
Wooden footboard	piece		4,20
4. Miscellaneous			
Disposal of unseparated garbage with garbage container:			
Aircraft with 50 seats	process		23,30
Aircraft with 51 to 100 seats	process		44,30
Aircraft with 101 to 150 seats	process		62,90
Aircraft with more than 151 seats	process		85,00

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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

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ANNEX 5: DEFINITION OF THE SCHEDULED FLIGHT DESTINATIONS

(Introduction and marketing support directive)

WESTERN EUROPE

Belgium

- Brussels

The Netherlands

- Amsterdam
- Eindhoven
- Groningen
- Rotterdam

Germany

- Berlin
- Düsseldorf
- Hamburg
- Hanover
- Cologne

Switzerland

- Zurich

NORTHERN EUROPE

Great Britain

- Birmingham
- Bristol
- Edinburgh
- Glasgow
- Manchester
- Leeds Bradford
- Liverpool
- London
- Southampton

Ireland/Northern Ireland

- Cork
- Dublin
- Belfast

Sweden

- Goteborg
- Malmö
- Stockholm

Norway

- Bergen
- Oslo
- Stavanger

Finland

- Helsinki

Denmark

- Copenhagen

SOUTHERN EUROPE

Italy

- Bolzano
- Milan
- Rome

France

- Nice
- Paris

Spain

- Barcelona
- Madrid
- Palma de Mallorca

Turkey

- Antalya
- Istanbul

EASTERN EUROPE

Hungary

- Budapest

Czech Republic

- Prague

Romania

- Bucharest

Poland

- Gdansk
- Cracow
- Warsaw

Russia

- Moscow
- St. Petersburg

Ukraine

- Kiev

Estonia

- Tallinn

Latvia

- Riga

Lithuania

- Vilnius