



Zračna luka Osijek d.o.o.

CJENIK USLUGA PRIHVATA I OTPREME

02.06.2026.

Ur.br. B-I-02/26-113-TP/SVP

Na ovaj Cjenik primjenjuju se Opći uvjeti sadržani u Cjeniku aerodromskih reguliranih naknada.

1. NAKNADA ZA PRIHVAT I OTPREMU ZRAKOPLOVA

PRIHVAT I OTPREMA PUTNIČKIH ZRAKOPLOVA

Opis usluge

- Prihvat i otprema zrakoplova, putnika, prtljage, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810 – dodatak A, Chapter 8 Ground Handling Agreements, 42. izdanje iz 2022. godine (SGHA iz 2018.).
- Popis aerodromskih usluga za zrakoplove, putnike, prtljagu, teret i poštu (opsluživanje) uključen je u jednu naknadu za opsluživanje koju obavlja Zračna luka Osijek d.o.o.
- Usluge navedene u tablici u nastavku sastavljene su prema Dodatku A (IATA SGHA) i B1.

Oznake u tablici

- RHC – naknada za usluge na prihvata zrakoplova na stajanci
- THC – naknada za usluge putničkog prihvata
- CIP – naknada za usluge centralizirane infrastrukture za putnički prihvat
- CIR – naknada za usluge centralizirane infrastrukture za prihvat zrakoplova na stajanci

Napomena: Plava polja s oznakom „**OR**“ označavaju uslugu na zahtjev (*engl. On Request*) koja se dodatno naplaćuje.

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) flight operations f) cargo services g) mail services h) support services i) security j) aircraft maintenance k) other, [as specified in Annex B]
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.		<p>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:</p> <ol style="list-style-type: none"> 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). <p>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.</p> <p>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.</p> <p>b) Enter passenger and/or travel document information into Carrier's and/or government system at the following locations:</p> <ol style="list-style-type: none"> 1) check-in area 3) transfer counter 4) gate
THC	2.2.4.		<p>a) Weight and/or measure checked and/or cabin baggage, b) Record baggage figures for</p> <ol style="list-style-type: none"> 1. initial flight 2. subsequent flight(s) OR <p>at following locations:</p> <ol style="list-style-type: none"> i. check-in area iv. gate
THC	2.2.5.	OR	<p>Excess baggage</p> <ol style="list-style-type: none"> a) determine excess baggage b) issue excess baggage ticket c) collect excess baggage charges d) detach applicable excess baggage coupons <p>at the following locations:</p> <ol style="list-style-type: none"> 1. check-in area
THC	2.2.6.		<p>Tag</p> <ol style="list-style-type: none"> a) checked baggage for b) cabin baggage <p>for</p> <ol style="list-style-type: none"> 1. initial flight 2. subsequent flight(s) <p>At the following locations:</p> <ol style="list-style-type: none"> i. check-in area iv. gate
CIP	2.2.7.		<p>Effect conveyance of checked baggage to the baggage sorting area at the following locations:</p> <ol style="list-style-type: none"> a) check-in area
CIP	2.2.8.		<p>Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area at the following locations:</p> <ol style="list-style-type: none"> a) check-in area c) transfer counter d) gate
	2.2.9.	OR	<p>Collect airport and/or any other service charges from departing Passengers at the following locations:</p> <ol style="list-style-type: none"> e) other as specified in Annex B (Ticketing Office)
THC	2.2.10.		<p>Carry out the Carrier's seat allocation or selection system</p> <ol style="list-style-type: none"> b) Issue boarding pass(es) c) Detach applicable flight coupons <p>for</p> <ol style="list-style-type: none"> 1. initial flight. 2. subsequent flight(s) <p>at the following locations:</p> <ol style="list-style-type: none"> i. check-in area iii. transfer counter iv. gate
THC	2.2.11.	OR	<p>Handle</p> <ol style="list-style-type: none"> a) Denied Borading process <p>at the following locations_</p> <ol style="list-style-type: none"> 1.check-in area 3.transfer counter 4.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 b) gate
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.	OR	a) Provide delivery and pick-up of 1. Baggage 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	3.6.7		Open, close and secure aircraft hold doors a) aircraft lower deck b) aircraft main deck
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.	OR	a) Provide 1. portable fire extinguisher on motorized/self-propelled ramp equipment 2. ramp fire extinguisher 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
RHC	3.7.3.	OR	Check that all doors and access panels are properly closed and locked
	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
	3.16.6	OR	Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use.
	3.16.7	OR	Apply anti-icing fluid to aircraft.
	3.16.8	OR	Supervise performance of de-icing/anti-icing operations.

	3.16.9	OR	Perform the post de-icing/anti-icing check, any aircraft type specific checks, if required, and submit the anti-icing code to the flight crew.
	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 1. identification of passengers prior to boarding. 2. reconciliation of boarded passengers with their baggage.
		OR	3. positive baggage identification by passengers. 4. offloading of baggage for passengers who fail to board the aircraft.
	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.
	7.3		Catering
	7.3.1.	OR	b) Arrange for 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		a) Provide for control of access to 1. aircraft. 2. designated areas.

	7.4.3	OR	a) Provide b) Arrange for 1. guarding of i. Aircraft ii. Designated areas iii. Baggage in the baggage make-up 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.

Jedinica mjere

- MTOM – maksimalna dozvoljena masa pri uzlijetanju, a prema Svjedodžbi o plovidbenosti zrakoplova izražena u metričkim tonama. Svaki započeti dio tone zaračunava se kao cijela tona.

Cijena usluge

- Cijena usluge obuhvaća ukupnu operaciju prihvata i otpreme putnika i zrakoplova odnosno sve usluge navedene u Standardnom Dodatku B1 (IATA SGHA) koji je sastavni dio ovog cjenika. Jedinичne cijene usluga navedene su u posebnom dijelu ovoga Cjenika i nedjeljive su.

Opsluživanje zrakoplova					
Kategorija	Od (tona)	Do (tona)	PAX Handling (€)	RAMP Handling (€)	Total Handling (€)
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

Napomena: Svako daljnje pružanje usluga koje prelazi navedeni opseg i vrijeme zaračunava se posebno, po Cjeniku usluga na poseban zahtjev.

Vrijeme opsluživanja

- Vrijeme opsluživanja zrakoplova u skladu je s propisanim standardima prihvata i otpreme pojedinog tipa zrakoplova Zračne luke Osijek d.o.o.

- Na temelju poslovnog modela i/ili zahtjeva zračnog prijevoznika moguće je modificirati vremenski i tehnološki standard prihvata i otpreme za pojedini tip zrakoplova, a kojega treba prihvatiti Zračna luka Osijek d.o.o.

Otkazani letovi

- Za sve letove unutar otvorenosti aerodroma koji su otkazani u roku manjem od 24 sata od planiranog slijetanja/polijetanja bit će zaračunata naknada od 50% ukupne cijene prihvata i otpreme ukoliko je bio potreban dodatni angažman aerodroma (povećanje vatrogasne kategorije, rezervacija parking pozicije, izrada sigurnosne analize i sl.).

PRIHVAT I OTPREMA TERETNIH ZRAKOPLOVA

Opis usluge

- Prihvat i otprema zrakoplova, putnika, prtljage, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810 – dodatak A, Chapter 8 Ground Handling Agreements, 42. izdanje iz 2022. godine (SGHA iz 2018.).
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- Usluge navedene u tablici u nastavku sastavljene su prema Dodatku A (IATA SGHA) i B1.

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- CIP – naknada za usluge centralizirane infrastrukture za putnički prihvat
- CIR – naknada za usluge centralizirane infrastrukture za prihvat zrakoplova na stajanci

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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 f) cargo services g) mail services h) support services i) security
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	3.6.7		Open, close and secure aircraft hold doors a) aircraft lower deck b) aircraft main deck
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
RHC	3.7.3.	OR	Check that all doors and access panels are properly closed and locked
	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
	3.16.6	OR	Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive concentration and appearance inspection prior to use.
	3.16.7	OR	Apply anti-icing fluid to aircraft.
	3.16.8	OR	Supervise performance of de-icing/anti-icing operations.
	3.16.9	OR	Perform the post de-icing/anti-icing check, any aircraft type specific checks, if required, and submit the anti-icing code to the flight crew.
	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
	6.2.		Automation/Computer systems
	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
	6.2.2		Perform the following functions in b) Handling Company's system 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	(a) Provide 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	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.

Jedinica mjere

- MTOM – maksimalna dozvoljena masa zrakoplova pri uzlijetanju, a prema Svjedodžbi o plovidbenosti zrakoplova izražena u metričkim tonama. Svaki započeti dio tone zaračunava se kao cijela tona.

Cijena usluge

- Cijena usluge obuhvaća ukupnu operaciju prihvata i otpreme zrakoplova i robe, odnosno sve usluge navedene u Standardnom Annex-u B koji je sastavni dio ovog cjenika.
- Cijena usluge iznosi 20,00 EUR po toni MTOM i nedjeljiva je.

Vrijeme opsluživanja

- Vrijeme opsluživanja zrakoplova u skladu je s propisanim standardima prihvata i otpreme pojedinog tipa zrakoplova.

2. POVEĆANJE CIJENA

- Naknada za uslugu prihvata i otpreme uvećava se za 25%:
 - nedjeljom i u dane državnih praznika Republike Hrvatske
 - u vrijeme noćnog opsluživanja od 22.00 do 06.00 sati po lokalnom vremenu
 - izvan otvorenosti Zračne luke Osijek d.o.o.
 - za ponovni utovar/istovar izazvan greškom prijevoznika

3. UMANJENJE CIJENA

- Naknada za prihvat i otpremu zrakoplova umanjuje se za 50% u slučaju:
 - tehničkog slijetanja, bez promjene tereta, osim nadopune goriva
 - ambulantnog leta
 - školskog leta
 - probnog leta
- Ukoliko se zrakoplov vrati s točke polijetanja na stajanku, uz promjenu komercijalnog tereta, ponovljeni prihvat i otprema zaračunavat će se po stopi od 75% od cijene prihvata i otpreme.
- Naknada za prihvat i otpremu umanjuje se za 25% za zrakoplove u redovnom ili charter prometu, u slučaju da u dolasku ili odlasku ne koristi uslugu prihvata ili otpreme putnika/prtljage i/ili robe (*engl. Ferry flight*).

4. IZUZEĆA OD PLAĆANJA

- Sljedeće kategorije su izuzete od plaćanja usluga prihvata i otpreme Zračne luke Osijek d.o.o.:
 - Zrakoplovi uključeni u operacije potrage i spašavanja,
 - Zrakoplovi koji se koriste za humanitarnu pomoć u slučaju prirodnih nepogoda ili stanja nužde,
 - Zrakoplovi u nevolji,
 - Državni zrakoplovi koji pružaju hitnu medicinsku pomoć,
 - Državni zrakoplovi koji obavljaju letove za protupožarnu zaštitu,
 - Državni zrakoplovi koji obavljaju letove za posebna djelovanja.
- Zrakoplovi HRZ-a i MUP-a koji obavljaju letačke aktivnosti u vremenu otvorenosti zračne luka oslobođeni su plaćanja usluga prihvata i otpreme Zračne luke Osijek.

- Ukoliko se zrakoplov vrati s točke uzlijetanja na stajanku, prihvat i otprema se neće zaračunavati, a pod uvjetom da nije obavljen iskrcaj putnika, prtljage, tereta i pošte.

Tihomir Pejin, direktor

Zračna luka Osijek d.o.o. | Osijek Airport Ltd.

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