



Airport Charges Regulations

Effective from 01. January 2024

The German Text shall prevail

Airport Operator
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Table of contents

I. Allgemeines	4
1. Binding Nature of the Tariff Regulations.....	4
2. Terms and Definitions.....	4
3. Payment of Charges	5
4. Place of Performance and Jurisdiction	6
5. Miscellaneous	6
II. Officially Approved Charges by Supreme Civil Aviation Authority.....	7
1. Landing Charge	7
2. Passenger Charge.....	9
3. PRM Charge	10
4. Parking Charge	10
5. Infrastructure Charge.....	10
6. Security Fee.....	11
7. Exemptions and Discounts	12
8. Incentives/Granting of Discounts	14
9. Definition of Central Infrastructure Facilities	17
III. Handling Charges	18
a. Terms and Conditions for the Provision of Ground Handling Services	18
1. Provision of Ground Handling Services.....	18
2. Standard of Ground Handling Services	19
3. Charges	19
4. Adjustment of Fees.....	20
5. Payment Modalities	20
6. Liability	20
7. Civil Airport Utilization Conditions.....	20
8. Miscellaneous	20
b. Services and Charges for Ground Handling Services.....	20
1. Scope of Services.....	20
2. Handling on Holidays.....	20
3. Separate Handling	20
4. Re-handling or Partial Loading of Handled Aircraft	21
5. Transit Flights	21
6. Extension of Operating Hours and Waiting Time	21
7. Use of Aggregate.....	21
8. Handling of Cargo Aircraft and Mail.....	21
9. Loading Assistance.....	21
10. Priority	21
11. Payment Terms	21
12. Value Added Tax	21
13. Basis for calculatong Handling Fee	21
IV. Appendices.....	23
1. Basic Service Catalog of Ground Handling Services	23
2. Individual Service Catalog of Ground Handling Services.....	39

Approved by

the Federal Ministry for Transport, Innovation, and Technology as the Supreme Civil Aviation Authority with official notice GZ.BMK-2023-0.800.987-IV/L1 dated December 01, 2023, in accordance with the Aviation Act BGBl. 253/1957, Civil Airport Operating Regulations BGBl. 610/1986, pursuant to the Aviation Safety Act BGBl. I, 111/2010, and in accordance with EU-PRM Regulation No. 1107/2006.

Abkürzungen

ADM	Airport Duty Manager
AFM	Airplane Flight Manual
AWG	Abfallwirtschaftsgesetz, BGBl. 325/1990
BGBl.	Bundesgesetzblatt
EPNdB	
FBG	Flughafen-Bodenabfertigungsgesetz, BGBl. I 97/1998
FlugAbgG	Flugabgabegesetz
idgF.	in der geltenden Fassung
ISF	Infrastrukturtarif (<i>Infrastructure Fee</i>)
ICAO	Effective Perceived Noise deciBels
KFBG	Kärntner Flughafen Betriebsgesellschaft mbH
kg	Kilogramm
LF	Landetarif (<i>Landing Fee</i>)
LFG	Luftfahrtgesetz 1957, BGBl. 253/1957, idgF.
LFZ	Luftfahrzeug
LVG	Luftverkehrsgesellschaft
MTOW	Höchstabfluggewicht (<i>Maximum Take-off-Weight</i>)
Ust	Umsatzsteuer
PF	Parktarif (<i>Parking Fee</i>)
PRM	Flugreisende mit eingeschränkter Mobilität (<i>Passengers with Reduced Mobility</i>)
PSF	Fluggasttarif (<i>Passenger Service Fee</i>)
RHC	Vorfeldabfertigungsentgelt (<i>Ramp Handling Charge</i>)
SF	Sicherheitstarif (<i>Security Fee</i>)
SS	Einzeleistungen (<i>Single Service</i>)
t	Tonne (= 1.000 kg)
THC	Verkehrsabfertigungsentgelt (<i>Traffic Handling Charge</i>)
v.H.	von Hundert
ZARV	BGBl. 126/1985
ZFBB	Zivilflugplatz-Benützungsbedingungen
ZFBO	Zivilflugplatz-Betriebsordnung 1962, BGBl. 72/1962, idgF.
ZLPV	Zivilluftfahrt-Personalverordnung, BGBl. 219/1958 idgF.
ZL-Schein	Zivilluftfahrerschein
EUR	EURO

I. Allgemeines

1. Binding Nature of the Tariff Regulations

Every user who utilizes the facilities and installations of the airport submits to the provisions of this tariff regulation as part II of the Civil Aerodrome Usage Conditions, according to § 15 ZFBO. The tariffs listed in this tariff regulation are lump-sum tariffs. The applicable lump-sum tariffs are indivisible and must be paid in full even if only partial services are utilized. The lump-sum tariffs become due upon the provision of the service.

2. Terms

Ambulance flights are flights according to § 2 ZARV for the transport of already medically treated, seriously ill, or seriously injured individuals or emergency patients from one medical facility to another.

Working flights are flights where a work process is performed that does not involve transportation or the execution of the flight itself. This includes, in particular: towing flights, spreading and spraying flights, and other pest control flights, flights for parachuting, photo flights, survey flights, as well as workshop and yard flights (also see "Test and Inspection Flights").

Instructional landing is a landing that serves the technical testing of the aircraft or the training of the crew.

Test flights are flights for the testing of aircraft before their initial registration or after maintenance work has been carried out.

Passenger, baggage, freight, and mail: The terms used in this tariff regulation apply to all persons and goods intended for transport in the aircraft of the aircraft owner or air transport company.

Passengers are all persons transported in an aircraft, excluding crew members.

Flight number is the designation of a flight that includes the (3) 2-letter code (ICAO) and/or additionally carries a numeric or alphanumeric combination.

Cargo aircraft (CARGO AIRCRAFT) is any aircraft that transports goods or materials and is not a passenger aircraft.

Weight class "A" includes, according to the Aircraft Register of the Republic of Austria, single-engine fixed-wing aircraft and helicopters up to and including 2,000 kg MTOW, regardless of their number of seats.

Wide-body aircraft (WIDE-BODY AIRCRAFT) is an aircraft with more than one aisle in the passenger cabin and with more than 6 passenger seats per row.

Maximum Takeoff Weight (MTOW) of the aircraft according to the aircraft documents.

Domestic air traffic includes all flights exclusively between Austrian airports handled by an Austrian air transport company within the scope of its route approval for scheduled air services.

International flights are those flights that either, in commercial or non-commercial traffic, cross the borders of the Republic of Austria and either start or land abroad.

Air transport companies are air transport enterprises for the commercial transport of persons and goods by aircraft (§ 101 Z.2 LFG).

Aviation regulatory tasks: This term includes in particular

- Flights for the exercise of supervisory authority according to the Aviation Act (Luftfahrtgesetz),
- Flights according to § 119 (e) of the Aviation Act,
- Radio measurement flights,
- Flights for the establishment of approach and landing procedures,
- Flights of the Aircraft Accident Commission, and
- Search and rescue service flights

to understand.

Operational flights are treated equally according to § 145 Aviation Act.

Aircraft owned by the Republic of Austria: This term refers to aircraft registered in the aircraft register of Austrian federal authorities or agencies.

National flights are those flights, in commercial or non-commercial traffic, where both the departure and associated landings take place in Austria.

Emergency is a landing in the event of a relevant occurrence (e.g., illness or death of a passenger, technical malfunctions of the aircraft, etc.) or in the threat of violence.

Passenger aircraft (PASSENGER AIRCRAFT) is an aircraft carrying persons on board who are not crew members, employees of the airline in an official capacity, authorized representatives of a national authority, or accompanying persons of a cargo shipment.

Inspection flights are flights to determine the airworthiness of the aircraft or the operational capability of equipment.

Rescue flights are flights according to § 2 ZARV for the rescue of people from an immediately impending danger to their life or health.

Training flights are flights for educational purposes, according to ZLPV or the training regulation, under the supervision of a flight instructor. Training flights only apply to those flights where a flight instructor and a student pilot jointly conduct the flight.

Technical landing is a landing where neither a physical change in the cargo occurs after landing nor before the subsequent takeoff. Ballast is not considered cargo in a technical landing.

Transfer passengers are passengers whose flight number changes during a ground stop, and who usually also change aircraft using the airport facilities.

Transit flights are those scheduled flights that, coming from an Austrian airport and passing through Klagenfurt Airport, have a foreign airport as their destination (and vice versa).

Transit passengers are passengers whose flight number does not change during the ground stop.

Change in cargo is an increase or decrease or redistribution of cargo (passengers, baggage, freight, mail, etc.).

3. Payment of Charges

For the payment of fees, the liability rests with:

- The respective airline under whose airline code/flight number the respective flight is operated.
- The airline as joint debtor under whose airline code/flight number the respective flight is operated (code-sharing).
- The aircraft owner according to § 13, para. 2, Aviation Act. If the aircraft owner is not known, the owner of the aircraft is considered the aircraft owner until proof is provided of who the actual aircraft owner was or is.
- The natural or legal person who uses the aircraft without being the owner or holder.

The fees are invoiced in EURO (EUR). All fees are net and do not include value-added tax (VAT).

The fees are due immediately and must be paid in cash. Any different maturity of the fees to be paid requires the written consent of the aerodrome operator. All expenses arising from the payment are borne by the obligor.

If this due date is exceeded, default interest at a rate of 12% above the respective debit conditions of Austrian major banks, plus all reminder, attorney, and collection costs, must be paid by the obligor.

The offsetting of claims by the obligor against the aerodrome operator's claims is excluded, unless

- a) the aerodrome operator becomes insolvent, and the counterclaim would become part of the bankruptcy estate,
- b) a final judgment exists regarding the counterclaim, or
- c) the aerodrome operator has acknowledged the counterclaim.

The aerodrome operator reserves the right to demand any security, such as bank guarantees, cash deposits, liability undertakings, or prepayments before providing services.

The management body of the airport is authorized to refuse certain or all services, including ancillary services, as long as a user, especially an airline, has not provenably paid fees and charges to the airport's management body.

The aerodrome operator is entitled to designate the obligor as defined in paragraph 1.1 and to correct any calculation errors subsequently.

4. Place of Performance and Jurisdiction

The place of performance is Klagenfurt Airport, and the legal venue is the competent court in Klagenfurt. The exclusively applicable law to the mutual legal relationships arising from this tariff regulation is the law of the Republic of Austria. Any condition deviating from the conditions below requires the written consent of the aerodrome operator before its validity.

5. Miscellaneous

Exemptions and reductions - see also Section I, Point 7. The provisions mentioned above apply to all sections of this tariff regulation.

a) Note on Landing and Departure Fees

For inquiries regarding landing or departure fees, please contact:

Austro Control
Austrian Civil Aviation Authority
A - 1220 Vienna, Wagramer Straße 19
Tel: + 43 5 1703 9417
info@austrocontrol.at

The landing or departure fee is not part of the currently valid tariff regulation of KFBG and is invoiced by "Austro Control." Only in the case of cash collection of airport fees, the landing or departure fee is also collected by KFBG for "Austro Control."

b) Note on Schedule Coordination Fee

According to Aviation Act § 142 in the version BGBl. 98/2005 of August 11, 2005, the Ministry of Transport, Innovation, and Technology approved a "Schedule Coordination Service Fee" to be paid by every air transport company or aircraft owner for the allocation or mediation of time slots.

The collection of the "Schedule Coordination Service Fee" is carried out on behalf of SCA Schedule Coordination Austria GmbH by Kärntner Flughafen Betriebsgesellschaft mbH, which forwards this fee to SCA Schedule Coordination Austria GmbH.

The payment of the "Schedule Coordination Service Fee" to Kärntner Flughafen Betriebsgesellschaft mbH is subject to the payment modalities for tariff payment according to section A.3 "Tariff Payment" under section A "GENERAL PROVISIONS" of the currently valid tariff regulation. For inquiries regarding the "Schedule Coordination Service Fee," please contact:

SCA Schedule Coordination Austria GmbH
Office Park I
A-1300 Vienna Airport
Tel: +43 1 7007 23600
Fax: +43 1 7007 23615
E-Mail: info@slots-austria.com

The "Schedule Coordination Service Fee" is not part of the currently valid tariff regulation.

c) Note on Flight Tax in Austria

The flight tax was introduced by the Budget Accompanying Act 2011 and is regulated in the Flight Tax Act (FlugAbgG). It applies to departures of passengers from an Austrian airport and must be paid by the aircraft owner to the Austrian tax office.

Since September 1, 2020, the standard flight tax is EUR 12 per passenger.

For flights where the distance between the domestic departure airport and the destination airport is less than 350 km, the flight tax is EUR 30 per passenger.

For more information, please visit the website of the Federal Ministry of Finance, as well as the Legal Information System of the Republic of Austria at:

<https://www.bmf.gv.at/themen/steuern/steuern-von-a-bis-z/flugabgabe.html>

<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007051>

II. Officially Approved Charges by Supreme Civil Aviation Authority

1. Landing Charges

1.1 General

A fee must be paid for the use of facilities and installations available for landing (including lighting systems), for the use of parking areas during the tariff-free period, for taxiing the aircraft in and out, as well as for the placement and removal of wheel chocks.

The basic entitlement of the aerodrome operator to this fee arises with the aircraft's touchdown at Klagenfurt Airport. Training flights that require the operation of lighting systems are subject to fees, even if no landing occurs at Klagenfurt Airport.

To determine the basis of assessment mentioned under Section 2.2 (permissible MTOW), the operator conducting the flight, the aircraft owner, the air transport company, or the owner of the aircraft must provide the aerodrome operator with the approval certificates certified by the regulatory authority. As long as the approved maximum takeoff weight is not sufficiently proven, the fee calculation is based on the highest maximum takeoff weight known for the aircraft type. Any increase in the approved maximum takeoff weight must be promptly reported and substantiated. For movements during the time when the increased maximum takeoff weight was approved, the aerodrome operator may retroactively charge fees. Any reduction in the approved maximum takeoff weight must be promptly reported and substantiated. The aerodrome operator promptly considers the reduction in the fee calculation once it has been reported and substantiated. Retroactive reimbursement is not provided.

1.2 Basis of Assessment and Rates

The basis of assessment for the landing fee to be paid is the Maximum Takeoff Weight (MTOW).

1.2.1 Landing Fee up to 5,000 kg Maximum Takeoff Weight

The fee is as follows per landing:

MTOW		Approved according to the decree
	bis 1.000 kg	EUR 11,55
von 1.001 kg	bis 1.500 kg	EUR 20,53

von 1.501 kg	bis 2.000 kg	EUR 34,22
von 2.001 kg	bis 2.500 kg	EUR 56,96
von 2.501 kg	bis 3.000 kg	EUR 68,15
von 3.001 kg	bis 3.500 kg	EUR 79,48
von 3.501 kg	bis 5.000 kg	EUR 90,85

1.2.3 Landing Fee for Aircraft over 5,000 kg for General Aviation, as well as in Scheduled and Charter Operations

The fee is per landing for each commenced ton of Maximum Takeoff Weight (MTOW) (e.g., 6,001 kg = 7 t):

MTOW		Government Approved	Currently in Effect
	bis 150 t	EUR 21,50	EUR 19,43
von 151 t	bis 270 t	EUR 17,70	EUR 16,21
ab 270 t		EUR 16,13	EUR 14,77

However, the respective landing fee is at least as much as the highest rate in the next lower weight category.

1.3 Noise-Dependent Landing Fee

1.3.1 General

According to the provisions of § 4a of the Airport Charges Act (FEG), Klagenfurt Airport commits to differentiating airport charges. This results in a noise-dependent fee component as an addition or deduction (bonus/malus) to the landing fee for aircraft with a Maximum Takeoff Weight (MTOW) over 10 tons, in accordance with the provisions outlined in "1. Landing Fees." For the correct classification of the aircraft into the respective bonus/malus group, the aircraft operator, air transport company, or the owner of the aircraft must provide the aerodrome operator with the aircraft's noise certificate, in accordance with ICAO Annex 16. The aerodrome operator promptly considers the noise values defined in it for the fee calculation once they have been reported and substantiated. If the aircraft's noise certificate is not provided to the aerodrome operator before or at the time of landing, the aircraft will be classified by the aerodrome operator into the lowest (i.e., highest surcharge or lowest deduction) group known for that aircraft type. If such classification is not possible, Group 2 is assumed as a reference. Retroactive reimbursement is not possible. Military, operational, ambulance, and rescue flights are exempt from this classification. As the revenue from this noise-dependent fee component must be revenue-neutral for the aerodrome operator, in accordance with the provisions of the Airport Charges Act, any over or under coverage of the total charges collected is compensated through an adjustment amount, taking into account the air transport companies affected by the bonus/malus system.

1.3.2 Basis of Assessment and Rates

For the determination of the assigned bonus/malus group, the individual noise values of the aircraft (expressed in EPNdB) as per the noise certificate and the ICAO noise limit for the respective aircraft are utilized. In this process, the sum of the three maximum permissible noise values according to ICAO Annex 16 Chapter III for 'Lateral/Full-Power, Approach, and Flyover' is subtracted from the sum of the three corresponding values from the noise certificate. The resulting difference is referred to as dEPNdB. The calculated dEPNdB forms the basis for the classification of the aircraft into the applicable bonus/malus group, determining the respective percentage surcharge or discount.

Group	dEPNdB	Surcharge/Discount on the Landing Fee
1	0 bis 7 dB	25%
2	>7 bis 14 dB	12%
3	>14 bis 21 dB	0%
4	>21 bis 28 dB	-6%
5	>28 dB	-12%

The surcharge or discount resulting from the classification of the aircraft into the respective group is applied to the landing fee, without consideration of any special provisions outlined in this tariff regulation.

2. Passenger Charge

2.1 General

For the use of the passenger terminal building, including its facilities, by departing passengers, a fee must be paid. This fee includes a PRM (Persons with Reduced Mobility) surcharge according to Article 8(1) of EU Regulation No. 1107/2006 (Point 3).

The fundamental entitlement of the civilian airport operator to this fee arises with the acceptance of the passenger for transport.

For the determination of the assessment bases mentioned under item 2, the flight operator or the aircraft owner or the airline or the owner of the aircraft must provide the civilian airport operator with appropriate documents.

2.2 Assessment Basis and Rates

The assessment basis for the passenger fee to be paid is the number of departing passengers. The fee amounts to, including the PRM charge:

Commercial Flights + Non-commercial Flights			
		Officially Approved	Currently in Use
Up to 2 t	National/International	No Charge	
from 2 - 5 t	National/International	EUR 11,89	EUR 10,97
From 5 t	National/International	EUR 19,84	EUR 16,61

The assessment basis does not include:

- Children under two years of age.
- Transit passengers who, due to a technical aircraft malfunction associated with an aircraft change, use the passenger terminal building and its facilities.
- The airport operator currently waives the charging of passenger fees for disembarking transit passengers.
- Passengers transported on an aircraft in weight class A.
- Personnel of air transport companies on business trips with a complimentary ticket, as well as individuals with Government Request status, associated with a 100% exemption from the ticket price.
- Individuals whose presence on board an aircraft is absolutely necessary for training, work, test flights, and inspection flights.
- Parachutists during departure for the jump.
- Individuals whose presence on board an aircraft is absolutely necessary for flight rescue and air ambulance missions in fulfillment of their medical tasks (e.g., doctors, medical personnel).
- Individuals whose presence on board an aircraft is absolutely necessary for operational flights.

3. PRM Charge

According to Article 8(1) of EU Regulation No. 1107/2006, the management body of an airport is responsible for ensuring that disabled air travelers and passengers with reduced mobility (Passengers with Reduced Mobility) receive the assistance specified in Annex I of the aforementioned EU Regulation. To finance these assistance services, a fee is collected from airport users.

The fundamental entitlement of the civilian airport operator to this fee arises with the acceptance of the passenger for transport. The assessment basis for the PRM (Persons with Reduced Mobility) fee to be paid is the number of departing passengers and is collected in conjunction with the passenger fee (as a levy on all airport users) (see Section C. Passenger Fee).

The fee amounts to per departing passenger **EUR 0,91**

4. Parking Charge

4.1 General

For the use of a parking area provided by the civilian airport operator for an aircraft, a fee must be paid. The claim of the civilian airport operator for this fee arises with each successful parking or at the commencement of the transport of the aircraft to the parking area.

4.2 Assessment Basis and Rates

The fee amounts to, after the expiration of the parking fee-free period (= 4 hours), for each commenced 24 hours (calculated from the start of the effective block time) for aircraft with a maximum takeoff weight.

- a.) up to 5 t **20%**
- b.) from 5 - 20 t **15%**
- c.) from 20 t **10%**

of the applicable landing fee.

For aircraft permanently parked at the airport, a separate contract for a guaranteed parking space on the apron for the parked aircraft can be concluded with the civilian airport operator, subject to the available spaces.

5. Infrastructure Charge

5.1 General

The airlines/aircraft operators are required to pay a usage fee to the airport for the utilization of the 'Central Infrastructure Facilities' during the handling of their aircraft at Klagenfurt Airport, in accordance with § 1 Z.7 and § 5 Abs. 4 FBG.

5.2 Assessment Basis and Rates

The classification of an aircraft into a tariff group is based on its Maximum Takeoff Weight (MTOW). If the specified limit is exceeded, the aircraft falls into the next higher group. The assignment to tariff groups also takes into account the determined handling performance factor.

The infrastructure fee is applicable when ramp/traffic handling services are provided by Airport Klagenfurt or a self-handler. Aircraft with a total weight of less than 5 t MTOW are generally exempt from the infrastructure fee.

For general aviation aircraft with a Maximum Takeoff Weight (MTOW) under 10 t, receiving ramp/traffic handling services incurs a flat infrastructure fee of EUR 41.13. General aviation aircraft up to 21 t MTOW are exempt from the infrastructure fee if they only utilize the handling service 'Guiding the aircraft on arrival and departure (Follow-Me).'

In scheduled and non-scheduled air traffic and other traffic with a Maximum Takeoff Weight (MTOW) over 10 t, the following airside and landside fee rates apply:

5.3 Infrastructure Fee Airside

In scheduled and non-scheduled air traffic and other traffic with a Maximum Takeoff Weight (MTOW) of 10 tons or more, the following fee rates apply (if either of the two limits is exceeded, the aircraft falls into the next higher group):

MTOW	Officially Approved	Currently in Use
Up to 17 t	EUR 61,56	EUR 56,35
Up to 25 t	EUR 72,88	EUR 66,70
Up to 44 t	EUR 116,70	EUR 106,83
Up to 59 t	EUR 180,41	EUR 165,14
Up to 70 t	EUR 226,39	EUR 207,22
Up to 100 t	EUR 266,54	EUR 243,96
Up to 159 t	EUR 380,87	EUR 348,61
Up to 200 t	EUR 483,55	EUR 442,60
Up to 200 t	EUR 653,24	EUR 597,91

5.2.2 Infrastructure Fee Landside

The infrastructure fee (INFRA landside) is charged per departing passenger and amounts to:

Officially Approved	Currently in Use
EUR 2,16	EUR 1,96

6. Security Fee

According to the Aviation Security Act - LSG 2011 and the Airport Charges Act - FEG 2012 in the respective valid version, every airline is required to pay a security fee for each departing passenger from Klagenfurt Airport for whom the passenger tariff is applicable. The security fee, determined in accordance with the provisions of FEG, is to be paid to Klagenfurt Airport, and the payment follows the payment modalities outlined in the current tariff regulation.

The security fee amounts to:

Officially Approved	Currently in Use
EUR 32,32	EUR 17,50

7. Exemptions and Discounts

7.1 General

For the specified types of fees, exemptions or reductions apply under certain conditions. The fundamental entitlement of a user (airline or aircraft operator) to an exemption or reduction in the payment of a fee arises with the provision of evidence for the conditions associated with the respective fee type. A reduction can only be claimed for one option, not multiple possibilities, and it is valid only for the designated fee.

7.2 Assessment Basis and Rates

The rate of exemption (100% reduction) for each type of fee is determined as a percentage deduction from the calculated total fee amount. Those fee types that are fully payable are indicated with the abbreviation "0," or for which no fee is applicable in this weight class, are marked with the symbol "-."

Types of fees:

Landing Fee = LF

Passenger Service Fee = PSF

Parkentgelt (Parking Fee) = PF

Infrastructure Fee = ISF

The **reduction rate** is per type of fee

	Type of exemption or reduction:	LF up to 5 t	LF from 5 t	PSF	PF	ISF
1.	Aircraft engaged in:					
1.1	Civil aviation authority tasks (Republic of Austria)	50	50	-	100	100
1.2	Military operational flights according to § 145 Aviation Act	100	100	100	0	100
1.3	Rescue flights (primary)	50	50	-	0	50
1.4	Ambulance flights	0	0	0	0	0
2.	Aircraft of air transport companies for the purpose of training for familiarization flights, school, and training flights	20	20	0	0	100
3.	Aircraft during:					
3.1	Emergencies	50	50	50	0	50
3.2	Bomb alerts	50	50	0	0	50
3.3	Technical landings	50	50	-	0	50
3.4	Return landing within one hour	100	100	-	0	50
3.5	Return landing over 1 hour	0	0	-	0	0
3.6	Return landing and transfer to a newly commissioned replacement aircraft					
3.6.1	Returned aircraft within 1 hour	100	100	-	0	50
3.6.2	Returned aircraft over 1 hour	0	0	-	0	0
3.6.3	Imported replacement aircraft Positioning flights	0	0	-	0	50
3.7	Emergencies	-	0	0	0	-
4.	Aircraft for the purpose of training in general aviation for:					
4.1	Acquisition of a private/professional pilot's license	20	20	-	0	100
4.2.	Extension of a license mentioned in 4.1	20	20	-	0	100
5.	Aircraft parked for less than 4 hours	-	-	-	100	-
4.	General Aviation					
4.1	Aircraft up to 2 tons	0	-	100	0	100
4.2	Aircraft 2 tons to 5 tons	0	-	0	0	50

Reductions are only valid if flights are reported as such before or immediately after the occurrence to the ADM and, in particular, for invoicing, the report of the type of flight is transmitted along with the relevant data. The user is responsible for the accuracy of the information. The KFBG (Klagenfurt Airport) is entitled to make a retroactive charge for incorrect information.

Note: The translation assumes that "ADM" refers to Aerodrome Movement Data and "KFBG" refers to Klagenfurt Airport. If there are specific meanings for these abbreviations in your context, please adjust accordingly..

8. Incentives/Granting of Discounts

8.1 General

The Kärntner Flughafen Betriebs Gesellschaft mbH (KFBG) commits to a differentiated market approach while adhering to legal framework conditions. The focus of the measures is on developing long-term flight connections.

An incentive program aims to create incentives for airlines to connect new destinations with Klagenfurt Airport and expand frequencies to and from Klagenfurt. This step is intended to promote year-round connections, thereby improving the connectivity of Klagenfurt Airport and the entire region.

The KFBG reserves the right to request changes to the incentive program or parts thereof at any time. Furthermore, the KFBG reserves the right to revoke the incentive program or parts thereof with immediate effect for important reasons. Important reasons include, in particular,

- a) a significant decline in traffic (passengers and/or movements) of more than 20% over a period of at least 3 months, or if it is evident due to circumstances that such a decline in traffic will undoubtedly persist for more than 3 months.;
- b) a significant change in the fee level due to a change in the legal basis for fee regulations (especially concerning Price Cap, Escape clause, etc.) as per the appendix to the Airport Charges Act (Flughafentgeltgesetz-FEG);
- c) reasons other than those mentioned in a) and b), caused by legal, regulatory, judicial, or comparable provisions that objectively make it unreasonable for KFBG to continue the incentive programs.

8.2 Agreement

An objective, transparent, and non-discriminatory incentive program is designed to support the development of air traffic and is available to any user meeting the specified criteria. The regulation is crafted in accordance with EU guidelines on competition law and state aid law in a universally applicable, transparent, annually decreasing, and non-discriminatory manner.

A prerequisite for receiving the incentives is the conclusion of a written agreement between the operating airline, physically conducting the flight, and the Kärntner Flughafen Betriebs Gesellschaft mbH (KFBG). This is intended to ensure that a positive and sustainable development of KFBG in passenger traffic is secured in the medium and long term.

8.3 General Requirements

Supported are the establishment of scheduled flight connections to new destinations, the expansion of frequencies, as well as the expansion and establishment of hub connections by scheduled airlines.

Ninety percent (90%) of the frequencies planned at the beginning of each respective schedule period must be operated; otherwise, the entitlement to the incentive for the respective schedule period expires. The following conditions must be fulfilled for the provision of incentives:

- Incentives are only applicable to scheduled flights, not charter flights or other special flights (diversions, ferry flights, etc.).
- The airline operates scheduled flights with a minimum of 2 landings per calendar week over a period of at least 30 weeks per calendar year..

8.4 Incentives

Klagenfurt Airport grants the following discounts and reductions on the fees applicable according to the fee schedule in the form of a Hub Incentive, a New Route Incentive, and a Pax Growth Incentive..

8.4.1 Hub Incentive

Klagenfurt Airport provides discounts to scheduled airlines in the form of a Hub Incentive for those offering flights frequently to hubs, thereby promoting the strengthening of hub connectivity at Klagenfurt Airport and the entire region. Conditions for availing the Hub Incentive include the operation of a minimum of 10 departures per week, measured over the average of a calendar quarter. Furthermore, there must be year-round scheduled flights to an international hub with a transfer passenger share of at least 70% of the total passenger volume, and corresponding connecting flights are possible with the airline itself or airline partners.

The 'Hub Incentive' consists of the discounts and allowances shown in the table based on the fee schedule valid for the billing period and is a temporary reduction for three years of the fees invoiced by KFBG."

	Year 1	Year 2	Year 3
Landing Fee	50%	40%	30%
Infrastructure Fee Airside	50%	40%	30%
Ramp Handling	40%	30%	20%
Traffic Handling	40%	30%	20%
Passenger Charge	40%	30%	20%

Furthermore, KFBG grants an additional discount on passenger-related fees (discount on the sum of passenger fee, landside infrastructure fee, security fee) per departing passenger, as shown in the table below:

	Year 1	Year 2	Year 3
Sum of passenger fees	€ 14	€ 12	€ 10

8.4.2 New Destination Incentive

The KFBG (Klagenfurt Airport) offers support to scheduled airlines introducing a new destination in scheduled air traffic to and from Klagenfurt, in the form of a New Route Incentive. The New Route Incentive can only be availed by scheduled airlines and is applicable exclusively to new destinations served in scheduled air traffic. New destinations are defined as those that have not been served directly from Klagenfurt Airport in the last 12 months. If a new destination is not continuously served for more than one flight schedule period, the entitlement to the New Route Incentive is forfeited.

The "New Route Incentive" comprises discounts and concessions as shown in the table, based on the fee regulations valid for the billing period, and represents a temporary reduction over three years of the fees charged by KFBG.

	Year 1	Year 2	Year 3
Landing Fee	100%	80%	60%
Infrastructure Fee Landside	70%	60%	50%
Infrastructure Fee Airside	70%	60%	50%
Ramp Handling	70%	60%	50%
Traffic Handling	70%	60%	50%
Passenger Charge	70%	60%	50%

Furthermore, KFBG (Klagenfurt Airport) provides an additional discount on passenger-related fees (discount on the sum of passenger fee, landside infrastructure fee, and security fee) per departing passenger, as outlined in the table below, to contribute towards the high startup costs associated with a new route for an airline:

	Year 1	Year 2	Year 3
Sum of passenger fees	€ 15	€ 12	€ 9

8.5 Pax Growth Incentive

The Pax Growth Incentive promotes the introduction of additional frequencies on already existing routes and aims to create incentives to increase the capacity utilization of flights on existing routes and frequencies. The Pax Growth Incentive can only be claimed by scheduled airlines that already operate flights at Klagenfurt Airport and applies exclusively to flight connections that are operated in scheduled air traffic for a minimum of 30 calendar weeks per year. The Pax Growth Incentive is settled on a calendar year basis (January 1 to December 31). The increased number of passengers compared to the previous year is then considered growth, and this passenger count is discounted through the Pax Growth Incentive as follows:

The "Pax Growth Incentive" consists of the discounts and concessions shown in the table, based on the fee regulations valid for the billing period, and represents a temporary reduction over three years of the fees charged by KFBG (Klagenfurt Airport).

	Year 1	Year 2	Year 3
Passenger Charge	40%	30%	20%
Infrastructure Fee Landside	40%	30%	20%
Security Fee	40%	30%	20%

9 Definition of Central Infrastructure Facilities

1. Performance Position: Facilities for Marshalling

The act of guiding the aircraft upon arrival and departure ("Follow-Me") is considered as part of the infrastructure.

2. Performance Position: Supply and Disposal Systems

Feces

The disposal system for feces consists of

the feces filling station

- This is located in the operational building.
- It consists of:
 - Parking spaces for feces carts
 - Water supply connection
 - Storage tank for disinfectant (formaldehyde-free)
 - Connecting lines with corresponding fittings
 - Dispensing point for disinfectant with hose and hose reel
 - Pump for filling the storage tank.

the feces emptying station

- is located next to the washing area.
- It consists of:
 - Parking spaces for feces carts
 - Feces emptying point with inlet shaft into the wastewater system
 - Fecal tank cleaning (washing facilities)
 - Sewer lines to the central feces canal

Das gesamte System wird vom Flughafenbetreiber verwaltet und betrieben.

Freshwater

The freshwater supply system consists of

the freshwater station:

- Located in the operational building.
- Comprising:
 - Freshwater cart parking area
 - Dosing cabinet
 - Water supply connection
 - Backflow preventer
 - Connecting lines with corresponding fittings
 - Diaphragm dosing pump
 - Mixing tank
 - Injection point
 - Water meter with contact device
 - Withdrawal point cabinet
 - Withdrawal point with hose and control measuring container
 - Drinking water discharge point with sewer connection
 - Cabinet for personal protective equipment and storage containers
 - Photometric water analysis device with digital display of measurement values.

the freshwater supply vehicle

- Operating costs
- Water consumption
- Energy consumption: Electric energy - small quantities
- Heat

The entire supply system is managed and operated by the airport operator.

3. Performance Position: Baggage conveyor systems

The baggage conveyor systems include:

Sorting facilities for outgoing luggage

- The sorting hall
- Collection and sorting conveyor belts
- Baggage weight checking systems (EDV) as well as the baggage transport for outgoing luggage from the baggage drop-off to the building edge of the baggage sorting hall
- Holding area - rental
- Sorting - liability issue

All baggage conveyor systems are managed and operated by the airport operator. For transit passengers, baggage sorting is also carried out by the airport operator.

4. Performance Position: Storage and Filling Facility for Aircraft Deicing Fluid

This consists of:

the storage and filling facility

- The storage facility for aircraft deicing fluid, as well as the filling facility for aircraft deicing fluid, are located in a heated equipment storage hall.
- The deicing fluid is available in mixing ratios of 50% and 100%.

5. Performance Position: Check-in- facilities

Check-in-Counter

The use of the check-in counters is considered in this calculation.

These facilities are centrally managed and operated and can be used by service providers for a fee as needed.

III. Handling Charges

a. Terms and Conditions for the Provision of Ground Handling Services

1. Provision of Ground Handling Services

- 1.1. The Klagenfurt Airport performs the ground handling services listed in Annex 1 (Basic Service Catalog) for aircraft handling within the scope of its technical and personnel capabilities.
- 1.2. 1.2. Upon request, Klagenfurt Airport also provides services necessary for aircraft handling that are not listed in Annex 1 (Annex 2 / Individual Services). Such individual services are provided depending on the availability of personnel and equipment and are billed separately.
- 1.3. Klagenfurt Airport provides the services mentioned in paragraphs 1.1. and 1.2. according to standard practices and with trained personnel. Klagenfurt Airport is authorized to engage third parties as agents if necessary. Klagenfurt Airport reserves the right to charge for services, beyond the usual standard, caused by handling regulations of the airlines, in accordance with the list of fees for individual services.
- 1.4. Airlines and Klagenfurt Airport support and advise each other in the execution of ground handling services, taking into account mutually beneficial recommendations whenever possible.
- 1.5. The airline will provide Klagenfurt Airport with the information and instructions necessary for proper performance. In case of need, Klagenfurt Airport will request relevant information and instructions from the airline. Klagenfurt Airport will only disclose information contained in the airline's flight documents with their consent, to the extent permitted by legal regulations.

1.6. Scheduled Flights

1.6.1. Klagenfurt Airport undertakes to provide ground handling services listed in Annex 1 (Basic Service Catalog) for scheduled flights of the airline at Klagenfurt Airport without prior request. Scheduled flights are those that are reported to Klagenfurt Airport (operations management) at least 72 hours before landing.

1.6.2. To enable Klagenfurt Airport to fulfill the required services, the airline is obligated to inform Klagenfurt Airport as soon as possible about the number of planned flights within a flight schedule period. This includes the aircraft type and version, flight number, planned arrival and departure times, origin airport, and all significant particulars relevant to handling. The airline further commits to communicate all changes affecting scheduled flights to Klagenfurt Airport as soon as possible. This especially applies to delays, early arrivals, and flight cancellations. If delays and cancellations result in wait times beyond the airport's operating hours, these will be billed separately.

1.7. "Unscheduled Flights" or "Special Flights"

Klagenfurt Airport will provide ground handling services for other than scheduled flights, conducted by the airline or on its behalf at Klagenfurt Airport, taking into account the already assumed obligations, within the scope of its technical and personnel capabilities, as soon as possible. The airline undertakes to announce these flights in advance.

1.8. Priority

If, as a result of unannounced or delayed aircraft, there is an overlap in the handling with aircraft from other airlines, Klagenfurt Airport reserves the right to prioritize the scheduled and announced aircraft for handling.

1.9. Documents for Ground Handling Services

For the execution of ground handling services, the airline will provide documents and information to Klagenfurt Airport in a timely manner.

1.10. Special Assistance Services (Emergencies)

In emergencies (emergency landings, accidents), Klagenfurt Airport will promptly take all reasonable and possible measures to assist passengers and crew without waiting for instructions from the airline, and to protect luggage, cargo, and mail transported on the aircraft from loss or damage. The airline will reimburse Klagenfurt Airport for any incurred costs.

2. Standard of Ground Handling Services

2.1. The ground handling services will be provided according to the customary procedures at Klagenfurt Airport and international standards.

2.2. Klagenfurt Airport will perform the services it undertakes with trained personnel. Representatives of the airline and Klagenfurt Airport will meet as needed to discuss pending issues regarding the process and quality of ground handling services. The punctuality of the airline will be considered when evaluating the causes of pending handling problems.

2.3. For the handling of bulky or exceptional cargo that goes beyond the normal service standard (Annex 1/Basic Service Catalog), it is mandatory that Klagenfurt Airport is informed by the airline in a timely manner. Both parties will consult and support each other in this regard. The costs for these handlings will be billed separately (Annex 2/Individual Service Catalog).

3. Charges

3.1. For the services provided by Klagenfurt Airport according to the Annex (Basic Service Catalog), handling fees according to Annex 1 must be paid, regardless of the actual extent of services utilized.

3.2. For additional services not included in Annex 1 but availed by the airline, a fee must be paid according to Annex 2 (Individual Service Catalog).

3.3. Offsetting against counterclaims is only permitted with the consent of Klagenfurt Airport.

- 3.4. If the fees do not comply with § 6 (1) Z.2 in conjunction with § 9 (2) UStG 1994, the airline must additionally pay the value-added tax.

4. Charges

Klagenfurt Airport has the right to adjust the handling fees in accordance with Annexes 1 and 2 based on cost developments or for significant reasons.

5. Payment Modalities

- 5.1. The fees must be paid in euros before departure and can be paid using a debit card or credit card. No cash payments are accepted.
- 5.2. Immediate payment can only be waived if the airline has made an advance payment or if the customer is registered in the airport's database. In these cases, invoices will be issued weekly. Invoices are to be paid in euros without any costs or fees upon receipt.

In case of late payment, default interest will be charged at a rate of 12% above the discount rate. If there is a payment default, Klagenfurt Airport has the right to interrupt or completely refuse aircraft handling.

6. Liability

- 6.1. Klagenfurt Airport is not liable for any damages suffered by the airline or for damage claims against the airline arising in connection with the services provided by Klagenfurt Airport, unless such damages are caused by grossly negligent or intentional behavior of Klagenfurt Airport, its personnel, agents, or representatives.
- 6.2. The airline indemnifies Klagenfurt Airport from any third-party claims, including costs related to the services undertaken by Klagenfurt Airport, unless such claims are directly caused by the grossly negligent or intentional behavior of Klagenfurt Airport, its personnel, agents, or representatives.
- 6.3. The extent of Klagenfurt Airport's liability is limited to the same extent as the airline is liable to its contracting parties.
- 6.4. The contractual parties are exempt from fulfilling their agreed obligations if one of the contracting parties is unable to fulfill its obligations due to labor disputes, force majeure, or other reasons beyond its control.

7. Civil Airport Utilization Conditions

The Airport Charges Regulation is an appendix and thus an integral part of the Civil Airport Usage Conditions.

8. Miscellaneous

- 8.1. If individual provisions of this Fee Schedule are ineffective or unenforceable, the legally effective and enforceable regulation that comes closest to the intention resulting from the ineffective provision shall replace the ineffective or unenforceable provision. The validity and effectiveness of the remaining provisions remain unaffected.
- 8.2. This Fee Schedule and all contractual relationships based on it are subject to the law of the Republic of Austria, excluding the UN Convention on Contracts for the International Sale of Goods.
- 8.3. The place of performance and legal venue is Klagenfurt am Wörthersee.

b Services and Charges for Ground Handling Services

1. Scope of Services

In the appendix, all services provided by the ground handling service of Klagenfurt Airport are listed. Handling fees are payable for these services. The non-utilization of partial services of handling has no impact on the handling fees outlined below. By availing the handling services, a contractual relationship is established between the airline and Klagenfurt Airport. Additionally, an individual handling contract may be concluded between Klagenfurt Airport and the airline.

2. Handling on Holidays

No additional surcharge is levied on holidays at the moment.

3. Separate Handling

If the landing and takeoff of an aircraft are no longer directly related (overnight stay, flight cancellation, ferry flight, etc.), a surcharge of 20% of the handling fee for separate handling may be imposed. The direct connection is no longer given when more than 4 hours elapse between the landing and takeoff of the aircraft.

4. Re-handling or Partial Loading of Handled Aircraft

If, after the completion of loading, a reload or partial unloading is required, the additional work resulting from this will be charged with a surcharge of 50% on the handling fee

5. Transit Flights

For transit flights (scheduled flights), 60% of the respective handling fee will be charged.

6. Extension of Operating Hours and Waiting Time

For the provision of necessary facilities and personnel outside the approved operating hours, as per § 3, Para. 1, ZFBO, based on a separate request, a sum fee of **EUR 238,29** is to be paid for each commenced ¼ hour, regardless of other tariffs or fees.

In accordance with the latest decree from the Federal Ministry of Transport, Innovation and Technology, the operating hours are set from 06:00 to 23:30 local time.

For flights between 23:45 and 05:15 local time, which require traffic handling, a surcharge of 50% of the traffic handling fee is to be paid in addition to the aforementioned lump sum fee. If handling does not take place in these cases, an additional 50% of the handling fee is charged in addition to the operating hours extension.

Regardless of the fees to be charged for the ordered operating hours extension, the cost reimbursement prescribed by Austro Control GmbH in the currently valid amount for the aforementioned period is passed on from the civil airport operator to the airport user. Flight control costs must be paid in any case when they are incurred. This cost reimbursement increases with the frequency of flight movements."

7. Use of Aggregate

The power supply device is provided for up to 30 minutes during each ground handling; beyond that, it will be charged as an additional service.

9. Handling of Cargo Aircraft and Mail

For cargo and mail aircraft, the handling fee will be calculated upon request.

9. Loading Assistance

For aircraft not equipped with an automatic loading aid, a surcharge may be levied. The airline must provide evidence that the aircraft is equipped with an automatic loading aid.

10. Priority

In the event of multiple ground-handling tasks occurring simultaneously, priority will be given to the regularly scheduled flight.

11. Payment Terms

The handling fees must be paid in Euro before takeoff. In special cases, they may be paid afterwards, subject to prior agreement with the airport operator.

12. Value Added Tax (VAT)

If the fees do not comply with § 6 para. 1 no. 2 in conjunction with § 9 para. 2 UStG 1994, the debtor is required to pay the value-added tax in addition."

13. Basis for calculating the handling fee

The basis for calculating the handling fee for passenger aircraft is the Maximum Takeoff Weight (MTOW) of the aircraft. The classification of an aircraft into a tariff group is based on the MTOW. The assignment of aircraft to tariff groups also takes into account the internally determined handling performance factor.

The following severance pay rates apply:

Ramp Handling Charge (RHC):

MTOW (t)	Charge
up to 17 t	EUR 451,56
up to 25 t	EUR 565,90
up to 45 t	EUR 901,94
up to 59 t	EUR 1.390,84
up to 70 t	EUR 1.745,54
up to 100 t	EUR 2.054,74
up to 159 t	EUR 2.692,99
up to 200 t	EUR 3.463,08
from 200 t	EUR 5.167,79

Traffic Handling Charge (THC):

MTOW (t)	Charge
up to 17 t	EUR 314,58
up to 25 t	EUR 383,81
up to 45 t	EUR 590,29
up to 59 t	EUR 906,08
up to 70 t	EUR 1.136,85
up to 100 t	EUR 1.334,83
up to 159 t	EUR 1.756,29
up to 200 t	EUR 2.253,05
from 200 t	EUR 3.325,53

IV. Appendices

1. Basic Service Catalogue of Ground Handling Services

Binding for the scope of services provided by the ground handling services of Airport Klagenfurt is the following definition of service contents, which are marked with Ramp Handling Charge (RHC) and Traffic Handling Charge (THC).

All services that go beyond the basic service catalogue are individual services, marked with Single Service (SS), and are billed according to the individual service catalogue (Appendix 2).

For services marked with ISF below, these are infrastructure services. For those marked with PF or LF, these are tariffs. They are listed in the tariff regulations (Part I of the fee schedule).

Services marked with "X" below are not provided at Airport Klagenfurt.

The applicable flat rates are indivisible and must be paid in full even if only partial services are utilized."

Principle:

The airline will be immediately informed of any damages identified on the aircraft or cargo, irrespective of the question of cause and timing.

Section 1. REPRESENTATION AND ACCOMMODATION

1.1. General

- X 1.1.1. If necessary, ensure guarantees and bonds to facilitate the activities of the LVG.
- THC 1.1.2. Contacting local authorities.
- THC 1.1.3. Announcing that the KFBG acts as the handling agent for the LVG.
- THC 1.1.4. Providing information about the flight movements of the LVG to all interested parties.
- X 1.1.5. If separately agreed, making legally binding payments on behalf of the LVG, especially:
- (a) Airport, customs, police, and other fees related to the services provided
 - (b) Costs for providing a bank guarantee
 - (c) Out-of-pocket expenses, accommodation, transportation costs, etc.
- Rent 1.1.6. Provision of office space for representatives of the LVG.

Section 2. LOAD CONTROL; COMMUNICATION AND DEPARTURE CONTROL SYSTEM

2.1. Load Control

- THC 2.1.1. Transportation and handover of flight documents between the aircraft and the corresponding airport building.
- THC 2.1.2. (a) Preparation,
(b) Signing,
(c) Distribution,
(d) Approval,
(e) Filing
as required for documents such as loading instructions, loading plans, trim sheets, loading information specific to the captain, and manifests according to local or international regulations or as reasonably requested by the LVG itself.
- THC 2.1.3. (a) Preparation and
(b) Transmission
of statistics, lists, and reports, as mutually agreed.

2.2. Message transmission

- THC 2.2.1. (a) Preparation,
(b) Dispatch, and reception
of all messages related to the services provided by the KFBG
using the sender code of the LVG. Notification of the LVG representative about the content of such messages. Charges for the transmission of messages may be passed on to the LVG.
- THC 2.2.2. Maintaining a file for a duration of 3 calendar months, containing all the above-mentioned messages for each flight.
- THC 2.2.3. (a) Provision and
(b) Operation
of suitable equipment for radio communication between ground stations and the aircraft of the LVG.

2.3. Departure Control System (DCS)

- X 2.3.1. (a) Provision and
(b) Operation
of devices and facilities that allow KFBG access to the LVG's DCS.
- X 2.3.2. Access to the following facilities in the LVG's DCS:
- (a) Training program,
 - (b) Check-in,
 - (c) Boarding control,
 - (d) Baggage reconciliation,
 - (e) Baggage search,
 - (f) Load control, and
 - (g) Other services, as mutually agreed.

Section 3. CONTROL OF TRANSPORT UNITS (ULDs)

3.1. Implementation

- Rent 3.1.1. (a) Provision or
(b) Arrangement of provision
of suitable storage areas for ULDs, as separately agreed.
- RHC 3.1.2. Implementation of storage and handling procedures
in accordance with the requirements of the LVG.
- RHC 3.1.3. Take precautions to prevent theft, unauthorized
use, or damage to the LVG's ULDs located in the custody of Airport Klagenfurt.
- THC 3.1.4. Immediate notification to the LVG of damage or loss of such ULDs. However, these services are provided by the KFBG without
liability.

3.2. Management of Transport Units (ULDs)

- THC 3.2.1. (a) Compilation of inventory reports for all received and
shipped ULDs.
(b) Compilation and transmission of ULD Control Messages (UCM)
in accordance with UCM procedures.
(c) Compilation and transmission of Inventory Control Messages (SCM),
as mutually agreed.
- SS 3.2.2. Compilation of takeover confirmations (LUC) during the transfer of ULDs
and obtaining signature(s) from the transferring and receiving airline(s) or recognized third-party companies, and distribution of
copies according to the LVG's instructions.
- X 3.2.3. Handling of ULD loss, found items, and damage cases, and
notification to the LVG about such irregularities.

Section .4. PASSENGERS AND LUGGAGE

4.1. General

- THC 4.1.1. Provision of information to passengers and/or the public
regarding the arrival and departure times of aircraft as well as the feeder service of the LVG, as well as the care of the
passenger system.
- THC 4.1.2. Assisting passengers and their luggage in case of flight interruption,
transfer, and transit, and informing passengers about the services and facilities available at the airport.
- THC 4.1.3. If requested by the LVG:
(a) Provision or
(b) Arrangement of provision
of special equipment, facilities, and specially trained personnel, if available, to assist
(1) Unaccompanied minors (UM),
(2) Disabled individuals,
(3) VIPs,
(4) Transit passengers without visa (TWOVs),
(5) Deported individuals,
(6) Others, as specified.
Additional costs may be billed to the LVG.
- THC 4.1.4. Assisting passengers in case of flight interruptions, delays, or cancellations according to the instructions of the LVG.
In the absence of such instructions, standard practices at Airport Klagenfurt will be followed.
- THC 4.1.5. Where applicable, storage of luggage under customs seal upon request (any fees are to be paid by the passenger).
- THC 4.1.6. Notifying the LVG of complaints and claims from customers of the LVG
and, as per special agreement, handling such claims as mutually agreed.
- THC 4.1.7. Handling lost, found, or damaged items, as mutually agreed.
- THC 4.1.8. Reporting all irregularities observed during passenger and luggage handling to the LVG.
- ISF 4.1.9. (a) Provision or
ISF (b) Arrangement of provision of
SS (1) Check-in counters,
(2) Service counters/desks for other purposes,
(3) Special waiting areas,

as specified in Annex B.

- X 4.1.10 (a) Provision or
(b) Arrangement of provision of personnel and/or facilities for baggage handling services.

4.2. Departure

Control and Assurance,

- THC (a) that the tickets are valid for the presented flight. This control does not include the fare.
X (b) when required, verification that the tickets presented are not on the blacklist in the Industry Ticket Service Data Collection. Documents on the blacklist should not be honored and should be promptly reported to the LVG, as mutually agreed.

- THC 4.2.2. Verification of travel documents (passport, visa, vaccination certificates, and other confirmations) or the respective flight, based on mutual agreement, without liability for Airport Klagenfurt."

- THC 4.2.3. (a) Weighing or measuring (as applicable) and tagging (tag) checked baggage and carry-on baggage.
(b) Arranging for the transport of checked baggage from the baggage check-in position to the baggage sorting hall.

Additional costs for baggage requiring special handling may be billed to the LVG.

- THC 4.2.4. Labeling checked baggage and carry-on baggage for
(a) the original flight
(b) the connecting flight(s).

- THC 4.2.5. As mutually agreed, issuance of baggage tags, collection of excess baggage fees, and removal of the corresponding excess baggage stubs.

- X 4.2.6. As mutually agreed, collection of airport and/or other service fees from departing passengers and invoicing to the relevant authority.

- 4.2.7. (a) Utilization of the seat assignment or seat selection system of the LVG
(b) Issuance of boarding passes for
THC (1) the original flight.
SS (2) connecting flights.

- THC 4.2.8. Guiding passengers through the checks to the aircraft.

- THC 4.2.9. Counting passengers during boarding. (The count must match the aircraft documents.)

- THC 4.2.10. Handling cases of compensation for culpable non-provision of transport services, as agreed with the LVG.

- THC 4.2.11 .Providing facilities for the acceptance and dispatch of unaccompanied baggage.

- X 4.2.12. (a) Provision,
(b) Care, and
(c) Maintenance
of check-in machines, as mutually agreed. Additional costs may be billed to the LVG.

- THC 4.2.13. Performing flight preparations in the handling system.

4.3. Arrival

- THC 4.3.1. Guiding passengers from the aircraft through the controls to the landside part of the handling building.

- ISF 4.3.2. Baggage retrieval according to local procedures.

4.4. Baggage Handling

- ISF 4.4.1. Handling of baggage in the baggage center.

- ISF 4.4.2. SF 4.4.2. Preparation for loading
(a) Individual pieces of baggage,
(b) ULDs
according to the instructions of the LVG.

- ISF 4.4.3. Determination of the weight of loaded ULDs.

- RHC 4.4.4. (a) Unloading individual pieces of baggage from vehicles
(b) Loading and unloading of ULDs.

(c) Control of incoming baggage with regard to transfer connections.

RHC 4.4.5. (a) Sorting of transfer baggage.
ISF (b) Storage of transfer baggage before forwarding for a mutually agreed-upon time.

RHC 4.4.6. (a) Provision or
(b) Arrangement of the transport of transfer baggage to the baggage center of the receiving air transport company.

SS 4.4.7. Handling of crew baggage, as mutually agreed upon.

4.5. Handling outside the airport.

X 4.5.1. Information of passengers/public about arrival/departure times.

X 4.5.2. Reception of departing passengers and acceptance of their luggage.

X 4.5.3. Conducting passenger and baggage handling, where applicable, as described in Subsections 4.1. and 4.2.

X 4.5.4. Directing departing passengers to airport transport services.

X 4.5.5. Reception of passengers from airport transport services.

X 4.5.6. Issuing luggage to passengers according to local procedures.

**4.6. Intermodal Transport
Departure by train, road, or ship.**

SS 4.6.1. Taking over departing passengers and luggage from the air carrier.

SS 4.6.2. Conducting passenger and baggage handling, where applicable, as described in Subsections 4.1. and 4.2., replacing 'rail, road, or ship transport' with 'aircraft' and 'flights,' and 'terminal' with 'airport,' as applicable.

SS 4.6.3. Directing departing passengers to the feeder service.

SS 4.6.4. If applicable, loading luggage onto the feeder service as instructed by the rail, road, or ship transporter.

Arrival by train, road, or ship.

SS 4.6.5. Taking over incoming passengers from the rail, road, or ship transporter.

SS 4.6.6. Conducting passenger and baggage handling, where applicable, as described in Subsections 4.1. and 4.2., replacing 'rail, road, or ship transport' with 'aircraft' and 'flights,' and 'terminal' with 'airport,' as applicable.

SS 4.6.7. Directing incoming passengers through the controls to the departure service of the air carrier.

SS 4.6.8. If applicable, unloading luggage from the feeder service as instructed by the rail, road, or ship transporter and forwarding it to the airport service of the air carrier.

Section 5. FREIGHT AND MAIL

**5.1. Cargo - General
Facility and Equipment**

THC 5.1.1. (a) Provision or
(b) Arrangement of the provision
of suitable warehousing and handling facilities for
(1) general cargo
(2) special cargo
(3) specific cargo products

SS 5.1.2. (a) Provision or
(b) Arrangement of the provision
of suitable equipment for the handling of
(1) general cargo
(2) special cargo
(3) specific cargo products,
as mutually agreed upon.

THC 5.1.3. (a) Provision or
(b) Arrangement of the provision
of handling services for
(1) general cargo

- (2) Special Cargo
- (3) Special Cargo Products

Processing of Documents

- THC 5.1.4. (a) Issuing
(b) Procurement
of the cargo receipt.
- THC 5.1.5. Acceptance, processing, and transmission of all messages as required by the air carrier, as mutually agreed upon.
- THC 5.1.6. If necessary, place cargo under customs supervision and resolve any discrepancies according to local regulations.
- THC 5.1.7. If necessary, submit the cargo to customs authorities for physical inspection.

Handling of Irregularities

- THC 5.1.8. Immediate action in accordance with the instructions of the air carrier and/or local authorities regarding any irregularities, damages, or mishandling of dangerous goods and special cargo.
- THC 5.1.9. Notification to the air carrier of any identified irregularities in the handling of cargo.
- THC 5.1.10. Handling of lost, found, or damaged cargo pieces, as mutually agreed upon.
- THC 5.1.11. (a) Notification to the air carrier of complaints and claims, providing relevant documentation.
(b) Processing such claims, as mutually agreed upon.

Miscellaneous

- THC 5.1.12. Taking appropriate measures to prevent theft, unauthorized use, or damage to pallets, containers, nets, straps, and other materials of the air carrier located at Klagenfurt Airport. Immediate notification to the air carrier of any damage or loss of the mentioned items. However, these services are performed without liability for the Klagenfurt Airport.
- THC 5.1.13. Handling, as mutually agreed upon, of
 - (a) Diplomatic cargo
 - (b) Diplomatic mail
 - (c) Company mail of the air carrier

5.2. Export Cargo Physical Handling

- THC 5.2.1. Acceptance of cargo according to the instructions of the air carrier, ensuring that:
 - (a) Machine-readable cargo tags are attached and processed, where applicable.
 - (b) The shipments are "ready for transport."
 - (c) Weight and volume of the shipments are checked.
 - (d) Regulations for the transport of dangerous goods, especially the IATA Dangerous Goods Regulations (DGR), the IATA Live Animals Regulations (LAR), and others, are complied with.
- THC 5.2.2. Listing the cargo and assembling it for transport on the air carrier's flight.
- THC 5.2.3. Preparation of
 - (a) Individual cargo pieces
 - (b) ULDs
 for loading onto the aircraft.
- THC 5.2.4. Determining the weight of
 - (a) Individual cargo pieces
 - (b) ULDs
 and reporting the weights to the load control.

Processing of Documents

- THC 5.2.5. (a) Verification of all documents to ensure that the shipments can be transported in accordance with the requirements of the air carrier. The verification does not include the examination of the invoiced tariff.
- THC (b) Obtaining capacity/load information for the air carrier 's flight.
- THC (c) Splitting air waybills. Sending copies of the cargo manifests and air waybills, as mutually agreed upon.
- X (d) Preparation of the cargo manifests.
- THC (e) Providing the load control with special loading messages, where necessary.

THC (f) If necessary, transmitting a copy of the air waybill.

Customs Inspection

THC 5.2.6. Obtaining the export permit from the customs authorities.

SS 5.2.7. Preparation of customs documents, e.g., for cross-border ground transport, as mutually agreed upon.

5.3. Import Cargo Physical Handling

RHC 5.3.1. (a) Unloading individual cargo pieces from vehicles, if necessary.

RHC (b) Unloading and emptying ULDs.

THC (c) Checking incoming cargo against air waybills and cargo manifests.

THC 5.3.2. Releasing the cargo to the consignee or agent after proper clearance by customs and other governmental authorities, as required.

Document Processing

THC 5.3.3. (a) Notification to the consignee or agent of the arrival of the shipment according to the respective instructions.

(b) Providing the freight documents to the consignee or agent.

THC 5.3.4. (a) Provision or

(b) Arrangement of the provision of facilities for the collection of "Charges Collect" (freight charges) according to air waybills and extending credit to the consignee or agent, as mutually agreed upon.

Handling of Irregularities

THC 5.3.5. Taking measures in accordance with the respective instructions if the consignee refuses acceptance or payment.

5.4. Transfer/Transit Cargo

THC 5.4.1. Identification of transfer/transit cargo.

X 5.4.2. Preparation of transfer manifests for cargo to be transported by another air transport company.

X 5.4.3. (a) Provision or

(b) Arrangement of the transport of transfer cargo according to the transfer manifest to the warehouse of the receiving air transport company at the arrival airport or in its immediate vicinity.

THC 5.4.4. Acceptance/preparation of

(a) Transfer cargo

(b) Transit cargo

for further transportation.

5.5. Mail Physical Handling

THC 5.5.1. (a) Provision or

(b) Arrangement of necessary equipment, storage, and handling facilities.

THC 5.5.2. Checking incoming mail against postal documents.

Issuing replacement documents if necessary.

THC 5.5.3. Handing over mail to postal authorities with acknowledgment of receipt.

THC 5.5.4. Taking over and checking outgoing mail from postal authorities with acknowledgment of receipt.

THC 5.5.5. Handling and checking transfer mail based on postal documents.

Issuing replacement documents if necessary.

Processing of Documents

THC 5.5.6. Distribution of Incoming/Outgoing Postal Documents

Handling of Irregularities

THC 5.5.7. Processing all matters related to lost, found, and damaged mail and reporting all irregularities to the air carrier and postal authorities according to local procedures.

THC 5.5.8. Maintaining a record of all postal matters, including irregularities, over an agreed-upon period..

Sekt.6. APRON

6.1. Marshalling

- LF 6.1.1. (a) Provision or
(b) Arrangement
of marshalling on arrival or departure.

6.2. Parking

- LF 6.2.1. (a) Provision
(b) Placement and/or removal of wheel chocks.
- SS 6.2.2. Attaching and/or removing
(a) Landing gear safety pins.
(b) Engine covers.
(c) Pitot covers.
(d) Wing control locks.
(e) Tail supports and/or aircraft tie-down.
- RHC 6.2.3. (a) Provision
(b) Transportation to and from
(c) Operation
of suitable ground power units to supply the necessary power. The time limit is 30 minutes.

6.3. Communication/Radio Connection between Apron and Aircraft Cockpit

- RHC 6.3.1. Provision of Headsets.
- SS 6.3.2. Establishing communication from the apron to the aircraft cockpit
(a) during towing in and/or push-back.
(b) during engine start.
(c) for other purposes.

6.4. Loading/Boarding and Unloading/Deboarding

- 6.4.1. For a mutually agreed-upon time:
(a) Provision
(b) Transportation to and from
(1) Appropriate passenger stairs
(2) Suitable passenger bridges
(3) Aircraft steps
- RHC X SS
- 6.4.2. Provision
(a) Passenger
(b) Crew
Transportation between the aircraft and the airport terminal.
- RHC SS
- RHC 6.4.3. (a) Provision
(b) Operation
of suitable equipment for loading and unloading.
- RHC 6.4.4. (a) Provision
(b) Operation
of suitable equipment for transporting cargo between agreed points on the airport as required. (Equipment to be provided or made available as mutually agreed upon.)
- RHC 6.4.5. Compilation/issuance/receipt of cargo.
- RHC 6.4.6. (a) Unloading cargo from the aircraft, returning the securing materials to the air carrier.
(b) Loading, stowing, and securing cargo in the aircraft according to the air carrier 's instructions and procedures (securing materials billed separately).
(c) Operating onboard loading systems according to the air carrier 's instructions.
- SS 6.4.7. Loading, stowing, and securing special cargo, e.g., perishable goods, live animals, valuables, news films, dangerous goods, and other special shipments according to the air carrier 's instructions.
- SS 6.4.8. Redistribution of cargo in the aircraft according to the air carrier 's instructions.
- RHC 6.4.9. (a) Opening and securing doors to the cargo compartments of aircraft
(b) Securing and locking doors to the cargo compartments of the aircraft when loading is completed.
- SS 6.4.10. Filling the ballast bags of the air carrier with ballast approved by the air carrier.

- SS 6.4.11. Provision of filled ballast bags.
- SS 6.4.12. Take precautions to guard any cargo, with particular attention to valuables and easily damaged cargo, during loading, unloading, and transportation between the aircraft and the airport building.
- 6.5. Start Up**
- RHC 6.5.1. (a) Provision
(b) Transportation to and from
(c) Operation
of suitable equipment for a standard engine start during departure
- 6.6. Safety Measures**
- RHC 6.6.1. (a) Provision
(b) Transportation to and from
(c) Operation
of appropriate fire protection equipment (fire extinguishers) or other protective devices, if necessary.
- 6.7. Movements of Aircrafts**
- SS 6.7.1 (a) Provision
SS (b) Transportation to and from suitable towing or pushing devices. (Unless otherwise agreed, the towing bar is to be provided by the air carrier.)
SS (c) Towing or pushing the aircraft according to the instructions of the air carrier.
SS (d) Towing the aircraft between other agreed points according to the instructions of the air carrier.
X (e) Providing an authorized cockpit brake operator in connection with towing.

Section 7. Aviation Services

7.1. Exterior Cleaning

- RHC 7.1.1. Adequate cleaning of integrated aircraft stairs.

7.2. Interior Cleaning

- RHC 7.2.1. Cleaning and tidying the aircraft cockpit according to the instructions of the air carrier, and if agreed, under the supervision of a person authorized by the air carrier, by:
(a) Emptying ashtrays.
(b) Removing waste.
(c) Removing waste from seatback pockets and overhead bins.
(d) Wiping crew tables.
(e) Cleaning and tidying seats.
(f) Cleaning the floor.
(g) Cleaning cockpit windows, as required.
- RHC 7.2.2. As appropriate,
(a) Emptying ashtrays.
(b) Removing waste.
(c) Removing waste from seatback pockets and overhead bins.
(d) Wiping tables.
(e) Cleaning and tidying seats and folding dining tables.
(f) Cleaning the floor (carpets and adjacent areas).
(g) Wiping surfaces in galley areas, kitchens (sinks and countertops), and toilets (sinks, toilet bowls, seats, mirrors, and adjacent areas).
(h) Removing, as necessary, any contamination caused by airsickness, spilled food or drinks, and offensive stains, as far as possible.
(i) Cleaning telephones, fax machines, LCD screens, and all other facilities according to the air carrier instructions in
(1) Crew compartments (except the cockpit).
(2) Lounges.
(3) Bars, galley areas, kitchens.
(4) Passenger cabins.
(5) Toilets.
(6) Closets.
(7) Entrances.
- RHC 7.2.3. As appropriate
(a) Entleeren
(b) Reinigen
(c) aller Abfallkübel.
(d) Reinigung und in Ordnung bringen der Einrichtung in Vorratsräumen und Küchen.
- SS 7.2.4. Thorough cleaning of the floor and floor covering.

SS	7.2.5.	Cleaning of cabin furnishings and equipment.
SS	7.2.6.	Cleaning of cabin windows.
RHC	7.2.7.	Folding and stacking blankets.
SS	7.2.8.	Tidying up bunks.
SS	7.2.9.	Changing (a) Headrest covers. (b) Pillow covers. The covers are to be provided by the air carrier.
SS	7.2.10.	Distributing items provided by the air carrier in: (a) The passenger cabin. (b) The toilets.
SS	7.2.11.	Disinfecting and/or deodorizing the aircraft (Materials provided by the air carrier).
RHC	7.2.12.	(a) Removal (b) Disposal of food and remnants from arriving flights in accordance with local regulations and/or air carrier instructions.
SS	7.2.13.	Disposal of waste
	7.3.	Cleaning of Toilets
ISF	7.3.1.	(a) Provision (b) Transportation to and from (c) Emptying, cleaning, flushing the toilets, and refilling liquids according to the instructions of the air carrier.
	7.4.	Water Service
ISF	7.4.1.	(a) Provision (b) Transportation to and from (c) Refilling the water tanks with potable water, meeting the standards required by the AOC.
ISF	7.4.2.	Draining the water tanks according to the AOC's instructions and local regulations.
	7.5.	Cooling and Heating
X	7.5.1.	(a) Provision (b) Transportation to and from (c) Operation of the cooling device.
SS	7.5.2.	(a) Provision (b) Transportation to and from (c) Operation of the heating device. The time limit is 30 minutes.
	7.6.	De-icing and Snow/Ice Removal according to the instructions of the air carrier
X	7.6.1.	Removing snow from the aircraft without using de-icing fluid.
SS	7.6.2.	(a) Provision (b) Transportation to and from (c) Operation of the de-icing equipment.
SS	7.6.3.	Provision of de-icing fluid according to the instructions of the air carrier.
SS	7.6.4.	Removing frost, ice, and snow from the aircraft using de-icing fluid. The fluids are subjected to a purity and contamination check before use. The fluid is invoiced separately.
SS	7.6.5.	Applying anti-icing fluid to the aircraft. The fluid is invoiced separately.
X	7.6.6.	Monitoring the execution of de-icing or anti-icing activities.
X	7.6.7.	Performing the final inspection of de-icing and anti-icing activities and informing the flight crew.
	7.7.	Cabin Equipment
X	7.7.1.	"Re-arranging the cabin by (a) removing,

(b) installing cabin equipment, such as seats and cabin dividers.

- SS 7.7.2. Collecting and/or distributing:
X (a) on-board magazines
X (b) newspapers and magazines
X (c) menus
X (d) headphones
X (e) other items
according to the instructions of the air carrier."

7.8. Storage of Cabin Material

- SS 7.8.1. Providing suitable storage facilities for cabin material of the air carrier, as mutually agreed upon.
X 7.8.2. Performing periodic inventory.
SS 7.8.3. (a) Providing or
(b) arranging the replenishment of the storage.

Sekt.8. FUEL AND OIL

8.1. Refueling or defueling

- THC 8.1.1. Contact Fuel Companies.
X 8.1.2. (a) Control of fuel deliveries of the air carrier for contamination before storage according to the instructions of the air carrier. Notification of the AIR CARRIER about the results.
(b) Inspection of tank vehicles and/or tank devices for contaminants. Notification of the air carrier about the results.
X 8.1.3. If necessary, monitoring the storage of the products of the air carrier in a warehouse in
(a) the facility of Airport Klagenfurt.
(b) a facility designated by the air carrier.
X 8.1.4. Monitoring the fueling and defueling operation.
X 8.1.5. Preparatory work on the aircraft for fueling or defueling.
X 8.1.6. Draining water from the aircraft fuel tanks.
X 8.1.7. Taking over the products of the air carrier from the warehouse in the requested quantities.
X 8.1.8. (a) Provision
(b) Forwarding and operation of approved fueling and defueling facilities.
X 8.1.9. Fueling/defueling of aircraft with quantities of the product according to the request of the designated representative of the air carrier.
X 8.1.10. Control and verification of the delivered quantity of fuel.
X 8.1.11. Delivery of the complete fuel order to the designated representative of the air carrier.
X 8.1.12. Keeping all records of fueling and defueling operations and providing an inventory and a usage summary for the air carrier according to the instructions of the air carrier.

8.2. Refilling of oil and liquids.

- THC 8.2.1. Contacting the supply companies.
X 8.2.2. Execution or monitoring of the refilling operation.
X 8.2.3. (a) Provision
(b) Operation
of special refilling equipment..

Sekt.9. AIRCRAFT MAINTENANCE

9.1. Regular Services

- X 9.1.1. Implementation of routine maintenance according to the valid instructions of the air carrier.
- X 9.1.2. Entry into the aircraft logbook and signing for the implementation of routine maintenance.
- X 9.1.3. Recording remarks about defects discovered during maintenance in the aircraft logbook.
- X 9.1.4. (a) Conducting the pre-flight check of the aircraft according to the air carrier's instructions.
(b) Performing the ice check immediately before the aircraft's departure according to the air carrier's instructions.
- X 9.1.5. Providing qualified personnel to support the crew or ground staff in carrying out maintenance.

9.2. Extraordinary Services

- X 9.2.1. Rectification of defects to the extent demanded by the air carrier, as recorded in the aircraft logbook, reported by the crew, or identified during maintenance.
- X 9.2.2. Recording in the aircraft logbook and signing for the performed activities.
- X 9.2.3. Reporting technical irregularities and actions taken to the maintenance center of the air carrier according to the instructions of the air carrier.
- X 9.2.4. Managing the technical manuals, handbooks, catalogs, etc. of the air carrier.
- X 9.2.5. Providing technical facilities, tools, and specialized equipment to the extent available.
- X 9.2.6. Moving the aircraft under its own power according to the instructions of the air carrier.

9.3. Material Handling

- X 9.3.1. (a) Obtaining customs clearance for
(b) Managing the spare parts, engines, or equipment of the air carrier.
- X 9.3.2. Performing regular inspections of the spare parts or replacement engines of the air carrier.
- X 9.3.3. Providing adequate storage space for the storage of spare parts or specialized equipment of the air carrier.
- X 9.3.4. Providing adequate storage space for the storage of replacement engines of the air carrier.

9.4. Parking Areas and Hangar Space

- X 9.4.1. (a) Provision or
(b) Organization of suitable parking areas.
- X 9.4.2. (a) Provision or
(b) Organization (Hangar operated by a third-party company) of suitable hangar space.

Section 10. Flight Operations Services and Administrative Support for the Crew

10.1. General

- X 10.1.1. Notification of the air carrier about every project concerning the operational facilities provided to their aircraft in the responsibility area defined in Annex B.
- SS 10.1.2. Keeping all necessary manuals and instructions up to date that the air carrier must provide and ensuring that all required forms are available.
- X 10.1.3. In case of operational irregularities, proposing suitable measures to the responsible captain according to the instructions of the air carrier, considering meteorological conditions, available ground services and facilities, aircraft maintenance possibilities, and overall operational requirements.
- THC 10.1.4. Maintaining a flight log by collecting all documents as specified by the air carrier, all messages received or dispatched in connection with each flight, and handling this log as desired by the air carrier.

10.2. Flight Preparation at the Departure Airport

THC	10.2.1.	(a) Making provisions for the provision (b) Transport to the aircraft of meteorological documentation and aviation information for each flight.
X	10.2.2.	Analysis of operational conditions and (a) Preparation (b) Request (c) Signing (d) Provision of the air carrier's flight plan according to the instructions and documents of the air carrier.
X	10.2.3.	(a) Preparation (b) Request (c) Signing (d) Filing of the flight plan with air traffic control.
X	10.2.4.	Providing the relevant flight briefing to the crew.
X	10.2.5.	(a) Preparation (b) Signing of the refueling order.
THC	10.2.6.	Issuing flight operational information as specified by the air carrier and obtaining the captain's signature, where applicable.
THC	10.2.7.	Transmitting the required weight and fuel data to the respective local ground handling station.
THC	10.2.8.	(a) Obtaining (b) Monitoring (c) Managing the slot assignment of the air carrier with the relevant air traffic control.
		10.3. Flugvorbereitung an einem anderen Ort als dem Abflughafen
X	10.3.1.	Vorsorgen für die Bereitstellung der meteorologischen Dokumente und Luftfahrtinformationen.
X	10.3.2.	Analyse der betrieblichen Bedingungen und (a) Vorbereitung (b) Anforderung (c) Unterzeichnung des Flugplanes der air carrier gemäß den Anweisungen und Unterlagen der air carrier.
X	10.3.3.	Übermittlung (a) des Flugplanes der Fluggesellschaft, (b) des Flugplanes der Flugsicherung, (c) der Informationen für das Besatzungsbriefing, an die air carrier oder ihren Vertreter am Abflughafen gemäß den Anweisungen der air carrier.
		10.4. Assistance during the flight
X	10.4.1.	Control of the progress of the flight based on flight movement reports, flight plan reports, and position reports received.
X	10.4.2.	Providing information about the progress of the flight to the ground handling representative of the air carrier.
X	10.4.3.	Granting assistance as requested or deemed necessary to facilitate safe and efficient flight operations according to the flight plan.
X	10.4.4.	Monitoring flight movements within the VHF range and providing assistance if necessary.
X	10.4.5.	Taking immediate and appropriate actions in the event of irregularities during the flight according to the instructions of the air carrier (written or oral).
X	10.4.6.	Recording and notifying, as specified by the air carrier, of any operational incidents (delays, diversions, engine problems, etc.).
X	10.4.7.	Providing assistance during the flight, including instructions to change the flight route until the neighboring area can take over responsibility if, due to a connection failure, weather conditions, aircraft safety, or emergencies, it is not desirable to cease these services at the specified territorial boundary. Under similar conditions, it may be desirable to transfer these services to the next area before crossing the territorial boundary.
X	10.4.8.	Providing support for flight operations beyond the VHF range as required.
		10.5. Post-Flight Activities
THC	10.5.1.	Receiving reports from arriving crews, distributing reports or completed forms to the relevant authorities, both governmental and those of the air carrier.

10.6. "Instructions for Changing the Flight Route During the Flight

- X 10.6.1. Analyzing meteorological information and operational flight conditions to provide instructions for changing the flight route, calculating and planning the route based on data provided by the aircraft during the flight and information from the captain about the results obtained in this way.

10.7. Administrative Crew Support

- X 10.7.1. Distribution of relevant crew schedule information provided by the air carrier to all parties involved.
- SS 10.7.2. Organizing hotel accommodations for
(a) scheduled
(b) unscheduled
overnighting crews, as specified by the air carrier.
- SS 10.7.3. (a) Provision or
(b) Making arrangements for the provision
of crew transportation.
- SS 10.7.4. Guiding crews through airport facilities and instructing the crew as required.
- SS 10.7.5. Contacting hotel(s) for crew inquiries and pickup times.
- X 10.7.6. (a) Preparation of crew admission forms as specified by the air carrier.
(b) Payment of crew admission forms as specified by the air carrier.
- X 10.7.7. Informing the air carrier about any illness or potential absence of the crew.
- X 10.7.8. Taking the necessary actions as specified by the air carrier.

Section 11. Feeder Services

11.1. General

- X 11.1.1. Make all necessary arrangements for the transport of
(a) passengers
(b) luggage
(c) cargo and/or mail
between
(1) the airport and the city terminal building.
(2) the airport and other agreed-upon points.
(3) different handling buildings at the same airport.

Section 12. Onboard Catering

12.1. Contact and Administration

- THC 12.1.1. Contacting the Onboard Catering Delivery Companies of the Air Carrier."
- THC 12.1.2. Behandlung von Ersuchen, die vom bevollmächtigten Vertreter der air carrier gestellt werden" translates to "Handling requests made by the authorized representative of the air carrier.

12.2. Ramp Handling of Onboard Catering

- RHC 12.2.1. Loading and unloading as well as stowing the onboard catering cargo from/to the aircraft.
- SS 12.2.2. Reloading the onboard catering cargo within the aircraft.
- RHC 12.2.3. Transporting the onboard catering cargo between the aircraft and agreed-upon points.

Section 13. Monitoring and Administration

13.1. Monitoring function over handling services provided by third parties (before the flight, during the flight, after the flight).

- SS 13.1.1. Available at the airport as required to monitor and coordinate the ground handling services contractually specified by the air carrier and (a) third party.
- SS 13.1.2. Collaborating with the representative designated by the air carrier, as required.
- SS 13.1.3. Ensuring that the handling company(ies) are timely informed of operational data, including changes.
- SS 13.1.4. Verifying whether personnel, equipment, materials, and services of the handling company(ies) are available and prepared to

provide ground handling services.

- SS 13.1.5. Checking the preparation for documentation.
- SS 13.1.6. Ensuring that the requirements of the air carrier are promptly communicated to all concerned parties.
- SS 13.1.7. Reviewing whether any cargo, including documents, is ready in time to be loaded onto the flight.
- SS 13.1.8. Receiving the aircraft upon arrival and contacting the crew.
- SS 13.1.9. Receiving reports from the crew and providing information regarding irregularities, flight plan changes, or other matters.
- SS 13.1.10. Monitoring and coordinating ground handling services, deciding on non-routine matters, as required.
- SS 13.1.11. Reviewing the originator of operational messages.
- SS 13.1.12. Checking investigations regarding lost baggage, cargo, mail, or other found items. If necessary, follow-up.
- SS 13.1.13. Recording irregularities in the station logbook and notifying the representative designated by the air carrier according to the corresponding instructions.

13.2. Administrative Functions

- SS 13.2.1. Establishment and adherence to local procedures according to the requirements of the air carrier.
- SS 13.2.2. Taking necessary actions regarding all communications addressed to the air carrier.
- SS 13.2.3. Preparation, forwarding, and filing of reports/statistics/documents, and performance of any other administrative tasks required by the air carrier or necessitated by local conditions.
- SS 13.2.4. Keeping manuals, circulars, etc., of the air carrier related to the provision of services.
- SS 13.2.5. Reviewing and signing invoices, orders, handling fee settlements, work orders, etc., as agreed upon with the air carrier.

Sekt.14. SECURITY

14.1. Passenger and Baggage Control (Screening) and Baggage Reconciliation

- THC 14.1.1 (a) Provision or
(b) Arranging the provision
(1) of comparing passengers with established profiles.
(2) of security questioning, as required.
- X 14.1.2. (a) Provision or
(b) Arranging the provision
(1) of screening checked baggage.
(2) of screening transfer baggage.
(3) of screening misdirected baggage.
(4) of physically examining checked, transfer, and misdirected baggage.
(5) of identifying security-cleared baggage.
(Lies within the competence of the Federal Ministry of the Interior.)
- X 14.1.3. (a) Provision or
(b) Arranging the provision
(1) of screening passengers.
(2) of screening carry-on baggage.
(3) of physically examining passengers and carry-on baggage, as required.
(Lies within the competence of the Federal Ministry of the Interior.)
- 14.1.4. (a) Provision or
(b) Arranging the provision
- THC (1) of identifying passengers before boarding.
- SS (2) of reconciling boarded passengers with their baggage.
- SS (3) of passengers identifying their own baggage, as required.
- SS (4) of unloading baggage from passengers who did not appear during boarding.

14.2. Cargo and Mail

- SS 14.2.1. As specified by the airline:
(a) Provision or

- (b) Arranging the provision
- (1) of screening (X-raying) cargo and/or mail.
- (2) of physically examining cargo, as required.
- (3) of retaining cargo and/or mail for different periods.
- (4) of securing the storage of cargo and/or mail.

14.3. Onboard Catering

- X 14.3.1. (a) Provision or
- (b) Organization
- (1) of access control to onboard catering units.
- (2) of proper identification and authorization of personnel.
- (3) of security monitoring during food preparation.
- (4) of security checks on onboard catering lifting equipment.
- (5) of sealing of food and/or beverage carts/containers.
- (6) of physical examination of onboard catering vehicles before loading.

14.4. Aircraft Security

- SS 14.4.1 (a) Provision or
- (b) Arranging the provision
- of access control to
- (1) aircraft.
- (2) designated areas.

- 14.4.2. (a) Provision or
- (b) Arranging the provision
- X (1) of searching the aircraft
- SS (2) of guarding the aircraft.
- SS (3) of guarding designated areas.
- ISF (4) of securing baggage and baggage centers.
- SS (5) of sealing the aircraft.

- SS 14.4.3. (a) Provision or
- (b) Arranging the provision
- of security personnel
- (1) to secure all loads during transport between the aircraft and designated locations.
- (2) during the loading and unloading of the aircraft.

14.5. Additional Security Services

- SS 14.5.1. (a) Provision or
- (b) Arranging the provision
- of additional security services, as required by the air carrier.

2. Individual Service Catalog of Ground Handling Services

Liters Pieces Bags	Process	Hours	Services	Charges (EUR)
			1. Manpower	
		0,25	Airport Duty Manager	42,43
		0,25	Skilled Worker	19,40
		0,25	Firefighter	19,40
		0,25	Aircraft Handler	14,82
		0,25	Cleaning Staff	13,34
		0,25	Auxiliary Worker	13,34
		1	Security Agent (Day Shift: 06:00 - 20:00)	68,00
		1	Security Agent (Night Shift: 20:00 - 06:00)	135,00
			2. Equipment with Personnel from the Civil Airport Operator	
		0,25	Airstarter (APU)	59,51
		0,25		41,99
		0,25	Catering Vehicle	122,50
		0,25	De-icing Unit including Personnel	23,92
		0,25	E-Power Unit Small - Aircraft (Battery Cart)	87,84
		0,25	Passenger Stairs Large - Aircraft	49,65
		0,25	Passenger Stairs	38,19
		0,25	Conveyor Belt	52,90
1 Stk.			Freshwater Tanker	2,20
		1	Baggage Handling Charges for Identification or X-ray Control	19,23
		0,25	Baggage Cart without Personnel	37,03
		0,25	Forklift Diesel up to 5 tons	31,13
		0,25	Cabin Heating Unit	26,23
		0,25	Aircraft Tug up to 15 tons	62,38
		0,25	Aircraft Tug over 15 tons	50,75
	1		Fire Truck – Refueling with Passengers on Board	25,40
		0,25	Last-Minute Baggage Delivery	14,33
		0,25	Pallet Transporter/Container Dolly	26,01
		0,25	Cleaning Vehicle	23,25
		0,25	Towing Vehicle	47,83
		0,25	Ground Power Unit (GPU)	55,99
	1		Toilet Service Unit	113,18
	1		Apron Bus	61,83
			3. Materials	
1 piece.			Ballast bags, 25 kg each	11,63
1 Liter			De-icing fluid Type I (50% / 50%)	5,42
1 Liter			De-icing fluid Type II (100%)	6,83
			4. Miscellaneous	
		Extension of operating hours from 23:30 to 06:00.		
		0,25	per started 15 minutes	238,29

	1	Brand alarm within operating hours	233,37
	1	Fire alarm outside operating hours	700,04
	1	Apron guidance	78,14
		Porter service	291,61
	1	VIP handling	283,45
	1	Crew transport	34,88
	1	De-icing check	82,49
	1	Disposal of mixed waste with waste container:	
		Up to 50 seats	29,21
		51-100 seats	58,08
		101-150 seats	85,74
		Over 150 seats	117,10
	1	Issuance of permit card including training	242,00
	1	Vehicle access authorization for 1 year	49,00
	1	Issuance of apron driving license for 5 years	150,00
	1	Exam fee for reexamination of apron driving license	100,00
	1	Reliability check for 5 years	35,00
1 piece		Copy/scan	0,46
	1	Salvage pool based on actual effort	
1 piece		Chock blocks 1.0 m	1,87
1 piece		Chock blocks 1.5 m	2,91
1 piece		Lashing ring	7,58
1 per m.		Lashing rope per meter	3,14
		5. Hangar Entry and Exit	
	1	Hangar Entry and Exit up to 2t MTOW	16,43
	1	Hangar Entry and Exit from 2t to 5t MTOW	31,13
	1	Hangar Entry and Exit from 5t to 10t MTOW	60,95
	1	Hangar Entry and Exit from 10t to 17t MTOW	107,18
	1	Hangar Entry and Exit above 17t MTOW	175,66