



DUBROVNIK AIRPORT
ZRAČNA LUKA DUBROVNIK

CJENIK USLUGA

AIRPORT AND HANDLING CHARGES

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I. UVJETI OBAVLJANJA AERODROMSKIH USLUGA

1. Dokumenti koji su podloga na kojima se temelje uvjeti obavljanja aerodromskih usluga i cjenik Zračne luke Dubrovnik d.o.o.:

1.1. Propisi Republike Hrvatske:

- Zakon o zračnom prometu RH (NN 69/09, 84/1, 54/13, 127/13, 92/14),
- Zakon o zračnim lukama (NN 19/98, 14/11, 78/15)
- Zakona o obveznim i stvarnopravnim odnosima u zračnom prometu (NN 132/98, 63/08 i 134/09, 94/13)
- Pravilnik o pružanju zemaljskih usluga (NN 39/10, 61/15)
- Pravilnik o naknadama zračnih luka (NN 65/15)

1.2. Međunarodni propisi i preporučena praksa:

- Council Directive 96/67/EC of 15 th October 1996 on access to the groundhandling market at Community airports. (Official journal L 272, 25/10/1996 p. 0036-0045);
- Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11 th March 2009;
- Regulation (EC) No 1107/2006 of the European Parliament and of the Council of the 5 th July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air;
- S.I. No 505/1998 – Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;
- Airport Economics Manual, ICAO Doc 9562/2 nd edition – 200;
- ICAO s Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/ 8 th edition – 2009;

2. Opći uvjeti obavljanja aerodromskih usluga

2.1. Temeljni opći uvjeti poslovanja odnose se na sljedeće aerodromske usluge:

- a) Uporaba uzletno-sletne staze s osvjetljenjem (LANDING AND TAKE OFF CHARGE WITH LIGHTING)
- b) Prihvati otprema zrakoplova, putnika, prtljage, robe i pošte (HANDLING)
- c) Uporaba pristanišne stajanke za zrakoplove i drugih površina za boravak zrakoplova (PARKING)
- d) Uporaba centralizirane infrastrukture (CENTRALIZIRANA INFRASTRUKTURA)
- e) Posebne usluge putnicima i pošiljateljima roba:
 - Putnički servis (PASSENGER SERVICE)
 - Sigurnosni pregled (SECURITY CHECK)
 - Servis za putnike s posebnim potrebama (PRM)

2.2. Cijene svih aerodromskih usluga se oblikuju na temelju ekonomske cijene, izlazeći iz pune troškovne cijene izračunate s djelidbenom kalkulacijom za prosječni zrakoplov, koje se zatim preračunavaju za pojedine određene vrste zrakoplova, poštujući tržišne uvjete koji prevladavaju u poslovanju sa zrakoplovnim tvrtkama, tj. cijene koje vrijede u europskim zračnim lukama za istu vrstu i kakvoću usluge.

2.3. Cijene posebne usluge putnicima (putnički servis) se obračunavaju i oblikuju kalkulativno temeljem podataka o amortizaciji pristanišne zgrade, troškova održavanja, grijanja i klimatizacije, i cijena potrošnog materijala kao i

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- poštivanju prosječne cijene istovrsne usluge na značajnijim zračnim lukama u Europi.
- 2.4. Zahtjevom za korištenjem usluga u zračnom prometu smatra se da je svaki korisnik zračne luke po principu pristupanja prihvatio sve odredbe ovog Cjenika.
 - 2.5. Nakon objavljivanja Općih uvjeta i Cjenika usluga u zračnom prometu smatra se da je iste prihvatio svaki korisnik koji koristi usluge Zračne luke Dubrovnik d.o.o.
 - 2.6. Cijene usluga navedene u Cjeniku su jedinstvene za usluge pružene u domaćem i međunarodnom prometu.
 - 2.7. Cijena usluga izvršenih zrakoplovnim prijevoznicima (LANDING, HANDLING, CENTRALIZIRANA INFRASTRUKTURA, PARKING) podrazumijeva jedinstvenu i nedjeljivu cijenu za sve poslove u sadržaju jedne usluge pružene u dolasku i odlasku istog zrakoplova.
 - 2.8. U suglasnosti s člankom 10. Direktive 2009/12/EC o naknadama zračne luke, Zračna luka Dubrovnik d.o.o. ugovara s prijevoznikom paket usluga. Nakon postignutog dogovora, prijevoznik nema pravo odbiti dio usluga.
 - 2.9. Zračna luka Dubrovnik zadržava pravo da početkom godine obavi korekciju cijena za polovicu indeksa službene devalvacije kune prema EUR-
 - 2.10. Cijene aerodromskih usluga u Cjeniku izražene su u eurima (EUR).
 - 2.11. U slučaju izvanrednog događaja (Emergency) posebne usluge pružene zrakoplovu bit će zaračunate zračnom prijevozniku po cijenama iz Cjenika na poseban zahtjev. Eventualno korištenje vanjskih usluga i opreme bit će prefakturirano zračnom prijevozniku po stvarnim cijenama uvećano za manipulativne troškove.
 - 2.12. Cjenik za svaku aerodromsku uslugu određuje slučajeve povećanja i umanjenja temeljne cijene. Umanjenje cijene po jednom temelju isključuje umanjenje iste po drugom temelju.
 - 2.13. Cjenik usluga u zračnom prometu dostupan je svim postojećim i potencijalnim korisnicima u Zračnoj luci Dubrovnik d.o.o. u AIP-u, kao i na službenoj mrežnoj stranici / www.dubrovnik-airport.hr/. Na zahtjev korisnika, Zračna luka Dubrovnik d.o.o. može dostaviti Cjenik usluga u zračnom prometu. Isto tako, Zračna luka Dubrovnik d.o.o. sve svoje dugogodišnje korisnike redovito obavještava o svim promjenama u Cjeniku.
 - 2.14. Izmjene i dopune Cjenika usluga moraju se provoditi u skladu s poslovnom politikom Zračne luke Dubrovnik d.o.o., te sukladno članku 42. Zakona o zračnom prometu (NN69/09, 84/11, 54/13, 127/13, 92/14).
 - 2.15. Vrijeme noćnog obavljanja zračnog prometa se smatra u razdoblju od 22,00LT do 06,00LT.
 - 2.16. Pružanje aerodromskih usluga izvan službene otvorenosti zračne luke smatra se pružanjem usluga izvan vremena otvorenosti, koje je određeno službenim državnim propisima u Republici Hrvatskoj.
 - 2.17. Za sve sporove između korisnika usluga i Zračne luke Dubrovnik oko cijena i primjena odredbi Cjenika i Općih uvjeta poslovanja, nadležan je sud u Dubrovniku.

3. Plaćanje

- 3.1. Obračun i naplata pruženih usluga za ugovorne zračne prijevoznike obavlja se u skladu s potpisanim ugovorima.
- 3.2. Zračni prijevoznici koji nemaju ugovor sa Zračnom lukom Dubrovnik d.o.o. obvezni su korištenje usluga platiti prije uzlijetanja.
- 3.3. Naplata pruženih usluga zračnim prijevoznicima iz točke 3.2. obavlja se u gotovini i kreditnim karticama koje su službeno prihvaćene od strane Zračne luke Dubrovnik d.o.o.
- 3.4. Porez na dodanu vrijednost (PDV) nije uračunat u cijene navedne u Cjeniku.
- 3.5. Zračnim prijevoznicima koji, sukladno Zakonu i Pravilniku o PDV-u nisu oslobođeni plaćanja poreza na dodanu vrijednost (PDV), isti će se obračunati u visini utvrđenoj zakonom.
- 3.6. Zračna luka Dubrovnik d.o.o. ima pravo uvida u Svjedodžbu zračnog prijevoznika (AOC) da bi ustanovila za koju vrstu prometa je prijevoznik registriran.
- 3.7. Obračun i naplata pruženih usluga mogu se obaviti u svakoj čvrstoj valuti na način da se cijene izražene u EUR preračunavaju u željenu valutu po srednjem tečaju Hrvatske narodne banke na dan ispostavljanja računa. Obračun i naplata pruženih usluga domaćim zračnim prijevoznicima obavlja se isključivo u kunama (HRK).
- 3.8. Za prekoračenje roka plaćanja obračunavaju se zakonom propisane zatezne kamate. Za sve sporove između korisnika usluga i Zračne luke Dubrovnik d.o.o. oko cijena i primjena odredbi Cjenika i Općih uvjeta poslovanja, nadležan je sud u Dubrovniku.
- 3.9. Zračna luka Dubrovnik d.o.o. može od korisnika usluga zahtijevati instrument osiguranja plaćanja.

4. Program poticaja

Zračna luka Dubrovnik može korisnicima odobriti komercijalne popuste i druge povlastice, a vodeći računa o kriterijima "Poticajne mjere Zračne luke Dubrovnik zrakoplovnim prijevoznicima", koji nije sastavni dio Cjenika.

5. Definicije izraza

- **Organizirati** podrazumijeva da će tvrtka za opsluživanje tražiti od vanjske agencije da pruži tražene usluge. Cijenu usluga vanjske agencije plaća prijevoznik. Tvrtka za opsluživanje ne preuzima odgovornost prema prijevozniku u ovakvim aranžmanima.
- **Teret** znači komercijalni i nekomercijalni prijevoz tereta poput uslužnog prijevoza tereta i kompanijskih materijala.
- **Predstavnik prijevoznika** označava osobu ili organizaciju ovaštenu od strane prijevoznika da djeluje u njegovo ime u pitanjima vezanim za čl.4.
- **Koordinirati** znači sakupljati i prenositi operativne informacije odgovarajućim strankama po nalogu prijevoznika ili predstavnika prijevoznika, vezano za pružanje usluga kako su ugovorene od strane prijevoznika, s trećim strankama, u odgovarajućem Dodatku (Dodacima) B (IATA SGHA ANNEX B).

- **Zrakoplov prijevoznika** označava sve zrakoplove u vlasništvu, zakupu, najmu, angažmanu, ili pod upravom, ili na drugi način korištene od stranke ili u ime prijevoznika, a vezano za koje je prijevoznik izričito ili implicitno ugovorio, dao upute ili na neki drugi način tražio od tvrtke za opsluživanje da izvrši ili provede bilo koju aerodromsku uslugu(e).
- **Sustav kontrole odlaska** znači automatiziranu metodu obavljanja čekiranja, kontrole kapaciteta, kontrole opterećenja i otpreme letova.
- **Direktni gubitak** znači gubitak koji nastaje prirodno ili izravno iz neke pojave, a koji isključuje nepredvidljive, indirektnne, posljedične ili posebne gubitke ili štete, poput gubitka prihoda ili gubitka dobiti.
- **Razmjena elektronskih podataka** znači prijenos podataka u standardnom formatu (aplikacija-obrađena programa aplikacije).
- **ICAO** označava Međunarodnu organizaciju za civilno zrakoplovstvo.
- **IATA** označava Međunarodno udruženje zračnih prijevoznika.
- **Povezivanje** označava komuniciranje i održavanje kontakata.
- **Teret** znači svaki predmet koji se prevozi zrakoplovom koji ne spada u osnovnu operativnu težinu.
- **Tereti** znače prtljagu, robu, poštu, bilo kakvu opskrbu zrakoplova, uključujući balast.
- **Izrazi "putnik", "prtljaga", "roba" i "pošta"**, koji se upotrebljavaju u Cjeniku, uključuju sve osobe i stvari koje se prevoze zrakoplovom uz suglasnost prijevoznika.
- **Pružiti** podrazumijeva da tvrtka za opsluživanje sama preuzima odgovornost za pružanje tražene usluge.
- **Uprava stanice** znači vođenje administrativnih i/ili operativnih poslova prijevoznika unutar djelokruga definiranog Dodatkom B (IATA SGHA ANNEX B).
- **Nadzor** znači nadgledanje i usmjeravanje pružanja usluga koje prijevoznik ugovori s trećim strankama, npr. Tvrtkama koje imaju odvojeni Dodatak B (ili sličan ugovor s prijevoznikom). Izraz Nadzor ne primjenjuje se na tvrtku za opsluživanje koja sama upravlja pružanjem svojih usluga ili nadgleda svoje podugovorače kako je navedeno u čl.5 Glavnog ugovora (IATA SGHA).
- **Karta** znači dokument koji se naziva „Putnička karta i prijava prtljage“, koji je izdan od stranke ili u ime prijevoznika, koji uključuje obavijesti o uvjetima ugovora na koji se poziva, te sadrži i kupone za let i za putnika.
- **Domaći zračni promet** predstavlja obavljanje letova kod kojih je mjesto odlaska i krajnjeg odredišta putnika i robe na području Republike Hrvatske.
- **Međunarodni zračni promet** je međunarodni prijevoz putnika i robe kako je definirano u 1. članku Konvencije za izjednačavanje određenih pravila u međunarodnom zračnom prijevozu (Varšava 1929.) te u 1.članku Protokola o promjeni te Konvencije (Haag 1955.) Međunarodni let (let u međunarodnom prometu) je svaki let zrakoplova kome je mjesto odlaska ili krajnje odredište.
- **Tranzitni let** je zrakoplov koji vrši među-slijetanja iz komercijalnih razloga pri kojem dolazi do promjene tereta, putnika i/ili posade.
- **Turnaround flight** je zrakoplov koji završava let i zatim se sprema za sljedeći let uz

kompletnu izmjenu tereta, putnika i/ili posade.

- **Pružatelj zemaljskih usluga** je svaka fizička ili pravna osoba koja drugima pruža jednu ili više kategorija zemaljskih usluga.
- **Javni prijevoz** u zračnom prometu znači svaki vid zračnog prometa koji prometuje sukladno zakonskim propisima, općim uvjetima, koji je svima dostupan i za koji prijevoznik ima izdan certifikat od nadležnih zrakoplovnih vlasti.
- **Baza javnog zračnog prijevoznika** znači zračna luka na kojoj je zračni prijevoznik utemeljio predstavništvo koje djeluje kao administrativni i operativni centar prijevoznika i na kojoj je baziran minimalno jedan zrakoplov upisan u njegov AOC.
- **Broj leta** označava svaki pojedini let i sastoji se od dvoslovne (prema IATA) ili troslovne kratice (prema ICAO) i zatim sljedećih brojeva ili kombinacije brojeva i slova.
- **Nenajavljeni let** je svaki let zrakoplova koji nije pismeno najavljen u roku od 24 sata prije slijetanja ili uzlijetanja.
- **Povratni let** znači let nekog zrakoplova koji se vraća nakon polaska, a prije dolaska do odredišta ili promjenu leta zbog posebnih razloga, izvan redovne kontrole.
- **Probni let** znači let nekog zrakoplova koji se obavlja radi ispitivanja motora, instrumenata i uređaja zrakoplova.
- **Školski let** znači let nekog zrakoplova koji se obavlja radi školovanja letačkog osoblja.
- **Ambulantni let** znači let u svrhu prijevoza bolesnih ili ranjenih osoba, kojima je već pružena liječnička pomoć ili kojima se neki pacijent prevozi iz jedne medicinske lokacije na drugu.
- **Prazni let** znači zrakoplov koji slijeće ili uzlijeće bez ukrcavanja putnika ili tereta radi daljnjeg prijevoza.¹
- **Tehničko slijetanje** je svako slijetanje zrakoplova izvršeno radi tehničkih, meteoroloških i navigacijskih razloga pod pretpostavkom da nije nastupila nikakva promjena glede komercijalnog tereta (payload) osim goriva.
- **Prinudno slijetanje** je slijetanje u slučaju nekog izvanrednog događaja (bolest ili smrt putnika, tehnički kvar na zrakoplovu, itd.) ili zbog prijetnje nasiljem.
- **Pozicijski let** je svaki prelet zrakoplova od mjesta do mjesta pod pretpostavkom da kod slijetanja ili uzlijetanja nije vršen ukrcaj ili iskrcaj putnika, prtljage robe i pošte.
- **Zračni prijevoznik** je društvo s valjanom operativnom licencom za obavljanje zračnog prijevoza.
- **Maksimalna dopuštena težina** prilikom uzlijetanja (**M.T.O.W**) znači maksimalna dopuštena težina zrakoplova prilikom uzlijetanja, navedena u službenoj dokumentaciji (Letačkom priručniku - AFM) odnosno u svjedodžbi o plovidbenosti zrakoplova. Ako ti dokumenti nisu predloženi, kod obračuna treba uzeti i obzir najviši M.T.O.W. za određeni tip zrakoplova. Svaki započeti dio tone zaračunava se kao cijela tona.
- **Temeljna zaštitna provjera** znači sigurnosna provjera osoba ili stvari koja se obavlja prije svakog leta u skladu sa zakonskim uvjetima.
- **Članovi letačkog osoblja** su osobe u zrakoplovu čija je dužnost obavljanje leta.

- **Infant** je putnik, dijete, do navršene dvije godine života.
- **Tranzitni putnik** je putnik koji sleti i poleti iz Zračne luke istim zrakoplovom (osim u slučaju tehničkog razloga) i istim brojem leta, te pri tome ne napusti tranzitni prostor u Zračnoj luci.
- **Transferni putnik** je putnik koji sleti i poleti iz Zračne luke u roku od 24 sata istim ili različitim zrakoplovom, ali pod različitim brojem leta, a glavna namjena uporabe Zračne luke mu je pristizanje na vezu za drugi let.
- **Samostalno obavljanje zemaljskih usluga** znači situaciju kada neki korisnik zračne luke za sebe izravno obavlja jednu ili više kategorija zemaljskih usluga i ne sklapa nikakav ugovor, bilo koje vrste, s nekom trećom osobom radi pružanja tih usluga.
- **Korisnik zračne luke** znači svaka fizička ili pravna osoba odgovorna za zračni prijevoz putnika, pošte i/ili tereta iz ili prema dotičnoj zračnoj luci.
- **Zemaljske usluge** znače usluge koje se u zračnim lukama pružaju korisnicima zračnih luka u skladu s Dodatkom A (IATA SGHA).
- **ULD oprema (Unit Load Device)** znači ili kontenjer ili zrakoplovna paleta (sa ili bez mreža), koji se koriste za utovar i/ili prijevoz tereta, prtljage ili pošte.
- **Opće zrakoplovstvo** predstavlja svaki zrakoplov koji nije namijenjen ni registriran za komercijalni zračni prijevoz.
- **Poslovno zrakoplovstvo** znači svi zrakoplovi i helikopteri za čije letove prijevoznici ne prodaju putničke karte.

II. CJENIK AERODROMSKIH USLUGA

1. Naknada za slijetanje i uzlijetanje

1.1. OPIS USLUGE

- a) Uporaba uzletno-sletne staze pri uzlijetanju i slijetanju zrakoplova.
- b) Uporaba rulnih staza i spojnica od i do stajanke zrakoplova.
- c) Osvjetljenje uzletno-sletne staze, spojnica i stajanke po standardima ICAO, CAT I.
- d) Naknada se naplaćuje od trenutka slijetanja na uzletno-sletnu stazu Zračne luke Dubovnik.

1.2. JEDINICA MJERE

Najveća dozvoljena težina zrakoplova pri uzlijetanju prema službenoj svjedodžbi o navigacijskim sposobnostima zrakoplova (**MTOW**) izražena u metričkim tonama. Svaki započeti dio tone uzima se kod obračuna kao cijela tona.

1.3. CIJENA USLUGE

Cijena usluge obuhvaća jedinstvenu operaciju slijetanja i uzlijetanja jednog zrakoplova i kao takva se zaračunava nedjeljiva i iznosi

- a) za zrakoplove do 25 tona MTOW, svaka tona **EUR 9,40**
- b) za zrakoplove iznad 25 tona MTOW, svaka tona **EUR 12,70**

1.4. UMANJENE CIJENE

- a) za helikoptere, povratne letove i pozicijske letove primjenjuje se **50%** cijene iz točke 1.3.
- b) za slijetanja u slučaju prinude **50%** cijene iz točke 1.3.
- c) za probne letove **25%** cijene iz točke 1.3.
- d) za školske letove (svaki dodir staze) **25%** cijene iz točke 1.3.

1.5. ŠKOLSKI LETOVI I PROBNI LETOVI

Noćni školski letovi su mogući po prethodnom dogovoru. Za školske i probne noćne letove, osvijetljenje uzletišta se naplaćuje po stvarnom trošku, a prema trajanju.

1.6. ČEKANJE NA ZAHTJEV

EUR 300,00 za svaki započeti sat izvan službenog vremena otvorenosti Zračne luke. Najviše se može zaračunati 4 (četiri) sata, od 23,00lt do 03,00lt (ljetni period) odnosno 22,00lt do 02,00lt (zimski period) računajući unaprijed i od 06,00 do 02,00lt računajući unatrag.

2. Naknada za boravak zrakoplova

2.1. OPIS USLUGE

Uporaba pristanišne stajanke u zračnoj luci za parkiranje zrakoplova. Usluga se zaračunava za svaka započeta 24 sata. Parkiranje do 4 sata se ne naplaćuje.

2.2. JEDINICA MJERE

Najveća dozvoljena težina zrakoplova pri uzlijetanju prema službenoj svjedodžbi o navigacijskim sposobnostima zrakoplova (MTOW) izražena u metričkim tonama. Svaki započeti dio tone, obračunava se kao cijela tona.

2.3. CIJENA USLUGE

Svaka metrička tona (MTOW) za 24 sata: **EUR 4,00**

2.4. UMANJENJE CIJENE

Za helikoptere **50%**

3. Aviomost

3.1. OPIS USLUGE

Pružanje usluge ukrcaja/iskrcaja putnika aviomostom.

3.2. JEDINICA MJERE

Cijena mosta za ukrcaj/iskrcaj putnika u zrakoplov predstavlja dolazak i odlazak, s tim da je u cijenu uključena opskrba električnom energijom 400 Hz). Jedinica mjere je 60 min, a svakih sljedećih 15 min se dodatno naplaćuje.

3.3. CIJENA USLUGE

Do 60 min:	EUR	90,00
Svakih sljedećih 15 min:	EUR	25,00

4. Naknada za putnički servis

4.1. OPIS USLUGE

Putnički servis uključuje sve nekomercijalne sadržaje u putničkoj zgradi.

4.2. JEDINICA

Svaki odlazni registrirani putnik (uključujući i transferne putnike).

Izuzeća: Djeca do dvije godine starosti, putnici kojima je odobren popust na cijenu putovanja (ID00), putnici u izravnom tranzitu i posada (DHC).

4.3. CIJENE USLUGA

a) Domaći putnički servis	EUR	5,00
b) Međunarodni putnički servis	EUR	11,00
c) Transferni putnik	EUR	5,00

5. Naknada za zaštitu

5.1. OPIS USLUGE

Zračna luka Dubrovnik d.o.o. kao operator civilne zračne luke koji obavlja poslove i upravlja poslovima na manevarskim površinama i stajankama, u putničkom i robnom terminalu, dužna je sukladno Nacionalnom programu zaštite zračnog prometa ispunjavati temeljne zahtjeve u odnosu na:

- potreban prostor i opremu za osnovne i posebne zaštitne preglede putnika, prtljage, tereta, drugih osoba i stvari koje ulaze u štićena područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
- temeljne zaštitne preglede putnika, prtljage, tereta i drugih osoba koje ulaze u štićena područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
- zaštitu i kontrolu pristupa zračnoj strani, štićenim područjima, sterilnim područjima kao i svim drugim osjetljivim područja i objektima zračne luke.
- uredi i druge prostore za nadzor provedbe zaštite .

5.2. JEDINICA MJERE

Osnova za obračun naknade za sigurnost je broj odlaznih putnika na pojedinom letu.

5.3. CIJENA USLUGE

	Jednica	EUR
Komercijalni letovi	Odlazni putnik	5,00
Nekomercijalni letovi	Odlazni putnik	5,00

5.4. IZUZEĆE

Naknadu za putnički servis ne plaćaju sljedeće kategorije putnika:

- djeca do 2 godine
- ID 00
- Tranzitni putnici
- Posada (DHC)

6. Naknada za putnike s posebnim potrebama (PRM)

6.1. OPĆENITO

Sukladno Uredbi (EZ) br. 1107/2006 Europskog parlamenta i vijeća od 5. srpnja 2006. o pravima osoba s invaliditetom i osoba smanjene pokretljivosti, koje koriste zračni prijevoz, Zračna luka Dubrovnik d.o.o. dužna je pružiti pomoć takvim putnicima. Takvim se osobama pomoć pruža na sljedeći način:

- „Osoba s invaliditetom“ ili „osoba smanjene pokretljivosti“ je svaka osoba čija je pokretljivost prilikom korištenja prijevoza smanjena zbog bilo kakvog tjelesnog oštećenja (senzornog ili lokomotornog, trajnog ili privremenog), intelektualnog invaliditeta ili nedostataka, ili bilo kojeg drugog uzroka invaliditeta, ili zbog starosti, i čije stanje zahtijeva odgovarajuću pažnju i prilagođavanje njenim posebnim potrebama za uslugama koje su na raspolaganju svim putnicima.
- Nadležni prijevoznik dužan je obavijestiti Zračnu luku Dubrovnik d.o.o. o potrebi pružanja pomoći najmanje 24 sata prije objavljenog polaska leta. U slučaju zakašnjele obavijesti, Zračna luka Dubrovnik d.o.o. ne može jamčiti pomoć u skladu s objavljenim standardima. Za pravovremeno obavještanje odgovoran je prijevoznik.

Zračna luka Dubrovnik d.o.o. zadužena je za:

Pomoć i organiziranje postupaka koji su potrebni da bi se osobama s invaliditetom i osobama smanjene pokretljivosti omogućilo:

- da svoj dolazak u neku zračnu luku i svoj zahtjev za pomoć prijave na određenim mjestima unutar i izvan zgrada terminala sukladno članku 5 Uredbe (EZ) br. 1107/2006,
- da dođu od nekog određenog mjesta do šaltera za registraciju putnika,
- da predaju i registriraju svoju prtljagu
- da od šaltera za registraciju putnika dođu do zrakoplova, uz obavljanje emigracijskih, carinskih i sigurnosnih postupaka,
- da se ukrcaju u zrakoplov, uz osiguranje dizala, invalidskih kolica i druge potrebne pomoći,
- da od ulaza u zrakoplov dođu do svojih sjedala,
- da spreme i uzimaju svoju prtljagu u zrakoplovu,
- da dođu od svojih sjedala do vrata zrakoplova,
- da se iskrcaju iz zrakoplova pomoću dizala, invalidskih kolica i uz drugu potrebnu pomoć,
- da prijeđu put od zrakoplova do prostora za preuzimanje prtljage te da preuzmu prtljagu uz obavljanje imigracijskih i carinskih postupaka,
- da prijeđu put od prostorije za preuzimanje prtljage do nekog određenog mjesta,
- ako su u tranzitu ili transferu, da se prekrcaju na sljedeći let, uz pomoć na zemaljskoj i zračnoj strani i između terminala, ovisno o potrebi,
- da prema potrebi dođu do sanitarnih čvorova.

Kad nekoj osobi s invaliditetom ili sa smanjenom pokretljivošću pomaže neka osoba u pratnji, toj se osobi, na njen zahtjev, treba omogućiti da pruža potrebnu pomoć u zračnoj luci te prilikom ukrcaja i iskrcaja.

Zračna luka Dubrovnik obavit će prihvat i otpremu sve potrebne opreme za kretanje, uključujući opremu kao što su električna invalidska kolica, pod uvjetom da se o tome pošalje upozorenje 24 sati unaprijed i ovisno o mogućim ograničenjima prostora u zrakoplovu te uz primjenu relevantnih zakonskih propisa o opasnoj robi.

Zračna luka Dubrovnik omogućit će privremenu zamjenu oštećene ili izgubljene opreme za kretanje unutar područja terminala i stajanke, s time da zamjenska oprema ne mora biti nužno jednaka onoj oštećenoj ili izgubljenoj.

Zračna luka Dubrovnik omogućit će prihvat i otpremu priznatih pasa pratitelja, kad je to slučaj. Zračna luka Dubrovnik će osigurati priopćavanje informacija koje su potrebne za putovanje zrakoplovom, u formatima koje takve osobe mogu koristiti.

6.2. JEDINICA MJERE

Osnova za obračun PRM naknade je broj svih odlaznih putnika na pojedinom letu i bit će obračunata prema broju putnika koji su platili putnički servis.

6.3. CIJENA USLUGE

	Jedinica	EUR
Komercijalni letovi	Odlazni putnik	0,25
Nekomercijalni letovi	Odlazni putnik	0,25

7. Naknada za centraliziranu infrastrukturu

7.1. OPĆENITO

Zračna luka Dubrovnik d.o.o. kao operator zračne luke upravlja centraliziranom infrastrukturom koja služi za pružanje usluga prijehata i otpreme prema Pravilniku o pružanju zemaljskih usluga (NN.39/10).

Operator zračne luke će pružateljima zemaljskih usluga i samostalnim pružateljima usluga omogućiti transparentno, objektivno i nediskriminirajuće korištenje te infrastrukture uz uvjet da je zajamčena sigurnost operacija u zračnoj luci.

Za upotrebu centralizirane infrastrukture plaća se naknada za infrastrukturu. Zračna luka Dubrovnik d.o.o. je jedini pružatelj infrastrukture.

Obveza plaćanja ove naknade nastaje početkom prijehata i otpreme na stajanci od strane Zračne luke Dubrovnik d.o.o. ili neke druge tvrtke za samostalni prihvat i otpremu.

7.2. SADRŽAJ

Naknada za centraliziranu infrastrukturu se plaća za sljedeće usluge:

- putnički i operativni prihvat – jedinica za izračun je odlazni putnik prema listi opterećenja za odlazni zrakoplov,
- tehnički prihvat – jedinica za izračun je težina zrakoplova.

7.3. CENTRALIZIRANA INFRASTRUKTURA – PUTNIČKI I OPERATIVNI PRIHVAT

Centralizirana infrastruktura – putnički i operativni prihvat, neophodna za pružanje putničkih usluga, obuhvaća sljedeće:

- sustav pokretnih traka za predanu prtljagu od šaltera za registraciju na let do sortirnice, s opremom za mjerenje težine,
- sustav pokretnih traka za dostavu i preuzimanje predane prtljage u dolasku,
- prostor i opremu u sortirnici predane prtljage u odlasku,
- upravljanje sustavom prijehata i otpreme prtljage-(eng.BHS-Baggage Handling System),
- ručno sortiranje prtljage koju sustav nije automatski sortirao,
- skladište za predanu prtljagu -izgubljeno/nađeno,
- infrastruktura i oprema za samostalnu registraciju na let (eng.CUSS),
- šalter s opremom za prijavu bilo kakvih neregularnosti,

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- šaltere za registraciju putnika na let s pripadajućom opremom,
- prostor sa šalterima za registraciju na let i pripadajućom opremom,
- prostor sa šalterima za preuzimanje putničke prtljage koja je većih dimenzija, ili previše teška (oversized),,
- šaltere s pripadajućom opremom koji služe za preuzimanje predane prtljage putnicima koji su se na let registrirali putem interneta, ili uređaja za predaju prtljage (eng.CUSS-Drop-Off),
- šaltere za transferne i tranzitne putnike s pripadajućom opremom,
- šalter na izlazima iz putničke zgrade u zrakoplov s pripadajućom opremom,
- računalni sustav za procesuiranje putnika (CUPPS – Common Use Passengers Processing System),
- telefonski priključci,
- zasloni za obavijesti o letu iznad šaltera (eng. FIDS),
- računalni i mrežni priključci,
- potrebni prostor za putnika .

7.4. CENTRALIZIRANA INFRASTRUKTURA – TEHNIČKI PRIHVAT

Centralizirana infrastruktura – tehnički prihvat, neophodna za pružanje usluga tehničkog prihvata, obuhvaća sljedeće:

- prostor, oprema i usluge u odlaznom i dolaznom području za razvrstavanje prtljage,
- oprema i usluge za prijevoz prtljage između sortirnice i zrakoplova te obratno,
- oprema za vođenje i parkiranje zrakoplova,
- vatrogasna i spasilačka oprema,
- oprema i sustav za zbrinjavanje fekalnog otpada,
- oprema i sustav za svježu vodu uključujući vodovod,
- oprema i sustav za otpad,
- prostor, instalacije i oprema za skladištenje sustava za odleđivanje zrakoplova i zbrinjavanje otpadnih tekućina od odleđivanja.

7.5. CJENIK

Centralizirana infrastruktura – putnički i operativni prihvat

	Jedinica za izračun	EUR
putnički i operativni prihvat	odlazni putnik	1,00

Centralizirana infrastruktura – tehnički prihvat

Putnički/teretni zrakoplov (MTOW u KGS)	EUR
2 001 – 5 000	5,70
5 001 – 10 000	12,00
10 001 – 16 000	32,20
16 001 – 21 000	47,50
21 001 – 30 000	61,00
30 001 – 40 000	71,40
40 001 – 60 000	81,70
60 001 – 79 000	96,40
79 001 – 100 000	116,20
100 001 – 130 000	138,50
130 001 – 155 000	182,14
155 001 – 200 000	229,20
200 001 – 270 000	294,50
iznad 270 001	371,90

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Centralizirana infrastruktura – Opće i poslovno zrakoplovstvo

MTOW U KGS	EUR (po letu)
- 6 000	-----
6 001 -	20,00

III. PRIHVAT I OTPREMA ZRAKOPLOVA

Prihvat i oprema zrakoplova, putnika, prtljage, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810-siječanj 2013.

Popis aerodromskih usluga za zrakoplove, putnike, prtljagu, teret i poštu (opsluživanje) uključenih u jednu naknadu za opsluživanje koje obavlja Zračna luka Dubrovnik d.o.o.

Dodatak B1. sastavlja se prema preporukama IATA AHM 810 SGHA Dodatku A iz siječnja 2013. te lokalnim standardima i propisima.

Kratice

RHC –naknada za tehnički prihvat

THC – naknada za putnički i operativni prihvat

CIR – naknada za centraliziranu infrastrukturu, tehnički prihvat

CIP – naknada za centraliziranu infrastrukturu, putnički i operativni prihvat

SS – usluge na poseban zahtjev

SEC – naknada za zaštitu

X – usluge koje Zračna luka Dubrovnik d.o.o ne pruža

1. Sadržaj usluga prijvata i otpreme zrakoplova, putnika, prtljage, robe i pošte, (Ground handling services) koje obavlja Zračna luka Dubrovnik d.o.o. u skladu s IATA AHM 810 2013, Annex A

ODJELJAK 1: UPRAVLJANJE FUNKCIJAMA

	1.1	Zastupanje
X	1.1.1	a) Pružiti uslugu b) Osigurati 1. jamstvo 2. obveznica Za obavljanje prijevoznikovih usluga.
THC	1.1.2	Suradnja sa lokalnim vlastima
THC	1.1.3	Ukazati da Kompanija za prihvat i otpremu zrakoplova pruža uslugu prijvata I otpreme prijevozniku
THC	1.1.4	Obavijestiti sve stranke o kretanjima zrakoplova prijevoznika
	1.2	Administrativne funkcije
THC	1.2.1	Ustanoviti i održavati lokalne procedure
THC	1.2.2	Reagiranje na komunikaciju upućenu prema prijevozniku
THC	1.2.3	Pripremiti, proslijediti, arhivirati i zadržati tijekom razdoblja kako je naznačeno u Dodatku B, poruke/izvještaje/statistike/dokumente i vršenje drugih administrativnih obveza u slijedećim područjima.
THC		(a) administracija postaje
THC		(b) prihvat i otprema putnika
THC		(c) tehnički prihvat i otprema
THC		(d) Uravnoteženje i opterećenje zrakoplova
X		(e) Letne operacije
X		(f) prihvat i otprema robe
X		(g) prihvat i otprema pošte
X		(h) usluge podrške
X		(i) zaštita
X		(j) održavanje zrakoplova
X		(k) drugo, kako je specificirano u Dodatku B.

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THC	1.2.4	Pridržavati se priručnika, instrukcija i drugih operativnih dokumenata povezanih sa pružanjem usluge.
X	1.2.5	(a) Provjeriti (b) Potpisati (c) Proslijediti
X	1.2.6	U ime prijevoznika, uključujući, ali ne obvezujući se na fakture, narudžbenice, bilješke naknada za prihvati i otpremu, radnih naloga Izvršiti plaćanje, u ime prijevoznika, uključujući, ali ne obvezujući se na: (a) zračnu luku, carinu, policiju i druge troškove koji se odnose na izvršene usluge (b) gotovinski troškovi, troškovi smještaja, transport.
	1.3	Nadzor i/ili koordinacija
THC	1.3.1	(a) Nadzirati, (b) Koordinirati, Usluge ugovorene s trećom (-im) stranom (- anama) od strane prijevoznika.
THC	1.3.2	Priskribiti Kontrolora opsluživanja zrakoplova (TRC).
THC	1.3.3	Osigurati da je treća (-e) strana (-e) pravovremeno informirana o operativnim podacima i zahtjevima prijevoznika.
THC	1.3.4	Povezivanje sa predstavnikom prijevoznika.
X	1.3.5	Potvrditi dostupnost i spremnost zaposlenika, opreme, tereta, dokumentacije treće (-ih) strane (-a).
THC	1.3.6	Dočekati zrakoplov pri dolasku i povezati se s posadom.
X	1.3.7	Dogovoriti se oko ne-rutinskih stvari.
X	1.3.8	Potvrditi slanje operativnih poruka .
X	1.3.9	Primjetiti i zabilježiti nepravilnosti te obavijestiti prijevoznika.
	1.4	Koordinacija stanice
X	1.4.1	Imenovati predstavnika koji djeluje u ime prijevoznika (a) isključivo (b) ne-isključivo
X	1.4.2	Kompanija za prihvat i otpremu zrakoplova je ovlaštena zastupati interese prijevoznika u pogledu rješavanja stvari sa lokalnim i državnim vlastima
X	1.4.3	Prisustvovati lokalnim sastancima zračne luke u ime prijevoznika (a) izvjestiti prijevoznika o rezultatima/sadržaju sastanaka (b) djelovati, glasati i obvezati se u ime prijevoznika
X	1.4.4	Kompanija za prihvat i otpremu zrakoplova će biti ovlaštena (a) tražiti (b) pregovarati (c) obvezati se na usluge u ime prijevoznika, s ograničenjem izdataka/obveze kako će biti naznačen u Dodatku B (1) salone zračne luke (2) usluge dostave prtljage (3) čišćenje (4) usluga dostave novina (5) usluga pranja rublja (6) usluga nosenja prtljage (7) drugo.
X	1.4.5	Pregovarati o i osigurati slot-ove i prostorije zračne luke prema raspoloživosti u ime prijevoznika,
X	1.4.6	Povezati se s lokalnim i vladinim tijelima kako bi se osiguralo da se prijavi, za sve potrebne dozvole potrebne za svaku sezonsku/operativnu promjenu.
X	1.4.7	Provjeravati i izvještavati o kvaliteti usluge i učinku
X	1.4.8	Rukovati sadržajem sandučića kompanijske pošte

ODJELJAK 2: PRIHVAT I OTPREMA PUTNIKA

	2.1	Opće
THC	2.1.1	Obavijestiti putnike i/ili javnost o vremenu dolaska i/ili odlaska zrakoplova prijevoznika i zemaljskog prijevoza.
THC	2.1.2	Dogovoriti uslugu za transferne, tranzitne i putnike koji se zaustavljaju i njihovu prtljagu i obavijestiti ih o dostupnim uslugama na zračnoj luci.
THC	2.1.3	Na zahtjev prijevoznika, (a) pružiti uslugu (b) osigurati Posebnu opremu, sadržaje i posebno trenirano osoblje za asistenciju:
THC		(1) nepračena djeca.
THC		(2) putnici sa smanjenom pokretljivošću (PRM).
SS		(3) VIP putnici.
THC		(4) tranzitni putnici bez viza (TWOV).
THC		(5) deportirani putnici.
X		(6) posebni medicinski transport
X		(7) drugo, kako je specificirano u Dodatku B.
THC	2.1.4	(a) pružiti uslugu (b) osigurati Asistenciju putnicima kada su letovi prekinuti, kasne ili su otkazani. Asistencija će uključivati:
		(1) vaučere za obrok
		(2) ponovno rezerviranje
		(3) prijevoz
		(4) hotelski smještaj
		(5) osoblje
X	2.1.5	Osigurati čuvano spremište za prtljagu
THC	2.1.6	(a) obavijestiti prijevoznika o žalbama i potraživanjima putnika prijevoznika. (b) obraditi takva potraživanja, kako je specificirano u Dodatku B.
X		
THC	2.1.7	Izvjestiti prijevoznika o bilo kakvim otkrivenim nepravilnostima u prihvatu i otpremi putnika i prtljage.
CIP	2.1.8	(a) pružiti uslugu
X		(b) osigurati
CIP		(1) šalter (e) za registraciju
CIP		(2) šalter (e) usluga
CIP		(3) šalter (e) za transferne putnike
CIP		(4) salone
X		(5) postavljanje prijevoznikovih posebnih predmeta, kao što su ali ne obvezujući se na tepiha, mobilnih oznaka, stupova za kontrolu redova čekanja
X		(6) drugih sadržaja kako je specificirano u Dodatku B.
X	2.1.9	Obavljati slijedeće funkcije izdavanja karata/prodaje karata (a) rezervacije (b) izdavanje putnih dokumenata (c) pomoćne usluge (d) elektronsko izdavanje karata (e) drugo, kako je specificirano u Dodatku B.
	2.2	Odlasci
THC	2.2.1	Obaviti uređivanje prije leta
THC	2.2.2	Provjeriti i osigurati da su karte valjane za let. (Provjera ne uključuje provjeru cijena). Na slijedećim lokacijama:
THC		(a) prostoru za registraciju putnika
X		(b) salonima
THC		(c) šalter (-ima) za transferne putnike
X		(d) izlazima za putnike
X		(e) van zračne luke
X		(f) drugo, kako je specificirano u Dodatku B

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THC	2.2.3	(a) Provjeriti putne isprave za let (-ove). U slučaju da Kompanija za prihvata i otpremu putnika nema pristup informacijama o valjanosti viza Kompanija neće biti odgovorna. Kompanija za prihvata i otpremu neće biti odgovorna za plaćanje novčanih kazni u slučajevima krivotvorenih putnih isprava ili drugih slučajeva koji su van njihove kontrole.
THC		(b) Unijeti putnikove podatke i/ili podatke sa putnih isprava u prijevoznikove ili državne sustave.
THC		Na slijedećim lokacijama:
X		(1) prostoru za registraciju putnika
X		(2) salonima
X		(3) šalter (-ima) za transferne putnike
X		(4) izlazima za putnike
X		(5) van zračne luke
X		(6) drugo, kako je specificirano u Dodatku B.
THC	2.2.4	(a) Izvagati i/ili izmjeriti registriranu i/ili kabinsku prtljagu
THC		(b) zabilježiti podatke o prtljazi za
		1. izvorni let.
		2. naknadni let (-ove). Na slijedećim lokacijama:
THC		(i) prostoru za registraciju putnika
X		(ii) salonima
X		(iii) šalter (-ima) za transferne putnike
X		(iv) izlazima za putnike
X		(v) van zračne luke
X		(vi) drugo, kako je specificirano u Dodatku B
THC	2.2.5	Dodatna prtljage
THC		(a) odrediti dodatnu prtljagu
X		(b) izdati kartu za dodatnu prtljagu
X		(c) prikupiti naknadu za dodatnu prtljagu
THC		(d) odijeliti primjenjive kupone za dodatnu prtljagu
		Na slijedećim lokacijama:
THC		(1) prostoru za registraciju putnika
X		(2) salonima
X		(3) šalter (-ima) za transferne putnike
X		(4) izlazima za putnike
X		(5) van zračne luke
X		(6) drugo, kako je specificirano u Dodatku B
THC	2.2.6	Označiti
THC		(a) registriranu prtljagu
THC		(b) ručnu prtljagu
		za
		1. izvorni let.
		2. naknadni let (-ove). Na slijedećim lokacijama:
THC		(i) prostoru za registraciju putnika
X		(ii) salonima
X		(iii) šalter (-ima) za transferne putnike
X		(iv) izlazima za putnike
X		(v) van zračne luke
X		(vi) drugo, kako je specificirano u Dodatku B
CIP	2.2.7	Učinak prijenosa registrirane prtljage u prostor za sortiranje prtljage
		Na slijedećim lokacijama:
CIP		(a) prostoru za registraciju putnika
X		(b) salonima
X		(c) šalter (-ima) za transferne putnike
X		(d) izlazima za putnike
X		(e) drugo, kako je specificirano u Dodatku B
CIP	2.2.8	Učinak prijenosa Van-gabaritne (OOG) Registrirane prtljage u prostor za sortiranje prtljage:
		Na slijedećim lokacijama:
CIP		(a) prostoru za registraciju putnika

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X		(b) salonima
X		(c) šalter (-ima) za transferne putnike
X		(d) izlazima za putnike
X		(e) drugo, kako je specificirano u Dodatku B
X	2.2.9	Prikupiti aerodromsku i/ili druge servisne naknade od odlazećih putnika Na slijedećim lokacijama: (a) prostoru za registraciju putnika (b) salonima (c) šalter (-ima) za transferne putnike (d) izlazima za putnike (e) drugo, kako je specificirano u Dodatku B
THC	2.2.10	(a) Provoditi prijevoznikov sustav odabira i dodjelu sjedišta
THC		(b) Izdavanje Karta (-e) za ukrcaj
THC		(c) Odvojiti pripadajuće kupone za 1. izvorni let. 2. naknadni let (-ove). Na slijedećim lokacijama: (i) prostoru za registraciju putnika (ii) salonima (iii) šalter (-ima) za transferne putnike (iv) izlazima za putnike (v) van zračne luke (vi) drugo, kako je specificirano u Dodatku B.
THC		
X		
X		
X		
X		
X		
X	2.2.11	Upravljanje (a) Procesom za odbijanje ukrcaja (b) Naknadom za odbijanje ukrcaja Na slijedećim lokacijama: (1) prostoru za registraciju putnika (2) salonima (3) šalter (-ima) za transferne putnike (4) izlazima za putnike (5) drugo, kako je specificirano u Dodatku B.
THC	2.2.12	Usmjeriti putnike (a) kroz kontrole prema odlaznim izlazima za putnike (b) prema vezanom transport prema zračnoj luci, u slučaju usluga van zračne luke
THC		
X		
THC	2.2.13	Upravljanje procesima dizanja/smanjivanja klase za putnike. Na slijedećim lokacijama: (a) prostoru za registraciju putnika (b) salonima (c) šalter (-ima) za transferne putnike (d) izlazima za putnike (e) drugo, kako je specificirano u Dodatku B.
THC		
X		
X		
THC		
X		
THC	2.2.14	Upravljanje listom čekanja Na slijedećim lokacijama: (a) prostoru za registraciju putnika (b) salonima (c) šalter (-ima) za transferne putnike (d) izlazima za putnike (e) drugo, kako je specificirano u Dodatku B.
THC		
X		
X		
X		
THC	2.2.15	Na izlazima za putnike provoditi (a) provjeravanje kabinske prtljage (b) proces ukrcaja putnika u zrakoplov (c) provjera i uparivanje broja putnika sa dokumentima zrakoplova prije odlaska (d) drugo, kako je specificirano u Dodatku B.
THC		
THC		
THC		
X		
THC	2.2.16	(a) prikupiti (b) uskladiti (c) upravljati i prosljediti prijevozniku transportne dokumente (letne kupone, ili druge dokumente vezane uz let) prikupljene od odlaznih putnika

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THC	2.2.17	Provoditi uređivanje poslije leta
	2.3	Dolasci
X	2.3.1	(a) Provoditi ili
X		(b) osigurati
		Otvaranje/zatvaranje putničkih vrata zrakoplova
THC	2.3.2	Usmjeriti putnike
THC		(a) od zrakoplova prema i kroz kontrole
X		(b) dolasku iz zračne luke, u slučaju usluge van zračne luke.
THC	2.3.3	(a) Pružiti uslugu
X		(b) Osigurati
THC		(1) šalter (-e) za transferne putnike
THC		(2) Usluge povezivanja
THC		(3) Ponovnu provjeru prtljage
THC	2.3.4	Upravljanje i rukovanje izgubljenom, pronađenom i oštećenom imovinom
THC		(a) Pružiti uslugu
THC		(b) osigurati
THC		(1) primanja i prihvatanja izvješća o nepravilnostima sa prtljagom
THC		(2) unošenja podataka u Sustav za praćenje prtljage
THC		(3) čuvanje dokumenata iz sustava za praćenje prtljage u vremenskom periodu kako je specificirano u Dodatku B
X		(4) plaćanje slučajnih troškova
SS		(5) dostava zakašnjele prtljage putnicima (podložno zasebnom ugovoru)
THC		(6) komunikacija sa putnicima
X		(7) popravak ili zamjena oštećene prtljage
	2.4	Intermodalni prijevoz sa željeznicom, cestom ili morem
X	2.4.1	Provoditi opsluživanje putnika i prtljage kako je opisano u Pododjeljku 2.1, 2.2 i 2.3 u skladu sa Dodatkom B, zamjenjujući "željeznički, cestovni ili morski prijevoz za zračni, letove i terminal za zračnu luku
X	2.4.2	Direktno odlazeći putnici prema povezujućem prijevozu
X	2.4.3	Utovariti prtljagu na povezujući prijevoz, u skladu sa operatorom željezničkog, cestovnog ili morskog prijevoza
X	2.4.4	Opslužiti dolazne putnike i prtljagu sa željezničkog, cestovnog ili morskog prijevoznika.
X	2.4.5	Usmjeriti dolazne putnike kroz kontrole do prijevoznikovih odlaznih usluga.
X	2.4.6	Istovariti prtljagu sa povezujućeg prijevoza, u skladu sa operatorom željezničkog, cestovnog ili morskog prijevoza i prevesti je do prijevoznikovih aerodromskih usluga.

ODJELJAK 3: USLUGE NA STAJANCI

	3.1	Prihvat i otprema prtljage
CIR	3.1.1	Prihvat i otprema prtljage u
CIR		(a) prostoru za sortiranje prtljage
X		(b) drugoj lokaciji (-ama) kako je specificirano u Dodatku B
CIR	3.1.2	Pripremiti za ukrcaj na letove
CIR		(a) prtljagu
CIR		(b) ULD-ove
X		(c) prtljagu prihvaćenu na lokacijama kako je specificirano u Dodatku B
CIR	3.1.3	Ustanoviti broj i/ili težinu
		(a) prtljage
		(b) natovarenih ULD-ova
		I dostaviti informacije Službi opterećenja i uravnoteženja
RHC	3.1.4	Istovariti
		(a) prtljagu
		(b) ULD-ove
RHC	3.1.5	Dostaviti prtljagu u prostore za preuzimanje u skladu sa prioritetom prtljage
RHC	3.1.6	Dostaviti u proctor za preuzimanje
		(a) prtljagu
		(b) Van-gabaritno (OOG)
CIR	3.1.7	Transferna prtljaga
CIR		(a) Pružiti uslugu
X		(b) Osigurati
CIR		(1) razvrstavanje transferne prtljage.
CIR		(2) spremanje transferne prtljage do vremena utovara (vremenski limit spremanja prtljage će biti specificiran u Dodatku B)
CIR		(3) Prijevoz transferne prtljage do prostora za sortiranje prtljage primajućeg prijevoznika.
SS	3.1.8	Prihvat i otprema prtljage od posade
	3.2	Navođenje
CIR	3.2.1	(a) Pružiti uslugu
		ili
X		(b) osigurati
		Navođenje pri dolasku i/ili odlasku
CIR	3.2.2	Upravljanje automatskim sustavom za navođenje
	3.3	Parkiranje
RHC	3.3.1	(a) Pružiti uslugu
RHC		(b) Postaviti i/ili ukloniti podmetače pod kotače
RHC	3.3.2	(a) Pružiti uslugu
RHC		(b) Postaviti i/ili ukloniti
X		(1) brave na stajnom trapu
X		(2) Pokrivače za zatvaranje na motorima
X		(3) Pokrivače Pitot-sondi
X		(4) brave od površinskih kontrola
RHC		(5) učvrstiti i privezati zrakoplova.
RHC		(6) sigurnosne čunjeve.
X		(7) Druge stvari kako je specificirano u Dodatku B.
	3.4	Pomoćne stavke
SS	3.4.1	(a) Pružiti uslugu
X		(b) osigurati
SS		(c) rukovati
SS		(1) Zemaljskim izvorom el. energije (GPU)
SS		(2) Fiksnim izvorom el. energije
X		(3) Uređajem za hlađenje
X		(4) Uređajem za grijanje

SS		(5) Zračni starter
	3.5	Komunikacija stajanka – letačka paluba
SS	3.5.1	Pružiti uslugu komunikacije slušalicama ("headsets").
SS	3.5.2	Vršiti komunikaciju između stajanke i letačke kabine
SS		(a) za vrijeme izguravanja zrakoplova.
SS		(b) za vrijeme vuče zrakoplova.
RHC		(c) za vrijeme startanja motora zrakoplova (samo sa ručnim signalima)
SS		(d) za druge namjere.
	3.6	Utovar i istovar
RHC	3.6.1	(a) Pružiti uslugu
X		(b) osigurati
RHC		(c) rukovati
RHC		(1) putničkim stepenicama.
SS		(2) stepenicama za letačku kabinu
X		(3) aviomostovima.
RHC	3.6.2	(a) Pružiti uslugu ili
X		(b) osigurati
RHC		(1) putnike
RHC		(2) posadu prijevoz između zrakoplova i terminal (-a) zračne luke.
RHC	3.6.3	(a) Pružiti uslugu
X		(b) osigurati
RHC		(c) rukovati
		Opremu za utovar i/ili istovar.
RHC	3.6.4	(a) Pružiti uslugu
X		(b) osigurati
		Dostava i preuzimanje
RHC		(1) prtljage
RHC		(2) uređaja za mobilnost na vratima zrakoplova ili drugim dogovorenim lokacijama
RHC	3.6.5	(a) Pružiti uslugu
		(b) osigurati
		Skupljanje i prijevoz
		(1) prtljage
		(2) općeg tereta
		(3) posebnih pošiljki
		(4) pošte
		(5) dokumenata
		(6) kompanijske pošte između dogovorenih točaka na zračnoj luci.
RHC	3.6.6	(a) Istovariti zrakoplov, vratiti materijale za pričvršćivanje prijevozniku.
RHC		(b) Utovariti i učvrstiti teret u zrakoplovu
SS		(c) Rasporediti teret u zrakoplovu.
RHC		(d) rukovati sa sustavima za utovar unutar zrakoplova.
RHC		(e) Izvijestiti o završnom rasporedu tereta Službi uravnoteženja i opterećenja.
RHC	3.6.7	Otvoriti, zatvoriti i osigurati vrata utovarnog prostora zrakoplova.
RHC		(a) donja paluba zrakoplova
X		(b) glavna paluba zrakoplova
RHC	3.6.8	(a) Pružiti uslugu
SS		(b) osigurati balast.
SS	3.6.9	(a) Pružiti uslugu
X		(b) osigurati
		Čuvanje svih tereta koji zahtijevaju poseban prihvat i otpremu tijekom
SS		(1) utovara/istovara – jednako kao i 7.4.3 (a)(1)
SS		(2) prijevoz između zrakoplova i određene lokacije na zračnoj luci – jednako kao i 7.4.3 (a)(2)
	3.7	Mjere sigurnosti
RHC	3.7.1	(a) Pružiti uslugu

		(1) prenosiv vatrogasni aparat za gašenje na motoriziranoj/samovozećoj opremi na stajanci
		(2) vatrogasne aparate za gašenje na stajanci, ako nisu pruženi od operatora zračne luke
X		(b) osigurati
X		(1) prisustvo vatrogasne službe zračne luke na zrakoplovu
RHC	3.7.2	Provoditi vanjski vizualni zaštitni pregled/pregled od oštećenja na tlu
X		(a) vrata i panela i neposrednih površina
RHC		(b) drugih stavka kako je specificirano u Dodatku B
RHC		(1) odmah nakon dolaska
RHC		(2) neposredno prije odlaska i izvjestiti o rezultatima pregleda posadu zrakoplova ili predstavnika prijevoznika
X	3.7.3	provjeriti da su sva vrata i pristupni paneli propisno zatvoreni i zaključani.
	3.8	Premještanje zrakoplova
RHC	3.8.1	(a) Pružiti uslugu
X		(b) osigurati
SS		(1) Vuču i/ili izgurivanje zrakoplova.
SS		(2) Vuču zrakoplova između drugih točaka.
X		(3) Operator kočnica u pilotskoj kabini u komunikaciji sa vučom
SS		(4) šetači kraj vrha krila zbog zaštite
RHC	3.8.2	(a) ruda osigurana od prijevoznika.
RHC		(b) ruda osigurana od kompanije za prihvat i otpremu – ako je moguće, ako ne onda opcija (a)
SS		(c) spremiti i održavati rude koje osigura prijevoznik.
	3.9	Vanjsko čišćenje
SS	3.9.1	Vršiti čišćenje u skladu sa pisanim uputama prijevoznika
SS		(a) prozora letачke palube
X		(b) prozora kabine
X		(c) integralnih stepenica zrakoplova
X		(d) pretkrilca i napadne ivice zrakoplova
X		(e) krila
X		(1) gornje površine
X		(2) donje površine
X		(f) zakrilca (izvučenih)
X		(1) gornje površine
X		(2) donje površine
X		(g) krilaca
X		(1) gornje površine
X		(2) donje površine
X		(h) gondola i piloni motora
X		(i) trupa
X		(1) gornje površine
X		(2) donje površine
X		(j) horizontalnog stabilizatora
X		(k) vertikalnog stabilizatora
X		(l) stajnog trapa
X		(m) kućišta kotača.
	3.10	Unutarnje čišćenje
RHC	3.10.1	Čišćenje
RHC		(a) letачke kabine, ako je specificirano, pod nadzorom osobe odobrene od prijevoznika
RHC		(b) putničkih odjeljaka i odjeljaka za posadu (osim letачke kabine)
RHC		(1) pražnjenje pepeljara
RHC		(2) raspolaganje otpadom.
RHC		(3) čišćenje smeća iz odjeljaka iznad sjedala.
RHC		(4) čišćenje stolića.

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RHC		(5) sjedala, džepova sjedala i putničkih uslužnih jedinica
RHC		(6) podove
RHC		(7) pražnjenje kanta za smeće
RHC		(8) površina u ostavi, kuhinjama (sudoperi, radne površine, pećnica i okruženja) i toilet (umivaonik, WC školjke, sjedala, zrcala i okruženja)
RHC		(9) uklanjanje, ako je potrebno, bilo koje kontaminacije uzrokovane zračnom bolesti, prolivene hrane ili pica i neprijatnih mrlja
X		(10) telefona, zaslona i ostale opreme
X		(11) unutarnjih prozora.
RHC	3.10.2	Uklanjanje i odlaganje
RHC		(a) smeća/otpada
X		(b) hrane i otpadaka (organski otpad)
	3.10.3	Vršiti pripremu kabine
SS		(a) pokrivači/popluni (složiti/odložiti na naznačena mjesta)
SS		(b) namjestiti sigurnosne pojaseve
SS		(c) namjestiti krevete, uključujući od posade
SS		(d) zamijeniti naslone za glavu
SS		(e) zamijeniti jastučnice
X		(f) nadopuniti stavke u toaletu
SS		(g) zamijeniti/nadopuniti stavke u džepu sjedala
X		(h) druge kabinske stavke kako je specificirano u Dodatku B.
X		(1) materijalima koje je osigurao prijevoznik
X		(2) materijalima koje je osigurala Kompanija za prihvat i otpremu
X	3.10.4	(a) dezinficirati
		(b) ukloniti mirise
		Zrakoplov sa
		(1) materijalima koje je osigurao prijevoznik
		(2) materijalima koje je osigurala Kompanija za prihvat i otpremu
X	3.10.5	(a) Pružiti uslugu
		(b) osigurati
		pranja
		(1) kabinskih predmeta (pokrivači/popluni/jastučnice)
		(2) posteljina
X	3.10.6	Čišćenje
		(a) utovarnog prostora
		(b) ULD-ova.
	3.11	Pražnjenje zahoda zrakoplova
SS	3.11.1	(a) Pružiti uslugu
X		(b) osigurati
SS		(1) servisiranje (pražnjenje, čišćenje, pražnjenje i punjenje tekućina).
SS		(2) usluge odlaganja
	3.12	Punjenje zrakoplova pitkom vodom
SS	3.12.1	(a) Pružiti uslugu
X		(b) osigurati
SS		(1) pražnjenja spremnika.
SS		(2) punjenje spremnika (standard vode kako je specificirano u Dodatku B).
SS		(3) testovi kvalitete vode.
	3.13	Oprema za kabinu
	3.13.1	Preurediti kabinu
SS		(a) uklanjanjem
X		(b) montiranjem
SS		(c) premještanjem
		Opreme za kabinu, na primjer, sjedala i razdjelnika kabine.
	3.14	Skladištenje kabinskog materijala
X	3.14.1	(a) Pružiti uslugu

		(b) osigurati Skladištni prostor za kabinski materijal prijevoznika.
X	3.14.2	Popisati inventar-
X	3.14.3	(a) Pružiti uslugu. (b) osigurati Nadopunjavanje zaliha.
	3.15	Opsluživanje hranom i pićem na stajanci
X	3.15.1	Istovar/utovar i spremanje zaliha hrane i pića iz/u zrakoplov
X	3.15.2	Prijevoz zaliha hrane i pića do zrakoplova. (a) između utovarnog prostora i kuhinja i obratno (b) između kuhinja.
X	3.15.3	Prijevoz zaliha hrane i pića između zrakoplova i označenih lokacija.
	3.16	Odleđivanje/zaštita od zaleđivanja i uklanjanje snijega/leda
SS	3.16.1	Uklanjanje snijega sa zrakoplova bez upotrebe tekućine za odleđivanje.
X	3.16.2	Obavljanje pregleda prije odleđivanja/zaštite od zaleđivanja i izvještavanje posade ili predstavnika prijevoznika o rezultatima.
X	3.16.3	Obaviti pregled za led
SS	3.16.4	(a) Pružiti uslugu
X		(b) osigurati
SS		(1) uređaje za zaštitu od zaleđivanja.
SS		(2) uređaje za odleđivanje.
SS	3.16.5	Osigurati tekućinu za odleđivanje/zaštitu od zaleđivanja
SS	3.16.6	Uklanjanje mraza, leda i snijega sa zrakoplova koristeći tekućinu za odleđivanje. Kontaminacijski pregled i pregled čistoće tekućine moraju biti napravljeni prije korištenja tekućine.
SS	3.16.7	Primjeniti tekućinu za zaštitu od zaleđivanja na zrakoplov.
SS	3.16.8	Nadzirati izvedbu operacije odleđivanja/zaštite od zaleđivanja.
SS	3.16.9	Napraviti završni pregled nakon operacija odleđivanja/zaštite od zaleđivanja i izvjestiti posadu o rezultatima.
X	3.16.10	Ispuniti dokumentaciju u skladu sa uputama prijevoznika.

ODJELJAK 4: OPTEREĆENJE I URAVNOTEŽENJE ZRAKOPLOVA, I LETNE OPERACIJE

	4.1	Opterećenje i uravnoteženje zrakoplova
THC	4.1.1	Dostaviti dokumente vezane uz opterećenje i uravnoteženje između zrakoplova i zgrade zračne luke i obratno.
THC	4.1.2	(a) Obraditi (b) potpisati Dokumente i informacije, koji uključuju ali nisu ograničeni na, Nalog za utovar/Izvješće, Lista opterećenja i uravnoteženja, informacije o utovaru za kapetana i popise kada je: (1) Opterećenje i uravnoteženje obavlja Kompanija za prihvat i otpremu (2) Kompanija za prihvat i otpremu izvodi unose/ažuriranja podataka a izračun opterećenja i uravnoteženja obavlja prijevoznik ili treća strana.
	4.2	Komunikacija
THC	4.2.1	Obavijestiti sve zainteresirane strane o kretanju zrakoplova prijevoznika.
THC	4.2.2	(a) Sastavlja, prima, obrađuje i šalje sve poruke vezane uz usluge koje je pružila Kompanija za prihvat i otpremu. Kompanija za prihvat i otpremu je odobrena za korištenje koda prijevoznika ili postupka dvostrukog potpisa. (b) Obavijestiti predstavnika prijevoznika o sadržaju takvih poruka.
THC	4.2.3	(a) Pružiti uslugu (b) rukovati

Sredstvima komunikacije između zemaljske postaje i prijevoznikova zrakoplova.

	4.3	Letne operacije
THC	4.3.1	Obavijestiti prijevoznika o bilo kakvom projektu koji utječe na operativne usluge i sadržaje dostupne zrakoplovu u područjima odgovornosti kako je specificirano u Dodatku B.
THC THC	4.3.2	(a) Pružiti uslugu (b) osigurati Meterološku dokumentaciju i aeronautičke informacije
THC X THC		(1) na lokaciji zračne luke kako je specificirano u Dodatku B (2) na različitim lokacijama zračne luke
THC X	4.3.3	(a) Pružiti uslugu (b) osigurati Dostavu dokumenata vezanih uz letne operacije na zrakoplov i dobiti potpis odgovornog pilota, ako je potrebno.
THC X X	4.3.4	(1) na lokaciji zračne luke kako je specificirano u Dodatku B (2) na različitim lokacijama zračne luke (a) Analizirati operativne uvjete i pripremiti (b) Tražiti (c) potpisati (d) omogućiti Operativni plan leta u skladu sa uputama i podacima prijevoznika 1. na lokaciji zračne luke kako je specificirano u Dodatku B 2. na različitim lokacijama zračne luke (a) Pripremiti (b) tražiti (c) potpisati (d) spremi Plan leta kontrolu zračne plovidbe ("ATS").
X	4.3.5	(1) na lokaciji zračne luke kako je specificirano u Dodatku B (2) na različitim lokacijama zračne luke (a) Pripremiti (b) tražiti (c) potpisati (d) spremi Plan leta kontrolu zračne plovidbe ("ATS").
X	4.3.6	(1) na lokaciji zračne luke kako je specificirano u Dodatku B (2) na različitim lokacijama zračne luke (a) Tražiti (b) upravljati Prijevoznikovu slot vremenskom alokacijom sa ATS-om
SS	4.3.7	Pružiti posada brifing
X	4.3.8	(a) Pripremiti (b) potpisati (c) dostaviti (1) narudžbenicu za gorivo (2) formular za distribuciju goriva
X	4.3.9	Pružiti težinu i podatke o gorivu strankama u zemaljskom opsluživanju
X	4.3.10	Dobiti obavijesti od dolaznih posada, razdijeliti izvješća ili ispunjene formulare uredima u pitanju.
	4.4	Administracija posade
X	4.4.1	Raspodijeliti informacije o rasporedu posade dobivene od prijevoznika svim zainteresiranim stranama..
X	4.4.2	Osigurati hotelski smještaj za smještaj posade (a) planiran

		(b) ne-planiran
X	4.4.3	(a) Pružiti uslugu (b) osigurati prijevoz posade od/do zračne luke
X	4.4.4	Usmjeriti posadu kroz sadržaje zračne luke
X	4.4.5	Uspostaviti vezu i dogovoriti (a) hotelski smještaj posade (b) vrijeme prijevoza posade
X	4.4.6	(a) Pripremiti formulare za naknade posada (b) platiti naknadu posada
X	4.4.7	Obavijestiti predstavnika prijevoznika o bilo kakvom nedostatku posade ili potencijalnom odsustvu.

ODJELJAK 5: PRIHVAT I OTPREMA TERETA I POŠTE (podložno posebnom ugovoru)

ODJELJAK 6: LOGISTIČKE USLUGE

	6.1	Smještaj
SS	6.1.1	Pružiti prijevozniku (a) uredske prostore (b) skladišne prostore (c) ostale sadržaje, kako je specificirano u Dodatku B. (podložno posebnom ugovoru)
	6.2	Automatizacija/Računalni sustavi
CIP	6.2.1	(a) Pružiti uslugu
CIP		(b) osigurati
CIP		(c) rukovati Računalnim hardverom i drugom opremom (kako je specificirano u Dodatku B) da bi se omogućio pristup
X		(1) sustavu prijevoznika
CIP		(2) sustavu kompanije za prihvata i otpremu
X		(3) drugim sustavima
	6.2.2	Obavljati slijedeće funkcije u:
X		(a) sustavu prijevoznika
CIP		(b) sustavu kompanije za prihvata i otpremu
X		(c) drugim sustavima
X		1. Trening
X		2. Putničke rezervacije i prodaju
CIP		3. Putničke usluge
CIP		4. Uparivanje prtljage .
CIP		5. Praćenje prtljage.
CIP		6. Operacije, opterećenje i uravnoteženje.
X		7. Rezervacije i prodaju tereta.
CIP		8. Prihvata i otpremu tereta
X		9. EDI slanje poruka za teret (IATA cargo-imp or IATA cargo-xml)
X		10. Prihvata i otprema pošte
X		11. Izvješćivanje o održavanju
X		12. Druge funkcije
CIP	6.2.3	Upravljanje Automatskim uređajem (-ima) za registraciju i
CIP		(a) Pružiti uslugu
CIP		(b) osigurati
CIP		(1) kontrola zaliha
CIP		(2) nadopunjavanje zaliha
CIP		(3) usluge poslužitelja
CIP		(4) redovno održavanje
CIP		(5) servisiranje i popravak.

X		(6) Drugo, kako je specificirano u Dodatku B.
	6.3	Manipulacija Jediničnim sredstvo za ukrcaj (ULD)
RHC	6.3.1	(a) Pružiti uslugu
X		(b) osigurati skladištni prostor za ULD-ove
RHC		(1) putnički ULD-ovi
RHC		(2) teretni ULD-ovi
RHC		(3) poštanski ULD-ovi
RHC		(4) drugi ULD-ovi
RHC	6.3.2	Poduzeti mjere sigurnosti od oštećenja, krađe ili neovlaštene upotrebe prijevoznikovih ULD-ova. Odmah obavijestiti prijevoznika u slučaju bilo kakvog oštećenja ili gubitka.
RHC	6.3.3	(a) popisati inventar ULD-ova i održavati evidenciju. (b) sastaviti i poslati ULD poruke
X	6.3.4	Pripremiti dokumentaciju za izmjenu transfernih ULD-ova i dobiti potpise odobrenja od svih potrebnih strana i distribuirati kopije svim potrebnim stranama.
X	6.3.5	Prihvatiti i otpremiti izgubljene, nađene i oštećene ULD-ove i izvjestiti prijevoznika o nepravilnostima.
	6.4	Farma za gorivo (Skladište)
X	6.4.1	Povezati se s dobavljačima farme za gorivo.
X	6.4.2	(a) Pregledati gorivo u spremnicima zbog kontaminacije prije pohrane i obavijestiti prijevoznika o rezultatima. (b) Pregledati spremnike i/ili uređaje za gorivo. Izvjestiti prijevoznika o rezultatima.
	6.5	Opsluživanje zrakoplova gorivom
THC	6.5.1	Povezati se s dobavljačima farme za gorivo.
X	6.5.2	Pregledati vozila za gorivo i uređaje za gorivo od kontaminacije. Izvršiti pregled količine vode u gorivu.
X	6.5.3	Nadzirati opsluživanje zrakoplova gorivom.
X	6.5.4	Pripremiti zrakoplov za punjenje/praznjenje gorivom.
X	6.5.5	Drenirati vodu iz spremnika za gorivo zrakoplova.
X	6.5.6	(a) Pružiti uslugu (b) osigurati 1. punjenje zrakoplova gorivom 2. praznjenje goriva iz zrakoplova
X	6.5.7	Punjenje/praznjenje zrakoplova gorivom u količinama koje zahtijeva predstavnik prijevoznika.
X	6.5.8	Provjeriti i potvrditi isporučenu količinu goriva.
X	6.5.9	Dostaviti ispunjenu narudžbenicu goriva predstavniku prijevoznika.
	6.6	Cestovni transport
X	6.6.1	(a) Pružiti uslugu (b) osigurati transport za 1. putnike 2. prtljagu 3. teret 4. poštu 5. prazne ULD-ove 6. ostalo, između (i) zračne luke i terminala u gradu (ii) zračne luke i drugih dogovorenih mjesta (iii) odvojenih terminala na zračnoj luci
	6.7	Opsluživanje hranom i pićem – povezivanje i uprava
THC	6.7.1	Povezati se s dobavljačima zaliha za hranu i piće.
X	6.7.2	obrađivanje zahtjeva od odobrenog predstavnika prijevoznika.

ODJELJAK 7: ZAŠTITA

	7.1	Provjeravanje i uparivanje putnika i prtljage
SEC	7.1.1	(a) Pružiti uslugu
X		(b) osigurati
SEC		(1) podudaranje putnika sa utvrđenim profilima
SS		(2) sigurnosno ispitivanje –
SEC	7.1.2	(a) Pružiti uslugu
X		(b) osigurati
SEC		(1) provjeru registrirane prtljage.
SEC		(2) provjeru transferne prtljage.
SEC		(3) provjeru izgubljene prtljage.
SEC		(4) fizički pregled registrirane, transferne i izgubljene prtljage.
SEC		(5) identifikaciju pregledane prtljage.
SEC	7.1.3	(a) Pružiti uslugu
X		(b) osigurati
SEC		(1) provjeravanje putnika – pruža podizvođač.
SEC		(2) provjeravanje kabinske/neregistrirane prtljage – pruža podizvođač.
SEC		(3) fizički pregled putnika i kabinske/neregistrirane prtljage – pruža podizvođač.
SEC	7.1.4	(a) Pružiti uslugu
X		(b) osigurati
SEC		(1) identifikaciju putnika prije ukrcaja u zrakoplov
SEC		(2) uparivanje prtljage sa ukranim putnicima.
SEC		(3) pozitivna identifikacija prtljage od strane putnika.
SEC		(4) istovar prtljage putnika koji se nisu ukrkali u zrakoplov.
	7.2	Teret i pošta
SEC	7.2.1	(a) Pružiti uslugu
		ili
X		(b) osigurati
SEC		(1) kontrolu pristupa objektima za teret.
SEC		(2) provjeravanje tereta i/ili pošte.
SEC		(3) fizički pregled tereta.
SEC		(4) držanje tereta i/ili pošte na određeni vremenski period.
SEC		(5) sigurno spremanje tereta i/ili pošte.
	7.3	Opsluživanje hranom i pićem (podložno posebnom ugovoru)
SEC	7.3.1	(a) Pružiti uslugu
		(b) osigurati
		(1) kontrolu pristupa objektima.
		(2) sigurnosni nadzor za vrijeme pripreme hrane.
		(3) zaštitni pregled hrane i pića.
		(4) zatvaranje hrane i/ili kolica/kontenjera.
		(5) fizički pregled vozila za opsluživanjem hranom i pićem prije utovara.
		(6) pečačenje vozila za opsluživanje hranom i pićem.
	7.4	Stajanka
SEC	7.4.1	(a) Pružiti uslugu
X		(b) osigurati kontrolu pristupa
SEC		(1) zrakoplovu.
SEC		(2) određenim područjima.
SS	7.4.2	(a) Pružiti uslugu
X		(b) osigurati
X		(1) pretraživanje
SS		(2) čuvanje
X		(3) zatvaranje

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SS		(i) zrakoplova
SEC		(ii) određenih
SEC		(iii) prtljage u prostoru za sortiranje prtljage
SS	7.4.3	(a) Pružiti uslugu
X		(b) osigurati Zaštitno osoblje
SS		(1) za čuvanje svih tereta za vrijeme transporta između zrakoplova i označene lokacije.
SS		(2) tijekom istovara i utovara zrakoplova.
	7.5	Dodatne usluge zaštite
SS	7.5.1	(a) Pružiti uslugu
X		(b) osigurati dodatne sigurnosne usluge.

ODJELJAK 8: ODRŽAVANJE ZRAKOPLOVA

	8.5	Parking i prostor hangara
CIR	8.5.1	(a) Pružiti uslugu
X		(b) osigurati
CIR		(1) prostor za parkiranje.
X		(2) prostor u hangaru.

2. Naknada za prihvata i otpremu

2.1. OPIS USLUGE

Opis je predočen u priloženom sadržaju usluga prihvata i otpreme, koje Zračna luka Dubrovnik pruža po cijenama navedenim u ovom Cjeniku.

2.2. JEDINICA MJERE

Najveća ukupna dozvoljena težina zrakoplova pri uzlijetanju (MTOW) a prema svjedodžbi o navigacijskim sposobnostima zrakoplova izražena u metričkim tonama (dio tone se obračunava kao cijela tona), a prema odgovarajućim razredima.

2.3. VRIJEME TRAJANJA PRIHVATA I OTPREME

Vrijeme trajanja prihvata i otpreme zrakoplova određeno je sukladno propisanim standardima za određenu vrstu zrakoplova i vrstu prometa.

2.4. CIJENA USLUGE - PUTNIČKI ZRAKOPLOVI

Putnički zrakoplov	Putnički i operativni prihvata	Tehnički prihvata	Ukupno
MTOW u KGS	EUR	EUR	EUR
2 001 – 5 000	23,00	34,00	57,00
5 001 – 10 000	48,00	72,00	120,00
10 001 – 16 000	129,00	193,00	322,00
16 001 – 21 000	190,00	285,00	475,00
21 001 – 30 000	244,00	366,00	610,00
30 001 – 40 000	286,00	428,00	714,00
40 001 – 60 000	327,00	490,00	817,00
60 001 – 79 000	386,00	578,00	964,00
79 001 – 100 000	465,00	697,00	1.162,00
100 001 – 130 000	554,00	831,00	1.385,00
130 001 – 155 000	728,00	1.093,00	1.821,40
155 001 – 200 000	917,00	1.375,00	2.292,00
200 001 – 270 000	1.178,00	1.767,00	2.945,00
iznad 270 001	1.499,00	2.231,00	3.719,00

Cijena obuhvaća ukupnu operaciju prijehata i otpreme zrakoplova, tj. sve usluge navedene u Sadržaju, koji je sastavni dio ovog Cjenika i pri obračunu ona je nedjeljiva. Svako daljnje pružanje usluga koje prelazi navedeni opseg i vrijeme zaračunava se posebno, po cjeniku usluga na poseban zahtjev.

2.5. UVEĆANJA

Cijene iz točke 2.4. se uvećavaju za :

- a) **25%** za prihvat i otpremu noću (od 22.00lt – 06,00lt)
- b) **25%** za ponovni utovar/istovar izazvan greškom prijevoznika
- c) **50%** za prihvat i otpremu u dane državnih blagdana

2.6. UMANJENJA

Cijene iz točke 2.4. se umanjuju i iznose:

- a) **75%** cijene za prazan let u jednom smjeru
- b) **75%** cijene za pozicijski let
- c) **50%** cijene u slučaju tehničkog slijetanja
- d) **50%** cijene za helikoptere
- e) **25%** cijene za probne i školske letove

2.7. OTKAZANI LETOVI

Za sve letove i usluge otkazane u roku od manjem od 24 sata od planiranog slijetanja/polijetanja bit će zaračunata naknada od 50% ukupne cijene prijehata i otpreme.

2.8. CIJENA USLUGE - TERETNI ZRAKOPLOVI

Cijena usluge za teretne zrakoplove (prijehov robe i pošte) iznosi **22,50 EUR** po svakoj započetoj metričkoj toni, a osnovica je najveća ukupna dozvoljena težina zrakoplova pri uzlijetanju (MTOW) a prema službenoj svjedodžbi o navigacijskim sposobnostima zrakoplova.

- *Na cijene iz točke 2.8. primjenjuju se **uvećanja** kao u točki 2.5. i **umanjenja** kao u točki 2.6.*

2.9. CIJENA USLUGE - OPĆE I POSLOVNO ZRAKOPLOVSTVO

PRIVATNI I POSLOVNI ZRAKOPLOVI – Pod pojmom općeg i poslovnog zrakoplovstva podrazumjevaju se svi zrakoplovi koji za **pozivni znak** koriste **registraciju** zrakoplova - svi zrakoplovi do 50 tona najveće ukupno dozvoljene težine, a da njihovim vlasnicima nije svrha komercijalni zračni prijevoz).

MTOW u KG	EUR
0 – 2 000	30,00
2 001 – 4 000	50,00
4 001 – 6 000	80,00
6 001 – 10 000	110,00
10 001 – 16 000	270,00
16 001 – 24 000	390,00
24 001 – 35 000	540,00
35 001 – 50 000	820,00

- *Cijene iz točke 2.9. se **uvećavaju** kao u točki 2.5. i **umanjuju** kao u točki 2.6.*

2.10. CJENIK USLUGA NA POSEBAN ZAHTJEV

2.10.1. Usluge uposlenih radnika

1)	Pomoćni radnici	1 sat	EUR	20,00
2)	Kvalificirani radnici	1 sat	EUR	35,00

2.10.2. Ostale usluge

2.1.3 (a)(b)(3) Pružanje usluga VIP asistencija	1 osoba	EUR	65,00
3.1.8 Rukovanje prtljagom posade	1 operacija	EUR	35,00
3.4.1 (a)(c)(1)(2) Zemaljski elektro agregat	Po startanju	EUR	35,00
	1h	EUR	95,00
3.4.1 (a)(c)(5) Zračni starter (izvan redovnog)	Po strartanju	EUR	95,00
3.5.1, 3.5.2 (a,b,d) Slušalice i nadzor vuče i izguravanja zrakoplova	1 operacija	EUR	40,00
3.6.1 (2) Pokretne stepenice za posadu	1h	EUR	23,50
3.6.6 (c) Preraspodjela tereta u zrakoplovu	1kg	EUR	0,60
3.6.8 (a) Punjenje, prijevoz i utovar vreća za balast	25kg	EUR	15,00
3.8.1 (a)(1,2,4) Traktor za vuču zrakoplova (rukovatelj uključen)			
Do 60 tona MTOW	1 operacija	EUR	33,00
do 180 tona MTOW	1 operacija	EUR	43,00
Preko 180 tona MTOW	1 operacija	EUR	60,00
3.8.2 (c) Skladištenje i održavanje traktora za vuču koje pruža prijevoznik	m ² /mj	EUR	12,00
3.9.1 (a) Vanjsko čišćenje prozora pilotske kabine	1 operacija	EUR	22,00
3.10.3 (a) Slaganje deka	1 operacija	EUR	20,00
3.10.3 (b) Urediti sigurnosne pojaseve	1 operacija	EUR	20,00
3.10.3 (c) Urediti krevete	1 operacija	EUR	20,00
3.10.3 (d) Izmjena presvlaka naslona za glavu	1 operacija	EUR	20,00
3.10.3 (e) Izmjena jastučnica	1 operacija	EUR	20,00
3.10.3 (g) Nadopuniti stvari u stražnjem džepu sjedišta	1 operacija	EUR	20,00
3.11.1 (a)(1)(2) Vozilo za odvoz fekalija (uključujući rukovatelja)	1 operacija	EUR	46,00
3.12.1 (a)(1)(2)(3) Vozilo za opskrbu pitkom vodom (uključujući rukovatelja).	1 operacija	EUR	46,00
3.13.1 (a)(c) Uklanjanje i repozicioniranje kabinske opreme, npr. sjedala i razdjelnika kabine	1 operacija	EUR	20,00

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3.16.1, 3.16.4 (a)(1)(2), 3.16.6, 3.16.7, 3.16.8 3.16.9 Vozilo za odleđivanje (uključujući rukovatelja)	1 operacija	EUR	125,00
3.16.5 Tekućina za odleđivanje	1 litra	EUR	5,00
4.3.7 Dostava dokumentacije posadi (briefing-a)	1 stranica	EUR	0,40
7.1.1 (a)(2) Sigurnosna pitanja	1 operacija	EUR	35,00
7.4.2 (a)(2)(i) Čuvanje zrakoplova	1h	EUR	35,00
7.4.3 (a)(1) Čuvanje tereta tijekom prijevoza	1h	EUR	35,00
7.4.3 (a)(2) Čuvanje tereta tijekom ukrcaja/iskrcaja	1h	EUR	35,00
7.5.1 (a) Dodatne usluge sigurnosti	1h	EUR	35,00

2.10.3. Oprema

Usisavač	1h	EUR	7,00
Viličar (uključujući rukovatelja)	1h	EUR	50,00
Cargo platforma (uključujući rukovatelja)	1h	EUR	151,00
Veliko vatrogasno vozilo(uključujući rukovatelja)	1h	EUR	310,00
Veliko vatrogasno vozilo (uključujući rukovatelja)	30min	EUR	155,00
Autobus s vozačem zgrada-zrakoplov i v.v.	1 operacija	EUR	40,00
Transportna kolica	1h	EUR	7,00
Cargo kolica	1h	EUR	15,00
Kombi, bus, sanitetsko vozilo, osobno vozilo, putnička zgrada-zrakoplov i v.v. (uključujući vozača)	1 operacija	EUR	16,00
Traktor (uključujući rukovatelja)	1h	EUR	40,00
Ambulift	1 operacija	EUR	50,00
Putničke stepenice	1h	EUR	35,00
Upotreba elevatora (uključujući rukovatelja)	1h	EUR	50,00
Postavljanje sigurnosnih čunjeva	1 operacija	EUR	15,00

2.10.4. Opskrba raznim materijalima

Boca kisika	kom	EUR	50,00
Boca čistog dušika	kom	EUR	60,00
Ostale vrste materijala	kom	EUR	po dogovoru

2.10.5. Sustav osvjetljenja

Usluga osvjetljenja obuhvaća ugrađenu opremu i instalacije za osvjetljenje piste i stajanke, po CAT I ICAO standardima.

Osvjetljenje	1 sat	EUR	200,00
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- *Najmanja obračunska jedinica je 15 minuta.*

2.10.6. Najam šaltera

Agencijski šalter	1 dan	EUR	100,00
Šalter za registraciju putnika	po letu	EUR	100,00
Posebni zaslon na ekranu šaltera za registraciju	po letu	EUR	35,00

2.10.7. Najam VIP i Poslovnog salona

VIP salon	2 sata	EUR	105,00
Poslovni salon	Po osobi	EUR	10,00

2.10.8. Opće i poslovno zrakoplovstvo – VIP handling

MTOW U KGS	EUR
- 10 000	50,00
10 001 -	100,00

2.10.9. Otkazani letovi i usluge – VIP handling

Za sve letove i usluge otkazane u roku od manjem od 24 sata od planiranog slijetanja/polijetanja bit će zaračunata naknada od 50% ukupne cijene prihvata i otpreme.

IV. SAŽETAK USLUGA

Sažetak usluga koje pruža Zračna luka Dubrovnik d.o.o. u skladu s IATA AHM 810 2013, Annex A, a koje su uključene su u fiksnu cijenu.

RHC – naknada za tehnički prihvat	3.1.4, 3.1.5, 3.1.6, 3.3.1 (a)(b), 3.3.2 (a)(b)(5)(6), 3.5.2 (c), 3.6.1 (a)(c)(1), 3.6.2 (a)(1)(2), 3.6.3 (a)(c), 3.6.4 (a)(1)(2), 3.6.5, 3.6.6 (a)(b)(d)(e), 3.6.7 (a), 3.6.8 (a), 3.7.1 (a)(1)(2), 3.7.2 (a)(1)(2), 3.8.1 (a), 3.8.2 (a)(b), 3.10.1 (a)(b)(1-9), 3.10.2 (a), 6.3.1 (a)(1-4), 6.3.2, 6.3.3.
THC – naknada za putnički i operativni prihvat	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3 (a-d), 1.2.4, 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.3.6, 2.1.1, 2.1.2, 2.1.3 (a)(b)(1)(2)(4)(5), 2.1.4, 2.1.6 (a), 2.1.7, 2.2.1, 2.2.2 (a)(c), 2.2.3 (a)(b)(1), 2.2.4 (a)(b)(1)(2)(i), 2.2.5 (a)(d)(1), 2.2.6 (a)(b)(1)(2)(i), 2.2.10 (a)(b)(c)(1)(2)(i), 2.2.12 (a), 2.2.13 (a)(d), 2.2.14 (a), 2.2.15 (a)(b)(c), 2.2.16, 2.2.17, 2.3.2 (a), 2.3.3 (a)(1-3), 2.3.4 (a)(b)(1)(2)(3)(6), 4.1.1, 4.1.2, 4.2.1, 4.2.2, 4.2.3, 4.3.1, 4.3.2 (a)(b)(1), 4.3.3 (a)(1), 6.5.1, 6.7.1.
CIR – naknada za centraliziranu infrastrukturu, tehnički prihvat	3.1.1 (a), 3.1.2 (a)(b), 3.1.3, 3.1.7 (a)(1-3), 3.2.1 (a), 3.2.2, 8.5.1 (a)(1).
CIP – naknada za centraliziranu infrastrukturu, putnički i operativni prihvat	2.1.8 (a)(1-4), 2.2.7 (a), 2.2.8 (a), 6.2.1 (a-c)(2), 6.2.2 (b)(3-6)(8), 6.2.3 (a)(b)(1-5).
SS – usluge na poseban zahtjev	2.1.3 (3), 2.3.4 (5) (predmet posebnog ugovora), 3.1.8, 3.4.1 (a)(c)(1)(2)(5), 3.5.1, 3.5.2 (a)(b)(d), 3.6.1 (2), 3.6.6 (c), 3.6.8 (b), 3.6.9 (a)(1)(2), 3.8.1 (1)(2)(4), 3.8.2 (c), 3.9.1 (a), 3.10.3 (a-e)(g), 3.11.1 (a)(1)(2), 3.12.1 (a)(1-3), 3.13.1 (a)(c), 3.16.1, 3.16.4 (a)(1)(2), 3.16.5, 3.16.6, 3.16.7, 3.16.8, 3.16.9, 4.3.7, 6.1.1 (predmet posebnog ugovora), 7.1.1 (2), 7.4.2 (a)(2)(i), 7.4.3 (a)(1)(2), 7.5.1 (a).
SEC – naknada za zaštitu	7.1.3 (uslugu pruža podugovaratelj), 7.1.1 (a)(1), 7.1.2 (a)(1-5), 7.1.3 (a)(1-3), 7.1.4 (a)(1-4), 7.2.1 (a)(1-5), 7.3.1, 7.4.1 (a)(1)(2), 7.4.2 (ii)(iii).

V. OSLOBAĐANJE OD PLAĆANJA

Sljedeće kategorije su izuzete od plaćanja naknada:

- a) zrakoplovi Vlade Republike Hrvatske (50% cijene osnovnih usluga istaknute u ovom Cjeniku),
- b) zrakoplovi uključeni u operacije potrage i spašavanja,
- c) zrakoplovi koji se koriste za humanitarnu pomoć u slučaju prirodnih nepogoda ili stanja nužde,
- d) zrakoplovi u nevolji,
- e) državni zrakoplovi koji pružaju hitnu medicinsku pomoć,
- f) državni zrakoplovi koji obavljaju letove za protupožarnu zaštitu,
- g) državni zrakoplovi koji obavljaju letove za posebna djelovanja,
- h) zrakoplovi Hrvatske vojske kada lete u vojne svrhe, Ministarstva unutarnjih poslova i Crvenog križa Republike Hrvatske.

VI. INFORMACIJE

Otvorenost Zračne luke Dubrovnik / Dubrovnik Airport operating time:
05:00-21:00 UTC WINTER, 04:00-21:00 UTC SUMMER

Duty Officer:

Tel: +385 20 773 300 Fax: +385 20 773 326
Mob: +385 98 983 5980 Sita: DBVAPXH
e-mail: Stationmng@airport-dubrovnik.hr

Dispatcher Center

Tel: +385 20 773 221 Fax: +385 20 773 229
Sita: DBVAPXH e-mail: operations@airport-dubrovnik.hr
Ground frequency 131.75MCs callsigne "Dubrovnik Handling"

Fuel supplier: "INA" – headquarter Zagreb

Tel: +385 1 645 1791 Fax: +385 1 645 2831 e-
mail: jasna.tomac@ina.hr
Airport DBV Office tel/fax: +385 20 773 335

Catering: "Newrest Dubrovnik" Ltd

Tel: +385 20 773 308 +385 20 773 306
Fax: +385 20 773 305
Sita: DBVHHXH e-mail: ops.dubrovnik@newrest.eu

Cargo Dept:

Tel/Fax: +385 20 773 375
Sita: DBVFFXH e-mail: Cargo@airport-dubrovnik.hr

Commercial dept./ Sales

Tel: +385 20 773 233 Fax: +385 20 773 236
Sita: DBVAPXH e-mail: Maria.Bokarica@airport-dubrovnik.hr

CCAA (Croatian Civil Aviation Agency)

Attn. Igor Simunovic
Tel: +385 1 2369 350 Fax: +385 2369 351 e-
mail flight-autrorization@ccaa.hr



DUBROVNIK AIRPORT
ZRAČNA LUKA DUBROVNIK

CJENIK USLUGA

AIRPORT AND HANDLING CHARGES

Vrijedi od 1. ožujka 2018.

Effective from 1st March 2018

ZRAČNA LUKA DUBROVNIK d.o.o.
DUBROVNIK AIRPORT Ltd.
Dobrota 24, Močići
20213 ČILIP I - KONA VLE
CROATIA

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Fax: +385 (0)20 771 465
E-mail: headoffice@airport-dubrovnik.hr
Web: www.airport-dubrovnik.hr
SITA: DBVAPXH

Commercial Department
Tel.: +385 (0)20 773 233
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Zračna luka Dubrovnik – CJENIK USLUGA
DUBROVNIK AIRPORT-TARIFF REGULATIONS

CROATIAN TEXT SHALL PREVAIL

TRANSLATION ONLY

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I. GENERAL CONDITIONS FOR AIRPORT SERVICES RENDERING

1. Documents that are the basis on which the airport services are based and the price list of Dubrovnik Airport d.o.o.

1.1. Croatian Legislature:

- Air Traffic Act (Official Gazette: 69/09, 84/11, 54/13, 127/13, 92/14)
- Act on Mandatory and Proprietary Relations in Air Traffic (Official Gazette:132/98, 63/08, 134/09, 94/13)
- Airport Act (Official Gazette: 19/98, 14/11, 78/15)
- Ordinance on provision of groundhandling services (Official Gazette: 61/15)
- Ordinance on Airport Charges (Official Gazette: 65/15)

1.2. International Legislature and recommendations:

- Council Directive 96/67/EC of 15th October 1996 on access to the groundhandling market at Community airports. (Official Journal L 272, 25/10/1996 p. 0036-0045);
- Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11 th March 2009,
- Regulation (EC) No 1107/006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air.
- S.I. No 505/1998 – Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;
- Airport Economics Manual, ICAO Doc 9562/ 2 nd Edition – 2006;
- ICAO' s Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/ 8 th Edition – 2009;

2. General Business Conditions

2.1 The basic General Business Conditions will apply to the following airport services:

- a) The use of the runway for takeoff and landing with lighting (LANDING and LIGHTING);
- b) The handling of aircraft's, passengers, baggage, cargo and mail (HANDLING);
- c) The use of aircraft stands on the apron and other aircraft parking areas (PARKING);
- d) The use of the centralized infrastructure (CENTRALIZED INFRASTRUCTURE)
- e) Special services to passengers and cargo consignors:
 - passenger service (PASSENGER SERVICE);
 - security check (SECURITY CHECK).
 - Passenger with reduced mobility (PRM)

2.2 The charges for all airport services are formed in accordance with economic charges, generated from the full actual cost based on division calculation for an average aircraft, recalculated later for each special type of aircraft, taking into consideration the market conditions governing the

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operations with air carriers, i.e. current charges in the European airports for services of the same type and quality.

- 2.3** The charges for special services to passengers - passenger service - are calculated and formed in accordance with depreciation in respect to airport building, maintenance costs, heating and air conditioning, and costs of operating supplies and in consideration of average costs for the same service in important European airports.
- 2.4** Every airport user requiring and using air traffic services is considered to accept all conditions of the Price list, on the principle of acceptance.
- 2.5** It is to be considered, that after being published, the General Conditions and List of Airport Charges are accepted by every user having operated and used Dubrovnik Airport Ltd. Services.
- 2.6** The prices in the Price List are unique for services rendered in domestic and international air traffic.
- 2.7** The tariff of services by air carriers (LANDING, HANDLING, CENTRALIZED INFRASTRUCTURE, PARKING) represents a total indivisible cost for all services included in the description of the list of charges for a single service during arrival and departure of the same aircraft.
- 2.8** In compliance with Article 10 of Directive 2009/12/EC on airport charges, Dubrovnik Airport Ltd. Contracts with air carrier a package of services. After the reached agreement, the air carrier has no right to refuse part of the services.
- 2.9** Dubrovnik Airport Ltd. reserves the right to review and adjust prices according to $\frac{1}{2}$ of the value of the official Croatian devaluation index of Kuna to Euro at the beginning of each year.
- 2.10** The charges for airport services in the List of Charges are in Euros (EUR).
- 2.11** In case of emergency, special services rendered to aircraft shall be charged to air carrier in accordance with prices from Price List of Services on Special Request.
Possible use of external services and equipment shall be re-invoiced to air carrier in accordance with actual prices, increased for manipulative costs.
- 2.12** The list of airport charges specifies in which cases the airport services provided are increased or reduced. Using a reduction on one provision excludes using any other at the same time.
- 2.13** The List of Airport charges is available at the Dubrovnik airport Ltd. to all existing and potential users by AIP, and on official internet page [/www.dubrovnik-airport.hr/](http://www.dubrovnik-airport.hr/). Upon the user's request Dubrovnik Airport Ltd. can deliver the List of Airport Charges. Also, Dubrovnik Airport Ltd. keeps all long-term users informed about all changes of the List of Charges.
- 2.14** Changes and supplements of the Charge list are to carried out in accordance with the Dubrovnik Airport Ltd. business policies and according to Air Traffic Act, Article 42 (Official Gazette 69/09, 84/11,

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54/13, 127/13, 92/14).

- 2.15** Night handling is considered in the period from 22,00lt to 06,0lt.
- 2.16** Performing airport services on national holidays is to be considered as service on a day officially declared as national holiday in the Republic of Croatia.
- 2.17** All disputes between the users of airport services and the Dubrovnik Airport regarding charges and changes of the Tariff and General Business Conditions will be submitted to the court in Dubrovnik.

3. Payment

- 3.1. Calculation and charge of services rendered for contracted air carriers are performed in accordance with signed contracts.
- 3.2. The air carriers, who do not have a contract with Dubrovnik Airport Ltd., shall pay for rendered services prior to take off.
- 3.3. Charge of services provided to air carriers from item 3.2 shall be performed in cash or credit cards officially accepted by Dubrovnik Airport d.o.o
- 3.4. Value Added Tax (VAT) is not included in prices quoted in the Price List.
- 3.5. Air carriers that are not exempt from payment of Value Added Tax (VAT) in accordance with respective rules and regulations, will be charged at VAT rate prescribed by law.
- 3.6. Dubrovnik Airport Ltd. Has right to inspect Air Operate Certificate (AOC) in order to determine for which type of transport is the air carrier registered.
- 3.7. Calculation and charge of rendered services can be performed in any hard currency in the following way: The prices quoted in EUR are to be calculated into preferred currency in accordance with the official exchange rate of Croatian National Bank (Hrvatska narodna banka) on the date of the invoice issuance. Calculation and charge of rendered services to domestic air Carriers will be only in kunas (HRK).
- 3.8. For delayed payments, interest will be added to the debtor in accordance with the law. All disputes between the users of airport services and the Dubrovnik Airport Ltd. Regarding charges and changes of the Tariff and General Business Conditions will be submitted to the Court in Dubrovnik.
- 3.9. Dubrovnik Airport Ltd. may require payment security instrument from the user of services.

4. Incentives

Dubrovnik Airport reserves the right to grant incentives, according to the criteria in “**Incentive program for Dubrovnik Airport**”, which is not part of this Tariff Regulation.

5. Definitions

- **Airport terminal** means all buildings used for arrival and departure handling of aircraft.
- **Arrange (or make arrangements for)** implies that the Handling Company will request an outside agency to perform the service required. The charge of the outside agency shall be paid by Carrier. The Handling Company assumes no liability toward the Carrier for such arrangements.
- **Cargo** means revenue cargo, and non-revenue cargo such as service cargo and company materials.
- **Carrier's representative** means the individual or organization authorized by the Carrier to act on the Carrier's behalf in matters concerning Article 4.

- **Co-ordinate** means to collect and communicate operational information to the respective parties at the direction of the Carrier, or the Carrier's Representative, as required to perform the services as contracted by the Carrier with Third Parties in the respective IATA Annex(es) B.
- **Carrier's Aircraft** means any aircraft owned, leased, chartered, hired or operated or otherwise utilized by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).
- **Departure Control System (DCS)** means an automated method of performing check-in, capacity control, load control and dispatch of flights.
- **Direct loss** means a loss arising naturally or directly from an occurrence and which excludes remote, indirect, consequential, or special losses or damages, such as loss of revenue or loss of profit.
- **Electronic Data Interchange (EDI)** means the computer-to-computer (application-to-application program processing) transmission of business data in a standard format.
- **ICAO** means International Civil Aviation Organisation.
- **IATA** means International Air Transport Association.
- **Liase** means to communicate and maintain contact.
- **Load** means any item carried in an aircraft other than is included in the basic operating weight.
- **Loads** means baggage, cargo, mail and any aircraft supplies including ballast.
- **The terms as „passenger“, „baggage“, „cargo“ and „mail“** used in the Charge List, shall include all those persons and goods that are to be transported in a carrier's aircraft.
- **Provide** implies that the Handling Company itself assumes responsibility for the provision of the service required.
- **Station Management** means management of Carrier's administrative and/or operational functions(s) within the scope defined in the Annex B.
- **Supervision** means to oversee and direct the performance of the Services contracted by the Carrier with third parties, i.e. companies who have a separate Annex B (or similar contract with the Carrier). The term Supervision shall not apply to the Handling Company self-management of its own services or overseeing of the Handling Company's subcontractors (as referenced to in Article 5 of the Main Agreement).
- **Ticket** means the document entitled „Passenger Ticket and Baggage Check“ issued by or on behalf of the carrier and includes Notice of Contract Terms incorporated by reference and notices and the flight and passenger coupons contained therein.
- **DOMESTIC AIR TRAFFIC** represents a flight operation with its origin and destination of passengers and goods within the territory of the Republic of Croatia.
- **INTERNATIONAL AIR TRAFFIC** is the international transport of passengers and

goods as defined in Article 1 of the Convention on Adjusting Certain Rules in International Air Transportation (Warsaw, 1929) and in Article 1 of the Memorandum of Amendments to Convention (The Hague, 1955). As an **INTERNATIONAL FLIGHT** (a flight in international traffic) is also each flight of an aircraft with its origin and destination in a foreign airport, regardless potential earlier or later landings in the Republic of Croatia, before or after crossing of state borders for completion of a total commercial enterprise.

- **Transit flight** is an aircraft making and intermediate landing for commercial reasons where a change of Loads, Passenger and/or crew occurs.
- **Turnaround flight** is an aircraft terminating a flight and subsequently originating another flight following a complete change of Loads, Passenger and/or crew.
- **Supplier of ground handling services** means any natural or legal person supplying third parties with one or more categories of ground handling services.
- **Public Transport** in air traffic means any air transport that is following the legal regulations and general conditions, available to anyone, and for which the air carrier has obtained certificate from competent civil aviation authority.
- **Base of public air carrier** means an airport with based representative office operating as administrative and operative centre of the air carrier, with minimally one registered aircraft in its AOC.
- **The flight number** defines each single flight and consists of a two (according to IATA) or three letter carrier's code (according to ICAO) and followed by the following numbers or a combination of numbers and letters.
- A **flight**, not being announced in writing within 24 hours prior
- **Returning flight** means the flight of an aircraft that returned after departure, before reaching its destination or alternation, due to a special reason, beyond normal control. It is to be considered as technical flight.
- **Check flight** means the flight of an aircraft, performed to test engine, instrument or fuselage. It is to be considered as technical flight.
- **Training flight** means the flight of an aircraft, performed in order to train the flying crew members.
- **Ambulance flight** means the flight transporting sick or wounded persons, that have already been given medical attention or transporting a patient from one medical location to another.
- An **empty flight** is each flight of an aircraft where no passenger embarks or disembarks, and no baggage, cargo and mail are handled at landing and take off.
- **Technical landing** is a landing for other than commercial reasons where no physical change of loads, Passenger and/or crew occurs.
- **Emergency landing** is a landing in the case of emergency event (illness or death of passenger, technical defect on aircraft, etc.) or the threat of violence.
- A **positional flight** is each flight of an aircraft between two destinations if no passengers, baggage, cargo and mail are handled at landing and take off.

- **Air carrier** is a company with valid operating licence for air transportation.
- **Maximum take-off weight of an aircraft (M.T.O.W)**, as stated in the aircraft flight desk documents (Airplane Flight Manual – AFM). If these documents are not presented the highest M.T.O.W. for particular aircraft type shall be taken. No refunds will be possible. Each started ton is to be considered as the whole one.
- **Basic security check** is security check of persons or things done before each flight, following the legal requirements.
- **Crew members** are persons being onboard the aircraft for their duty to perform the flight.
- **An infant** is each passenger under two years of age.
- **Transit passenger** is a passenger arriving at the airport on a through-flight and subsequently leaving the airport with the same aircraft, or replacing aircraft put on due to breakdown of the former, without leaving airport transit lounge.
- **Transfer passenger** is a passenger arriving and departing from the airport with a different aircraft under a different flight number and whose main purpose for using the airport is to effect a transfer.
- **Self-handling** means a situation in which an airport user directly provides for himself one or more categories of ground handling services and concludes no contact of any description with a third party for the provision of such services.
- **Airport user** means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the airport in question.
- **Ground handling** means the services provided to airport users at airports as described in the Annex A.
- **ULD (Unit Load Device)** is either container or aircraft pallet (with or without nets) to be used for loading and/or transporting cargo, baggage or mail.
- **General aviation** means all aircrafts which are not intended or registered for commercial air transport.
- **Business aviation** means all aircrafts for which flights the carriers don't sell tickets.

II. AIRPORT SERVICES CHARGES

1. Landing and take off charges

1.1. DESCRIPTION OF THE SERVICES

- a) The runway uses during landing and take off of single aircraft.
- b) The taxi-ways and intersections use for an aircraft arriving from the runway to the apron and vice versa.
- c) The illumination of the runway, taxiways, intersections and the apron, according to ICAO standards, CAT I.
- d) The claim to this charge shall arise at the moment the aircraft touches the ground of Dubrovnik airport Ltd.

1.2. CALCULATION UNIT

The maximum take off weight (**MTOW**) of the aircraft, according to the airworthiness certificate, quoted in metric tons. Each started ton to be considered as the whole unit.

1.3. SERVICE CHARGE

Service Charge includes a total operation of landing and take off, indivisible when charging, and amounts as follows:

- | | |
|--|------------------|
| a) For aircraft up to 25 tons MTOW, each ton | EUR 9,40 |
| b) For aircraft above 25 tons MTOW, each ton | EUR 12,70 |

1.4. REDUCTIONS

- a) For helicopters, return flights, position flights: **50%** of the respective Landing Charge from 1.3. is applicable
- b) For emergency flight: **50%** of the respective Landing Charge from 1.3. is applicable
- c) For test flight: **25%** of the respective Landing Charge from 1.3. is applicable
- d) For training (each touch and go): **25%** of the respective Landing Charge from 1.3. is applicable

1.5. TRAINING AND TEST FLIGHTS

Night training is possible upon prior agreement. For training and test flights during the night the use of lighting facilities at the airfield is to be charged at actual cost, according to the duration.

1.6. WAITING ON REQUEST

Waiting on request: 300 euro for handling during out of airport opening hours per each commenced hour. Four (4) hours is the maximum to be charged i.e. from 23.00lt– 03.00lt (summer period) or 22.00lt-02.00lt (winter period) counting in advance and from 06.00lt – 02.00lt counting backwards.

2. Parking charge

2.1. DESCRIPTION

The use of the aircraft parking position on the apron.

2.2. CALCULATION UNIT

Maximum take off weight of the aircraft (MTOW) as per airworthiness certificate quoted in metric tons. Each started ton to be considered as a whole ton. The Charge is applied for each started **24** hours period. First **4** hours are free of charge.

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2.3.	SERVICE CHARGE		
	Each metric ton of (MTOW) per 24 hours	EUR	4,00
2.4.	REDUCTION		
	For helicopters	50%	

3. Use of Passenger Boarding Bridge

3.1.	DESCRIPTION		
	Boarding and De-Boarding of passengers using Passenger Boarding Bridge		
3.2.	CALCULATION UNIT		
	Passenger boarding bridge charge includes arrival and departure, the charge also includes electrical power supply 400Hz. Calculation unit is 60 minutes, each additional 15 minutes will be charged.		
3.3.	SERVICE CHARGE		
	Up to 60min	EUR	90,00
	Each additional 15min	EUR	25,00

4. Passenger Service Charge

4.1.	DESCRIPTION		
	Passenger service includes complete non commercial facilities within passenger terminal.		
4.2.	UNIT		
	Each outgoing checked passenger (transfer passengers included). Exemptions: Children under two years, passengers holding free ticket (ID00), direct transit passengers and crew (DHC).		
4.3.	SERVICE CHARGE		
	a) Passengers in domestic air traffic	EUR	5,00
	b) Passengers in international air traffic	EUR	11,00
	c) Transfer passenger	EUR	5,00

5. Security charges

5.1.	DESCRIPTION		
	Dubrovnik Airport Ltd. as the operator of civil airport, that operates and manages the manoeuvring area and apron, passenger and cargo terminal is obliged according to National Civil Aviation Security Programme to fulfil the essential requirements to:		
	<ul style="list-style-type: none">• Space and equipment needed for basic and special security checks of passengers, baggage, cargo, other persons and items entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.• Basic security checks of passengers, baggage, cargo and other persons entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.• The protection and control of access to airside, security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.• Offices and other facilities for monitoring the security performance.		

5.2. UNIT

The basis of calculation for security charge is the number of departing passengers per flight.

5.3. SERVICE CHARGE

	Unit	EUR (€)
Commercial traffic	Departing passenger	5,00*
Non Commercial traffic	Departing passenger	5,00*

5.4. EXEMPTIONS

Passenger service charges are not paid by the following categories of passengers:

- children up to 2 years of age (infants)
- ID 00
- Transit passenger
- Crew (DHC)

6. Charge for Passengers with reduced mobility (PRM)

6.1. GENERAL

According to the Regulation (EC) no. 1107/2006 of the European Parliament and of the Council of 5. July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, Dubrovnik Airport Ltd. is responsible for the assistance to such passengers.

- The assistance shall be given to persons as follows: 'disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;
- The responsible carrier shall notify Dubrovnik Airport Ltd. about the need for assistance at least 24 hours before the published departure for the flight. In case of later notification Dubrovnik Airport Ltd. could not guarantee the assistance according to published standards. The timely notification shall be the responsibility of the carrier.

Assistance under responsibility of Dubrovnik Airport Ltd. comprises:

Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Regulation (EC) no. 1107/2006, Article 5,
- move from a designated point to the check-in counter,
- check-in and register baggage,
- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft door to their seats,
- store and retrieve baggage on the aircraft,
- proceed from their seats to the aircraft door,
- disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,

- proceed from the baggage hall to a designated point,
- reach connecting flights when in transit or transfer, with assistance on the air and land sides and within and between terminals as needed,
- move to the toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Dubrovnik Airport will perform ground handling to all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 24 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Dubrovnik Airport will enable temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like for like basis.

Dubrovnik Airport will enable ground handling of recognized assistance dogs, when relevant. Dubrovnik Airport will enable communication of information needed to take flights in accessible formats.

6.2. UNIT

The assessment basis for the PRM charges is the number of departing passengers and shall be collected in connection with the passenger service charges.

6.3. SERVICE CHARGE

	Unit	EUR (€)
Commercial traffic	Departure passenger	0,25
Non Commercial traffic	Departure passenger	0,25

7. Centralized infrastructure

7.1. GENERAL

Dubrovnik Airport Ltd. as the managing body of the airport manages the centralized infrastructure used for the supply of ground handling services in accordance with Ordinance on provision on ground handling services (Official Gazette: 39/10).

Dubrovnik Airport Ltd. enables to other ground handling providers the access to airport installations to the extent necessary for them to carry out their activities. For the use of centralized infrastructure an infrastructure charge shall be paid.

Dubrovnik Airport Ltd. is the single provider of the infrastructure. The claim to this charge shall arise at the moment the traffic and ramp handling services is performed by Airport Dubrovnik Ltd. or any self-handling company.

7.2. CONTENTS

Centralized infrastructure charge shall be payable for the following services:

- traffic handling – calculation unit is departing passenger per load sheet for departing aircraft
- ramp handling – calculation unit is weight class for passenger aircraft and aircraft type for cargo aircraft.

7.3. CENTRALIZED INFRASTRUCTURES, TRAFFIC HANDLING

Centralized infrastructure for passenger and operations handling, necessary for handling of passenger and baggage, covering the following:

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- Systems of conveyor belts for transport of checked baggage for flight, from check-in counter to sorting area, with scales for measuring weight,
- system of conveyor belts for delivery and takeover of checked baggage on arrival,
- Area and equipment in sorting area for checked baggage for departure,
- Management of BHS (Baggage Handling System),
- Manual sorting of baggage which was not sorted automatically by the system,
- Storage area for checked baggage – lost and found (separately for domestic and separately for international flights),
- CUSS infrastructure and equipment,
- Counter equipped with reporting devices of any irregularities,
- Check-in counters for passengers, with pertaining equipment,
- Area with Check-in counters for flights, with pertaining equipment ,
- Area with counters for takeover of passenger baggage of larger size or higher weight (Oversized),
- Counters with pertaining equipment, serving for takeover of checked baggage of passengers who checked for flight via internet, or device CUSS - (Drop-Off),
- Counters for transfer and transit passengers with pertaining equipment and surface they cover ,
- Counters on gates of passenger building towards aircraft, with pertaining equipment and surface they cover ,
- CUPPS (Common Use Passengers Processing System),
- FIDS monitors above counters,
- Computer program of airport operator (AODB)
- inscription above the counter

7.4. CENTRALIZED INFRASTRUCTURES, RAMP HANDLING

Centralized infrastructures, Ramp handling, necessary for the provision of ramp handling services comprise the following:

- space, equipment and services in departure and arrival baggage sorting area
- equipment and services for baggage transportation between sorting areas and aircraft and vv.
- equipment for the marshalling the aircraft
- fire-fighting and rescue equipment
- equipment and system for toilet waste disposal including sewerage
- equipment and system for fresh water including waterworks
- equipment and system for waste disposal
- space, installations and equipment for storage of aircraft de-icing and drainage system for waste de-icing fluid.

7.5. PRICE LIST

Centralized infrastructures, Passenger handling

	Unit	EUR
passenger handling	departing passenger	1,00

Centralized infrastructures, Ramp handling

Passenger/cargo aircraft (MTOW in KGS)	EUR
2 001 – 5 000	5,70
5 001 – 10 000	12,00

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10 001 – 16 000	32,20
16 001 – 21 000	47,50
21 001 – 30 000	61,00
30 001 – 40 000	71,40
40 001 – 60 000	81,70
60 001 – 79 000	96,40
79 001 – 100 000	116,20
100 001 – 130 000	138,50
130 001 – 155 000	182,14
155 001 – 200 000	229,20
200 001 – 270 000	294,50
above 270 001	371,90

Centralized infrastructures, General aviation

MTOW in KGS	EUR (per flight)
- 6 000	-----
6 001 -	20,00

III. AIRCRAFT HANDLING

Handling of aircraft, passengers, baggage, cargo and mail in arrival and departure in accordance with IATA procedure AHM 810-of January 2013.

List of airport services for aircraft, passengers, baggage, cargo and mail (handling) included in a single operation charge performed by Dubrovnik Airport Ltd.

Annex B1 is formed according to recommendations of IATA AHM 810 SGHA Annex A of January 2013 and local standards and regulations were taken in consideration.

Abbreviations

RHC – Ramp handling charge

THC – Traffic handling charge

CIP – Centralized infrastructure services – Traffic handling

CIR – Centralized infrastructure services – Ramp handling

SS – Single services

SEC – Security services

X – Services which are not provided by Dubrovnik airport

1. List of airport services for aircraft, passengers, baggage, cargo, items and mail, (Ground handling services) included in a single operation charge performed by Dubrovnik airport Ltd. in accordance with IATA AHM 810 2013, Annex A

SECTION 1: MANAGING 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
THC	1.1.4	Inform all interested parties concerning movements of the Carrier aircraft
	1.2	Administrative Functions
THC	1.2.1	Establish and maintain local procedures
THC	1.2.2	Take action on communications addressed to the Carrier.

	1.2.3	Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas.
THC		(a) station administration
THC		(b) passenger services
THC		(c) ramp services
THC		(d) load control
X		(e) flight operations
X		(f) cargo services
X		(g) mail services
X		(h) support services
X		(i) security
X		(j) aircraft maintenance
X		(k) other, as specified in Annex B.
THC	1.2.4	Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.
X	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
X	1.2.6	Effect payment, on behalf of the Carrier, including but not limited to: (a) airport, customs, police and other charges relating to the services performed. (b) out-of-pocket expenses, accommodation, transport.
	1.3	Supervision and/or Co-ordination
THC	1.3.1	(a) Supervise (b) Co-ordinate services contracted by the Carrier with third party(ies)
THC	1.3.2	Provide Turnaround coordinator (TRC)
THC	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
X	1.3.5	Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).
THC	1.3.6	Meet aircraft upon arrival and liaise with crew.
X	1.3.7	Decide on non-routine matters.
X	1.3.8	Verify dispatch of operational messages.
X	1.3.9	Note irregularities and inform the Carrier.
	1.4	Station Management
X	1.4.1	Provide representative on behalf of the Carrier to act (a) exclusively (b) non-exclusively
X	1.4.2	The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental and local authorities matters
X	1.4.3	Attend local airport meetings on behalf of the Carrier (a) report to the Carrier results/contents of the meetings (b) Act, vote and commit on behalf of the Carrier
X	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 in Annex B
		(1) airport lounges
		(2) baggage delivery services
		(3) janitorial
		(4) newspapers delivery
		(5) laundry services
		(6) porters
		(7) other
X	1.4.5	Negotiate and secure slot(s) and airport facilities, as available, on behalf of the Carrier
X	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.
X	1.4.7	Perform and report quality/performance measurements
X	1.4.8	Handle the contents of Carrier's company mail pouches

SECTION 2: PASSENGER SERVICES

	2.1	General
THC	2.1.1	Inform passengers and / or public about time of arrive and/ or departure of Carrier's aircraft and surface transport.
THC	2.1.2	Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at the airport.
THC	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
THC		(2) persons with reduced mobility (PRMs).
SS		(3) VIPs.
THC		(4) transit without visa passengers (TWOVs).
THC		(5) deportees.
X		(6) special medical transport
X		(7) others, as specified in Annex B.
THC	2.1.4	(a) Provide (b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:
		(1) Meal vouchers
		(2) Rebooking
		(3) Transportation
		(4) Hotel accommodation
		(5) Personnel
X	2.1.5	Arrange storage of baggage in the bonded store
THC	2.1.6	(a) Notify the Carrier of complaints and claims made by the Carrier's passengers. (b) Process such claims, as specified in Annex B.
X		Report to the Carrier any irregularities discovered in passenger and baggage handling
THC	2.1.7	
CIP	2.1.8	(a) Provide
X		(b) Arrange for
CIP		(1) check-in counter(s)
CIP		(2) service counter(s)

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CIP		(3) transfer counter(s)
CIP		(4) lounge facilities
X		(5) set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
X		(6) other facilities as specified in Annex B
X	2.1.9	Perform the following ticketing/sales functions (a) reservations (b) issuance of transportation documents (c) ancillary services (d) e-ticketing (e) other as specified in Annex B
	2.2	Departure
THC	2.2.1	Perform pre-flight editing
	2.2.2	Check and ensure that tickets are valid for the flight(s). (The check shall not include the fare). At the following locations: (a) check-in area (b) lounge (c) transfer counter (d) gate (e) off -airport (f) other as specified in Annex B
THC		(a) check-in area
X		(b) lounge
THC		(c) transfer counter
X		(d) gate
X		(e) off -airport
X		(f) other as specified in Annex B
THC	2.2.3	(a) Check travel documents for the flight(s) concerned. In the event that Handling Company does not have access to information that verifies visa validities the Handling Company will not have liability. The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or the other events which are outside of their control.
THC		(b) Enter passenger and/or travel document information into Carrier's and/or government system. At the following locations: (1) check-in area (2) lounge (3) transfer counter (4) gate (5) off airport (6) other as specified in Annex B
THC		(1) check-in area
X		(2) lounge
X		(3) transfer counter
X		(4) gate
X		(5) off airport
X		(6) other as specified in Annex B
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: (i) check-in area (ii) lounge (iii) transfer counter (iv) gate (v) off -airport (vi) other as specified in Annex B
THC		(a) determine excess baggage
X		(b) issue excess baggage ticket
X		(c) collect excess baggage charges
THC		(d) detach applicable excess baggage coupons At the following locations: (1) check-in area (2) lounge
THC		(1) check-in area
X		(2) lounge
THC	2.2.5	Excess baggage
THC		(a) determine excess baggage
X		(b) issue excess baggage ticket
X		(c) collect excess baggage charges
THC		(d) detach applicable excess baggage coupons At the following locations: (1) check-in area (2) lounge
THC		(1) check-in area
X		(2) lounge

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X		(3) transfer counter
X		(4) gate
X		(5) off airport
X		(6) other as specified in Annex B
THC	2.2.6	Tag
THC		(a)checked baggage
THC		(b) cabin baggage
		For
		1. initial flight
		2. subsequent flight(s). At the following locations:
THC		(i) check-in area
X		(ii) lounge
X		(iii)transfer counter
X		(iv) gate
X		(v) off -airport
X		(vi) other as specified in Annex B
CIP	2.2.7	Effect conveyance of checked baggage to the baggage sorting area
		At the following locations:
CIP		(a) check-in area
X		(b) lounge
X		(c) transfer counter
X		(d) gate
X		(e) other as specified in Annex B
CIP	2.2.8	Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area
		At the following locations:
CIP		(a) check-in area
X		(b) lounge
X		(c) transfer counter
X		(d) gate
X		(e) other as specified in Annex B
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 in Annex B
THC	2.2.10	(a) Carry out the Carrier's seat allocation or selection system
THC		(b) Issue boarding pass(es)
THC		(c) Detach applicable flight coupons for
		1. initial flight.
		2. subsequent flight(s). At the following locations:
THC		(i) check-in area
X		(ii) lounge
X		(iii)transfer counter
X		(iv) gate
X		(v) off -airport
X		(vi) other as specified in Annex B
X	2.2.11	Handle
		(a) Denied Boarding process
		(b) Denied Boarding Compensation
		At the following locations:
		(1) check-in area
		(2) lounge
		(3) transfer counter

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		(4) gate
		(5) other as specified in Annex B
THC	2.2.12	Direct passengers
THC		(a) through controls to departure gate
X		(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
X		(e) other as specified in Annex B
THC	2.2.14	Handle standby list
		At the following locations:
THC		(a) check-in area
X		(b) lounge
X		(c) transfer counter
X		(d) gate
X		(e) other as specified in Annex B
THC	2.2.15	At the gate perform
THC		(a) verification of cabin baggage
THC		(b) boarding process
THC		(c) reconciliation of passenger numbers with aircraft documents prior to departure
X		(d) other gate functions as specified in Annex B
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
THC	2.2.17	Perform post-flight editing
	2.3	Arrival
X	2.3.1	(a) Perform
		or
X		(b) Arrange for opening/closing aircraft passenger doors
THC	2.3.2	Direct passengers
THC		(a) from aircraft through controls
X		(b) arriving from the airport, in case of off airport services.
THC	2.3.3	(a) Provide
X		(b) Arrange for
THC		(1) Transfer counter
THC		(2) Connection services
THC		(3) Baggage recheck
THC	2.3.4	Handle lost, found and damaged property matters.
THC		(a) Provide
THC		(b) Arrange for
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 specified in Annex B
X		(4) making payments for incidental expenses
SS		(5) delivery of delayed baggage to passengers (subject to separate agreement)
THC		(6) handling of communications 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, as stipulated in Annex B, substituting “rail, road or sea transportation” for “aircraft”, and “flight(s)”, and “terminal” for “airport”.
X	2.4.2	Direct departing passengers to connecting transport.
X	2.4.3	Load baggage on connecting transport, as directed by the rail, road or sea transport operator.
X	2.4.4	Handle arriving passengers and baggage from the rail, road or sea transport operator.
X	2.4.5	Direct arriving passengers through controls to the Carrier’s flight departure services.
X	2.4.6	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
CIR	3.1.1	Handle baggage in
CIR		(a) baggage sorting area
X		(b) other location(s) as specified in Annex B
CIR	3.1.2	Prepare for delivery onto flights.
CIR		(a) bulk baggage
CIR		(b) ULDs
X		(c) baggage accepted at a location as specified in Annex B
CIR	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
CIR		(a) Provide
X		(b) Arrange for
CIR		(1) Sortation of transfer baggage.
CIR		(2) Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B).
CIR		(3) Transport of transfer baggage to the sorting area of the receiving carrier.
SS	3.1.8	Handle crew baggage
	3.2	Marshaling
CIR	3.2.1	(a) Provide
		or
X		(b) Arrange for
		marshaling at arrival and / or departure
CIR	3.2.2	Operate automated guidance systems

	3.3	Parking
RHC	3.3.1	(a) Provide
RHC		(b) Position and / or remove wheel chocks.
RHC	3.3.2	(a) Provide
RHC		(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		(5) Tailstands and/or aircraft tethering.
RHC		(6) Safety cones.
X		(7) Other items as specified in Annex B.
	3.4	Ancillary Items
SS	3.4.1	(a) Provide
X		(b) Arrange for
SS		(c) Operate
SS		(1) Ground power unit
SS		(2) Fixed ground power
X		(3) Cooling unit
X		(4) Heating unit
SS		(5) Air start unit
	3.5	Ramp to Flight Deck Communication
SS	3.5.1	Provide headsets.
	3.5.2	Perform ramp to flight deck communication
SS		(a) during push-back.
SS		(b) during tow-in.
RHC		(c) during engine starting.(hand signals only)
SS		(d) for other purposes.
	3.6	Loading and Unloading
RHC	3.6.1	(a) Provide
X		(b) Arrange for
RHC		(c) Operate
RHC		(1) passenger steps.
SS		(2) flight deck steps.
X		(3) loading bridges.
RHC	3.6.2	(a) Provide or
X		(b) Arrange for
RHC		(1) passenger
RHC		(2) crew transport between aircraft and airport terminal (s).
RHC	3.6.3	(a) Provide
X		(b) Arrange for
RHC		(c) Operate
		Equipment for loading and/or unloading.
RHC	3.6.4	(a) Provide
X		(b) Arrange for delivery and pick-up of
RHC		(1) Baggage
RHC		(2) Mobility devices at aircraft doors or other agreed points
RHC	3.6.5	(a) Provide
		(b) Arrange for assembly of and transport of
		(1) Baggage
		(2) General cargo

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		(3) Special shipments
		(4) Mail
		(5) Documents
		(6) Company mail between agreed points on the airport
RHC	3.6.6	(a) Unload aircraft, returning lashing materials to the Carrier.
RHC		(b) Load and secure Loads in the aircraft
SS		(c) Redistribute Loads in aircraft.
RHC		(d) Operate in-plane loading systems.
RHC		(e) Report final load distribution to the Load Control unit.
	3.6.7	Open, close and secure aircraft hold doors.
RHC		(a) aircraft lower deck
X		(b) aircraft main deck
RHC	3.6.8	(a) Provide
SS		(b) Arrange for ballast
SS	3.6.9	(a) Provide
X		(b) Arrange for safeguarding of all Loads requiring special handling during
SS		(1) loading/unloading – same as 7.4.3 (a)(1)
SS		(2) transport between aircraft and designated point on the airport – same as 7.4.3 (a)(2)
	3.7	Safety Measures
RHC	3.7.1	(a) Provide
		(1) portable fire extinguisher on motorized/selfpropelled ramp equipment
		(2) ramp fire extinguisher, if not provided by airport authority
X		(b) arrange for
X		(1) attendance of airport fire services at aircraft
	3.7.2	Perform visual external safety/ground damage inspection of
RHC		(a) doors and panels and immediate surroundings
X		(b) Other inspection items as specified in Annex B
RHC		(1) immediately upon arrival
RHC		(2) immediately prior departure and communicate the results to flight crew or Carrier's representative
X	3.7.3	Check that all doors and access panels are properly closed and locked.
	3.8	Moving of aircraft
RHC	3.8.1	(a) Provide
X		(b) Arrange for
SS		(1) Tow in and / or push back aircraft.
SS		(2) Towing of aircraft between other points.
X		(3) Cockpit brake operator in connection with towing
SS		(4) Wing-walker(s)
RHC	3.8.2	(a) Towbar to be provided by the Carrier.
RHC		(b) Towbar to be provided by the Handling Company – If available otherwise (a)
SS		(c) Store and maintain towbar(s) provided by the Carrier
	3.9	Exterior Cleaning
SS	3.9.1	Perform cleaning in accordance with Carriers written instructions of
SS		(a) flight deck windows
X		(b) cabin windows
X		(c) aircraft integral steps

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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
	3.10.1 Clean
RHC	(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)
RHC	(1) empty ash trays.
RHC	(2) dispose of litter.
RHC	(3) clear waste from overhead back stowage.
RHC	(4) wipe tables.
RHC	(5) seats, seat back pockets and passenger service units
RHC	(6) floors
RHC	(7) empty refuse bins
RHC	(8) surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
RHC	(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
	3.10.2 Remove and dispose of
RHC	(a) litter/waste
X	(b) food and food-related material (galley waste)
	3.10.3 Perform cabin dressing
SS	(a) Blankets/duvets (fold/place in designated locations)
SS	(b) Arrange seat belts
SS	(c) Make up berths including crew
SS	(d) Replace head rests
SS	(e) Replace pillow covers
X	(f) Restock toilet items
SS	(g) Replace/restock seat back pocket items
X	(h) Other cabin items as specified in Annex B
X	(1) Materials provided by the Carrier
X	(2) Materials provided by the Handling Company
X	3.10.4 (a) Disinfect
	(b) Deodorize aircraft with
	(1) materials provided by Carrier

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		(2) materials provided by Handling Company
X	3.10.5	(a) Provide (b) Arrange for laundrying of (1) cabin items (blankets/duvets/pillow cases) (2) linen
X	3.10.6	Clean (a) cargo compartments (b) ULDs
	3.11	Toilet service
SS	3.11.1	(a) Provide
X		(b) Arrange for
SS		(1) Servicing (empty, clean, flush and replenish fluids).
SS		(2) triturator/disposal service
	3.12	Water service
SS	3.12.1	(a) Provide
X		(b) Arrange for
SS		(1) Draining tanks.
SS		(2) Replenish tanks (water standard as specified in AnnexB)
SS		(3) Water quality tests
	3.13	Cabin Equipment
	3.13.1	Rearrange cabin by
SS		(a) removing
X		(b) installing
SS		(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
X	3.15.1	Unload/load and stow catering supplies from/on air-craft.
X	3.15.2	Transfer catering supplies on aircraft. (a) between lower holds and galleys and vice versa (b) between galleys
X	3.15.3	Transport catering supplies between aircraft and designated points.
	3.16	De-icing/Anti-icing Services and Snow/Ice Removal
SS	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
SS	3.16.4	(a) Provide
X		(b) Arrange for

SS		(1) anti-icing units.
SS		(2) de-icing units.
SS	3.16.5	Provide de-icing/anti-icing fluids
SS	3.16.6	Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use.
SS	3.16.7	Apply anti-icing fluid to aircraft.
SS	3.16.8	Supervise performance of de-icing/anti-icing operations.
SS	3.16.9	Perform final inspection after de-icing/anti-icing operations and inform flight crew of results.
X	3.16.10	Complete documentation as per Carrier's instructions

SECTION 4: LOAD CONTROL AND FLIGHT OPERATIONS

	4.1	Load Control
THC	4.1.1	Deliver load control related documents between air-craft and airport buildings 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/up-dates when Load Control is performed by the Carrier or third party
	4.2	Communications
THC	4.2.1	Inform all interested Parties concerning movements of the Carrier's aircraft.
THC	4.2.2	(a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier'originator code or double signature procedure (b) Inform the Carrier's representative of the contents of such messages
THC	4.2.3	(a) Provide (b) Operate means of communication between the ground station and the Carrier's aircraft.
	4.3	Flight Operations
THC	4.3.1	Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as pecified in Annex B
THC	4.3.2	(a) Provide (b) Arrange for meteorological documentation and aeronautical information
THC		(1) at the airport location as defined in Annex B
X		(2) at different airport location(s)
THC	4.3.3	(a) Provide

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X		(b) Arrange for delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable
THC		(1) at the airport location as defined in Annex B
X		(2) at different airport location(s)
X	4.3.4	(a) Analyse the operational conditions and prepare (b) Request (c) Sign (d) Make available the operational flight plan according to the instructions and data provided by the Carrier 1. at the airport location as defined in Annex 2. at different airport location(s) (a) Prepare (b) Request (c) Sign (d) File the Air Traffic Services (“ATS”) Flight Plan. (1) at the airport location as defined in Annex B (2) at different airport location(s)
X	4.3.5	(a) Prepare (b) Request (c) Sign (d) File the Air Traffic Services (“ATS”) Flight Plan. (1) at the airport location as defined in Annex B (2) at different airport location(s)
X	4.3.6	(a) Request (b) Manage the Carrier’s slot time allocation with the ATS (1) at the airport location as defined in Annex B (2) at different airport location(s)
SS	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.
X	4.4.2	Arrange hotel accommodation for crew layover (a) scheduled (b) non-scheduled
X	4.4.3	(a) Provide (b) Arrange for crew transportation to/from off airport locations
X	4.4.4	Direct crews through airport facilities
X	4.4.5	Liaise with (a) crew layover hotel(s) (b) crew transportation company on crew call and pick-up timings

- | | | |
|---|-------|---|
| X | 4.4.6 | (a) Prepare crew allowance forms.
(b) Pay crew allowances. |
| X | 4.4.7 | Inform the Carrier representative of any crew indisposition or potential absence. |

SECTION 5: CARGO AND MAIL SERVICES (subject to separate agreement)

SECTION 6: SUPPORT SERVICES

- | | | |
|-----|------------|---|
| | 6.1 | Accommodation |
| SS | 6.1.1 | Provide the Carrier with
(a) office space
(b) storage space
(c) other facilities, as specified in Annex B (subject to separate agreement) |
| | 6.2 | Automation / Computer Systems |
| CIP | 6.2.1 | (a) Provide |
| CIP | | (b) Arrange for |
| CIP | | (c) Operate
computer hardware and other equipment
(as specified in Annex B) to enable access to |
| X | | (1) Carrier's system |
| CIP | | (2) Handling Company's system |
| X | | (3) other system |
| | 6.2.2 | Perform the following functions in |
| X | | (a) Carrier's system |
| CIP | | (b) Handling Company's system |
| X | | (c) other system for |
| X | | 1. Training. |
| X | | 2. Passenger reservations and sales |
| CIP | | 3. Passenger service |
| CIP | | 4. Baggage reconciliation. |
| CIP | | 5. Baggage tracing. |
| CIP | | 6. Operations, load control. |
| X | | 7. Cargo reservations and sales |
| CIP | | 8. Cargo handling |
| X | | 9. Cargo EDI messaging (IATA cargo-imp or IATA cargo-xml) |
| X | | 10. Post office mail handling |
| X | | 11. Maintenance reporting |
| X | | 12. Other functions |
| | 6.2.3 | Manage Automated Check-in device(s) and |
| CIP | | (a) Provide |
| CIP | | (b) Arrange for |
| CIP | | (1) Stock control |
| CIP | | (2) Stock replenishment |
| CIP | | (3) Hosting |
| CIP | | (4) Routine maintenance |
| CIP | | (5) Servicing and repair |
| X | | (6) Other, as specified in Annex B |
| | 6.3 | Unit Load Device (ULD) Control |
| RHC | 6.3.1 | (a) Provide |
| X | | (b) Arrange for storage space for ULDs |
| RHC | | (1) passenger ULDs |

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RHC		(2) cargo ULDs
RHC		(3) post office mail ULDs
RHC		(4) other ULDs
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.
RHC	6.3.3	(a) take physical inventory of ULD stock and maintain records. (b) Compile and despatch ULD control messages
X	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.
X	6.3.5	Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.
		6.4 Fuel Farm (Depot)
X	6.4.1	Liaise with fuel farm suppliers.
X	6.4.2	(a) Inspect the Carrier's fuel farm product deliveries for contamination, prior to storage. Notify the Carrier of results. (b) Inspect fuel farm storage and/or appliances. Notify the Carrier of results.
		6.5 Ramp Fuelling/Defuelling Operations
THC	6.5.1	Liaise with fuel farm suppliers.
X	6.5.2	Inspect fuel vehicles and/or appliances for contamination. Perform water detection checks
X	6.5.3	Supervise fuelling/defuelling operations.
X	6.5.4	Prepare aircraft for fuelling/Defuelling.
X	6.5.5	Drain water from aircraft fuel tanks.
X	6.5.6	(a) Provide (b) Arrange for 1. fuelling 2. defuelling
X	6.5.7	Fuel/defuel aircraft with quantities of products requested by the Carrier's designated representative
X	6.5.8	Check and verify the delivered fuel quantity
X	6.5.9	Deliver the completed fuel order to the Carrier's designated representative.
		6.6 Surface Transport
X	6.6.1	(a) Provide (b) Arrange for the transport of 1. passengers 2. baggage 3. cargo 4. Post office mail 5. empty ULDs 6. other between (i) airport and town terminal (ii) airport and other agreed points (iii) separate terminals at the same airport
		6.7 Catering Services – Liaison and Administration
THC	6.7.1	Liaise with Carrier's catering suppliers.
X	6.7.2	Handle requisitions made by the Carrier's authorised representative.

SECTION 7: SECURITY

	7.1	Passenger and Baggage Screening and Reconciliation
SEC	7.1.1	(a) Provide
X		(b) Arrange for
SEC		(1) matching of passengers against established profiles
SS		(2) security questioning –
SEC	7.1.2	(a) Provide
X		(b) Arrange for
SEC		(1) screening of checked baggage.
SEC		(2) screening of transfer baggage.
SEC		(3) screening of mishandled baggage.
SEC		(4) physical examination of checked, transfer and mishandled baggage.
		(5) identification of security cleared baggage.
SEC	7.1.3	(a) Provide
X		(b) Arrange for
SEC		(1) screening of passengers – Provided by the Subcontractor
SEC		(2) screening of cabin/unchecked baggage. – Provided by the Subcontractor
SEC		(3) physical examination of passengers and cabin/unchecked baggage. – Provided by the Subcontractor
SEC	7.1.4	(a) Provide
X		(b) Arrange for
SEC		(1) identification of passengers prior to boarding.
SEC		(2) reconciliation of boarded passengers with their baggage.
SEC		(3) positive baggage identification by passengers
SEC		(4) offloading of baggage for passengers who fail to board the aircraft.
	7.2	Cargo and Post Office Mail
SEC	7.2.1	(a) Provide
		or
X		(b) Arrange for
SEC		(1) control of access to the cargo facilities.
SEC		(2) screening of cargo and/or mail.
SEC		(3) physical examination of cargo.
SEC		(4) holding of cargo and/or mail for variable periods.
SEC		(5) secure storage of cargo and/or mail.
	7.3	Catering (subject to separate agreement)
SEC	7.3.1	(a) Provide
		(b) Arrange for
		(1) control of access to the catering unit.
		(2) security supervision during food preparation.
		(3) security check of catering uplifts.
		(4) sealing of food and/or bar trolleys/containers.
		(5) physical examination of catering vehicles prior to loading.
		(6) sealing of catering vehicles
	7.4	Ramp
SEC	7.4.1	(a) Provide
X		(b) Arrange for control of access to
SEC		(1) aircraft.
SEC		(2) designated areas.
SS	7.4.2	(a) Provide
X		(b) Arrange for

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X		(1) searching of
SS		(2) guarding of
X		(3) sealing of
SS		(i) aircraft
SEC		(ii) designated
SEC		(iii) baggage in the baggage make-up area
SS	7.4.3	(a) Provide
X		(b) Arrange for security personnel
SS		(1) to safeguard all Loads during the transport between aircraft and designated locations
SS		(2) during offloading and loading of aircraft.
	7.5	Additional Security Services
SS	7.5.1	(a) Provide or
X		(b) Arrange for additional security services

SECTION 8: AIRCRAFT MAINTENANCE

	8.5	Parking and Hangar Space
CIR	8.5.1	(a) Provide
X		(b) Arrange for
CIR		(1) parking space.
X		(2) hangar space.

2. Ground handling charges

2.1. DESCRIPTION

Description is submitted in the enclosed list, performed by Dubrovnik Airport according to the prices from this Tariff.

2.2. CALCULATION UNIT

The maximum take off weight (MTOW) of the aircraft, according to the airworthiness certificate, quoted in metric tons (Each started ton is to be considered as the whole ton), according to respective classes.

2.3. DURATION OF THE GROUND HANDLING

Duration time is defined by the standard regulations according to each aircraft type and type of traffic performed.

2.4. SERVICE CHARGE - PASSENGER AIRCRAFT

Passenger aircraft	Traffic handling	Ramp handling	Total
MTOW u KGS	EUR	EUR	EUR
2 001 – 5 000	23,00	34,00	57,00
5 001 – 10 000	48,00	72,00	120,00
10 001 – 16 000	129,00	193,00	322,00
16 001 – 21 000	190,00	285,00	475,00
21 001 – 30 000	244,00	366,00	610,00
30 001 – 40 000	286,00	428,00	714,00
40 001 – 60 000	327,00	490,00	817,00
60 001 – 79 000	386,00	578,00	964,00
79 001 – 100 000	465,00	697,00	1.162,00
100 001 – 130 000	554,00	831,00	1.385,00
130 001 – 155 000	728,00	1.093,00	1.821,40
155 001 – 200 000	917,00	1.375,00	2.292,00
200 001 – 270 000	1.178,00	1.767,00	2.945,00
iznad 270 001	1.499,00	2.231,00	3.719,00

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The price includes a total aircraft handling operation during turnaround, i.e. all services quoted in the list enclosed. The amounts are indivisible, when charging. The additional performed services, exceeding quoted time and quantity from the list of services is to be charged according to special facilities charges (on request).

2.5. SURCHARGES

The charge under item 2.4. to be increased for:

- a) **25%** for night handling (from 22.00lt – 06.00lt)
- b) **25%** for reloading caused by Carrier' s error.
- c) **50%** for handling during the State Holidays.

2.6. REDUCTIONS

The charges under item **2.4.** are as follows:

- a) **75%** of the charge for empty leg
- b) **75%** of the charge for position flight
- c) **50%** of the charge in case of technical landing
- d) **50%** of the charge for helicopters
- e) **25%** of the charge for test or training flight

2.7. CANCELLATIONS

All flights and services cancelled with less than 24 hours notice given before planned arrival/departure will be charged at 50% of the total ground handling charge.

2.8. SERVICE CHARGE - CARGO AIRCRAFT

The service charge for cargo aircraft (freight and mail transport) amounts as follows: **EUR 22,50** per each started metric ton on the basis of maximum structural take off weight of the aircraft to the Airworthiness certificate. (MTOW)

- *The service charge under item **2.8.** to be **increased** according to item **2.5.** and to be **reduced** according to item **2.6.***

2.9. SERVICE CHARGE – GENERAL and BUSINESS AVIATION

(PRIVATE AND BUSINESS AIRCRAFT - All aircraft which use own **Tail number** – Registration - instead of official **Callsign** - Aircraft up to 50 tons of MTOW, and that the owner's purpose of the flight is not revenue air transport).

MTOW u KG	EUR
0 – 2 000	30,00
2 001 – 4 000	50,00
4 001 – 6 000	80,00
6 001 – 10 000	110,0
10 001 – 16 000	270,00
16 001 – 24 000	390,00
24 001 – 35 000	540,00
35 001 – 50 000	820,00

- *The charges under item **2.9.** are **increased** as per item **2.5.** and are **reduced** as per item **2.6.***

2.10. SPECIAL FACILITIES CHARGE (ON REQUEST)

2.10.1. Personal services

1)	Unskilled workman	1h	EUR	20,00
2)	Skilled workman	1h	EUR	35,00

2.10.2. Additional services

2.1.3.(a)(b)(3) When requested by the Carrier, Provide and arrange for special equipment, facilities and specially trained personnel, for Assistance to VIPs	1 pax	EUR	65,00
3.1.8 Handle crew baggage	1 operation	EUR	35,00
3.4.1 (a)(c)(1)(2) Provide and operate GPU (Ground power unit) and fixed GPU	Per start up	EUR	35,00
	1h	EUR	95,00
3.4.1 (a)(c)(5) Provide and operate ASU (Air starter unit) exceeding the time in standard ground handling), operator included	Per start up	EUR	95,00
3.5.1, 3.5.2 (a,b,d) Provide headsets; Perform ramp to flight deck communications during push-back, during tow-in and for other purposes	1 operation	EUR	40,00
3.6.1(2) Provide and operate flight deck steps	1h	EUR	23,50
3.6.6(c) Redistribute Loads in aircraft	1kg	EUR	0,60
3.6.8(a)(b) Provide and arrange for ballast	25kg	EUR	15,00
3.8.1(a)(1)(2)(4) Aircraft Towing Tractor (operator included)			
up to 60 tons of a/c MTOW	1 operation	EUR	33,00
up to 180 tons of a/c MTOW	1 operation	EUR	43,00
above 180 tons of a/c MTOW	1 operation	EUR	60,00
3.8.2(c) Store and maintain towbar(s) provided by the Carrier	m ² /Monthly	EUR	12,00
3.9.1.(a) Exterior cleaning of flight deck windows	1 operation	EUR	22,00
3.10.3(a) Fold/place blankets	1 operation	EUR	20,00
3.10.3(b) Arrange seat belts	1 operation	EUR	20,00
3.10.3(c) Make up berths	1 operation	EUR	20,00
3.10.3(d) Changing headrest covers (Covers supplied by the Carrier)	1 operation	EUR	20,00
3.10.3(e) Pillow covers replacement	1 operations	EUR	20,00
3.10.3(g) Replace/restock seat back pocket items	1 operation	EUR	20,00

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3.11.1(a)(1)(2) Toilet servicing cart (operator included)	1 operation	EUR	46,00
3.12.1(a)(1)(2)(3) Drinking water servicing cart (operator included)	1 operation	EUR	46,00
3.13.1(a)(c) Repositioning cabin equipment, seats and cabin divider(s)	1 operation	EUR	20,00
3.16.1, 3.16.4(a)(1)(2), 3.16.6, 3.16.7, 3.16.8 3.16.9 De-icing vehicle (operator included)	1 operation	EUR	125,00
3.16.5 De-icing fluid	1 liter	EUR	5,00
4.3.7. Provide the crew with the briefing	1 page	EUR	0,40
7.1.1(a)(2) Provide security questioning	1 operation	EUR	35,00
7.4.2(a)(2)(i) Provide guarding of aircraft	1h	EUR	35,00
7.4.3(a)(1) Provide to safeguard all Loads during the transport between aircraft and designated locations	1h	EUR	35,00
7.4.3(a)(2) Provide to safeguard all Loads during offloading and loading of aircraft	1h	EUR	35,00
7.5.1(a) Provide for additional security services	1h	EUR	35,00

2.10.3. Equipment and vehicles used on request

Vacuum cleaner	1h	EUR	7,00
Forklift (operator included)	1h	EUR	50,00
Cargo loader (operator included)	1h	EUR	151,00
Big fire fighting vehicle (operator included)	1h	EUR	310,00
Big fire fighting vehicle (operator included)	30min	EUR	155,00
Passenger bus with driver (for passenger transport between the terminal and the aircraft vice versa)	1 operation	EUR	40,00
Baggage trolley	1h	EUR	7,00
Cargo trailer	1h	EUR	15,00
Minibus, ambulance, car, terminal building-aircraft and vv, with driver	1 operation	EUR	16,00
Tractor (operator included)	1h	EUR	40,00
Ambulift	1 transport	EUR	50,00
Passenger step truck (operator included)	1h	EUR	35,00
Conveyor belt (operator included)	1h	EUR	50,00

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Safety cones	1 operation	EUR	15,00
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2.10.4. Main materials supplies

Oxygen (cylinder)	per piece	EUR	50,00
Compressed air (nitrogen)	per piece	EUR	60,00
Other materials	per piece	EUR	as agreed

2.10.5. Airport lighting system

The service comprises built-in facilities and installations for lighting of runway, taxi ways, intersections and apron, as per CAT I ICAO standards.

Lighting	1h	EUR	200,00
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- *The shortest charging unit is 15 minutes.*

2.10.6. Agency and check-in desk rental

Agency desk	per day	EUR	100,00
Check – in desk	per flight	EUR	100,00
Designated Screen on Check – in desk Display	per flight	EUR	35,00

2.10.7. Vip and Business lounge rental

VIP lounge	2 hours	EUR	105,00
Business class lounge	per pass	EUR	10,00

2.10.8. General aviation and business aviation – Vip handling

MTOW	EUR
- 10 000	50,00
10 001 -	100,00

2.10.9. Cancellations- Vip handling

All flights and services cancelled with less than 24 hours notice given before planned arrival/departure will be charged at 50% of the total ground handling charge.

IV. SUMMARY OF SERVICES

Summary of services provided by Dubrovnik airport Ltd. in accordance with IATA AHM 810 2013, Annex A, which are included in the fixed price.

RHC –Ramp handling charge	3.1.4, 3.1.5, 3.1.6, 3.3.1 (a)(b), 3.3.2 (a)(b)(5)(6), 3.5.2 (c), 3.6.1 (a)(c)(1), 3.6.2 (a)(1)(2), 3.6.3 (a)(c), 3.6.4 (a)(1)(2), 3.6.5, 3.6.6 (a)(b)(d)(e), 3.6.7 (a), 3.6.8 (a), 3.7.1 (a)(1)(2), 3.7.2 (a)(1)(2), 3.8.1 (a), 3.8.2 (a)(b), 3.10.1 (a)(b)(1-9), 3.10.2 (a), 6.3.1 (a)(1-4), 6.3.2, 6.3.3.
THC –Traffic handling charge	1.1.2, 1.1.3, 1.1.4, 1.2.1, 1.2.2, 1.2.3 (a-d), 1.2.4, 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.3.6, 2.1.1, 2.1.2, 2.1.3 (a)(b)(1)(2)(4)(5), 2.1.4 , 2.1.6 (a), 2.1.7, 2.2.1, 2.2.2 (a)(c), 2.2.3 (a)(b)(1), 2.2.4 (a)(b)(1)(2)(i), 2.2.5 (a)(d)(1), 2.2.6 (a)(b)(1)(2)(i), 2.2.10 (a)(b)(c)(1)(2)(i), 2.2.12 (a), 2.2.13 (a)(d), 2.2.14 (a), 2.2.15 (a)(b)(c), 2.2.16, 2.2.17, 2.3.2 (a), 2.3.3 (a)(1-3), 2.3.4 (a)(b)(1)(2)(3)(6), 4.1.1, 4.1.2, 4.2.1, 4.2.2, 4.2.3, 4.3.1, 4.3.2 (a)(b)(1), 4.3.3 (a)(1), 6.5.1, 6.7.1.
CIR – Centralized infrastructure services- Ramp handling	3.1.1 (a), 3.1.2 (a)(b), 3.1.3, 3.1.7 (a)(1-3), 3.2.1 (a), 3.2.2, 8.5.1 (a)(1).
CIP – Centralized infrastructure services – Traffic handling	2.1.8 (a)(1-4), 2.2.7 (a), 2.2.8 (a), 6.2.1 (a-c)(2), 6.2.2 (b)(3-6)(8), 6.2.3 (a)(b)(1-5).
SS – Single services	2.1.3 (3), 2.3.4 (5) (predmet posebnog ugovora), 3.1.8, 3.4.1 (a)(c)(1)(2)(5), 3.5.1, 3.5.2 (a)(b)(d), 3.6.1 (2), 3.6.6 (c), 3.6.8 (b), 3.6.9 (a)(1)(2), 3.8.1 (1)(2)(4), 3.8.2 (c), 3.9.1 (a), 3.10.3 (a-e)(g), 3.11.1 (a)(1)(2), 3.12.1 (a)(1-3), 3.13.1 (a)(c), 3.16.1, 3.16.4 (a)(1)(2), 3.16.5, 3.16.6, 3.16.7, 3.16.8, 3.16.9, 4.3.7, 6.1.1 (predmet posebnog ugovora), 7.1.1 (2), 7.4.2 (a)(2)(i), 7.4.3 (a)(1)(2), 7.5.1 (a).
SEC – Security services	7.1.3 (uslugu pruža podugovaratelj), 7.1.1 (a)(1), 7.1.2 (a)(1-5), 7.1.3 (a)(1-3), 7.1.4 (a)(1-4), 7.2.1 (a)(1-5), 7.3.1, 7.4.1 (a)(1)(2), 7.4.2 (ii)(iii).

V. PAYMENT EXEMPTION

The Dubrovnik Airport may give reductions to the basic airport charges. The following categories shall be exempt from airport charges:

- a) The charges for basic airport services for the **aircraft's of the Government of the Republic of Croatia** are **50%** of the charges quoted in this Charge List.
- b) aircrafts involved in search and rescue operations,
- c) aircrafts used for humanitarian assistance in case of natural disaster or state of emergency,
- d) aircrafts in distress,
- e) state aircrafts which provide emergency medical aid,
- f) state aircrafts which perform special activity flights,
- g) Croatian military aircrafts when flying for military purposes, Croatian Ministry of Interior aircrafts and Red Cross aircrafts.

VI. INFORMATION

Dubrovnik Airport operating time:

05:00-21:00 UTC WINTER, 04:00-21:00 UTC SUMMER

Duty Officer:

Tel: +385 20 773 300 Fax: +385 20 773 326
Mob: +385 98 983 5980 Sita: DBVAPXH
e-mail: Stationmng@airport-dubrovnik.hr

Dispatcher Center

Tel: +385 20 773 221 Fax: +385 20 773 229
Sita: DBVAPXH e-mail: operations@airport-dubrovnik.hr
Ground frequency 131.75MCs callsign "Dubrovnik Handling"

Fuel supplier: "INA" – headquarter Zagreb

Tel: +385 1 645 1791 Fax: +385 1 645 2831 e-
mail: jasna.tomac@ina.hr
Airport DBV Office tel/fax: +385 20 773 335

Catering: "Newrest Dubrovnik" Ltd

Tel: +385 20 773 308 +385 20 773 306
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Sita: DBVHHXH e-mail: ops.dubrovnik@newrest.eu

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CCAA (Croatian Civil Aviation Agency)

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