



DUBROVNIK AIRPORT
ZRAČNA LUKA DUBROVNIK

CJENIK USLUGA

AIRPORT 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 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 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, 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 poslovnim 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 (Dodatcima) 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, indirektno, 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 štíćena 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 štíćena područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
 - zaštitu i kontrolu pristupa zračnoj strani, štíćenim područjima, sterilnim područjima kao i svim drugim osjetljivim područja i objektima zračne luke.
 - ureda 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 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 prihvata 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 prihvata 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,

- 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

Zračna luka Dubrovnik – CJENIK USLUGA
DUBROVNIK AIRPORT-TARIFF REGULATIONS

Centralizirana infrastruktura – Opće i poslovno zrakoplovstvo

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

III. 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.

IV. 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-authorization@ccaa.hr

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 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 11th 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/ 2nd Edition – 2006;
- ICAO's Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/ 8th 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 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, 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 be 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, 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:
- 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:

- Systems of conveyor belts for transport of checked baggage for flight, from check-in counter to sorting area, with scales for measuring weight,

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- 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
10 001 – 16 000	32,20
16 001 – 21 000	47,50

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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. 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.

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

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CCAA (Croatian Civil Aviation Agency)

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