



**DUBROVNIK AIRPORT**  
ZRAČNA LUKA DUBROVNIK

## **CJENIK USLUGA**

## **TARIFF REGULATIONS**

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## **I. OPĆI UVJETI OBAVLJANJA AERODROMSKIH USLUGA**

1. Temeljni opći uvjeti poslovanja su sastavljeni u skladu s odredbama Zakona o zračnim lukama (NN19/98, 14/11) i Zakona o zračnom prometu RH (NN 69/09, 84/11), Zakona o obveznim i stvarnopravnim odnosima u zračnom prometu (NN 132/98, 63/08 i 134/09) i Pravilnika o pružanju zemaljskih usluga (NN 39/10) te su usklađeni sa zakonskim propisima koji obrađuju područje cijena i cjenovnu politiku kao i međunarodnim pravilima i preporučenom praksom. Zračna luka Dubrovnik, društvo s ograničenom odgovornošću za usluge u zračnom prometu (u daljnjem tekstu: Zračna luka) posluje u svemu prema odredbama i uvjetima sadržanim u Cjeniku, kao i u ovom aktu predstavlja Opće uvjete poslovanja.

Cjenik Usluga u zračnom prometu Zračne luke Dubrovnik d.o.o. odobrila je Hrvatska Agencija za civilno zrakoplovstvo rješenjem od 05.07.2010.g.

Zračna luka Dubrovnik zadržava pravo da početkom godine obavi korekciju cijena za polovicu indeksa službene inflacije kune prema EUR-u.

2. Temeljni opći uvjeti poslovanja odnose se na slijedeće aerodromske usluge:
  - 2.1. Uporaba uzletno-sletne staze (tzv. LANDING)
  - 2.2. Uporaba osvjetljenja na uzletno-sletnoj stazi i manevarskim površinama (tzv. LIGHTING)
  - 2.3. Prihvat i otprema zrakoplova, putnika, prtljage, robe i pošte (tzv. HANDLING)
  - 2.4. Uporaba pristanišne platforme-stajanke i drugih površina za boravak zrakoplova (tzv. PARKING)
  - 2.5. Uporaba centralizirane infrastrukture (tzv. CENTRALIZIRANA INFRASTRUKTURA)
  - 2.6. Posebne usluge putnicima i pošiljateljima roba:
    - a) Putnički servis (tzv. PASSENGER SERVICE)
    - b) Sigurnosni pregled (tzv. SECURITY CHECK)
3. **DOMAĆI ZRAČNI PROMET** predstavlja obavljanje letova kod kojih je mjesto odlaska i krajnjeg odredišta putnika i robe na području Republike Hrvatske.
4. **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 zračna luka u inozemstvu, bez obzira na možebitna ranija i kasnija slijetanja zrakoplova u Republici Hrvatskoj, prije ili poslije prelaska državne granice sa svrhom jedinstvenog komercijalnog poduhvata.
5. Pružatelj zemaljskih usluga je svaka fizička ili pravna osoba koja drugima pruža jednu ili više kategorija zemaljskih usluga.
6. 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.

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7. 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, poštivajući tržišne uvjete koji prevladavaju u poslovanju sa zrakoplovnim tvrtkama, tj. cijene koje vrijede u europskim zračnim lukama za istu vrstu i kakvoću usluge.  
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 poštivanju prosječne cijene istovrsne usluge na značajnijim zračnim lukama u Europi.
8. Cijene aerodromskih usluga u Cjeniku izražene su u eurima (EUR).

## 9. PLAĆANJE

- 9.1. Obračun i fakturiranje za izvršene aerodromske usluge prijevoznicima se vrši u skladu s poslovnom politikom društva. Korisnik - domaća pravna i fizička osoba - aerodromskih usluga je dužan za izvršene usluge platiti najkasnije u roku sedam (7) dana po isteku roka iz prijašnjeg stavka, a u skladu s odredbama Zakona o obveznim odnosima. Zračna luka može od korisnika usluga zahtijevati instrument osiguranja plaćanja.
- 9.2. Korisnik aerodromskih usluga, inozemna pravna i fizička osoba, je dužan račune za izvršene usluge platiti odmah, ukoliko plaća u gotovini, ili u roku od 30 dana ako mu se ispostavlja račun. Računi se mogu ispostavljati i domaćim prijevoznicima. Ostali korisnici aerodromskih usluga plaćaju odmah u gotovini, čekovima, ili nekom kreditnom karticom. Prihvata se plaćanje i u konvertibilnim stranim valutama.
- 9.3 Sve cijene istaknute u ovom Cjeniku su neto cijene, dakle ne uključuju porez na dodanu vrijednost (PDV)
- 9.4. Za prekoračenje roka plaćanja, zatezne kamate obračunavaju se u skladu sa zakonskim propisima. Visina zatezne kamate se navodi na svakom pojedinačno izdanom računu, ukoliko odnosi nisu bilateralno ugovoreni odnosno dogovoreni.
- 9.5. Cijena posebne aerodromske usluge putnicima (putnički servis) se obračunava i zaračunava svakom putniku u odlasku prilikom prijave za let. Naknada se ubire izravno od putnika ili se uputi faktura prijevozniku, odnosno organizatoru putovanja.

## 10. PROGRAM POTICAJA

Zračna luka Dubrovnik ima pravo davati potpore prijevozniku sukladno kriterijima "**Programa za određivanje popusta na temeljne aerodromske usluge prijevoznicima**", koji nije sastavni dio Cjenika.

## 11. DEFINICIJE IZRAZA

- 11.1. Najveća dozvoljena težina zrakoplova pri uzlijetanju (Maximum Take Off Weight - MTOW) označena u Uvjerenju o plovidbenosti zrakoplova. Svaki započeti dio metričke tone računa se kao cijela tona (TON).
- 11.2. Temeljna zaštitna provjera znači sigurnosna provjera osoba ili stvari koja se obavlja prije svakog leta u skladu sa zakonskim uvjetima.
- 11.3. Izrazi "**putnik**", "**prtljaga**", "**roba**" i "**pošta**", koji se upotrebljavju u Cjeniku, uključuju sve osobe i stvari koje se prevoze zrakoplovom.
- 11.4. **Broj leta** označava svaki pojedini let i sastoji se od dvoslovne ili troslovne kratice (prema ICAO) i zatim slijedećih brojeva ili kombinacije brojeva i slova.
- 11.5. **Nenajavljeni let** je svaki let zrakoplova koji nije pismeno najavljen u roku od 24 sata prije slijetanja ili uzlijetanja.
- 11.6. **Povratni let** je svaki let zrakoplova, kad zrakoplov zbog više sile ili drugih razloga sleti u zračnu luku s koje je prethodno uzletio.
- 11.7. **Probni let je** svaki let zrakoplova izvršen radi provjere motora, instrumenata i uređaja zrakoplova.
- 11.8. **Školski let** je svaki let zrakoplova izvršen radi školovanja letačkog osoblja.
- 11.9. **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.
- 11.10. **Prinudno slijetanje** je slijetanje u slučaju nekog izvanrednog događaja (bolest ili smrt putnika, tehnički kvar na zrakoplovu, itd) ili zbog prijetnje nasiljem.
- 11.11. **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.
- 11.12. **Prazan let** je svaki let zrakoplova kod kojeg pri slijetanju ili uzlijetanju nije vršen ukrcaj ili iskrcaj putnika, prtljage, robe i pošte.
- 11.13. **Ambulantni let** je let s namjerom prijevoza bolesnika ili ozlijeđene osobe, kojom je već bila ukazana medicinska pomoć, ili prijevoz pacijenta iz bolnice u drugu bolnicu.
- 11.14. **Članovi letačkog osoblja** su osobe u zrakoplovu čija je dužnost obavljanje leta.
- 11.15. **Putnik** u smislu tarifnih pravila, je svaka osoba koja se prijevozi zrakoplovom, a nije član posade.
- 11.16. **Infant** je putnik, dijete, do navršene dvije godine života.

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- 11.17. **Tranzitni putnik** je putnik koji stigne i otiđe iz Zračne luke istim zrakoplovom (osim u slučaju tehničkog razloga) i istim brojem leta, te pri tom ne napusti tranzitni prostor u Zračnoj luci.
- 11.18. **Transferni putnik** je putnik, koji stigne i otiđe 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.
12. 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.
13. Pružanje aerodromskih usluga u dane državnih praznika se podrazumijeva pružanjem usluga u dane službeno proglašene praznicima državnim propisima Republike Hrvatske.
14. Vrijeme noćnog obavljanja zračnog prometa se prema kriterijima utvrđenim zrakoplovnim propisima smatra vrijeme, pola sata od službenog zalaska sunca do pola sata prije službenog izlaska sunca.
15. Pružanje aerodromskih usluga izvan službene otvorenosti zračne luke je vrijeme izvan vremena otvorenosti, koje je određeno službenim državnim propisima u Hrvatskoj.
16. Cjenik za svaku aerodromsku uslugu određuje slučajeve povećanja i umanjenja temeljne cijene. Umanjenje cijene po jednom temelju isključuje umanjenje iste po drugom temelju.
17. Ne može se vršiti umanjenje plaćanja za aerodromske usluge koje su ponuđene, a zrakoplovni prijevoznik ih nije koristio, ili ih je obavio samostalno.
18. Promjene i dopune Općih uvjeta će se izvršavati sukladno smjernicama i obvezama koje proizlaze iz valjanih propisa.
19. Cjenik aerodromskih usluga s Općim uvjetima poslovanja nalazi se na raspolaganju i uvidu u Komercijalnoj službi Zračne luke Dubrovnik, svim postojećim i potencijalnim korisnicima aerodromskih usluga. Po dogovoru ili na zahtjev korisnika, Zračna luka Dubrovnik može dostaviti korisnicima Cjenik s općim uvjetima poslovanja. Isto tako Zračna luka Dubrovnik pravovremeno obavještava stalne korisnike aerodromskih usluga o svim promjenama Cjenika i Općih uvjeta poslovanja.
20. 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.
21. Uzima se da je po njihovoj objavi, Opće uvjete i Cjenik po načelu pristupa, prihvatio svaki korisnik aerodromskih usluga Zračne luke Dubrovnik.

## 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.

#### 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%** " "
- c) za probne letove **25%** " "
- d) za školske letove (svaki dodir staze) **25%** " "

#### 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.

### 2. NAKNADA ZA PARKIRANJE ZRAKOPLOVA

#### 2.1. OPIS USLUGE

Uporaba pristanišne stajanke u zračnoj luci za parkiranje zrakoplova.

#### 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. Usluga se zaračunava za svaka započeta 24 sata. Parkiranje do 4 sata se ne naplaćuje.

**2.3. CIJENA USLUGE**

Svaka metrička tona (MTOW) za 24 sata: **EUR 3,30**

**2.4. UMANJENJE CIJENE**

a) Za helikoptere **50%**

**3. NAKNADA ZA PUTNIČKI SERVIS**

**3.1. OPIS USLUGE**

Putnički servis uključuje sve nekomercijalne sadržaje u putničkoj zgradi.

**3.2. JEDINICA**

Svaki odlazni registrirani putnik (uključujući i transferne putnike).

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

**3.3. CIJENE USLUGA**

a) Domaći putnički servis .....	<b>EUR</b>	<b>5,00</b>
b) Međunarodni putnički servis .....	<b>EUR</b>	<b>11,00</b>
c) Transferni putnik .....	<b>EUR</b>	<b>5,00</b>

**4. NAKNADA ZA ZAŠTITU**

**4.1. Opis usluge**

Zračna luka Dubrovnik d.o.o. kao operator civilne zračne luke koji obavlja poslove i upravlja poslovima na manevarskoj površini i stajanci, 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.
- urede i druge prostore za nadzor provedbe zaštite .



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4.2. Jedinica mjere  
Osnova za obračun naknade za sigurnost je broj odlazećih putnika na pojedinom letu.

4.3. Cijena usluge

	Jednica	EUR
Komercijalni letovi	Odlazni putnik	2,00
Nekomercijalni letovi	Odlazni putnik	2,00

4.4. Izuzeće

Naknadu za putnički servis ne plaćaju sljedeće kategorije putnika:

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

## 5. NAKNADA ZA PUTNIKE S POSEBNIM POTREBAMA (PRM)

5.1. 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 obavješćavanje odgovoran je prijevoznik.

Pomoć, za koju je zadužena Zračna luka Dubrovnik d.o.o., uključuje:

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, 1107/2005,
- 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,

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- 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.

5.2. Jedinica mjere

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

5.3. Cijena usluge

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

## 6. NAKNADA ZA CENTRALIZIRANU INFRASTRUKTURU

### 6.1. OPĆENITO

Zračna luka Dubrovnik d.o.o. kao operator zračne luke upravlja centraliziranom infrastrukturom koja služi za pružanje usluga prihvata 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 prijehvata i otpreme na stajanci od strane Zračne luke Dubrovnik d.o.o. ili neke druge tvrtke za samostalni prihvat i otpremu.

### 6.2. 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

### 6.3. CENTRALIZIRANA INFRASTRUKTURA – PUTNIČKI I OPERATIVNI PRIHVAT

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

- sustav traka za prtljagu sa opremom za mjerenje težine
- telefonski priključci
- kompjuterski mrežni priključci
- potrebni prostor za putnika (1,5 m2 ispred check-in pulta)
- natpis iznad pulta

### 6.4. CENTRALIZIRANA INFRASTRUKTURA – TEHNIČKI PRIHVAT

Centralizirana infrastruktura – tehnički prihvat, neophodna za pružanje usluga tehničkog prijehvata, 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

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6.5. CJENIK

6.5.1. CENTRALIZIRANA INFRASTRUKTURA – PUTNIČKI I OPERATIVNI PRIHVAT

	<b>Jedinica za izračun</b>	<b>EUR</b>
putnički i operativni prihvat	odlazni putnik	1,00

6.5.2. CENTRALIZIRANA INFRASTRUKTURA – TEHNIČKI PRIHVAT

<b>Putnički/teretni zrakoplov (MTOW u KGS)</b>	<b>EUR</b>
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

6.5.3. CENTRALIZIRANA INFRASTRUKTURA – GENERALNO ZRAKOPLOVSTVO

<b>MTOW</b>	<b>EUR (po letu)</b>
- 6 000	-----
6 001 -	20,00

### **III PRIHVAT I OTPREMA ZRAKOPLOVA**

#### **1. SADRŽAJ USLUGA PRIHVATA I OTPREME ZRAKOPLOVA, PUTNIKA, PRTLJAGE, ROBE I POŠTE, (GROUND HANDLING SERVICES) KOJE OBAVLJA ZRAČNA LUKA DUBROVNIK d.o.o.**

Sadržaj ovih usluga je u skladu s preporukama IATA – AHM dodatak A (CHAPTER 8 GROUND HANDLING AGREEMENTS, izdanje iz siječnja 2008.,a uzimajući u obzir i mjesne uvjete).

#### **ODJELJAK 1. - ZASTUPANJE I SMJEŠTAJ**

- 1.1
- 1.2

#### **ODJELJAK 2. USLUGE PUTNICIMA**

- 2.1
- 2.2
- 2.3

#### **ODJELJAK 3. USLUGE NA PLATFORMI**

- 3.1
- 3.2
- 3.3
- 3.5
- 3.6
- 3.7
- 3.8
- 3.9
- 3.11
- 3.12
- 3.13
- 3.14
- 3.17

#### **ODJELJAK 4. KONTROLA UTOVARA, KOMUNIKACIJA I RADNJE U VEZI S LETENJEM**

- 4.1
- 4.2
- 4.3
- 4.4
- 4.9

#### **ODJELJAK 5 ROBA I POŠTA**

Predmet posebnog ugovora

**ODJELJAK 6. USLUGE ZA PODRŠKU**  
**6.1.1. (predmet posebnog ugovora)**

**ODJELJAK 7. ZAŠTITA**

- 7.1
- 7.2
- 7.3 (predmet posebnog ugovora)
- 7.4
- 7.5 (predmet posebnog ugovora)

**ODJELJAK 8. ODRŽAVANJE ZRAKOPLOVA**  
8.5

**KRATICE**

- RHC – naknada za tehnički prihvat
- THC – naknada za putnički i operativni prihvat
- R – na poseban zahtjev
- CHC – cargo naknada
- CIP – naknada za centraliziranu infrastrukturu, putnički i operativni prihvat
- CIR – naknada za centraliziranu infrastrukturu, tehnički prihvat
- SEC – zaštita

**ODJELJAK 1. ZASTUPANJE, ADMINISTRACIJA I NADZOR**

- THC 1.1**
- THC 1.1.1 (a),**  
1.1.2,  
1.1.3,  
1.1.4,
- THC 1.2**  
1.2.1,  
1.2.2,  
**1.2.3 – kako je obostrano ugovoreno,**  
1.2.4,  
~~1.2.5,~~  
~~1.2.6,~~
- THC 1.3**  
~~1.3.1, 1.3.2,~~  
1.3.3,  
~~1.3.4, 1.3.5, 1.3.6, 1.3.7, 1.3.8,~~
- THC 1.4**  
~~1.4.1, 1.4.2, 1.4.3, 1.4.4, 1.4.5, 1.4.6, 1.4.7, 1.4.8,~~

## ODJELJAK 2.USLUGE PUTNICIMA

### 2.1

THC	2.1.1,
THC	2.1.2,
THC	2.1.3 (a, b, 1, 2, 3, <del>4, 5, 6</del> ; 7- R),
THC	2.1.4,
	<del>2.1.5,</del>
THC	2.1.6 (a, <del>b</del> ),
THC	2.1.7 (a, b, c, <del>d</del> , e - R, f),
THC	2.1.8,
CIP	2.1.9 (a, <del>b</del> , 1, <del>2</del> , 3 - R, <del>4</del> , 5 - R ),
	<del>2.1.10,</del>

### 2.2

THC	2.2.1,
THC	2.2.2 (a, <del>b</del> ),
THC	2.2.3 (a, <del>b</del> ),
THC	<del>2.2.4</del> (a, b, 1, 2) – R,
THC	2.2.5 (a, <del>b-c</del> ; d),
	2.2.6 (a, b),
CIP	2.2.7,
CIP	2.2.8,
CIP	<del>2.2.9,</del>
THC	2.2.10 (a, b, c, 1, <del>2</del> ),
THC	<del>2.2.11,</del>
THC	2.2.12,
THC	2.2.13 ( <del>a, b</del> ; c, d, e, f, g, h, <del>i</del> ),
THC	2.2.14 (a, b, c),

### 2.3

	<del>2.3.1,</del>
THC	2.3.2,
THC	2.3.3 (a, b, 1, 2),

### 2.4

~~2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6,~~

### 2.5

~~2.5.1, 2.5.2, 2.5.3, 2.5.4, 2.5.5, 2.5.6, 2.5.7,~~

## ODJELJAK 3. USLUGE NA PLATFORMI

### 3.1

CIR	3.1.1,
CIR	3.1.2 (a, b),
CIR	3.1.3 (a, b),
RHC	3.1.4 (a, b),

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- RHC** 3.1.5,  
**RHC** 3.1.6 (a, b),  
**CIR** 3.1.7 (a, 1, 2, 3),  
**CIR** ~~3.1.8 - R,~~
- CIR** **3.2**  
3.2.1 (a, b),
- RHC** **3.3**  
3.3.1 (a, b),  
3.3.2 (~~a, b, c, d, e,~~ f),  
3.3.3 (a, c) - R,
- 3.4**  
~~3.4.1 (a, b, c), 3.4.2 (a, b, c),~~
- RHC** **3.5**  
~~3.5.1 - R,~~  
3.5.2 (a, b, c - hand signals),
- RHC** **3.6**  
3.6.1 (a, c, 1, ~~2, 3 - R~~),  
3.6.2 (a, 1, ~~2 - R~~),  
3.6.3 (a),  
3.6.4 (a, 1, ~~2~~),  
3.6.5 (a, b, 1, 2, 3, 4, 5),  
3.6.6 (a, b, c),  
~~3.6.7 - R,~~  
3.6.8 (a, ~~b~~),  
~~3.6.9 - R,~~  
3.6.10 (a, b, 1, 2) - R,
- RHC** **3.7**  
~~3.7.1 (a, b, c) - R,~~
- RHC** **3.8**  
3.8.1 (a )  
~~3.8.2 (a, b, 1, 2)-R~~
- RHC** **3.9**  
~~3.9.1 (a) - R,~~  
~~3.9.2 (a, b, c) - R,~~  
~~3.9.3 (a, b, e, d) - R,~~
- 3.10.**  
~~3.10.1,~~
- RHC** **3.11**  
3.11.1 (a, b, c, d, e, f; ~~g - R~~),  
3.11.2 (a, b, c, d, e, f, g, h, i, ~~j~~),  
~~3.11.3, 3.11.4,~~
- ~~3.11.5 - R,~~  
~~3.11.6,~~



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- ~~3.11.7 - R,~~  
~~3.11.8, 3.11.9, 3.11.10, 3.11.11,~~
- CIR 3.12**  
3.12.1 (a, b),
- CIR 3.13**  
3.13.1 (a, 1, 2, 3),
- CIR 3.14**  
~~3.14.1 (a, c) – R,~~
- 3.15**  
~~3.15.1, 3.15.2, 3.15.3,~~
- 3.16**
- CIR 3.17**  
~~3.17.1 - R,~~  
~~3.17.2, 3.17.3,~~  
3.17.4 – R,  
~~3.17.5, 3.17.6, 3.17.7, 3.17.8,~~
- THC ODJELJAK 4. KONTROLA UTOVARA, KOMUNIKACIJA I RADNJE U VEZI S LETENJEM**
- THC 4.1**  
4.1.1,  
4.1.2 (a, b, c, d, e, 1, ~~2, 3~~),
- THC 4.2**  
4.2.1 (a, b, c, d),  
4.2.2 (a, b),
- THC 4.3**  
4.3.1,  
~~4.3.2,~~
- THC 4.4**  
4.4.1 (a, b),  
4.4.2,  
~~4.4.3 - R,~~  
~~4.4.4,~~  
4.4.5,  
~~4.4.6,~~  
4.4.7,  
~~4.4.8,~~
- THC 4.5**  
~~4.5.1, 4.5.2, 4.5.3,~~
- THC 4.6**  
~~4.6.1,~~
- THC 4.7**

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	<del>4.7.1,</del>
THC	<b>4.8</b> <del>4.8.1,</del>
THC	<b>4.9.</b> <del>4.9.1, 4.9.2, 4.9.3,</del> 4.9.4, <del>4.9.5, 4.9.6, 4.9.7,</del>
CHC	<b>ODJELJAK 5. ROBA I POŠTA</b> (predmet posebnog ugovora)
	<b>ODJELJAK 6. USLUGE ZA PODRŠKU</b>
	<b>6.1</b> 6.1.1 (predmet posebnog ugovora),
CIP	<b>6.2</b> 6.2.1 (a, b, c, <del>1</del> , 2, <del>3</del> ), 6.2.2 ( <del>a</del> , b, <del>c, 1, 2</del> , 3, 4, 5, 6, <del>7, 8, 9, 10</del> ), 6.2.3 (a, b, 1, 2, 3, 4, 5, 6),
RHC	<b>6.3</b> 6.3.1 (a, b, 1, 2), <del>6.3.2,</del> 6.3.3 (a, <del>b - R</del> ), <del>6.3.4,</del> <del>6.3.5,</del>
THC	<b>6.4</b> 6.4.1, <del>6.4.2,</del>
THC	<b>6.5.</b> 6.5.1, <del>6.5.2, 6.5.3, 6.5.4, 6.5.5, 6.5.6, 6.5.7, 6.5.8, 6.5.9,</del>
THC	<b>6.6</b> <del>6.6.1, 6.6.2,</del>
THC	<b>6.7</b> 6.7.1, <del>6.7.2,</del>
SEC	<b>ODJELJAK 7. ZAŠTITA</b>
SEC	<b>7.1</b> 7.1.1 (a, 1, <del>b, 2 - R</del> ), 7.1.2, (a, 1, 2, 3, 4, 5), 7.1.3, (b, 1, 2, 3) – (provodi MUP RH), 7.1.4 (a, 1, 2, 3, 4),
SEC	<b>7.2</b> 7.2.1 (a, b, 1, 2, 3, 4, 5, <del>6</del> ),

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**SEC 7.3** (predmet posebnog ugovora),

**SEC 7.4**

7.4.1 (a, b, 1, 2),

7.4.2 (a, b, 1, 2, 3, 4, 5),

~~7.4.3,~~

**SEC 7.5**

7.5.1 – R,

**ODJELJAK 8. ODRŽAVANJE ZRAKOPLOVA**

**8.1**

~~8.1.2, 8.1.2, 8.1.3, 8.1.4, 8.1.5, 8.1.6, 8.1.7,~~

**8.2**

~~8.2.1, 8.2.2, 8.2.3, 8.2.4,~~

**8.3**

~~8.3.1, 8.3.2, 8.3.3, 8.3.4, 8.3.5,~~

**8.4**

~~8.4.1, 8.4.2, 8.4.3, 8.4.4,~~

**CIR 8.5**

8.5.1 (a, ~~b~~, 1, ~~2~~),

## 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) **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 06,00lt do 02,00lt računajući unatrag.
- b) **25%** za prihvat i otpremu noću (od 22.00lt – 06,00lt)
- c) **25%** za ponovni utovar/istovar izazvan greškom prijevoznika
- d) **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 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 (prijevoz 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.

2.8.1 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 - GENERALNO ZRAKOPLOVSTVO

(PRIVATNI I POSLOVNI ZRAKOPLOVI - Pod pojmom generalnog zrakoplovstva podrazumjevaju se svi zrakoplovi koji za **pozivni znak** uporabljaju **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	17,00
2 001 – 4 000	35,00
4 001 – 6 000	57,00
6 001 – 10 000	98,00
10 001 – 16 000	263,00
16 001 – 24 000	388,00
24 001 – 35 000	537,00
35 001 – 50 000	817,00

2.9.1 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

OPIS Cijena

### 2.10.1. Usluge uposlenih radnika

2.10.1.1. Pomoćni radnici 1 sat EUR 14,00

2.10.1.2. Kvalificirani radnici 1 sat EUR 20,00

### 2.10.2. Utovar/Istovar

2.10.2.1 Punjenje, prijevoz i utovar vreće za balast 25 kg EUR 15,00

### 2.10.3. Čišćenje zrakoplova

2.10.3.1. Čišćenje zrakoplova na zahtjev obračunava se prema satnici iz točke 2.10.1.1. i 2.10.1.2.

2.10.3.2. Čišćenje prozora pilotske kabine 1 operacija EUR 22,00

### 2.10.4. Uporaba tehničkih sredstava

1) Agregat za struju (preko 15 min. rukovatelj uključen)	1 sat	EUR	95,00
2) Zračni starter (izvan redovnog)	1 sat	EUR	95,00
3) 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
4) Slušalice i nadzor vuče izguravanja zrakoplova	1 operacija	EUR	40,00
5) Cargo platforma (uključujući rukovatelja)	1 sat	EUR	151,00
6) Viličar (uključujući rukovatelja)	1 sat	EUR	47,00
7) Vozilo za odvoz fekalija (uključujući rukovatelja)	1 operacija	EUR	46,00
8) Vozilo za opskrbu pitkom vodom (uključujući rukovatelja)	1 operacija	EUR	46,00
9) Vozilo za odleđivanje (uključujući rukovatelja)	1 operacija	EUR	125,00
10) Tekućina za odleđivanje	1 litra	EUR	4,00
11) Klimatizer	1 sat	EUR	100,00
12) Vatrogasno vozilo (uključujući rukovatelja)	1 sat	EUR	310,00
13) Traktor (uključujući rukovatelja)	1 sat	EUR	40,00
14) Putničke stepenice	1 sat	EUR	23,50
15) Autobus sa vozačem, putnička zgrada, zrakoplov i obratno		EUR	40,00
16) Upotreba elevatora (uključujući rukovatelja)	1 sat	EUR	50,00
17) Kombi, bus, sanitetsko vozilo, osobno vozilo, putnička zgrada-zrakoplov i obratno (uključujući vozača)		EUR	16,00
18) Transportna kolica	1 sat	EUR	7,00
19) Cargo kolica	1 sat	EUR	15,00
20) Ambulift	1 operacija	EUR	50,00

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21) Sigurnosni čunjevi	1 operacija	EUR	15,00
22) Pokretni mostovi za ukrcaj i iskrcaj putnika	do 60 min	EUR	90,00
	svakih sljedećih 15 min	EUR	25,00

(Cijena mosta za ukrcaj/iskrcaj putnika u zrakoplov predstavlja dolazak i odlazak, s tim da je cijenu uključena opskrba električnom energijom 400 Hz)

#### 2.10.5. Opskrba raznim materijalima

1) Boca kisika	kom	EUR	50,00
2) Boca čistog dušika	kom	EUR	60,00
3) Ostale vrste materijala		po dogovoru	

#### 2.10.6. Sustav osvjetljenja

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

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

#### 2.10.7. Zemaljski prijevoz

1) Sanitetsko vozilo, izvan zl	km	EUR	1,70
2) Autobus, izvan zl s vozačem	km v.v.	EUR	2,00
3) Minibus, izvan zl s vozačem	km v.v.	EUR	1,20
4) Automobil do 8 sjedala, izvan zl s vozačem	km v.v.	EUR	0,80

#### 2.10.8. Najam šaltera

1) Agencijski šalter	1 dan	EUR	100,00
2) Šalter za registraciju putnika	po letu	EUR	100,00

#### 2.10.9. Najam Vip i Business salona

1) Vip salon	2 sata	EUR	105,00
2) Business salon	po osobi	EUR	8,00



#### 2.10.10. Generalno zrakoplovstvo – Vip handling

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

#### 2.10.11. Naknada za pristup

1) Naknada za pristup - stajanka

Zračna luka Dubrovnik d.o.o. garantira pristup instalacijama zračne luke drugim pružateljima usluga prihvata i otpreme. Smatra se da davatelj pruža ove usluge od trenutka izvođenja usluga prihvata i otpreme.

Predmet	Jedinica	EUR
Automobil	Po odlasku zrakoplova	1,40
Kombi, traktor	Po odlasku zrakoplova	2,90
Vozilo za odleđivanje, agregat za struju	Po odlasku zrakoplova	5,80
Catering vozilo	Po odlasku zrakoplova	10,10
Vozilo za vuču	Po odlasku zrakoplova	43,40

2) Naknada za pristup – upotreba stajanke za izravno ukrcavanje/iskrcavanje tereta

Predmet	Jedinica	EUR
Automobil	1 korištenje	9,00
Kamion, nosivosti do 2 t	1 korištenje	18,00
Kamion, nosivosti od 2 t	1 korištenje	28,00

#### **IV. OSLOBAĐANJE OD PLAĆANJA**

Zračna luka Dubrovnik može odobriti na temeljne cijene aerodromskih usluga korisnicima, komercijalne popuste. Cijene osnovnih aerodromskih usluga za **zrakoplove Vlade Republike Hrvatske** iznose **50%** cijene istaknute u ovom Cjeniku.

Sljedeće kategorije su izuzete od plaćanja aerodromskih naknada:

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

## **V. 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](mailto:Stationmng@airport-dubrovnik.hr)

### **Dispatcher Center**

Tel: +385 20 773 221 Fax: +385 20 773 229  
Sita: DBVAPXH e-mail: [operations@airport-dubrovnik.hr](mailto: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](mailto: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: [dbv.info@newrest.eu](mailto:dbv.info@newrest.eu)

### **Cargo Dept:**

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

### **Commercial dept./ Sales**

Tel: +385 20 773 233 Fax: +385 20 773 236  
Sita: DBVAPXH e-mail: [Pavo.Skuric@airport-dubrovnik.hr](mailto:Pavo.Skuric@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](mailto:flight-autrorization@ccaa.hr)

CROATIAN TEXT SHALL PREVAIL

TRANSLATION ONLY

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## **GENERAL CONDITIONS FOR AIRPORT SERVICES RENDERING**

1. The above named business conditions are based on the provisions of following documents from Croatian Legislature: the Airport Act (Official Gazette 19/98,14/11) and the Air Traffic Act (Official Gazette 69/09,84/11), Act on Mandatory and Proprietary in Air Traffic (Official Gazette: 132/98, 63/08, 134/09), Ordinance on provision on groundhandling services (Official Gazette: 39/10) and in accordance with legal rules governing fees and tariff policy and international legislature and recommendations. The Dubrovnik Airport (hereinafter called the Airport) provides services in air traffic and operates fully according to the regulations and conditions in the List of Charges and in this General Business Conditions.  
The Price list of Basic Airport Services has been approved on behalf of Croatian Civil Aviation Agency by its decision from 05<sup>th</sup> July 2010.  
Dubrovnik Airport Ltd. reserves the right to review and adjust prices according to ½ of the value of the official Croatian inflation index of Kuna to Euro at the beginning of each year.
2. The basic General Business Conditions will apply to the following airport services:
  - 2.1. The use of the runway for takeoff and landing (the so-called LANDING);
  - 2.2. The use of illumination of the runway and maneuvering areas (the so-called LIGHTING);
  - 2.3. The handling of aircraft's, passengers, baggage, cargo and mail (the so-called HANDLING);
  - 2.4. The use of aircraft stands on the apron and other aircraft parking areas (the so-called PARKING);
  - 2.5. The use of the centralized infrastructure (CENTRALIZED INFRASTRUCTURE)
  - 2.6. Special services to passengers and cargo consignors:
    - a) passenger service (PASSENGER SERVICE);
    - b) security check (SECURITY CHECK).
3. DOMESTIC AIR TRAFFIC represents a flight operation with its origin and destination of passengers and goods within the territory of the Republic of Croatia.
4. 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.
5. Supplier of ground handling services means any natural or legal person supplying third parties with one or more categories of ground handling services.
6. 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.

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7. 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 operations with air carriers, i.e. current charges in the European airports for services of the same type and quality.  
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.
8. The charges for airport services in the List of Charges are in Euros (EUR).

## 9. PAYMENT

- 9.1. The calculation and invoicing of airport services to the carriers are to be made in accordance with the company's business policy. The user - domestic legal and physical entity - of the airport services has to settle the payment for the performed airport services within seven (7) days upon termination of the term in sub-article above at the latest and in accordance with the Obligatory Relationships Act. The Airport may require payment security instrument from the user of services.
- 9.2. The user - foreign legal and physical entity - of the airport services has to settle the payment for the performed services immediately, if paid in cash, or within 30 days if billed. Domestic carriers can also be invoiced. Other users of airport services pay immediately in cash, cheques, or a credit card. Hard currencies are also welcome.
- 9.3. All Charges in this Tariff are net exclusive of value added tax (V.A.T.)
- 9.4. For delayed payments interests will be paid in accordance with the law. Default interest is shown on each single invoice, if not otherwise agreed between the parties
- 9.5. In case of a special airport service to passengers (passenger service) the users are to pay prior to departure at the check-in directly from each passenger or invoiced to the carrier, i.e. tour operator.

## 10. 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.

## 11. DEFINITIONS

- 11.1. Maximum take-off weight of an aircraft (Maximum Take Off Weight - MTOW) as stated in the Aircraft Flight Deck Documents. Each started part of a metric ton is to be considered as the whole ton (TON).
- 11.2. **Basic security check** is security check of persons or things done before each flight following the legal requirements.
- 11.3. 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.

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- 11.4. The flight number defines each single flight and consists of a two or three letter carrier's code (according to ICAO) and followed by the following numbers or a combination of numbers and letters.
- 11.5. A **flight**, not being announced in writing within 24 hours prior to arrival or departure is to be considered as an unnoticed flight.
- 11.6. A **returning** flight is each flight of an aircraft that returned to the airport after departure due to a any reason beyond normal control.
- 11.7. **Check** flight is each flight of an aircraft performed to test either engine, instrument or frame of the aircraft.
- 11.8. **Training** flight is each flight of an aircraft performed in order to train the flying crew members.
- 11.9. **Technical** landing is each landing of an aircraft performed due to technical, meteorological and navigational reasons where no commercial change of load (payload), except fuel, occurs.
- 11.10. **Emergency landing** is a landing in the case of emergency event (illness or death of passenger, technical defect on the aircraft, etc.) or the threat of violence.
- 11.11. A **positional** flight is each flight of an aircraft between two destinations if no passengers, baggage, cargo and mail are handled at landing or take off.
- 11.12. 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 or take off.
- 11.13. **Ambulance** flight is a flight transporting sick or wounded persons, that have already been given medical attention, or transporting a patient from one hospital to another.
- 11.14. **Crew members** are persons being on board of aircraft for their duty to perform the flight.
- 11.15. A **passenger** is, from the tariff point of view, any person on board of an aircraft, not being a crew member.
- 11.16. An **infant** is each passenger under two years of age.
- 11.17. **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.
- 11.18. **Transfer passenger** is a passenger arriving at and departing from the airport with a different aircraft or with the same aircraft under a different flight number and whose main purpose for using the airport is to affect a transfer, without leaving airport passenger terminal for a period exceeding 24 hours.
- 11.19. **Self-handling** means situation in which an airport user directly provides for himself one or more categories of ground handling services and concludes no contract of any description with the third party for the provision of such services.



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12. 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.

13. As night handling from the point of view of criteria defined in the rules governing air traffic is to be considered the service provided between thirty minutes upon official sunset and thirty minutes prior to the official sun rise.

14. Performing airport services out of normal operating hours of the airport is to be considered the time out of the operating hours given by the official Croatian state authorities.

15. 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.

16. No charges shall be reduced for airport services offered to and not used, or performed by an air carrier alone.

17. Any changes and amendments to this General Conditions shall be made according to the instructions and obligations in current rules.

18. The Airport Services Charge List and the General Conditions are at the disposal to all existing and potential users in the Commercial Department of the Dubrovnik Airport. They may also send them to a user following an agreement, on his request. The Dubrovnik Airport shall timely inform all permanent users of airport services on any amendments to the Charge List and General Business Conditions.

19. 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.

20. It is hereby understood that every user of airport services by the Dubrovnik Airport has accepted the General Conditions and Tariff upon their publication and according to the principle of acceptance.

## 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.

#### 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:

	Price
a) For aircraft up to 25 tons MTOW, each ton	<b>EUR 9,40</b>
b) For aircraft above 25 tons MTOW, each ton	<b>EUR 12,70</b>

#### 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%** "
- c) For test flight **25%** "
- d) For training (each touch and go): **25%** "

#### 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.

### 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 3,30**

**2.4. REDUCTION**

For helicopters **50%**

**3. PASSENGER SERVICE CHARGE**

**3.1. DESCRIPTION**

Passenger service includes complete non commercial facilities within passenger terminal.

**3.2. UNIT**

Each outgoing checked passenger (transfer passengers included).

Exemptions: Children under two years, passengers holding free ticket (ID00), direct transit passengers and crew (DHC).

**3.3. SERVICE CHARGE**

a) Passengers in domestic air traffic .....	<b>EUR 5,00</b>
b) Passengers in international air traffic .....	<b>EUR 11,00</b>
c) Transfer passenger .....	<b>EUR 5,00</b>

**4. SECURITY CHARGES**

**4.1. Description of services**

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:

- 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.

**4.2. Unit of measure**

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

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4.3. Price of service

Service charge		
	Unit	EUR (€)
Commercial traffic	Departure passenger	2,00
Non Commercial traffic	Departure passenger	2,00

4.4. 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)

5. CHARGE FOR PASSENGERS WITH REDUCED MOBILITY (PRM)

5.1. 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.

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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.

5.2. Unit of measure

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

5.2. Price of service

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

## 6. CENTRALIZED INFRASTRUCTURE

6.1. 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.

6.2. 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.

6.2.1. CENTRALIZED INFRASTRUCTURES, TRAFFIC HANDLING

Centralized infrastructures, traffic handling, necessary for the provision of passenger handling comprise the following:

- baggage conveying system including weighing equipment
- telephone connection
- computer network connection

- necessary space for passenger (1,5 m2 in front of check-in counter)

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- inscription above the counter

6.2.2. 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.

6.3. THE CHARGES

6.3.1. Centralized infrastructures, Passenger handling

	<b>Unit</b>	<b>EUR</b>
passenger handling	departing passenger	1,00

6.3.2. Centralized infrastructures, Ramp handling

<b>Passenger/cargo aircraft (MTOW u KGS)</b>	<b>EUR</b>
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
above 270 001	371,90

6.3.3. Centralized infrastructures, General aviation

<b>MTOW</b>	<b>EUR (per flight)</b>
- 6 000	-----
6 001 -	20,00

### **III. GROUND HANDLING**

#### **1. LIST OF AIRPORT SERVICES FOR AIRCRAFT, PASSENGERS, BAGGAGE, CARGO, ITEMS AND MAIL (HANDLING) INCLUDED IN A SINGLE OPERATION CHARGE PERFORMED BY DUBROVNIK AIRPORT Ltd**

Forming this list the recommendations of IATA AHM Annex A( Chapter 8 Ground Handling Agreement of January 2008 and local standards were taken in consideration).

##### **SECTION 1. REPRESENTATION AND ACCOMMODATION**

- 1.1.
- 1.2.

##### **SECTION 2. PASSENGER SERVICES**

- 2.1
- 2.2
- 2.3

##### **SECTION 3. RAMP SERVICES**

- 3.1
- 3.2
- 3.3
- 3.5
- 3.6
- 3.7
- 3.8
- 3.9
- 3.11
- 3.12
- 3.13
- 3.14
- 3.17

##### **SECTION 4. LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS**

- 4.1
- 4.2
- 4.3
- 4.4

4.9

## **SECTION 5. CARGO AND MAIL SERVICES**

(subject to separate agreement)

## **SECTION 6. SUPPORT SERVICES**

(subject to separate agreement )

## **SECTION 7. SECURITY**

7.1

7.2

7.3 (subject to separate agreement)

7.4

7.5 (subject to separate agreement)

## **SECTION 8. AIRCRAFT MAINTENANCE**

8.5

## **ABBREVIATIONS**

RHC – Ramp handling charge

THC – Traffic handling charge

R – on request

CHC – Cargo handling charge

CIP – Centralised infrastructures, traffic handling

CIR – Centralised infrastructures, ramp handling

SEC – Security

## **SECTION 1. REPRESENTATION, ADMINISTRATION AND SUPERVISION**

**THC 1.1**

THC 1.1.1 (a),

1.1.2,

1.1.3,

1.1.4

**THC 1.2**

1.2.1,

1.2.2,

1.2.3 – as mutually agreed,

1.2.4,

~~1.2.5,~~

~~1.2.6,~~

**THC 1.3**

~~1.3.1, 1.3.2,~~

1.3.3,

~~1.3.4, 1.3.5, 1.3.6, 1.3.7, 1.3.8,~~

**THC 1.4**

~~1.4.1, 1.4.2, 1.4.3, 1.4.4, 1.4.5, 1.4.6, 1.4.7, 1.4.8,~~

## **SECTION 2. PASSENGER SERVICES**



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**2.1**

THC	2.1.1,
THC	2.1.2,
THC	2.1.3 (a, b, 1, 2, 3, <del>4, 5, 6</del> ; 7- R),
THC	2.1.4,
	<del>2.1.5,</del>
THC	2.1.6 (a, <del>b</del> ),
THC	2.1.7 (a, b, c, <del>d</del> , e - R, f),
THC	2.1.8,
CIP	2.1.9 (a, <del>b</del> , 1, <del>2</del> , 3 - R, <del>4</del> , 5 - R),
	<del>2.1.10,</del>

**2.2**

THC	2.2.1,
THC	2.2.2 (a, <del>b</del> ),
THC	2.2.3 (a, <del>b</del> ),
THC	<del>2.2.4</del> (a, b, 1, 2) - R,
THC	2.2.5 (a, b, <del>e</del> , d),
	2.2.6 (a, b),
CIP	2.2.7,
CIP	2.2.8,
CIP	<del>2.2.9,</del>
THC	2.2.10 (a, b, c, 1, <del>2</del> ),
THC	<del>2.2.11,</del>
THC	2.2.12,
THC	2.2.13 ( <del>a, b</del> ; c, d, e, f-R; g, h, <del>i</del> ),
THC	2.2.14 (a, b, c),

**2.3**

	<del>2.3.1,</del>
THC	2.3.2,
THC	2.3.3 (a, b, 1, 2),

**2.4**

~~2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6,~~

**2.5**

~~2.5.1, 2.5.2, 2.5.3, 2.5.4, 2.5.5, 2.5.6, 2.5.7,~~

**SECTION 3. RAMP SERVICES**

**3.1**

CIR	3.1.1,
CIR	3.1.2 (a, b),
CIR	3.1.3 (a, b),
RHC	3.1.4 (a, b),
RHC	3.1.5,
RHC	3.1.6 (a, b),
THC	3.1.7 (a, 1, 2, 3),
	<del>3.1.8 - R,</del>

**CIR 3.2**

3.2.1 (a, b),

**RHC 3.3**

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DUBROVNIK AIRPORT-TARIFF REGULATIONS

- 3.3.1 (a, b),
- 3.3.2 (a, b, c, d, e, f),
- 3.3.3 (a, c) – R,

**3.4**

~~3.4.1 (a, b, c), 3.4.2 (a, b, c),~~

**RHC 3.5**

- ~~3.5.1 - R,~~
- 3.5.2 (a, b, c - hand signals),

**RHC 3.6**

- 3.6.1 (a, c, 1, ~~2, 3 - R~~),
- 3.6.2 (a, 1, ~~2 - R~~),
- 3.6.3 (a),
- 3.6.4 (a, 1, ~~2~~),
- 3.6.5 (a, b, 1, 2, 3, 4, 5),
- 3.6.6 (a, b, c),
- ~~3.6.7 - R,~~
- 3.6.8 (a, ~~b~~),
- ~~3.6.9 - R,~~
- ~~3.6.10 (a, b, 1, 2) - R,~~

**RHC 3.7**

- ~~3.7.1 (a, b, c) - R,~~

**RHC 3.8**

- 3.8.1 (a),
- ~~3.8.2 (a, b, 1, 2) - R,~~

**RHC 3.9**

- ~~3.9.1 (a) - R,~~
- ~~3.9.2 (a, b, c) - R,~~
- ~~3.9.3 (a, b, c, d) - R,~~

**3.10.**

~~3.10.1,~~

**RHC 3.11**

- 3.11.1 (a, b, c, d, e, f; ~~g - R~~),
- 3.11.2 (a, b, c, d, e, f, g, h, i, ~~j~~),
- ~~3.11.3, 3.11.4,~~
- ~~3.11.5 - R,~~
- ~~3.11.6,~~
- ~~3.11.7 - R,~~
- ~~3.11.8, 3.11.9, 3.11.10, 3.11.11,~~

**CIR 3.12**

- 3.12.1 (a),

**CIR 3.13**

- 3.13.1 (a, 1, 2, 3),

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- CIR 3.14**  
~~3.14.1 (a, b, c -R),~~
- 3.15**  
~~3.15.1, 3.15.2, 3.15.3,~~
- 3.16**
- CIR 3.17**  
~~3.17.1 – R,~~  
~~3.17.2, 3.17.3,~~  
~~3.17.4 – R,~~  
~~3.17.5, 3.17.6, 3.17.7, 3.17.8,~~

**SECTION 4. LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS**

- THC 4.1**  
4.1.1,  
4.1.2 (a, b, c, d, e, 1, 2, 3),
- THC 4.2**  
4.2.1 (a, b, c, d),  
4.2.2 (a, b),
- THC 4.3**  
4.3.1,  
~~4.3.2,~~
- THC 4.4**  
4.4.1 (a, b),  
4.4.2,  
~~4.4.3 - R,~~  
~~4.4.4,~~  
4.4.5,  
~~4.4.6,~~  
4.4.7,  
~~4.4.8,~~
- THC 4.5**  
~~4.5.1, 4.5.2, 4.5.3,~~
- THC 4.6**  
~~4.6.1,~~
- THC 4.7**  
~~4.7.1,~~
- THC 4.8**  
~~4.8.1,~~
- THC 4.9**  
~~4.9.1, 4.9.2, 4.9.3,~~

4.9.4,  
~~4.9.5, 4.9.6, 4.9.7,~~

**CHC SECTION 5. CARGO AND MAIL SERVICES**  
(subject to separate agreement )

**SECTION 6. SUPPORT SERVICES**

**6.1**  
6.1.1 (subject to separate agreement)

**CIP 6.2**  
6.2.1 (a, b, ~~c, 1~~, 2, 3),  
6.2.2 (~~a, c~~; b, ~~1, 2~~, 3, 4, 5, 6, 7, 8, ~~9, 10~~),  
6.2.3 (a, b, 1, 2, 3, 4, 5, 6),

**RHC 6.3**  
6.3.1 (a, b, 1, 2),  
~~6.3.2,~~  
6.3.3 (a, b – R),  
~~6.3.4,~~  
~~6.3.5,~~

**THC 6.4**  
6.4.1,  
~~6.4.2,~~

**THC 6.5.**  
6.5.1,  
~~6.5.2, 6.5.3, 6.5.4, 6.5.5, 6.5.6, 6.5.7, 6.5.8, 6.5.9,~~

**THC 6.6**  
~~6.6.1, 6.6.2,~~

**THC 6.7**  
6.7.1,  
~~6.7.2,~~

**SECTION 7. SECURITY**

**SEC 7.1**  
7.1.1 (a, 1, ~~b, 2 - R~~),  
7.1.2, (a, 1, 2, 3, 4, 5),  
7.1.3, (b, 1, 2, 3) – Provide by Ministry of Internal Affairs,  
7.1.4 (a, 1, 2, 3, 4),

**SEC 7.2**  
7.2.1 (a, b, 1, 2, 3, 4, 5, ~~6~~),

**SEC 7.3** (subject to separate agreement),

**SEC 7.4**  
7.4.1. (a, b, 1, 2),  
7.4.2 (a, 2, 3 -R; ~~1, 4, 5~~),

~~7.4.3,~~

**SEC 7.5**  
~~7.5.1 – R,~~

## **SECTION 8. AIRCRAFT MAINTENANCE**

**8.1**  
~~8.1.2, 8.1.2, 8.1.3, 8.1.4, 8.1.5, 8.1.6, 8.1.7,~~

**8.2**  
~~8.2.1, 8.2.2, 8.2.3, 8.2.4,~~

**8.3**  
~~8.3.1, 8.3.2, 8.3.3, 8.3.4, 8.3.5,~~

**8.4**  
~~8.4.1, 8.4.2, 8.4.3, 8.4.4,~~

**CIR 8.5**  
8.5.1 (a, ~~b~~, 1, 2),

## 2. GROUND HANDLING CHARGERS

### 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

<b>Passenger aircraft</b>	<b>Traffic handling</b>	<b>Ramp handling</b>	<b>Total</b>
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
above 270 001	1.488,00	2.231,00	3.719,00

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) **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.
- b) **25%** for night handling ( from 22.00lt – 06.00lt )
- c) **25%** for reloading caused by Carrier' s error.
- d) **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 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)

- 2.8.1 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 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	17,00
2 001 – 4 000	35,00
4 001 – 6 000	57,00
6 001 – 10 000	98,00
10 001 – 16 000	263,00
16 001 – 24 000	388,00
24 001 – 35 000	537,00
35 001 – 50 000	817,00

2.9.1. 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)

DESCRIPTION		Price
<b>2.10.1. Personal services</b>		
2.10.1.1 Unskilled workman	M/H	EUR 14,00
2.10.1.2 Skilled workman	M/H	EUR 20,00
<b>2.10.2. Loading/Unloading</b>		
2.10.2.1 Ballast bags	1 bag (25 kg)	EUR 15,00
<b>2.10.3. Aircraft cleaning</b>		
2.10.3.1 Aircraft cleaning on special request to be charged according to item 2.10.1.1 and 2.10.1.2		
2.10.3.2 Cleaning of flight deck windows	1 operation	EUR 22,00



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**2.10.4. Equipment and vehicles used on request**

1) Ground Power Unit (above 15 min. operator included)	E/H	EUR	95,00
2) Air Starter (exceeding the time in standard ground handling), operator included.	E/H	EUR	95,00
3) Aircraft Towing Tractor (operator included)			
up to 60 tons of a/c MTOW	1 tow	EUR	33,00
up to 180 tons "	1 tow	EUR	43,00
above 180 tons "	1 tow	EUR	60,00
4) Headsets and push back control	1 operation	EUR	40,00
5) Cargo loader (operator included)	E/H	EUR	151,00
6) Forklift (operator included)	E/H	EUR	47,00
7) Toilet servicing cart (operator included)	1 operation	EUR	46,00
8) Drinking water servicing cart (operator included)	1 operation	EUR	46,00
9) De-icing vehicle (operator included)	1 operation	EUR	125,00
10) De-icing liquid	1 liter	EUR	4,00
11) Air conditioner	1 hour	EUR	100,00
12) Fire fighting vehicle (operator included)	E/H	EUR	310,00
13) Tractor (operator included)	E/H	EUR	40,00
14) Passenger step truck (operator included)	E/H	EUR	35,00
15) Passenger bus with driver (for passenger transport between the terminal and the aircraft vice versa)		EUR	40,00
16) Conveyor belt (operator included)	E/H	EUR	50,00
17) Minibus, ambulance, car, terminal building-aircraft and vv, with driver		EUR	16,00
18) Baggage Trolley	1 hour	EUR	7,00
19) Cargo trailer	1 hour	EUR	15,00
20) Ambulift	1 transport	EUR	50,00
21) Safety cones	1 operation	EUR	15,00
22) Passenger boarding bridge	60 min	EUR	90,00

each additional 15 min EUR 25,00

(Passenger boarding bridge charge includes arrival and departure, the charge also includes electrical power supply 400 Hz)

#### 2.10.5. Main materials supplies

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

#### 2.10.6. 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.

1) Lighting	1 hour	EUR	200,00
The shortest charging unit is 15 minutes.			

#### 2.10.7. Ground transportation

1) Ambulance, outside of the a/p	km	EUR	1,70
2) Rent a bus, with driver, outside of the a/p	km v.v.	EUR	2,00
3) Rent a Minibus with driver, outside of the a/p	km v.v.	EUR	1,20
4) Rent a car up to 8 seats with driver, outside of the a/p	km v.v.	EUR	0,80

#### 2.10.8. Agency and check-in desk rental

1) Agency desk	per day	EUR	100,00
2) Check-in desk	per flight	EUR	100,00

#### 2.10.9. Vip and Business lounge rental

1) Vip lounge	2 hours	EUR	105,00
2) Business class lounge	per pass	EUR	8,00

#### 2.10.10. General aviation – Vip handling

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

**2.10.11. Access charge**

1) Access charge – apron

Dubrovnik Airport Ltd. guarantees access to airport installations to other providers of ground-handling services. It is considered that the provider uses these services from the moment of starting to perform ground-handling services.

<b>Item</b>	<b>Unit</b>	<b>EUR</b>
Car	Per a/c departure	1,40
Van, tractor	Per a/c departure	2,90
De-icer, GPU	Per a/c departure	5,80
Catering vehicle	Per a/c departure	10,10
Towing vehicle	Per a/c departure	43,40

2) Access charge – use of apron for direct loading/unloading of cargo

<b>Item</b>	<b>Unit</b>	<b>EUR</b>
Car	1 x	9,00
Truck with load up to 2 tons	1 x	18,00
Truck with load above 2 tons	1 x	28,00

Note: M/H Man/Hours  
 E/H Engine/Hours

#### **IV. PAYMENT EXEMPTION**

The Dubrovnik Airport may give reductions to the basic airport charges. 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.

The following categories shall be exempt from airport charges:

- a) aircrafts involved in search and rescue operations,
- b) aircrafts used for humanitarian assistance in case of natural disaster or state of emergency,
- c) aircrafts in distress,
- d) state aircrafts which provide emergency medical aid,
- e) state aircrafts which perform special activity flights,
- f) Croatian military aircrafts when flying for military purposes, Croatian Ministry of Interior aircrafts and Red Cross aircrafts.

## **V. 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: [Stationmngr@airport-dubrovnik.hr](mailto:Stationmngr@airport-dubrovnik.hr)

### **Dispatcher Center**

Tel: +385 20 773 221 Fax: +385 20 773 229  
Sita: DBVAPXH e-mail: [operations@airport-dubrovnik.hr](mailto: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](mailto: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: [dbv.info@newrest.eu](mailto:dbv.info@newrest.eu)

### **Cargo Dept:**

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

### **Commercial dept./ Sales**

Tel: +385 20 773 233 Fax: +385 20 773 236  
Sita: DBVAPXH e-mail: [Pavo.Skuric@airport-dubrovnik.hr](mailto:Pavo.Skuric@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](mailto:flight-autrorization@ccaa.hr)