



Osijek Airport Ltd.

PRICE LIST OF AIRPORT SERVICES

for year 2023

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1 REGULATIONS ON PAYMENT OF AIRPORT CHARGES

The Price List of Basic Airport Services relates to regulated charges and conditions applicable to the services provided by Osijek Airport Ltd.

In accordance with Article 42, paragraph 1 of the Air Traffic Act (Official Gazette 69/09, 84/11, 54/13, 127/13 and 92/14), Osijek Airport Ltd. adopted the Price List of Airport Services on 19 June 2023, which shall enter into force upon adoption and apply as of 1 September 2023.

At the moment when the user of Osijek Airport services starts using any of the services defined in this Price List, it shall be deemed that the user has fully accepted this Price List and its terms and conditions.

The regulatory framework and accompanying documentation supporting the Price List of Airport Services of Osijek Airport Ltd. includes the following:

- Croatian legislature:
 - Air Traffic Act (Official Gazette 69/09, 84/11, 54/13, 127/13 and 92/14)
 - Airports Act (Official Gazette 19/98, 14/11, 78/15)
 - Ordinance on Airport Charges (Official Gazette 61/15)
 - Ordinance on Provision of Groundhandling Services (Official Gazette 84/2022)
 - Act on Obligatory and Proprietary Rights in Air Traffic (Official Gazette 132/98, 63/08, 134/09 and 94/13);
- International legislature and recommendations:
 - Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air
 - ICAO Airport Economics Manual, ICAO Doc 9562 / 3rd edition, 2013
 - ICAO's Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082 /9th Edition, 2012
 - ACI – Policies and Recommended Practices Handbook 2009; 7th edition, 2009
 - Council Directive 96/67/EC of 15 October 1996 on access to the groundhandling market at Community airports. (Official Journal L 272, 25/10/1996 p. 0036 – 0045)
 - S.I. No. 505/1998 — Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998
 - Directive 2009/12/EC of the European Parliament and of the Council of 11 March 2009 on airport charges

The Price List of Airport Services of Osijek Airport Ltd. has been approved by the Croatian Civil Aviation Agency by virtue of the Decision Class: UP/I-343-03/23-06/03, File No.: 116-05-03-23-05 of 7 June 2023.

The Price List shall apply until it has been revoked or updated.

Osijek Airport Ltd. is obligated to notify all airport service users about any planned price change or increase at least 60 days in advance.

Osijek Airport Ltd. reserves the right to change prices after an official inflation rate announcement.

Osijek Airport d.o.o. reserves the right to change the prices in the *Price list of airport services* if the official percentage of annual inflation is higher than 3% as published by the Croatian Bureau of Statistics. In the event of an increase in inflation of more than 3%, the Price List will be adjusted only in part of the stated prices.

2 GENERAL CONDITIONS

- The service prices specified in the Price List are uniform prices of domestic and international air traffic services provided.
- In compliance with the Directive 2009/12/EC and Article 10 on airport charges, Osijek Airport Ltd. contracts a service package with an air carrier. After reaching an agreement, the air carrier has no right to refuse any part of the services.
- Services provided to air carriers are charged in accordance with the contracts concluded.
- Air carriers that do not have a contract with Osijek Airport Ltd. must pay for the services before take-off.
- Services provided to air carriers referred to in the item above shall be charged using the following methods:
 - cash
 - transaction account
 - Diners
 - Maestro
 - Master Card
 - VISA
 - American Express.
- Value-added tax (VAT) is not included in the prices specified in the Price List.
 - Air carriers that are not exempt from VAT under the VAT Act and the Ordinance on VAT shall pay VAT at the rate prescribed by the law.
 - VAT shall be charged in accordance with the Croatian VAT Act (Official Gazette 73/13, 99/13, 148/13, 153/13, 143/14, 115/16, 106/18, 121/19, 138/20).
 - Osijek Airport Ltd. has the right to inspect the Air Operator Certificate (AOC) to determine the type of transport for which the air carrier has been registered.
- The services provided may also be charged and paid in USD, GBP and CHF by converting the prices declared in EUR to the preferred currency using the middle exchange rate of the Croatian National Bank as at the invoice delivery date.
- In case of late payment, legal default interest shall be charged. Osijek Airport Ltd. may require payment security from the service user.
- In case of emergency, special aircraft services shall be charged to the air carrier at the prices specified in the Price List of Special Request Services.
- Any use of external services and equipment shall be invoiced to the air carrier at actual prices plus a 10% handling fee.
- Osijek Airport Ltd. may grant commercial discounts and other benefits to service users. Service users may be granted commercial discounts on the basis of quantity and frequency of using airport services as well as in case of special business interest.
- In case of any amendments to the legal regulations governing the regulated charges of Osijek Airport Ltd., the airport operator may revoke or change the conditions specified in this Price List after consultations with the Airport Users Committee and after obtaining an approval from the Croatian Civil Aviation Agency.
- The Price List of Airport Services is available to all existing and potential users of Osijek Airport services via AIP and on the official website www.osijek-airport.hr.

- Amendments to the Price List are to be made in accordance with Osijek Airport Ltd.'s business policy and in accordance with Article 42 of the Air Traffic Act (Official Gazette 69/09, 84/11, 54/13, 127/13 and 92/14).
- These General Conditions apply to the following air traffic services:
 - Use of the runway
 - Use of lighting on the runway during take-off and landing
 - Aircraft, passenger, baggage, cargo and mail ground handling
 - Use of the aircraft apron and other aircraft parking areas
 - Use of centralised infrastructure
 - Special services for passengers and cargo consignors:
 - Passenger service
 - Security checks
 - Passengers with reduced mobility
 - Waiting on request
- Any disputes between service users and Osijek Airport Ltd. regarding the performance of airport services and use of this Price List are under the jurisdiction of the Court in Osijek.
- After the General Conditions and Price List of Airport Services have been published, it shall be deemed that they have been accepted by every user of Osijek Airport services.
- Before starting to operate at Osijek Airport Ltd., all air carriers must provide the following information by e-mail at opc@osijek-airport.hr:
 - Air carrier name
 - IATA/ICAO Code
 - VAT No./Company Reg. No.
 - Company head office/billing address/billing information
 - Copy of a valid AOC
 - Information about the fleet (for the aircraft used to perform aircraft operations at Osijek Airport, including, but not limited to aircraft registration, type, MTOM and maximum capacity).

If you have any questions about the charges, terms and conditions of use or invoicing, contact Osijek Airport Ltd. at +385 31 514 400 or at opc@osijek-airport.hr.

3 DEFINITIONS

- **Aerodrome** – a defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the movement, take-off, landing and parking of aircraft.
- **Air ambulance flight** – a flight made by an aircraft carrying sick or wounded persons or transplant organs.
- **Public air carrier base** – an airport where an air carrier has established a representative office operating as the air carrier's administrative and operations centre with at least one registered aircraft in its AOC.
- **Flight number** – a code assigned to every individual flight, consisting of a two- or three-character code (according to ICAO), followed by numbers or a combination of numbers and letters.
- **Charter flight** – a flight booked in advance for a specific date and destination. Documents for this type of transport are sold exclusively by the charterer.
- **Flight crew members** – persons who operate an aircraft while in flight.
- **Domestic air traffic** – every flight taking off and landing at the airports within the borders of the Republic of Croatia.
- **Long-haul flight** – a non-stop flight of a wide-bodied aircraft lasting over 6.5 hours.
- **General aviation** – all civil aviation operations other than scheduled air services and non-scheduled air transport operations for remuneration or hire. General aviation also includes aerial work operations and non-commercial business/private operations.
- **Infant** – a passenger (child) under the age of two.
- **Public air transport** – any air transport performed in accordance with legal regulations and general conditions, which is available to anyone and for which the air carrier has obtained a certificate from a competent civil aviation authority.
- **Commercial flight** – any flight made in exchange for remuneration or other kind of compensation, which is accessible to the public, or, if not accessible to the public, made in accordance with a contract between the air carrier and service user, where the service user has no control over the carrier.
- **Airport user** – any natural person or legal entity responsible for the carriage of passengers, mail and/or freight by air from or to a certain airport.
- **Scheduled flights** – a series of flights that possesses the following characteristics:
 - available seats or capacity for carriage of cargo or mail offered to the public for individual purchase;
 - it is operated so as to serve traffic between two airports according to a published timetable;
 - flights are so regular or frequent that they constitute a recognisably systematic series.
- **Maximum take-off mass (MTOM)** – the maximum weight at which the pilot is allowed to attempt to take off, specified in official documents (Aircraft Flight Manual – AFM). If relevant documents are not presented, the calculation must take into account the MTOM for a specific type of aircraft. In that regard, no refunds will be possible. Every started tonne is calculated as a whole tonne.
- **International air traffic** – every flight taking off or landing at airports abroad, i.e., crossing the borders of the Republic of Croatia.

- **Night handling** – services provided between 10.00 PM and 6.00 AM local time.
- **Business aviation** – use of aircraft for transporting businesspeople and/or company representatives and/or assets for the purpose of performing activities directly related to company or corporation business.
- **Diverted flight** – a flight returning after departure before reaching its destination or a change in the flight due to special reasons beyond regular control.
- **Positioning flight** – any flight for the purpose of positioning the aircraft that will be used to generate future revenue.
- **Ferry flight** – any flight operation that does not generate revenue and does not involve passenger boarding/unboarding or cargo loading/unloading activities for the purpose of further transport.
- **Emergency landing** – landing in case of emergency (illness or death of a passenger, technical aircraft malfunction, etc.) or the threat of violence.
- **Trial flight** – a flight of an aircraft made to test the engine, flight instruments or the frame. Such a flight is to be considered a technical flight.
- **Groundhandling service provider** – any natural person or legal entity providing third parties with one or more categories of groundhandling services.
- **Passenger** – any person, either commercial or non-commercial, other than crew members, being transported or to be transported by an aircraft with the air carrier's consent.
- **"Passenger", "baggage", "cargo" and "mail"** – when mentioned in conditions and the Price List, these terms refer to all the persons and goods transported by the air carrier's aircraft.
- **Self-handling** – a situation in which an airport user performs one or more categories of groundhandling services directly for himself and does not conclude a contract of any kind with a third party for the purpose of provision of such services.
- **Training flight** – a flight of an aircraft made in order to train flight crew members.
- **Technical landing** – any landing where no physical change of load occurs between the landing and subsequent take-off (e.g. refuelling during technical landing is not considered a change of load).
- **Basic security check** – a security check of persons or items carried out before each flight in accordance with legal requirements.
- **Transfer passenger** – a passenger who changes from one aircraft to another with a different flight number within max. 24 hours after arriving at Osijek Airport and departs to a destination which is not the airport of departure.
- **Transit passenger** – a passenger arriving to and departing from the airport on the same aircraft (except due to technical reasons) with the same flight number without leaving the transit area at Osijek Airport.
- **Unit Load Device (ULD)** – a container or an aircraft pallet (with or without nets) used for loading and/or transporting cargo, baggage or mail.
- **Groundhandling services** – services provided to airport users at airports in accordance with Annex A (IATA SGHA).
- **Air carrier** – a company with a valid operating licence for performing air transport.
- **Airport** – an aerodrome specially adapted for air services.

4 LANDING AND TAKE-OFF CHARGE

Service description

- Use of the runway for take-off and landing
- Use of taxiways between the runway and the apron
- Use of facilities and installations for illuminating the runway and taxiways in accordance with ICAO CAT I standards
- The charge runs from the moment of landing on Osijek Airport runway.

Unit of measure

- The charge is calculated based on the MTOM according to the certificate of airworthiness, expressed in metric tonnes. Every started tonne is calculated as a whole tonne.

Service price

The service price is fixed and includes landing and take-off.

Classification by aircraft mass	Unit	EUR (€)
Aircraft of up to 5.7 tonnes MTOM	Every started tonne of MTOM	15.00
Aircraft from 5.71 to 100.0 tonnes MTOM	Every started tonne of MTOM	6.40
Aircraft of over 100.1 tonnes MTOM	Every started tonne of MTOM	6.00

Price reduction

Runway charge will be reduced by 25% in case of:

- return flights
- trial flights
- technical landing
- helicopter landing.

Training flights

- In case of training flights, the runway charge defined in this Price List will be reduced by 75%.
- Special terms may be negotiated if the number of training flights is higher than usual.
- Possibility of using lighting for training purposes is available on request (see Special Request Services).
- Training flights must be announced to and approved by Osijek Airport Ltd. in advance.
- The charge is calculated on a touch-and-go basis.

Panoramic Flights

- Osijek Airport Ltd. suggests concluding a separate contract for a number of scenic flights over a certain period, under which a special fee for individual panoramic flights will be specified.

Opening the airport outside of regular opening hours and waiting on request

- Opening the airport outside of official opening hours and waiting time outside of regular opening hours is subject to additional charges in accordance with this Price List.
- Aircraft waiting time is defined as a period of time of up to two hours after the official end of Osijek Airport opening hours, in accordance with the Ordinance on Airport Opening Hours. The minimum unit of time for charging waiting time outside of regular airport opening hours is 30 minutes.
- Opening of Osijek Airport is defined as a period of time preceding the official airport opening hours and a period of time after the maximum aircraft waiting time (over two hours after the official opening hours).
- The charge for opening the airport outside of official opening hours and for waiting outside of regular opening hours does not include the landing charge, lighting charge and handling charge.

Opening Osijek Airport Ltd. outside of regular opening hours	Unit	EUR (€)
Per flight	per hour	350.00

Aircraft waiting time outside of regular opening hours	Unit	EUR (€)
Per flight	30 min	180.00

- Note:**
 - Cancelling an aircraft operation outside of regular opening hours of Osijek Airport within 12 hours before the scheduled take-off/landing time is charged at a rate equal to 100% of the total price agreed. In addition to the charge for opening the airport specified above, Osijek Airport Ltd. will also charge the air carrier the full amount of the landing, handling and centralised infrastructure charge.
 - Cancellations made outside of regular opening hours of Osijek Airport within 12-24 hours before the scheduled flight are charged at a rate equal to 50% of the total price agreed. In addition to the charge for opening the airport specified above, Osijek Airport Ltd. will also charge the air carrier 50% of the landing, handling and centralised infrastructure charge.
 - The charge will not apply to an aircraft for which the airport was requested to be opened or waiting was required in the event of severe weather or deteriorating technical conditions at the airport due to which the aircraft is unable to land/take off.

5 LIGHTING CHARGE

Service description

- Use of the lighting system for the runway, taxiways and aprons
- Illumination of the runway, taxiways and the apron according to the ICAO CAT I standards
- The lighting system must be activated during landing and take-off, in accordance with ICAO Doc. 4444, Part V, Aeronautical Ground Lights, Article 6.

Unit of measure

- Landing and/or take-off of individual aircraft referred to in chapter 4 of this Price List

Service price

Classification by aircraft mass	EUR (€)
Aircraft of up to 5.7 tonnes MTOM	20.00
Aircraft of over 5.7 tonnes MTOM	25% of the landing charge

Training and test flights

- Night training is possible upon prior agreement with Osijek Airport. For training and test flights during the night, the use of lighting facilities at the airfield is charged according to the price specified in the Price List of Special Request Services.

6 AIRCRAFT PARKING CHARGE

Service description

- Use of the apron for aircraft parking
- Securing of aircraft by chocks
- The parking service is charged after a 4-hour free-of-charge period.

Unit of measure

- MTOM according to the certificate of airworthiness, expressed in metric tonnes
- Every started tonne is calculated as a whole tonne.

Service price

- Aircraft parking is charged per tonne of MTOM.
- The first 4 hours are free of charge.
- In case of exceeding the 4-hour free-of-charge parking period, the calculation period starts from the beginning of actual block-to-block time and is calculated as a 24-hour charge. Every hour started after the period of 24 hours is taken as new 24 hours.

Unit of measure	EUR (€)
Every started tonne of MTOM	3.00

- Note: In case of technical landing, parking is free for up to 4 hours. If the aircraft operator extends the period of parking for over four hours, such parking is not considered technical landing. In that case, aircraft parking will be charged according to the official Price List, as specified in item 3 ("Service price") above, and the 25% landing discount and the 50% handling discount will not apply.

7 PASSENGER SERVICE CHARGE

Service description

- Passenger service includes the use of all non-commercial areas and accompanying facilities in the passenger building which are not part of a security check or centralised infrastructure.

Unit of measure

- The passenger service charge is calculated based on the number of departing passengers per flight.

Service price

- Passenger service charge per departing passenger:

Traffic type	Unit	EUR (€)
International passenger service	per departing passenger	7.50
Domestic passenger service	per departing passenger	4.00
Transfer passenger service	per departing passenger	4.00

Exemptions

- The passenger service charge is not paid by the following categories of passengers:
 - children under the age of 2
 - ID 00
 - transit passengers
 - crew (DHC).
- International passenger service charges are paid by departing passengers travelling from Osijek Airport abroad.
- Domestic passenger service charges are paid by departing passengers travelling from Osijek Airport within Croatia.
- Transit passenger service charges are paid by departing passengers transferring through Osijek Airport.

8 AVIATION SECURITY CHARGE

Service description

- Osijek Airport Ltd., as the operator of a civil airport that operates and manages the manoeuvring areas and the apron, passenger and cargo terminal, is obligated under the National Civil Aviation Security Programme to fulfil the essential requirements with regard to:
 - the space and equipment needed for basic and special security checks of passengers, baggage, cargo, other persons and items entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities
 - basic security checks of passengers, baggage, cargo and other persons entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities
 - the protection and control of access to airside, security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities
 - offices and other facilities for monitoring the security performance.
- The aviation security charge includes security checks of passengers and baggage, use of the equipment required for such checks and control of access to the airside at Osijek Airport. These services are charged to the aircraft operator for all departing passengers, excluding those indicated under exemptions below.

Unit of measure

- The aviation security charge is calculated based on the number of departing passengers per flight.

Service price

	Unit	EUR (€)
All categories	per departing passenger	4.00

Exemptions

- The aviation security charge is not paid by the following categories of passengers:
 - children under the age of 2
 - transit passengers.
 - ID00

Air cargo security charge

- Air cargo security charges are due by the freight forwarding agent, unless otherwise agreed upon with the air carrier.

Service	Unit	EUR (€)
X-ray check of cargo and mail	per shipment	1.45
	additionally per kg	0.03
Security check (for shipments that cannot be checked by X-ray due to their mass or dimensions)	per shipment	7.30

General

- In accordance with the Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, Osijek Airport Ltd. is obligated to provide assistance to such passengers.
- Assistance will be given to such persons as follows: “disabled person” or “person with reduced mobility” means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.
- The responsible carrier shall notify Osijek Airport Ltd. about the need for assistance at least 24 hours before the published departure time for the flight. In case of a late notification, Osijek Airport Ltd. cannot guarantee assistance in compliance with the standards published. The timely notification shall be the responsibility of the carrier.

Assistance and responsibility of Osijek Airport Ltd. in this segment comprises:

- Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:
 - communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Regulation (EC) no. 1107/2006, Article 5,
 - move from a designated point to the check-in counter,
 - check-in and register baggage,
 - proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
 - board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
 - proceed from the aircraft door to their seats,
 - store and retrieve baggage on the aircraft,
 - proceed from their seats to the aircraft door,
 - disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
 - proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
 - proceed from the baggage hall to a designated point,
 - reach connecting flights when in transit or transfer, with assistance on the air and land sides and within and between terminals as needed,
 - move to the toilet facilities if required.
- Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.
- Osijek Airport Ltd. will perform groundhandling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 24 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

- Osijek Airport Ltd. will enable temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like for like basis.
- Osijek Airport Ltd. will enable ground handling of recognised assistance dogs, when relevant.
- Osijek Airport Ltd. will enable communication of essential information concerning a flight in accessible formats.

Unit of measure

- The PRM charge is calculated based on the number of all departing passengers per flight and it shall be calculated according to the number of passengers who paid the passenger service charge.

Service price

	Unit	EUR (€)
Passengers on all flights	per departing passenger	0.25

Exemptions

- The PRM charge is not paid by the following categories of passengers:
 - children under the age of 2
 - ID 00
 - transit passengers
 - crew (DHC).

10 AIRCRAFT HANDLING CHARGE

HANDLING OF PASSENGER AIRCRAFT

Service description

- Handling of arriving and departing aircraft, passengers, baggage, cargo and mail is carried out in accordance with IATA procedure AHM 810 – 42nd Edition, 2022.
- The list of airport services for aircraft, passengers, baggage, cargo and mail (handling) is included in the single charge for handling performed by Osijek Airport Ltd.
- The services specified in the table below have been defined in accordance with IATA AHM, Annex A (IATA SGHA) i B1.

Abbreviations used in the table

- RHC – ramp handling charge
- THC – traffic handling charge
- CIP – centralised infrastructure, traffic handling
- CIR - centralised infrastructure, ramp handling

Note: Blue cells marked “OR” designate a service available on request.

SECTION 1.		MANAGEMENT FUNCTIONS	
THC	1.1.		Representation
THC	1.1.2.		Liaise with local authorities.
THC	1.1.3		Indicate that the Handling Company is acting as handling agent for the Carrier.
THC	1.1.4		Inform all interested Parties concerning schedules of the Carrier's aircraft.
	1.2.		Administrative Functions
THC	1.2.1.		Establish and maintain local procedures
THC	1.2.2.		Take action on communications addressed to the Carrier
THC	1.2.3.		Prepare, forward, file and retain for period specified in the Annex B, messages/documents and perform other administrative duties in the following areas. a) station administration b) passenger services c) ramp services d) load control e) cargo services f) mail services
THC	1.2.4.		Maintain the Carrier's manuals, circulars, etc., connected with the performance of the services
THC	1.2.6.	OR	Effect payment, on behalf of the Carrier, including but not limited to: b) out-of-pocket expenses, accommodation, transport.
THC	1.3.		Supervision and/or Co-ordination
	1.3.1.		a) Supervise b) Co-ordinate services contracted by the Carrier with third party(ies)
	1.3.2.		Provide Turnaround Coordinator (TRC)
	1.3.3.		Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner.
	1.3.4.		Liaise with the Carrier's designated representative
	1.3.6.		Meet aircraft upon arrival and liaise with crew.
	1.3.7.	OR	Decide on non-routine matters.
	1.3.8.		Verify dispatch of operational messages
	1.3.9.		Note irregularities and inform the Carrier.
	1.4.		Station Management
	1.4.1	OR	Provide representative on behalf of the Carrier to act a) exclusively

	1.4.3	OR	Attend local airport meetings on behalf of the Carrier a) report to the Carrier results/contents of the meetings b) Act, vote and commit on behalf of the Carrier
	1.4.4	OR	The Handling Company will be authorised to a) solicit b) negotiate c) commit services on behalf of the Carrier, with expenditure/commitment limit to be specified in Annex B 1. airport lounges 2. baggage delivery services 3. newspapers delivery
	1.4.7	OR	Perform and report quality/performance measurements
	1.4.8	OR	Handle the contents of Carrier's company mail pouches
SECTION 2.			PASSENGER SERVICES
THC	2.1.		General
THC	2.1.1.		Inform passengers and/or public about time of arrival and/or departures of Carrier's and inform them about services available at airport
THC	2.1.2.		Make arrangements for transfer and transit passengers and their baggage and inform them about services available at the airport
THC	2.1.3.		When requested by the Carrier, a) Provide b) Arrange for special equipment, facilities and specially trained personnel, for assistance to 1. unaccompanied minors. 2. persons with reduced mobility (PRMs)
THC	2.1.4.	OR	a) Provide passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include: 1. Meal vouchers 5. Personnel b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include: 3. Transportation 4. Hotel accommodation
THC	2.1.5.	OR	Arrange storage of baggage in the bonded store
	2.1.6.		a) Notify the Carrier of complaints and claims made by the Carrier's passengers.
THC	2.1.7.		Report to the Carrier any irregularities discovered in passenger and baggage handling.
CIP	2.1.8.		a) Provide 1. check-in counter(s) 2. service counter(s) 3. transfer counter(s) 4. lounge facilities
		OR	1. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions 2. other facilities as specified in Annex B
	2.1.9.	OR	Perform the following ticketing/sales functions a) reservations b) issuance of transportation documents c) ancillary services d) e-ticketing
THC	2.2.		Departure
THC	2.2.1.		Perform pre-flight editing
THC	2.2.2.		Check and ensure that tickets are valid for the flight(s). (The check shall not include the fare). At the following locations: a) check-in area b) lounge c) transfer counter d) gate
THC	2.2.3.		a) Check travel documents for the flight(s) concerned within the booking. The Handling Company shall be liable for immigration fines in the following cases: 1. Expired passports/visas or passport/visas without the minimum required validity at the day of entry 2. Non-existence of visa/necessary travel documents required by destination or transit station(s). In the event that Handling Companies does not have access to information that verifies visa validates and entry conditions for the Passenger's final destination and transit point(s), the Handling Company will not have liability. The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events, which are outside of their control. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter. Enter passenger and/or travel document information into Carrier's and/or government system at the following locations:

			1) check-in area
THC	2.2.4.		a) Weight and/or measure checked and/or cabin baggage, b) Record baggage figures for 1. initial flight 2. subsequent flight(s) OR at following locations: a) check-in area d) gate
THC	2.2.5.	OR	Excess baggage a) determine excess baggage b) issue excess baggage ticket c) collect excess baggage charges d) detach applicable excess baggage coupons at the following locations: 1. check-in area
THC	2.2.6.		Tag a) checked baggage for 1. initial flight 2. subsequent flight(s) At the following locations: i. check-in area iv. gate
CIP	2.2.7.		Effect conveyance of checked baggage to the baggage sorting area at the following locations: a) check-in area
CIP	2.2.8.		Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations: a) check-in area c) transfer counter
	2.2.9.	OR	Collect airport and/or any other service charges from departing Passengers at the following locations: e) other as specified in Annex B (Ticketing Office)
THC	2.2.10.		Carry out the Carrier's seat allocation or selection system b) Issue boarding pass(es) c) Detach applicable flight coupons for 1. initial flight. 2. subsequent flight(s) at the following locations: i. check-in area iv. gate
THC	2.2.12.		Direct passengers a) through controls to departure gate
THC	2.2.13.	OR	Handle upgrade/downgrade functions at the following locations: a) check-in area d) gate
THC	2.2.14.		Handle standby list at the following locations: a) check-in area
THC	2.2.15.		At the gate perform a) verification of cabin baggage b) boarding process c) reconciliation of passenger numbers with aircraft documents prior to departure
RHC	2.2.16.		a) collect b) reconcile c) handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers
	2.2.17.		Perform post-flight editing
THC	2.3.		Arrival
THC	2.3.2.		Direct passengers a) from aircraft through controls
THC	2.3.3.		a) Provide 1. Transfer counter 2. Connection services 3. Baggage recheck
	2.3.4.		Handle lost, found and damaged property matters. a) Provide 1. acceptance of baggage irregularity reports 2. entering of data into baggage tracing system 3. maintaining baggage tracing system files for period specified in Annex B
		OR	5. delivery of delayed baggage to passengers (OR)
			6. handling of communications with passengers

SECTION 3.		RAMP SERVICES	
	3.1.		Baggage Handling
CIR	3.1.1.		Handle baggage in a) baggage sorting area. b) other location(s) as specified in Annex B
	3.1.3.	OR	Priority baggage a) Provide 1. Sortation of priority baggage 2. Load priority baggage in accordance with Carrier's instructions 3. Prioritize delivery of priority baggage to claim area
RHC	3.1.4.		Prepare for delivery onto flights a) bulk baggage b) ULDs
RHC	3.1.5.		Establish the number and/or weight of a) bulk baggage b) build-up ULDs and provide the load control unit within the information
RHC	3.1.6.		Offload a) bulk baggage b) ULDs
RHC	3.1.7.		Deliver to claim area a) baggage b) out of gauge (OOG)
RHC	3.1.8		Transfer baggage a) Provide 1. Sortation of transfer baggage 2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B) 3. Transport of transfer baggage to the sorting area of the receiving Carrier
	3.1.9.	OR	Handle crew baggage
	3.1.10.	OR	Baggage tracking a) Provide c) Operate System to provide 1. Evidence of acquisition 2. Evidence of delivery 3. Inventory of bags, upon departure flight 4. Data exchange (e.g. with other airlines)
	3.2.		Marshalling
CIR RHC	3.2.1.		a) Provide marshalling at arrival and/or departure
	3.3.		Parking
RHC	3.3.1.		a) Provide b) Position and/or remove wheelchocks.
	3.3.2.		a) Provide b) Position and/or remove 6. Safety cones
	3.4.		Ancillary items
	3.4.1.	OR	a) Provide c) Operate 1. Ground power unit 5. Air start unit
	3.5.		Ramp to Flight Deck Communication
THC	3.5.1.		Provide headsets
THC	3.5.2		Perform ramp to flight deck communication c) during engine starting.
RHC	3.6.		Loading and Unloading
RHC	3.6.1.		a) Provide c) Operate 1. passenger steps (1 pcs)
RHC	3.6.2.	OR	a) Provide or 1. passenger 2. crew transport between aircraft and airport terminal(s).
RHC	3.6.3.		a) Provide c) Operate Equipment for loading and/or unloading.
RHC	3.6.4.		a) Provide delivery and pick-up of

			1. Baggage
		OR	2. Mobility devices at aircraft doors or other agreed points
RHC	3.6.5.		a) Provide assembly and transport of 1. Baggage 2. General cargo 3. Special shipments 4. Mail 5. Documents 6. Company mail between agreed points on the airport
RHC	3.6.6.		a) Unload aircraft, returning lashing materials to the Carrier. b) Segregate Loads at the aircraft c) Load and secure Loads in the aircraft d) Redistribute Loads in aircraft. f) Report final load distribution to the Load Control unit.
RHC	3.6.8.	OR	a) Provide ballast
	3.6.9.	OR	a) Provide safeguarding of all Loads requiring special handling during 1. loading/unloading 2. transport between aircraft and designated point on the airport
RHC	3.7.		Safety Measures
CIR	3.7.1.		a) Provide 1. portable fire extinguisher on motorized/self-propelled ramp equipment 2. ramp fire extinguisher
		OR	b) arrange for 1. attendance of airport fire services at aircraft 2. ramp fire extinguisher
RHC	3.7.2.	OR	Perform visual external safety/ground damage inspection of a) doors and panels and immediate surroundings b) Other inspection items as specified in Annex B 1. immediately upon arrival 2. immediately prior departure and communicate the results to flight crew or Carrier's representative
	3.8		Moving of Aircraft
	3.8.1	OR	a) Provide 4. Wing-walker(s)
	3.9		Exterior Cleaning
	3.9.1	OR	Perform cleaning in accordance with Carriers written instructions of a) flight deck windows c) aircraft integral steps
	3.10		Interior Cleaning
	3.10.1	OR	Clean a) flight deck, if specified, under the control of a person authorised by the Carrier b) passenger and crew compartments (other than flight deck) 1. empty ash trays. 2. dispose of litter. 3. clear waste from overhead stowage 4. wipe tables 5. seats, seat back pockets and passenger service units 6. floors 7. empty refuse bins 8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds) 9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains 10. telephones, screens and other equipment 11. inside windows.
	3.10.2	OR	Remove and dispose of a) litter/waste b) food and food-related material (galley waste)
	3.10.3	OR	Perform cabin dressing a) Blankets/duvets (fold/place in designated locations) b) Arrange seat belts c) Make up berths including crew d) Replace head rests e) Replace pillow covers f) Restock toilet items g) Replace/restock seat back pocket items 1. Materials provided by the Carrier
	3.10.4	OR	a) Disinfect

			b) Deodorize aircraft with 1. materials provided by Carrier
RHC	3.11		Toilet Service
	3.11.1	OR	a) Provide 1. Servicing (empty, clean, flush and replenish fluids). 2. triturator/disposal service
CIR	3.12		Water Service
		OR	a) Provide 1. Draining tanks. 2. Replenish tanks (water standard as specified in Annex B) 3. Water quality tests.
	3.14		Storage of Cabin Material
	3.14.1	OR	a) Provide for storage space for the Carrier's cabin material.
	3.15.		Catering Ramp Handling
	3.15.1	OR	Unload/load and stow catering supplies from/on aircraft.
	3.15.2	OR	Transfer catering supplies on aircraft. a) between lower holds and galleys and vice versa b) between galleys
	3.15.3	OR	Transport catering supplies between aircraft and designated points.
	3.16.		De-icing/Anti-Icing Services and Snow/Ice Removal
	3.16.4	OR	a) Provide 1. anti-icing units. 2. de-icing units.
	3.16.5	OR	Provide de-icing/anti-icing fluids
	3.16.7	OR	Apply anti-icing fluid to aircraft.
	3.16.8	OR	Supervise performance of de-icing/anti-icing operations.
	3.16.10	OR	Complete documentation as per Carrier's instructions
SECTION 4.			LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS
THC	4.1.		Load Control
THC	4.1.1.		Deliver load control related documents between aircraft and airport buildings and vice versa.
THC	4.1.2		a) Process b) Sign documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where: 1. Load Control is performed by the Handling Company 2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party
THC	4.2		Communications
THC	4.2.1		Inform all interested Parties concerning movements of the Carrier's aircraft.
THC	4.2.2		a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure b) Inform the Carrier's representative of the contents of such messages
THC	4.3		Flight Operations
THC	4.3.1		Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.
THC	4.3.2	OR	b) Arrange for meteorological documentation and aeronautical information 1. at the airport location as defined in Annex B
THC	4.3.3	OR	a) Provide delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable 1. at the airport location as defined in Annex B
THC	4.4.		Crew Administration
THC	4.4.2	OR	Arrange hotel accommodation for crew layover a) scheduled b) non-scheduled
THC	4.4.3	OR	a) Provide b) Arrange for crew transportation to/from off airport locations
THC	4.4.4.	OR	Direct crews through airport facilities
THC	4.4.5	OR	Liaise with 1. crew layover hotel(s) 2. crew transportation company 3. on crew call and pick-up timings

SECTION 5		Cargo and mail Services	
CHC			(Subject of Separate Agreement)
SECTION 6		SUPPORT SERVICES	
CIP	6.2.		Automation/Computer systems
CIP	6.2.1		a) Provide c) Operate computer hardware and other equipment (as specified in Annex B) to enable access to 2. Handling Company's system
CIP	6.2.2		Perform the following functions in b) Handling Company's system 1. Training. 3. Passenger service 4. Baggage reconciliation. 5. Baggage tracing. 6. Operations, load control. 9. Cargo handling 10. Post office mail handling
CIP	6.2.3		Manage Automated Self Check-in device(s) and a) Provide 1. Stock control 2. Stock replenishment 3. Hosting 4. Routine maintenance 5. Servicing and repair 6. Other, as specified in Annex B
	6.3.		Unit Load Device (ULD) Control
	6.3.1	OR	a) Provide storage space for 1. passenger ULDs 2. cargo ULDs 3. post office mail ULDs 4. other ULDs
	6.3.2		Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.
	6.3.3	OR	a) Take physical inventory of ULD stock and maintain records. b) Compile and despatch ULD control messages
	6.3.5	OR	Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.
THC	6.5		Ramp Fuelling/Defuelling Operations
THC	6.5.1		Liaise with ramp fuel suppliers.
	6.6		Surface Transport
	6.6.1	OR	b) Arrange for the transport of 1. passengers 2. baggage 3. cargo 4. Post office mail between a) airport and town terminal b) airport and other agreed points
THC	6.7		Catering Services—Liaison and Administration
THC	6.7.1	OR	Liaise with the Carrier's catering supplier.
SECTION 7.		SECURITY	
	7.1.		Passenger and Baggage Screening and Reconciliation
	7.1.1		a) Provide 1. matching of passengers against established data 2. security questioning
	7.1.2		a) Provide 1. screening of checked baggage. 2. screening of transfer baggage. 3. screening of mishandled baggage. 4. physical examination of checked, transfer and mishandled baggage. 5. identification of security cleared baggage.
	7.1.3		a) Provide 1. screening of passengers. 2. screening of cabin/unchecked baggage. 3. physical examination of passengers and cabin/unchecked baggage.
	7.1.4		a) Provide

			<ol style="list-style-type: none"> 1. identification of passengers prior to boarding. 2. reconciliation of boarded passengers with their baggage.
		OR	<ol style="list-style-type: none"> 3. positive baggage identification by passengers.
			<ol style="list-style-type: none"> 4. offloading of baggage for passengers who fail to board the aircraft.
	7.2		Cargo and Post Office Mail
	7.2.1	OR	<ol style="list-style-type: none"> a) Provide b) Arrange for <ol style="list-style-type: none"> 1. control of access to the cargo facilities. 2. screening of cargo and/or mail. 3. physical examination of cargo. 4. holding of cargo and/or mail for variable periods. 5. secure storage of cargo and/or mail.
	7.3		Catering
	7.3.1.	OR	<ol style="list-style-type: none"> b) Arrange for <ol style="list-style-type: none"> 1. control of access to the catering unit. 3. security check of catering uplifts. 4. sealing of food and/or bar trolleys/containers. 5. physical examination of catering vehicles prior to loading. 6. sealing of catering vehicles
	7.4		Ramp
	7.4.1		<ol style="list-style-type: none"> a) Provide for control of access to <ol style="list-style-type: none"> 1. aircraft. 2. designated areas.
	7.4.3	OR	<ol style="list-style-type: none"> a) Provide b) Arrange for <ol style="list-style-type: none"> 1. guarding of <ol style="list-style-type: none"> i. Aircraft ii. Designated areas iii. Baggage in the baggage make-up areas
	7.4.4	OR	<ol style="list-style-type: none"> a) Provide b) Arrange for security personnel to safeguard all Loads <ol style="list-style-type: none"> 1. during the transport between aircraft and designated locations. 2. during offloading and loading of aircraft.
	7.5.		Additional Security Services
	7.5.1.	OR	<ol style="list-style-type: none"> a) Provide or b) Arrange for additional security services (e.g. Ground Security Coordinator), as specified in Annex B
SECTION 8.			AIRCRAFT MAINTENANCE
	8.5.		Parking and Hangar Space
	8.5.1.	OR	<ol style="list-style-type: none"> a) Provide <ol style="list-style-type: none"> 1. parking space.

Unit of measure

- MTOM according to the certificate of airworthiness, expressed in metric tonnes. Every started tonne is calculated as a whole tonne.

Service price

- The service price includes the complete passenger and aircraft handling operation during turnaround, i.e. all services specified in SGHA Annex B1 (IATA SGHA) enclosed to this Price List. Unit prices of services are specified in a separate part of the Price List and are fixed.

Aircraft handling					
Category	From (tonnes)	To (tonnes)	PAX Handling (EUR)	RAMP Handling (EUR)	Total Handling (EUR)
1		1.20	6.00	8.00	14.00
2	1.21	2.00	11.00	17.00	28.00
3	2.01	3.50	22.00	28.00	50.00
4	3.51	5.70	34.00	39.00	73.00
5	5.71	10.00	42.00	50.00	92.00
6	10.01	15.00	110.00	165.00	275.00
7	15.01	25.00	160.00	230.00	390.00
8	25.01	45.00	205.00	280.00	485.00
9	45.01	65.00	275.00	415.00	690.00
10	65.01	80.00	325.00	490.00	815.00
11	80.01	120.00	385.00	575.00	960.00
12	120.01	180.00	490.00	780.00	1,270.00
13	180.01	250.00	720.00	1,250.00	1,970.00
14	>250.01		935.00	1,750.00	2,685.00

Handling time

- Aircraft handling time complies with the handling standards for specific types of aircraft of Osijek Airport Ltd.
- Based on the business model and/or air carrier's request, it is possible to modify the handling time and technological standard for individual aircraft types with the approval of Osijek Airport Ltd.

HANDLING OF CARGO AIRCRAFT

Service description

- Handling of arriving and departing aircraft, passengers, baggage, cargo and mail is carried out in accordance with IATA procedure AHM 810 – 42nd Edition, 2022.
- The list of airport services for aircraft, passengers, baggage, cargo and mail (handling) is included in the single charge for handling performed by Osijek Airport Ltd.
- The services specified in the table below have been defined in accordance with IATA AHM, Annex A (IATA SGHA) and B1.

Abbreviations used in the table

- RHC – ramp handling charge
- THC – traffic handling charge
- CIP – centralised infrastructure, traffic handling
- CIR - centralised infrastructure, ramp handling

Note: Blue cells marked “OR” designate a service available on request.

SECTION 1.		MANAGEMENT FUNCTIONS	
THC	1.1.		Representation
THC	1.1.2.		Liaise with local authorities.
THC	1.1.3.		Indicate that the Handling Company is acting as handling agent for the Carrier.
THC	1.1.4.		Inform all interested Parties concerning schedules of the Carrier's aircraft.
	1.2.		Administrative Functions
THC	1.2.1.		Establish and maintain local procedures
THC	1.2.2.		Take action on communications addressed to the Carrier
THC	1.2.3.		Prepare, forward, file and retain for period specified in the Annex B, messages/documents and perform other administrative duties in the following areas. a) station administration c) ramp services d) load control e) cargo services f) mail services
THC	1.2.4.		Maintain the Carrier's manuals, circulars, etc., connected with the performance of the services
	1.2.6.	OR	Effect payment, on behalf of the Carrier, including but not limited to: b) out-of-pocket expenses, accommodation, transport.
THC	1.3.		Supervision and/or Co-ordination
	1.3.1.		a) Supervise b) Co-ordinate services contracted by the Carrier with third party(ies)
	1.3.2.		Provide Turnaround Coordinator (TRC)
	1.3.3.		Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner.
	1.3.4.		Liaise with the Carrier's designated representative
	1.3.6.		Meet aircraft upon arrival and liaise with crew.
	1.3.7.	OR	Decide on non-routine matters.
	1.3.8.		Verify dispatch of operational messages
	1.3.9.		Note irregularities and inform the Carrier.
	1.4.		Station Management
	1.4.1	OR	Provide representative on behalf of the Carrier to act a) exclusively
	1.4.2	OR	The Handling Company is authorised to represent the Carrier's interest with regard to resolving governmental and local authorities matters
	1.4.3	OR	Attend local airport meetings on behalf of the Carrier a) report to the Carrier results/contents of the meetings b) Act, vote and commit on behalf of the Carrier
	1.4.7	OR	Perform and report quality/performance measurements
	1.4.8	OR	Handle the contents of Carrier's company mail pouches
SECTION 3.		RAMP SERVICES	
	3.2.		Marshalling
CIP RHC	3.2.1.		a) Provide marshalling at arrival and/or departure
	3.3.		Parking
	3.3.1.		a) Provide b) Position and/or remove wheelchocks.
	3.3.2.	OR	a) Provide b) Position and/or remove 6. Safety cones
	3.4.		Ancillary items
	3.4.1.	OR	a) Provide c) Operate 1. Ground power unit 5. Air start unit
	3.5.		Ramp to Flight Deck Communication
THC	3.5.1.		Provide headsets
THC	3.5.2		Perform ramp to flight deck communication c) during engine starting.
RHC	3.6.		Loading and Unloading
RHC	3.6.1.		(a) Provide (c) Operate

			1. flight deck steps (1 pcs)
RHC	3.6.2.	OR	(a) Provide or 2. crew transport between aircraft and airport terminal(s).
RHC	3.6.3.		(a) Provide (c) Operate Equipment for loading and/or unloading.
RHC	3.6.5.		(a) Provide assembly and transport of 2. General cargo 3. Special shipments 4. Mail 5. Documents 6. Company mail between agreed points on the airport
RHC	3.6.6.		a) Unload aircraft, returning lashing materials to the Carrier. b) Segregate Loads at the aircraft c) Load and secure Loads in the aircraft d) Redistribute Loads in aircraft. f) Report final load distribution to the Load Control unit.
RHC	3.6.8.	OR	a) Provide ballast
	3.6.9.	OR	a) Provide safeguarding of all Loads requiring special handling during 1. loading/unloading 2. transport between aircraft and designated point on the airport
RHC	3.7.		Safety Measures
CIR	3.7.1.		a) Provide 1. portable fire extinguisher on motorized/self-propelled ramp equipment 2. ramp fire extinguisher
		OR	b) arrange for 1. attendance of airport fire services at aircraft 2. ramp fire extinguisher
RHC	3.7.2.	OR	Perform visual external safety/ground damage inspection of a) doors and panels and immediate surroundings b) Other inspection items as specified in Annex B 1. immediately upon arrival 2. immediately prior departure and communicate the results to flight crew or Carrier's representative
	3.8		Moving of Aircraft
	3.8.1	OR	a) Provide 4. Wing-walker(s)
	3.9		Exterior Cleaning
	3.9.1	OR	Perform cleaning in accordance with Carriers written instructions of a) flight deck windows c) aircraft integral steps
	3.10		Interior Cleaning
	3.10.1	OR	Clean 1. empty ash trays. 2. dispose of litter. 6. floors 7. empty refuse bins 8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
	3.10.2	OR	Remove and dispose of a) litter/waste
RHC	3.11		Toilet Service
	3.11.1	OR	a) Provide 1. Servicing (empty, clean, flush and replenish fluids). 2. triturator/disposal service
CIR	3.12		Water Service
		OR	a) Provide 1. Draining tanks. 2. Replenish tanks (water standard as specified in Annex B) 3. Water quality tests.
	3.16.		De-Icing/Anti-Icing Services and Snow/Ice Removal
	3.16.4	OR	a) Provide 1. anti-icing units. 2. de-icing units.
	3.16.5	OR	Provide de-icing/anti-icing fluids
	3.16.7	OR	Apply anti-icing fluid to aircraft.

	3.16.8	OR	Supervise performance of de-icing/anti-icing operations.
	3.16.10	OR	Complete documentation as per Carrier's instructions
SECTION 4.			LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS
THC	4.1.		Load Control
THC	4.1.1.		Deliver load control related documents between aircraft and airport buildings and vice versa.
THC	4.1.2		<ul style="list-style-type: none"> a) Process b) Sign documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where: <ul style="list-style-type: none"> 1. Load Control is performed by the Handling Company 2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party
THC	4.2		Communications
THC	4.2.1		Inform all interested Parties concerning movements of the Carrier's aircraft.
THC	4.2.2		<ul style="list-style-type: none"> a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure b) Inform the Carrier's representative of the contents of such messages
THC	4.3		Flight Operations
THC	4.3.1		Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.
THC	4.3.2	OR	<ul style="list-style-type: none"> b) Arrange for meteorological documentation and aeronautical information <ul style="list-style-type: none"> 1. at the airport location as defined in Annex B
THC	4.3.3	OR	<ul style="list-style-type: none"> a) Provide delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable <ul style="list-style-type: none"> 1. at the airport location as defined in Annex B
THC	4.4.		Crew Administration
THC	4.4.2	OR	<ul style="list-style-type: none"> Arrange hotel accommodation for crew layover <ul style="list-style-type: none"> a) scheduled b) non-scheduled
THC	4.4.3	OR	<ul style="list-style-type: none"> a) Provide b) Arrange for crew transportation to/from off airport locations
THC	4.4.4.	OR	Direct crews through airport facilities
THC	4.4.5	OR	<ul style="list-style-type: none"> Liaise with <ul style="list-style-type: none"> 1. crew layover hotel(s) 2. crew transportation company 3. on crew call and pick-up timings
SECTION 5			CARGO AND MAIL SERVICES
CHC			(Subject of Separate Agreement)
SECTION 6			SUPPORT SERVICES
	6.2.		Automation/Computer systems
	6.2.1		<ul style="list-style-type: none"> a) Provide c) Operate computer hardware and other equipment (as specified in Annex B) to enable access to <ul style="list-style-type: none"> 2. Handling Company's system
	6.2.2		<ul style="list-style-type: none"> Perform the following functions in <ul style="list-style-type: none"> b) Handling Company's system <ul style="list-style-type: none"> 1. Training. 6. Operations, load control. 9. Cargo handling 10. Post office mail handling
	6.3.		Unit Load Device (ULD) Control
	6.3.1	OR	<ul style="list-style-type: none"> (a) Provide <ul style="list-style-type: none"> storage space for 2. cargo ULDs 3. post office mail ULDs 4. other ULDs
	6.3.2		Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.
	6.3.3	OR	<ul style="list-style-type: none"> a) Take physical inventory of ULD stock and maintain records. b) Compile and despatch ULD control messages
	6.3.5	OR	Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.
THC	6.5		Ramp Fuelling/Defuelling Operations
THC	6.5.1		Liaise with ramp fuel suppliers.
	6.6		Surface Transport

	6.6.1	OR	b) Arrange for the transport of 3. cargo 4. Post office mail between i) airport and town terminal ii) airport and other agreed points
THC	6.7		Catering Services—Liaison and Administration
THC	6.7.1	OR	Liaise with the Carrier's catering supplier.
SECTION 7.			SECURITY
	7.2		Cargo and Post Office Mail
	7.2.1	OR	a) Provide b) Arrange for 1. control of access to the cargo facilities. 2. screening of cargo and/or mail. 3. physical examination of cargo. 4. holding of cargo and/or mail for variable periods. 5. secure storage of cargo and/or mail.
	7.4		Ramp
	7.4.1		a) Provide for control of access to 1. aircraft. 2. designated areas.
	7.4.3	OR	a) Provide b) Arrange for 1. guarding of 2. sealing of i) Aircraft ii) Designated areas
	7.4.4	OR	a) Provide b) Arrange for security personnel to safeguard all Loads 1. during the transport between aircraft and designated locations. 2. during offloading and loading of aircraft.
	7.5.		Additional Security Services
	7.5.1.	OR	(a) Provide or (b) Arrange for additional security services (e.g. Ground Security Coordinator), as specified in Annex B
SECTION 8.			AIRCRAFT MAINTENANCE
	8.5.		Parking and Hangar Space
	8.5.1.	OR	a) Provide 1. parking space.

Unit of measure

- MTOM according to the certificate of airworthiness, expressed in metric tonnes. Every started tonne is calculated as a whole tonne.

Service price

- The service price includes the complete aircraft and cargo handling operation during turnaround, i.e. all services specified in the Standard Annex B enclosed to this Price List.
- The service price is EUR 20.00 per tonne of MTOM and is fixed.

Handling time

- Aircraft handling time complies with the handling standards for specific types of aircraft.

11 CENTRALISED INFRASTRUCTURE CHARGE

General

- Osijek Airport Ltd., as the airport operator, manages the centralised infrastructure used for the provision of ground handling services in accordance with the Ordinance on Provision of Ground handling Services (Official Gazette 84/22).
- The airport operator shall ensure transparent, objective and non-discriminatory use of infrastructure to all ground handling service providers or self-handling airport users, provided that the safety of airport operations is guaranteed.
- Osijek Airport Ltd. is the sole provider of centralised infrastructure services, which are charged in accordance with the official Price List.

Service description

- Centralised infrastructure consists of the passenger centralised infrastructure (passenger CI) and ramp centralised infrastructure (ramp CI).
- This charge applies to all passenger, cargo, ferry and general aviation flights.
- Centralised infrastructure of Osijek Airport Ltd. includes the following:
 - telephone connections
 - computer network connections
 - passenger area (1.5 m² in front of the check-in counter)
 - counters with the necessary check-in equipment
 - Common Use Passenger Processing Systems (CUPPS)
 - CUSS infrastructure and equipment
 - FIDS above the check-in counter
 - sign above the check-in counter
 - baggage conveyor belt system with weighing scales
 - arriving baggage conveyor belt system
 - area and equipment for sorting departing baggage
 - area for storing checked baggage – lost and found
 - area with counters for claiming oversized or overweight baggage
 - counters at the exits from the passenger building to the aircraft with accompanying equipment
 - airport operator's computer system
 - manual baggage handling
 - baggage reconciliation
 - information desk with equipment
 - equipment and system for toilet waste disposal, including sewerage
 - equipment and system for fresh water
 - municipal waste management and waste water drainage equipment and system
 - area, installations and equipment for storage and application of aircraft de-icing agents and drainage system for waste de-icing fluids
 - fire extinguishers set up in every parking position

- area besides the parking position reserved for parking the ground handling service provider's equipment
 - service road on the apron
 - space and equipment in the departure and arrival baggage sorting area
 - equipment for baggage transportation between the sorting areas and aircraft and vice versa
 - equipment for aircraft marshalling
 - firefighting and rescue equipment
- Note: The price of centralised infrastructure does not include costs of booking systems, communication and other dependent costs.
 - Dependent costs – refers to the costs of installing new systems for check-in and balancing, costs of upgrading or replacement of existing systems used by carriers, and damage that occurred due to a system failure, interruption of communication lines due to force majeure or negligence of third parties.

Unit of measure

- The centralised infrastructure charge shall be payable for the following services:
 - traffic handling – charged based on the number of all departing passengers who paid the passenger service charge
 - ramp handling – charged based on the price specified in the Price List per tonne of MTOM.

Service price

- Traffic handling

	Unit	EUR (€)
Charges related to passengers CIP – centralised infrastructure, traffic handling	departing passenger	0.90

- Ramp handling

	Unit	EUR (€)
Charges related to aircraft CIR – centralised infrastructure, ramp handling	tonne/MTOM	1.10

12 PAYMENT EXEMPTIONS

- The following categories are exempt from airport charges imposed by Osijek Airport Ltd.:
 - Aircraft involved in search and rescue operations
 - Aircraft used for humanitarian assistance in case of a natural disaster or state of emergency,
 - Aircraft in distress
 - State aircraft which provide emergency medical aid
 - State aircraft which perform firefighting protection flights
 - State aircraft which perform special activity flights.

- Should an aircraft return from the take-off point to the apron, handling shall not be charged, provided that no change of load occurs (passengers, baggage, cargo or mail).

13 PRICE INCREASE

- Handling charges shall be increased by 25% in the following cases:
 - on Sundays and national holidays of the Republic of Croatia
 - night handling between 10.00 PM and 6.00 AM local time
 - outside of opening hours of Osijek Airport Ltd.
 - reloading/unloading caused by the air carrier's error.

14 PRICE REDUCTION

- Handling charges shall be reduced by 50% in the following cases:
 - technical landing, if no change of load occurs, excluding refuelling
 - air ambulance flights
 - training flights
 - trial flights.

- If an aircraft returns from the take-off point to the apron with a subsequent change of commercial load, the repeated handling shall be charged at 75% of the handling charge.

- Handling charges shall be reduced by 25% if a scheduled or charter flight does not use the passenger/cargo and/or goods handling service at the moment of arrival or departure (ferry flight).

15 SPECIAL REQUEST SERVICES

Service number	Service description	Unit of measure	Price (EUR)
1	MANPOWER		
1.1	Semi-qualified	1 h	14.00
1.2	Qualified	1 h	18.00
1.3	Highly-qualified	1 h	20.00
1.4	Secondary school qualification	1 h	18.00
1.5	Junior-college qualification	1 h	28.00
1.6	University qualification	1 h	35.00

Service number	Service description	Unit of measure	Price (EUR)
2	LOADING/UNLOADING		
2.1	Ballast bag	1 pc	10.00
2.2	Redistributing loads in aircraft	1 kg	0.70
2.3	Unloading of loaded cargo	1 kg	0.50
2.4	Delivery/carting off manifested but not unloaded load	1 kg	0.30

Service number	Service description	Unit of measure	Price (EUR)
3	CLEANING		
3.1	EXTERIOR CLEANING		
3.1.1	Exterior cleaning of flight deck windows	1 operation	39.00
3.1.2	Cleaning of aircraft integral steps	Acc. to working hours in item 1	
3.2	INTERIOR CLEANING		
3.2.1	Floor and floor cover cleaning	Acc. to working hours in item 1 with 10% increase	
3.2.2	Flight deck and window cleaning	See notes in item 4	
3.2.3	Passenger cabin and window cleaning	Acc. to working hours in item 1 with 10% increase	
3.2.4	Making up berth	1 operation	25.00
3.2.5	Changing headrest covers Covers supplied by the carrier.	Acc. to working hours in item 1 with 10% increase	
3.2.6	Distribution of the carrier's items in the cabin and toilets	Acc. to working hours in item 1 with 10% increase	
3.2.7	Toilet emptying, cleaning, flushing and replenishing fluid	1 operation	29.00
3.2.8	Aircraft disinfection and/or deodorisation (material provided by the carrier)		
	PASSENGER AIRCRAFT	CARGO AIRCRAFT	
3.2.8.1	up to 50 seats	up to 20 t MTOW	1 operation 52.00
3.2.8.2	51–150 seats	21–100 t MTOW	1 operation 85.00
3.2.8.3	over 150 seats	over 100 t MTOW	1 operation 107.00
3.2.9	ULD disinfection	1 pc	11.00
3.3	AIRCRAFT CHEMICAL CLEANING		
3.3.1	Detailed chemical cleaning of 4-seat aircraft interior		440.00
3.3.2	Detailed chemical cleaning of 6-seat aircraft interior		660.00
3.3.3	Detailed chemical cleaning of 8-seat aircraft interior		880.00
3.3.4	Exterior aircraft washing		605.00
3.3.5	Detailed interior chemical cleaning package for 4-seat aircraft Exterior washing		880.00
3.3.6	Detailed interior chemical cleaning package for 6-seat aircraft Exterior washing		1,100.00
3.3.7	Detailed interior chemical cleaning package for 8-seat aircraft Exterior washing		1,320.00
3.3.8	Detailed interior chemical cleaning package for aircraft with 8+ seats Exterior washing		on request
3.3.9	Complete aircraft polishing (including chrome-plated surfaces) – e.g. Cessna 500/510/525/525A/550/550B		990.00
3.3.10	Complete aircraft polishing (including chrome-plated surfaces) – e.g. Cessna 560		2,200.00
3.3.11	Complete aircraft polishing (including chrome-plated surfaces) – e.g. Cessna 650		2,750.00
3.3.12	Complete aircraft polishing (including chrome-plated surfaces) – rest of aircraft		on request

Service number	Service description	Unit of measure	Price (EUR)
4	AIRCRAFT DE/ANTI-ICING		
4.1	Snow removal (manual – general aviation only)	Acc. to working hours in item 1	

4.2	DE/ANTI-ICING – vehicle with manpower AIRCRAFT WING SPAN (ICAO class.)		
4.2.1	“A” up to 15 m	1 operation	74.00
4.2.2	“B” 15–24 m	1 operation	103.00
4.2.3	“C” 24–36 m	1 operation	130.00
4.2.4	“D” 36–52 m	1 operation	163.00
4.3	De-icing fluid	1 l	7.36
4.4	Hot water	1 l	0.03
4.5	Cool water	1 l	0.01
4.6	Engine used for other purposes	1 h	195.00

Service number	Service description	Unit of measure	Price (EUR)
5	EQUIPMENT		
5.1	Follow-me vehicle	1 ride	11.00
5.2	Ground Power Unit – GPU	1 h	115.00
5.3	Air starter	1 start	62.00
5.4	Turbine blade heater	1 h	70.00
5.5	FORKLIFTS		
5.5.1	Forklift – up to 3 t	1 h	50.00
5.6	CARGO LOADERS		
5.6.1	Cargo loader – up to 7.0 t	1 h	207.00
5.6.2	Cargo loader – up to 18.0 t	1 h	408.00
5.7	Toilet servicing unit	1 operation	40.00
5.8	Potable water servicing unit	1 operation	32.00
5.9	PASSENGER STAIRS		
5.9.1	Passenger stairs – towed	1 h	20.00
5.10	FIRE ENGINE		
5.10.1	Heavy-duty fire engine	1 h	312.00
5.10.2	Fire command vehicle	1 h	30.00
5.10.3	Upgrading the firefighting service category above category 4 (during the official opening hours of Osijek Airport Ltd., category 4 firefighting service is available). The price of upgrading the firefighting service category is specified below:		
	a) charge for upgrading the rescue and firefighting service category from 4 to 5	1 h	50.00
	b) charge for upgrading the rescue and firefighting service category from 4 to 6	1 h	348.00
	c) charge for upgrading the rescue and firefighting service category from 4 to 7	1 h	365.00
	d) charge for upgrading the rescue and firefighting service category from 4 to 8	1 h	on request
	e) charge for upgrading the rescue and firefighting service category from 4 to 9	1 h	on request
5.11	Surface cleaning unit	1 h	72.00
5.12	Conveyor belt	1 h	55.00
5.13	Tractor	1 h	30.00
5.14	TRANSPORT CARTS		
5.14.1	Baggage transport cart	1 h	1.95
5.15	AIRCRAFT TOWING (tow tractor + bar)		
5.15.1	AIRCRAFT up to 60 t MTOW	1 operation	25.00
5.15.2	AIRCRAFT of 61–200 t MTOW	1 operation	42.00
5.15.3	Tow tractor used for other purposes	1 h	183.00
5.16	Power unit for lighting	1 h	1.50
5.17	Vacuum cleaner	1 h	6.00
5.18	Material for apron cleaning	1 kg	3.00
5.19	Material for flushing and disinfection of aircraft toilet	1 l	3.00
5.20	Placing safety cones	1 operation	5.00

Service number	Service description	Unit of measure	Price (EUR)
6	SECURITY		
6.1	Security interview and control of passengers' documents at check-in counters	per flight	30.00
6.2	Verification of passengers' documents	per passenger	0.30
6.3	BAGGAGE IDENTIFICATION		
6.3.1	Identification of baggage at the aircraft (prior to first loading)	per passenger	0.30
6.3.2	Subsequent baggage identification	per passenger	0.50
6.3.3	Numerical identification	per passenger	1.00
6.4	Supervising and watching cargo on the apron	Acc. to working hours in item 1	

6.5	Securing and watching aircraft on the apron	Acc. to working hours in item 1
6.6	Searching for and unloading of suspicious cargo	Acc. to working hours in item 1.2

Service number	Service description	Unit of measure	Price (EUR)
7	AIRCRAFT PARKING		
7.1	Aircraft parking	monthly (see note 10)	on request
7.2	Placing safety cones	1 operation	5.00

Service number	Service description	Unit of measure	Price (EUR)
8	ADMINISTRATIVE FUNCTIONS		
8.1	Checking, signing and forwarding invoices, supply orders, handling charge notes, work orders on behalf of the carrier	Acc. to working hours in item 1.6	
8.2	Providing or arranging meteorological documentation and aeronautical information for each flight	per flight	6.00

Service number	Service description	Unit of measure	Price (EUR)
9	OTHER		
9.1	Check-in counter	per flight	95.00
9.2	Use of lighting for training flights	1 h	110.00

Notes:

1. The minimum calculation unit is 30 minutes.
2. The service price specified under item 3.1.1 also includes the potable water servicing unit and manpower.
3. The service prices specified under items 3.2.9, 4.2 and 5.1–5.20 also include manpower (equipment operators).
4. Services under item 3.2.2 will be performed exclusively in the presence of a person authorised by the air carrier.
5. The use of passenger stairs for aircraft without built-in airstairs will be included in the handling service price during the standard handling procedure. Outside of that period, the use of passenger stairs will be charged at the prices specified in item 5.8.1 of this Price List. In case of aircraft without built-in airstairs, the use of stairs will be charged from the moment they are connected to the aircraft.
6. If the air carrier's aircraft does not have an Auxiliary power unit (APU) or the APU is inoperative, the air carrier may require to use a Ground Power Unit (GPU) of Osijek Airport Ltd. at the request of the crew. The use of a GPU will be charged in accordance with item 5.2 "Special request services" of this Price List.
7. Subsequent identification may be requested by an authorised person responsible for security or an authorised airline representative, who will be obligated to sign a work order in such cases.
8. Invoices for services which Osijek Airport Ltd. receives from external service providers hired at the air carrier's request shall be increased by additional handling costs amounting to 10% of the nominal invoice amount.
9. Public fees imposed by competent authorities are not included in the service price and they will be borne entirely by the service user.
10. Lease of commercial premises in solid or prefabricated buildings and lease of spaces at sites managed by Osijek Airport Ltd. is obtained by signing a commercial lease agreement following a public tender.

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