

**EINDHOVEN AIRPORT**  
**RATES AND CONDITIONS**

**1 APRIL 2016**

## Contents

Article 1	Definitions	4
Article 2	Landing and take-off	5
Article 3	Rates for landing and take-off	5
Article 4	Noise categories	6
Article 5	Passenger-related charges	6
Article 6	Rates for passenger-related charges	7
Article 7	Passenger-related surcharges	7
Article 8	Rates for passenger-related surcharges	8
Article 9	Unforeseen circumstances	8
Article 10	Parking the aeroplane	8
Article 11	Rates for parking the aeroplane	8
Article 12	Services	9
Article 13	Payment obligations	9
Article 14	Submission of fleet data	9
Article 15	Obligations	10
Article 16	Other surcharges	10
Article 17	Turnover tax	10
Article 18	Notification of rates and conditions	10
Article 19	Compliance with Eindhoven Airport Rates and Conditions	11
Article 20	Appendices	11
Article 21	Entry into force	11
Article 22	Applicable law and dispute settlement rules	11
Appendix I	Overview of rates	12
Appendix II	Airline Route Incentive Programme (ARIP)	13
Appendix III	Scope of Work	17

Appendix IV Additional Handling Rates

25

Appendix V Terms & Conditions Handling Services

26

## Eindhoven Airport Rates and Conditions

The public limited company Eindhoven Airport establishes:

Rates and conditions for the operations of EANV for the use of Eindhoven Airport by airlines and persons and legal entities who carry out flights, not being airlines.

### **Article 1**      **Definitions**

The following definitions apply:

- |                                |  |
|--------------------------------|--|
| <i>a) EANV</i>                 | Eindhoven Airport N.V.   |
| <i>b) The airport</i>          | The part of the Eindhoven military airport, which is operated commercially by EANV for the purpose of civil aviation.  |
| <i>c) Aeroplane</i>            | Aircraft that are heavier than air and fitted with a propulsion mechanism.   |
| <i>d) Weight</i>               | The maximum certified take-off weight, i.e. the maximum permitted total weight with which the aeroplane may take off in accordance with the Certificate of Airworthiness under the most favourable conditions (MTOW).  |
| <i>e) Parking an aeroplane</i> | Having an aeroplane stay in the open air at a location that is owned by and situated at Eindhoven Airport.   |
| <i>f) Owner</i>                | The owner, operator and user of an aeroplane and/or his/her authorised representative(s).  |
| <i>g) Passenger</i>            | The occupant of an aeroplane who is not a member of the crew or the co-flying deadheading crew.  |
| <i>h) Commercial Aviation</i>  | Flights carried out by an airline that offers regular services and/or scheduled irregular services or ad hoc transport, which are open to individual bookings for passengers and/or freight and/or post.   |
| <i>i) General Aviation</i>     | Operations with a civil aeroplane at a fee or against payment of rent, other than commercial air transport or aerial work.   |
| <i>j) Business Aviation</i>    | The sector of General Aviation that pertains to the operation or use of aeroplanes by businesses for the carriage of passengers or goods as part of their business operations; in general, the flights are not accessible to the public and the pilots need to have at least a valid commercial pilot licence with a qualification for flying with the use of instruments. |

## **Article 2**      ***Landing and take-off***

- 2.1                      Prior to an aeroplane taking off from the airport, a fee must be paid to Eindhoven Airport N.V. (hereafter EANV). The amount of this fee is based on the following factors:
- 1)    The type of flight, and the following:
  - 2)    The weight of the aeroplane ('weight-based fee');
  - 3)    The noise category of the aeroplane (hereinafter referred to as the noise-related fee).
- 2.2                      In case of Commercial Aviation - passenger flights - a fee for landing and take-off is not charged, but only passenger-related fees and surcharges (see Articles 5 to 8 inclusive).
- 2.3                      In case of Commercial Aviation - freight and/or post - a rate for landing and take-off is charged.
- 2.4                      In case of Commercial Aviation, a fixed rate is charged for the take-off of positioning flights.
- 2.5                      In addition to the passenger-related fees, a rate for landing and take-off is also charged for General Aviation, Business Aviation and technical flights.
- 2.6                      A PPR reservation fee will be charged for General Aviation and Business Aviation. This fee will be credited on the final invoice (only in case the reservation has actually led to an operational flight).

## **Article 3**      ***Rates for landing and take-off***

- 3.1                      The basic fee for take-off applies for an aeroplane from the respective noise category C (see Article 4). This basic fee serves as the starting point for determining the noise-related fee, as stated in paragraph 2 of this article.
- The basic fee for take-off amounts to €16.26 per 1,000 kg MTOW.
- 3.2                      The noise-related fee applies in addition to the basic fee. This results in the following fee (see Article 4):
- |                        |  |
|------------------------|--|
| Noise category R6/7/8: | The basic fee minus 30% per take-off;  |
| Noise category R5:     | The basic fee minus 15% per take-off;  |
| Noise category R4:     | The basic fee per take-off;  |
| Noise category R1/2/3: | take-off/landing not permitted, however, if applicable the basic fee will be increased by 100% per take-off; |
- All sums are rounded off to cents. See Appendix I for a list of rates.
- 3.3                      In case of Commercial Aviation, a fixed rate of € 568.96 is charged for the take-off of a positioning flight.
- 3.4                      The Terminal Navigation Charge for Eindhoven Airport is levied by EANV (not by Air Traffic Control the Netherlands).

- 3.5 The PPR reservation fee for General Aviation and Business Aviation is set on € 8,50 for the first 1.000 kg MTOW plus an additional € 11,50 for every 1.000 kg MTOW, with a maximum of € 250,00 per PPR reservation.

## **Article 4**      **Noise categories**

- 4.1 The noise-related fee is linked to the ACI Aircraft Noise Rating Index. The classification of an individual aeroplane in a certain noise category is determined by the cumulative and individual reduction compared to the ICAO Chapter 3 limit values. The worst scoring reduction (cumulatively or individually) is decisive for the ultimate classification.

- 1) Cumulative EPNdB reduction compared to the ICAO Chapter 3 limit values of at least:

Noise category R8:	30 or more
Noise category R7:	25 or more
Noise category R6:	20 or more
Noise category R5:	15 or more
Noise category R4:	10 or more
Noise category R3:	5 or more
Noise category R2:	0 or more
Noise category R1:	less than 0

- 2) Individual EPNdB reduction compared to the ICAO Chapter 3 limit values of at least:

Noise category R8:	6 or more
Noise category R7:	5 or more
Noise category R6:	4 or more
Noise category R5:	3 or more
Noise category R4:	2 or more
Noise category R3:	1 or more
Noise category R2:	0 or more
Noise category R1:	non-classified aeroplanes

- 4.2 For aeroplanes that are not Chapter 3 certified, the following applies:

All Chapter 2 aeroplanes:	Take-off/landing not permitted;
All helicopters:	Noise category R4
All propeller aircraft with a weight of more than 9,000 kg MTOW:	Noise category R6

- 4.3 In the event that EANV does not have an aeroplane's noise certification at its disposal, the noise-related fee will be based on a realistic estimate and/or the most unfavourable version or configuration of that type of aeroplane.

## **Article 5**      **Passenger-related charges**

- 5.1 In case of passenger transport, passenger-related charges will be due, i.e. the Passenger Service Charge, the Security Service Charge, the Passenger Reduced Mobility Charge and the Terminal Navigation Charge, the total sum due being determined by the number of passengers that is on board upon departure from the

airport (hereinafter referred to as the passenger-related charges).

- 5.2 The Passenger Service Charge, Passenger Reduced Mobility Charge and the Terminal Navigation Charge apply to all aeroplane passengers.
- 5.3 In case of Commercial Aviation, the Passenger Service Charge also includes the basic handling of the aeroplane (services as described in Appendix III).
- 5.4 The Security Service Charge applies to all passengers of aeroplanes covered by EU Regulations 300/2008 and 1254/2009. This excludes the passengers referred to in paragraph 7.
- 5.5 The Passenger Reduced Mobility Charge may be recalculated or adjusted in the interim. This is in accordance with EU Regulation 1107/2006.
- 5.6 The Transit Charge applies to passengers for whom Eindhoven Airport is not the point of departure or destination of their flight, but who do use the transit facilities of EANV.
- 5.7 The passenger-related charges stated in paragraphs 2 and 4 are not due in respect of:
- 1) Passengers younger than 2 years;
  - 2) Service passengers, i.e. airline employees, on the condition that the purpose of the journey is clearly stated on the ticket;
- 5.8 The passenger-related charges stated in paragraphs 2 and 4 are not due in respect of Transit passengers either.
- 5.9 For the calculation of the passenger-related charges, the owner of the aeroplane, or someone acting on his behalf, must provide EANV with a statement, which in EANV's opinion can be verified properly, for each flight of the number of passengers that are on board at the time of the aeroplane's departure. For this purpose, the number of passengers as referred to in paragraph 1 must be divided in the categories as referred to in paragraph 7, the number of other passengers must also be given. If this requirement is not complied with, the calculation of the charges will be made according to the seating capacity of the type of aeroplane in question on full economy basis.

## **Article 6** *Rates for passenger related charges*

- 6.1 The passenger-related charges referred to in paragraphs 2, 4 and 6 of Article 5 are as follows:
- 1) Passenger Service Charge € 12.96 per passenger embarking on flights locally;
  - 2) Security Service Charge € 8.40 per passenger embarking on flights locally;
  - 3) Passenger Reduced Mobility Charge € 0.21 per passenger embarking on flights locally;
  - 4) Transit Charge € 5.13 per transit passenger;
  - 5) Terminal Navigation Charge € 0.65 per passenger embarking on flights locally.

## **Article 7** *Passenger-related surcharges*

- 7.1 Surcharges may be due in case of passenger transport on board of aeroplanes covered

by Commercial Aviation, i.e. the Aircraft Type Surcharge, the Turnaround Surcharge, the Load Factor Surcharge and the Seasonal Flights Surcharge, the total sum due being determined by the number of passengers that is on board upon departure from the airport (hereinafter referred to as the passenger-related surcharges).

- 7.2 The Aircraft Type Surcharge applies to all passengers of aeroplanes with a seating capacity (specifically designed for passengers) of 100 seats or less.
- 7.3 The Turnaround Surcharge applies to all passengers of aeroplanes with a scheduled turnaround (time on the platform) of more than 30 minutes.
- 7.4 The Seasonal Flight Surcharge applies to all passengers of regular and irregular flights that are carried out less than twice a week for a minimum period of 44 weeks a year.
- 7.5 The Load Factor Surcharge applies to all passengers of regular and irregular flights that have a load factor of less than 65%.
- 7.6 The airport may agree on additional passenger-related surcharges if more services are purchased than stated in Appendix III.

## **Article 8** *Rates for passenger-related surcharges*

- 8.1 The passenger-related surcharges referred to in paragraphs 2 to 6 inclusive of Article 7 are as follows:
- 1) Aircraft Type Surcharge € 8.45 per passenger embarking on flights locally for aeroplanes with a capacity of 1 to 50 passenger seats;
  - 2) Aircraft Type Surcharge € 4.23 per passenger embarking on flights locally for aeroplanes with a capacity of 51 to 100 passenger seats;
  - 3) Turnaround Surcharge € 3.00 per passenger embarking on flights locally;
  - 4) Seasonal Flight Surcharge € 12.50 per passenger embarking on flights locally;
  - 5) Load Factor Surcharge € 0.52 per passenger embarking on flights locally.

## **Article 9** *Unforeseen circumstances*

- 9.1 If an aeroplane, after having taken off from the airport without landing at another airport, returns to the airport on account of bad weather conditions, engine trouble or other unforeseen causes, the charges referred to in Article 2, 5 and 7 are not due.
- 9.2 Furthermore, EANV is at liberty to waive the collection of the charges stated in Article 2, 5 and 7 in case of, in EANV's opinion, unforeseen circumstances other than the ones referred to in the first paragraph of this article.

## **Article 10** *Parking the aeroplane*

- 10.1 A parking fee is due, in accordance with the provisions of Article 11, per 24-hour period or part of it for the parking of an aeroplane in the areas of the airport designated for general use.

## **Article 11** *Rates for parking the aeroplane*

- 11.1 Subject to the provisions of paragraph 2 below, a parking fee of € 5.13 per 1,000 kg in weight is due per parking – per 24-hour period or a part of it.

- 11.2 No fee will be due if the parking takes place during a period of less than six hours. If the parking takes place during a period of more than six hours, the fee referred to in Article 11.1 will also be due for the first six hours.

## **Article 12 Services**

- 12.1 The rates stated in Articles 3, 6, 8 and 11 do not include the costs of any parking aid (including tie-down) or the aeroplane's departure.

## **Article 13 Other surcharges**

- 13.1 With effect from 1 April 2002, it is not permitted to operate at Eindhoven Airport with Chapter 2 aeroplanes. This prohibition is based on European law.
- 13.2 If aeroplanes with a Chapter 2 noise certificate land on Eindhoven Airport anyway, an additional surcharge of € 7,500 will be due per landing or take-off.
- 13.3 Landings and take-offs with aeroplanes classified in noise categories R1, R2 or R3 are no longer permitted.
- 13.4 If aeroplanes with a classification in noise category R1, R2 or R3 land or take-off anyway, an additional surcharge of € 7,500 will be due per landing or take-off.
- 13.5 Take-offs and landings are only permitted during the opening hours of Eindhoven Airport.
- The opening hours are as follows (local time):
- Daily: 7 a.m. – 11 p.m.
- On all these days, we have the option for a maximum of 4 aeroplanes per day to land between 11 p.m. and midnight.
- 13.6 If aeroplanes land or take off outside the opening hours anyway, an additional surcharge of € 7,500 will be due per landing or take-off.
- 13.7 In principle, test-running aircraft engines is not permitted, unless EANV has given its written approval. The applicable rate in that case is € 179.41 per test run.
- 13.8 For the mandatory clean-up of oil and fuel leaks or leaks of other environmentally harmful substances, the person responsible will be charged the actual costs incurred, plus an additional surcharge of € 500 per incident.

## **Article 14 Payment obligations**

- 14.1 The owner of the aeroplane, its operator and user, and the person acting as the authorised representative of the owner, operator or user is jointly and severally liable to pay the charges referred to in Articles 3, 6, 8, 11 and 13, with due observance of the provisions of Article 22.
- 14.2 All stated rates are exclusive of any taxes and/or levies due thereon.

## **Article 15**      **Submission of fleet data**

- 15.1                      The natural person or legal entity who is the owner or operator of a civil aircraft and allows such aircraft to take part in air traffic on his/its responsibility, must provide EANV with a recent and complete statement of his/its aeroplane(s), which contains the following information:
- 1) Manufacturer, type and model
  - 2) The aeroplane's serial number
  - 3) Aeroplane registration
  - 4) MTOW (in kg)
  - 5) Configuration
  - 6) Noise levels (EPNdB Fly-over, Lateral and Approach)
  - 7) Engine type
- 15.2                      If no up-to-date and/or official information about the MTOW of a landed aeroplane is known, the maximum weight of a known similar type of aeroplane will be calculated. In the event that EANV does not have an aeroplane's noise certification at its disposal, the noise category will be determined by means of a realistic estimate and/or based on the most unfavourable version or configuration of that type of aeroplane.

## **Article 16**      **Obligations**

- 16.1                      All charges referred to in Articles 3, 6, 8, 11 and 13 must be paid prior to the aeroplane's departure by means of a credit card payment at the office of the Operations Department of EANV or at the office of the General Aviation Department of EANV.
- 16.2                      EANV and the airline may agree on another payment arrangement, such as weekly advance payments or periodic invoicing with additional provision of security in the form of a bank guarantee or deposit for the services to be rendered by EANV to the airline.
- 16.3                      Complaints about invoices must be submitted within three weeks of the invoice date. A change to the invoice amount or suspension of payments is not permitted in any way, nor is the returning of the invoice without prior consultation.

## **Article 17**      **Turnover tax**

- 17.1                      Pursuant to the Dutch tax legislation (Turnover Tax Act 1968), turnover tax must be levied on all stated rates and sums. The applicable VAT rate is levied, among other things, on the sums of landing fees, parking fees, the Passenger Service Charge and the Security Service Charge.
- 17.2                      However, if the landing fees, parking fees, Passenger Service Charge and Security Service Charge are invoiced to the airlines included in 'J.P. Airline Fleets International' (annual publication of Bucher & Co in Zürich, Switzerland), the zero rate will be applied instead of the applicable VAT rate.

## **Article 18**      **Notification of rates and conditions**

- 18.1                      The rates and conditions are communicated by making them available for inspection

at the main office of EANV and by sending the established rates and conditions to users at their stated address when they so request.

**Article 19**      ***Compliance with Eindhoven Airport Rates and Conditions***

19.1                      Costs resulting from the failure to comply with any condition included in the Eindhoven Airport Rates and Conditions document may be charged to the owner.

**Article 20**      ***Appendices***

20.1                      Appendices I to V are appended to this Eindhoven Airport Rates and Conditions document and form an integral part of it.

**Article 21**      ***Entry into force***

21.1                      These Eindhoven Airport Rates and Conditions enter into force on 01 April 2016, are valid for the duration of 12 months and therefore end on 31 March 2017.

**Article 22**      ***Applicable law and dispute settlement rules***

22.1                      All rights, obligations and disputes arising from the 'Eindhoven Airport Rates and Conditions' are subject exclusively to Dutch law to the exclusion of other legal systems.

22.2                      All disputes are subjected to the opinion of the judge of the District Court of Oost-Brabant that has jurisdiction, unless the parties have agreed otherwise in writing.

**EINDHOVEN AIRPORT N.V.**

The Board of Directors

Date: 1 April 2016

**Annex I Overview of rates in Euro's**

<b>A</b>	<b>RATES LANDING &amp; TAKE-OFF</b>	<b>Rate</b>	<b>Minimum rate</b>
A1	Landing (per 1.000 kg MTOW) noise category R6/R7/R8	€ 11.38	
A2	Landing (per 1.000 kg MTOW) noise category R5	€ 13.82	
A3	Landing (per 1.000 kg MTOW) noise category R4	€ 16.26	
A4	Landing (per 1.000 kg MTOW) noise category R1/R2/R3	€ 32.52	
A5	Start Positioning Flight (Commercial Aviation only)	€ 568.96	
A6	Terminal Navigation Charge Weight factor $((MTOW/50)^{0,70}) \times \text{Unit Rate}$	Unit Rate 2015: € 161.51 The MTOW shall be expressed in metric tons	
<b>B</b>	<b>PASSENGER-RELATED RATES</b>	<b>Rate</b>	<b>Minimum rate</b>
B1	Passenger Service Charge (per local departing passenger)	€ 12.96	
B2	Security Service Charge (per local departing passenger)	€ 8.40	
B3	Passenger Reduced Mobility Charge (per local departing passenger)	€ 0.21	
B4	Transit Charge (per transit passenger)	€ 5.13	
B5	Terminal Navigation Charge (per local departing passenger)	€ 0.65	
<b>C</b>	<b>PASSNGER-REALTED SURCHARGES</b>	<b>Rate</b>	<b>Minimum rate</b>
C1	Aircraft Type Surcharge 1-50 passenger seats (per local departing passenger)	€ 8.45	
C2	Aircraft Type Surcharge 51-100 passener seats (per local departing passenger)	€ 4.23	
C3	Turnaround Surcharge (per local departing passenger)	€ 3.00	
C4	Seasonal Flight Surcharge (per local departing passenger)	€ 12.50	
C5	Load Factor Surcharge (per local departing passenger)	€ 0.52	
<b>D</b>	<b>OTHER SURCHARGES</b>	<b>Rate</b>	<b>Minimum rate</b>
D1	Parking (per 24 hrs / 1.000 kg MTOW)	€ 5.13	€ 30.78
D2	Surcharge Chapter 2 aircraft	€ 7,500.00	
D3	Surcharge landing/take-off outside Opening hours	€ 7,500.00	
D4	Surcharge landing/take-off noise category R1/R2/R3	€ 7,500.00	
D5	Engine test run site	€ 179.41	
D6	Removal of spilages	Actual costs + € 500	€ 1.250,00

## Annex II Airline Route Incentive Programme (ARIP)

Eindhoven Airport has an Airline Route Incentive Programme (ARIP) to stimulate the development of new air services to and from Eindhoven. The programme is targeted to strengthen the route network of Eindhoven Airport, which means rewarding the development of new destinations for Eindhoven Airport, thus reinforcing the accessibility and development of the top technology region of Brainport.

The ARIP consists of a refund to the airline.

### Airline Route Incentive Programme – Refund to airline

Amount per departing local boarding passenger	YEAR 1	YEAR 2	YEAR 3
New year round destination for Eindhoven Airport	€ 10,00	€ 9,00	€ 8,00
New seasonal destination for Eindhoven Airport	€ 8,00	€ 6,50	€ 5,00
Additional frequencies on existing routes	€ 8,00	€ 6,50	€ 5,00

For more information:

Terms and conditions apply to the ARIP please check the following pages. If you are interested in the ARIP, or would like to receive more details or a tailor-made calculation, please contact Eindhoven Airport's Aviation Manager:

Eindhoven Airport NV  
 Head of Route Development  
 Luchthavenweg 13  
 5657 EA Eindhoven  
 The Netherlands

Tel: 00 31 40 291 9809

Fax: 00 31 40 291 9820

E-mail: [aviation@eindhovenairport.nl](mailto:aviation@eindhovenairport.nl)

### Terms & conditions of the Airline Route Incentive Programme Eindhoven Airport

1. The ARIP only applies to regular scheduled passenger flights. Scheduled charter operations are eligible if the schedules are publicly published and can be booked directly by passengers other than via a tour operator.
2. Every airline starting a minimum of 2 weekly flights to a new destination from Eindhoven Airport for that airline, will be eligible for the ARIP.
3. Every airline adding new flights to its existing destination network from Eindhoven Airport, will be eligible for the ARIP and will be rewarded for the additional number of passengers in comparison to the previous year on that route.
4. A new year round service may qualify for the ARIP if it is flown at a minimum of 2 weekly flights for a continuous period of 44 weeks as a non-stop service or as a service with one foreign intermediate stop.

5. A new seasonal service may qualify for the ARIP if it is flown at a minimum of 2 weekly flights for a continuous period of 20 weeks as a non-stop service or as a service with one foreign intermediate stop.
6. If the foreign intermediate stop is at an existing destination for that airline, then the ARIP only applies for those passengers departing to the new destination for that airline.
7. An airline proposing to launch a new destination that wishes to be eligible for the ARIP may not have operated to that destination in the previous 18 months.
8. The reward equals a refund of € 10,00 resp. € 8,00 per departing local boarding passenger carried in the first year after the launch of the new or additional flights.
9. For the second year of operation after the launch of the new or additional flights., the reward amounts to a refund of € 9,00 resp. € 6,50 per departing local boarding passenger.
10. For the third year of operation after the launch of the new or additional flights., the reward amounts to a refund of € 8,00 resp. € 5,00 per departing local boarding passenger.
11. If an airline contracts another airline, either as a franchise, operating company or as (full) lease operation, this will be considered to be one airline company.
12. Aircraft categorized in noise category R1, R2 or R3 are excluded from the ARIP.
13. The airline is responsible for obtaining the necessary slots at Eindhoven Airport and traffic rights in the Netherlands.
14. The application for the ARIP by the airline must be done in writing by completing the application form or any other form or contract that is agreed upon between the airline and Eindhoven Airport. Applications for the ARIP must be received no later than 30 days in advance.
15. Payment of the ARIP refunds will be to the airline's bank account as nominated on the application form.
16. The refund for the first year of operation of the new or additional flights will be paid no more than 60 days after one full year of operation or after 20 weeks of operation in the case of a seasonal service. The refund for the second year of operation of the new or additional flights will be paid no more than 60 days after the second year of operation or after 20 weeks of operation in the second year of operation in the case of a seasonal service. The refund for the third year of operation of the new or additional flights will be paid no more than 60 days after the third year of operation or after 20 weeks of operation in the third year of operation in the case of a seasonal service.
17. There will be no interest compensation applicable to the ARIP.
18. An airline is only eligible to ARIP in case it fully complies with the rates, terms and conditions published in the Eindhoven Airport Rates & Conditions.
19. Eindhoven Airport reserves the right to use the ARIP and all related matters for promotional purposes.
20. Eindhoven Airport reserves the right to review and modify the application and incentives of the ARIP at any time.
21. Eindhoven Airport reserves the right to refuse and/or withdraw any application to the ARIP that does not meet the terms and conditions mentioned above.

22. Eindhoven Airport's decision on all above matters relating to the ARIP is final.
23. The ARIP is subject to and may be modified or terminated in accordance with all applicable laws and mandatory or other directions of competent authorities.
24. Eindhoven Airport shall not be liable for any costs, expenses or damages in relation to or resulting from the above programme.
25. This ARIP is valid as of 1 April 2016.

## APPLICATION FORM AIRLINE ROUTE INCENTIVE PROGRAMME EINDHOVEN AIRPORT

General Information	
Name of airline	
Destination (IATA code)	
Routing of flight	
Days of operation	
Number of flights per week	
Aircraft type	
Seat configuration	
Start date of operation	
Payment method	
Company name	
Name of Bank	
Bank account (IBAN)	
Swift code	
Contact information	
Contact person	
Title	
Address	
Phone number	
e-mail address	

Send to:  
 Eindhoven Airport NV  
 Head of Route Development  
 Luchthavenweg 13  
 5657 EA Eindhoven  
 The Netherlands

[aviation@eindhovenairport.nl](mailto:aviation@eindhovenairport.nl)

## Annex III Scope of work

The following services (SGHA 2013 codes) are standard included (only included for the appropriate leg/sector):

### SECTION 1. MANAGEMENT FUNCTIONS

1.1.2 Liaise with local authorities.

1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.

1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft.

1.2.1 Establish and maintain local procedures.

1.2.2 Take action on communications addressed to the Carrier.

1.2.3 Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/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

(h) support services

(i) security

(k) other, as specified in Annex B

1.2.4 Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.

1.2.5

(a) Check

(b) Sign

(c) Forward

on behalf of the Carrier items including, but not limited to, invoices, supply orders, handling charge notes, work orders

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

1.3.5 Verify availability and preparedness of personnel, equipment, Loads, documentation of third party(ies).

1.3.6 Meet aircraft upon arrival and liaise with crew.

1.3.7 Decide on non-routine matters.

1.3.8 Verify dispatch of operational messages.

1.3.9 Note irregularities and inform the Carrier.

1.4.1 Provide representative on behalf of the Carrier to act

(b) non-exclusively

1.4.7 Perform and report quality/performance measurements

### SECTION 2. PASSENGER SERVICES

2.1.1 Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.

2.1.2 Make arrangements for, transfer and transit passengers and their baggage and inform them about services available at the airport.

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)
3. VIPs.
4. transit without visa passengers (TWOVs).
5. deportees.
6. special medical transport
7. others, as specified in Annex B.

2.1.4

(a) Provide

(b) Arrange for

passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:

1. meal vouchers
2. rebooking
3. transportation
4. hotel accommodation
5. personnel

2.1.5 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.

2.1.7 Report to the Carrier any irregularities discovered in passenger and baggage handling.

2.1.8

(a) Provide

(b) Arrange for

1. check-in counter(s)
2. service counter(s)
5. set up of Carrier specific items, such as but not limited to carpets, mobile signage, queuing control stanchions
6. other facilities as specified in Annex B

2.2.1 Perform pre-flight editing

2.2.2 Check and ensure

(a) that tickets are valid for the flight(s). The check shall not include the fare.

At the following locations:

1. check-in area
4. gate
6. other as specified in Annex B

2.2.3

(a) Check travel documents for the flight(s) concerned.

In the event that the Handling Company does not have access to information that verifies visa validities 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.

(b) Enter passenger and/or travel document information into Carrier's and/or government system.

At the following locations:

1. check-in area

6. other as specified in Annex B

2.2.4

- (a) Weigh and/or measure checked and/or cabin baggage,
- (b) Record baggage figures

for

- 1. initial flight.
- 2. subsequent flight(s).

at the following locations:

- (a) check-in area
- (d) gate
- (f) other as specified in Annex B

2.2.5 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

4. gate

6. other as specified in Annex B

2.2.6 Tag

- (a) checked baggage
- (b) cabin baggage for

1. initial flight.

2. subsequent flight(s).

at the following locations:

- (a) check-in area
- (d) gate
- (f) other as specified in Annex B

2.2.7 Effect conveyance of checked baggage to the baggage sorting area at the following locations:

(a) check-in area

(e) other as specified in Annex B

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

(e) other as specified in Annex B

2.2.9 Collect airport and/or any other service charges from departing passengers. at the following locations:

(a) check-in area

(d) gate

(e) other as specified in Annex B

2.2.10

(a) 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:

(a) check-in area

(d) gate

(f) other as specified in Annex B

2.2.11 Handle

(a) Denied Boarding process

1. check-in area

5. other as specified in Annex B

## 2.2.12 Direct passengers

- (a) through controls to departure gate

## 2.2.13 Handle upgrade/downgrade functions at the following locations:

- (a) check-in area
- (d) gate
- (e) other as specified in Annex B

## 2.2.14 Handle standby list at the following locations:

- (a) check-in area
- (d) gate
- (e) other as specified in Annex B

## 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
- (d) other gate functions as specified in Annex B

## 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

## 2.3.1

- (a) Perform
- (b) Arrange for opening/closing aircraft passenger doors

## 2.3.2 Direct passengers

- (a) from aircraft through controls
- (b) arriving from the airport, in case of off airport services.

## 2.3.4 Handle lost, found and damaged property matters.

- (a) Provide
- (b) Arrange for
  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
  5. delivery of delayed baggage to passengers
  6. handling of communications with passengers

## SECTION 3. RAMP SERVICES

### 3.1.1 Handle baggage in

1. baggage sorting area.
2. other location(s) as specified in Annex B

### 3.1.2 Prepare for delivery onto flights

- (a) bulk baggage
- (b) ULDs
- (c) baggage accepted at a location as specified in Annex B

### 3.1.3 Establish the number and/or weight of

- (a) bulk baggage
  - (b) built—up ULDs
- and provide the load control unit with the information

### 3.1.4 Offload

(a) bulk baggage

(b) ULDs.

3.1.5 Prioritise baggage delivery to claim area.

3.1.6 Deliver to claim area

(a) baggage

(b) Out of Gauge (OGG)

3.1.7 Transfer baggage

(a) Provide

(b) Arrange for

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.

3.1.8 Handle crew baggage.

3.2.1

(a) Provide

(b) Arrange for

marshalling at arrival and/or departure.

3.3.1

(a) Provide

(b) Position and/or remove wheelchairs.

3.3.2

(a) Provide

(b) Position and/or remove

6. safety cones.

7. other items as specified in Annex B.

3.5.1 Provide headsets.

3.5.2 Perform ramp to flight deck communication

(a) during push-back.

(b) during tow-in.

(c) during engine starting.

(d) for other purposes.

3.6.1

(a) Provide

(b) Arrange for

(c) Operate

1. passenger steps.

3.6.3

(a) Provide

(b) Arrange for

(c) Operate

equipment for loading and/or unloading.

3.6.4

(a) Provide

(b) Arrange for

delivery and pick-up of

1. Baggage

2. Mobility devices

at aircraft doors or other agreed points

3.6.5

- (a) Provide
- (b) Arrange for assembly and transport of
  1. baggage
  6. company mail between agreed points on the airport

#### 3.6.6

- (a) Unload aircraft, returning lashing materials to the Carrier.
- (b) Load and secure Loads in the aircraft
- (c) Redistribute Loads in aircraft.
- (d) Operate in-plane loading system.
- (e) Report final load distribution to the Load Control unit.

#### 3.6.7 Open, close and secure aircraft hold doors.

- (a) aircraft lower deck
- (b) aircraft main deck

#### 3.7.1

- (a) Provide
  1. portable fire extinguisher on motorized/self-propelled ramp equipment
  2. ramp fire extinguisher, if not provided by airport authority

#### 3.7.2 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

#### 3.7.3 Check that all doors and access panels are properly closed and locked.

#### 3.8.1

- (a) Provide
- (b) Arrange for
  1. Tow-in and/or push-back of aircraft
  2. Towing of aircraft between other points

#### 3.8.2

- (b) Towbar to be provided by the Handling Company

## SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

#### 4.1.1 Deliver load control related documents between aircraft and airport buildings and vice versa.

#### 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

#### 4.2.1 Inform all interested Parties concerning movements of the Carrier's aircraft.

#### 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

#### 4.2.3

- (a) Provide
- (b) Operate

means of communication between the ground station and the Carrier's aircraft.

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.

4.3.2

- (a) Provide
- (b) Arrange for meteorological documentation and aeronautical information

1. at the airport location as defined in Annex B
2. at different airport location(s)

4.3.3

- (a) Provide
- (b) Arrange for 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

4.3.4

- (a) Analyse the operational conditions and prepare
- (b) request
- (c) sign

make available the operational flight plan according to the instructions and data provided by the Carrier

1. at the airport location as defined in Annex B

4.3.6

- (a) Request
- (b) Manage

the Carrier's slot time allocation with the ATS

1. at the airport location as defined in Annex B

4.4.4 Direct crews through airport facilities

## SECTION 6. SUPPORT SERVICES

6.2.1

- (a) Provide
- (b) Arrange for
- (c) Operate

computer hardware and other equipment (as specified in Annex B) to enable access to

1. Carrier's system
2. Handling Company's system

6.2.2 Perform the following functions in

- (a) Carrier's system
- (b) Handling Company's system
- (c) other system for

1. Training.
2. Passenger reservations and sales
3. Passenger service
4. Baggage reconciliation.
5. Baggage tracing.
6. Operations, load control.

6.3.1

- (a) Provide
- (b) Arrange for storage space for
  - 1. passenger 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
  - (a) Take physical inventory of ULD stock and maintain records.
  - (b) Compile and dispatch ULD control messages.
- 6.3.4 Prepare ULD exchange control documentation for all transfers of ULDs and obtain signature(s) of the transferring and receiving carrier(s) or approved third parties and distribute copies.
- 6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.
  
- 6.5.1 Liaise with ramp fuel suppliers.

## SECTION 7. SECURITY

- 7.1.1
  - (a) Provide
  - (b) Arrange for
    - 1. matching of passengers against established data
    - 2. security questioning
- 7.1.2
  - (a) Provide
  - (b) Arrange for
    - 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
  - (b) Arrange for
    - 1. screening of passengers.
    - 2. screening of cabin/unchecked baggage.
    - 3. physical examination of passengers and cabin/unchecked baggage.
- 7.1.4
  - (a) Provide
  - (b) Arrange for
    - 1. identification of passengers prior to boarding.
    - 2. reconciliation of boarded passengers with their baggage.
    - 3. positive baggage identification by passengers.
    - 4. offloading of baggage for passengers who fail to board the aircraft.
  
- 7.4.1
  - (a) Provide
  - (b) Arrange for control of access to
    - 1. aircraft.
    - 2. designated areas.

## Annex IV Additional handling rates

Item	Service	IATA SGHA 2013 code	Rate	Per
E1	GPU	3.4.1.1	€ 91	Hour
E2	Heating Unit	3.4.1.4	€ 162	Occasion
E3	Air start	3.4.1.5	€ 101	Occasion
E4	Ballast	3.6.8	€ 101	Occasion
E5	Towing/push-back	3.8.1	€ 126	Occasion
E6	Toilet Service	3.11.1	€ 76	Occasion
E7	Water Service	3.12.1	€ 61	Occasion
E8	Catering services	3.15.1/2/3	€ 96	Occasion
E9	Security Services	7.5.1	€ 210	Per 3 hours
F1	Handling Plus A	E1+E5+E6+E7	€ 1.52	Per departing passenger
F2	Handling Plus B	F1+E7+E11	€ 5.05	Per departing passenger
F3	Handling Plus C	'special flights'(*)	€ TBD	Per departing passenger

Aircraft seat capacity	E10: De-/anti/ icing (3.16)	E11: 'Small' Cleaning (3.10b.1/2/5)	E12: 'Full' Cleaning (3.10b.1/2/3/4/5/6/7/8/9/10/11)
0-10	€ 449	€ 46	€ 66
11-20	€ 449	€ 46	€ 66
21-40	€ 449	€ 62	€ 88
41-52	€ 449	€ 75	€ 105
53-80	€ 549	€ 85	€ 122
81-110	€ 549	€ 98	€ 139
111-130	€ 549	€ 161	€ 228
131-150	€ 673	€ 202	€ 289
151-170	€ 673	€ 218	€ 311
171-200	€ 673	€ 229	€ 329
201-250	€ 734	€ 305	€ 436
251-300	€ 734	€ 372	€ 531
301-350	€ 734	€ 439	€ 627
	+ € 6,06 per litre		

(\*) A 'special flight' is a flight with tailor made handling services which will be mutually agreed in SGHA Annex B.

## Annex V Terms & Conditions handling services

- 1 Handling in case of return to ramp will not be charged extra, provided that a physical change of load is not involved.
- 2 The handling rate is calculated as a flat rate. The claim of parts of the services will not result in a discount on the handling charge.
- 3 All services not included in Annex III will be charged for at current local rates.
- 4 To offer a more tailor made aircraft and passenger handling, standard services as described under Annex III, can be adapted to a similar set of services after discussion and prior agreement with Eindhoven Airport N.V.
- 5 Any disbursements made by the Handling Company on behalf of the Carrier will be reimbursed by the Carrier at cost price plus an accounting surcharge of 10% or at in advance agreed rates.
- 6 All rates referred to in these regulations are exclusive of any taxes of levies, which may be applicable.
- 7 Any taxes levied by the Government or Government agencies from on the activities of the Carrier in The Netherlands will be the liability of the Carrier.
- 8 Eindhoven Airport N.V. subcontracts the services mentioned in Annex III to Viggo Eindhoven Airport B.V., Jan Hilgersweg 2, 5657 ES Eindhoven, The Netherlands.
- 9 Settlement of account shall be effected by credit card or prepayment by bank transfer.
- 10 Disputes relating to the application of these regulations will be placed before the Dutch court in the district of Oost-Brabant.
- 11 These regulations become effective on 1 April 2016.