



2020

**PRICE LIST OF AIRPORT REGULATED CHARGES**



Director Office

MZLZ Jsc.

1/4/2020

MANUAL  
PRICE LIST OF AIRPORT REGULATED CHARGES

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SVRHA DOKUMENTA PURPOSE OF THE DOCUMENT	On basis of article 42 of Air Traffic Law, Ordinance on provision of ground handling services and Ordinance on airport charges, this document defines all services provided to users by MZLZ Jsc, their prices and method of calculation. Document is to be applied from 1 January 2019, approved by CCAA on ..... In Quality system from .....
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PODRUČJE PRIMJENE SCOPE OF APPLICATION	◆ MZLZ Jsc.
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REFERENTNI DOKUMENTI REFERENCE(S)	Priručnici / Manuals	Not applicable
	Postupci / Procedures	Not applicable
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## 1. Introduction

On the basis of article 42 of Air Traffic Act (OG no. 69/09, 84/11, 54/13, 127/13 and 92 /14), Ordinance on airport charges (OG 65/15) and article 18 of Ordinance of provision of ground handling services (OG 61/15), International Zagreb Airport Jsc (hereinafter: MZLZ d.d.) adopts this Price List of Airport Regulated Charges.

On the date of this Price List of Regulated Airport Charges entering into force, the (existing) Official Price List of Airport Services approved by CCAA on 3rd December 2018 - ceases to be valid.

### Referential documents

- **Legal regulations of RC and Concession Agreement:**
  - Air Traffic Act, article 42 (OG no. 69/09, 84/11, 54/13, 127/13 and 92 /14)
  - Airports Act, article 9 (OG no. 19/98 and 14/11),
  - Ordinance on Airport Charges, article 2, paragraph 4b and c, article 3 paragraph 4, article 7 paragraph 3, article 11 (OG no. 65/15),
  - Ordinance of provision of ground handling services, article 4 paragraphs 3 and 5, article 18 paragraphs 1, 2, 3 and 4, and Annex 1 (OG no. 61/15)
  - Concession Agreement relating to the Construction and Operation of the Zagreb Airport, Annex 11, Parts A and B
  
- **Legal regulations of EU, and ICAO and ACI manuals:**
  - Directive (EC) no. 1107/2006 of European Parliament and Council of 5 July 2006 regarding rights of PRM and persons with special needs at travelling by air
  - Manual: ICAO Airport Economics Manual, ICAO Doc 9562 / 3. edition – 2013.
  - ICAO's Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082 /9. edition – 2012.
  - Recommendations: ACI – Policies and Recommended Practices Handbook 2009; 7. edition; 2009.

Price list of airport services complies with valid legal regulations of RC and is approved by CCAA (Croatian Civil Aviation Agency).

Price list of airport services is valid for all users of airport services.

MZLZ d.d. retains right of control and adjustment of prices in accordance with the terms stated in Concession Agreement relating to the Construction and Operation of the Zagreb Airport that was signed by the Republic of Croatia and MZLZ d.d. on 4 December 2013.

### Other charges:

#### a) Ground Handling (price of services specified in separate price list):

Ground handling services are described and their prices are defined in a special price list of that legal person: MZLZ-Zemaljske usluge d.o.o. (hereinafter: MZUS), DSM + Handling Request: ZAGAPXH, +385 1 456 2009 or [operations@zag.aero](mailto:operations@zag.aero)



***b) Catering services (price of services specified in separate price list):***

*Catering services, provided by MZLZ catering Ltd. are described and their prices are specified in separate price list of that legal person.*

***c) Commercial services (price of services specified in separate price list):***

*Commercial services, provided by MZLZ Jsc. are described and their prices are specified in separate price list of that legal person (commercial@zag.aero).*

***d) Delivery of fuel to aircraft (price of services specified in separate price list):***

*Delivery of fuel to aircraft, provided by INA Avioservis doo, are described and their prices are specified in separate price list of that legal person.*





## 2. General conditions

- 2.1 *In Price List of Airport Regulated Charges are contained conditions under which the users of airport services use the facilities and services of MZLZ d.d. When user of airport services uses any of the facilities and services of MZLZ d.d., including aircraft landing and take-off operations, it is implied that by this very action he accepts all obligations of the conditions stated in this document (Price List of Airport Regulated Charges).*
- 2.2 *Conditions stated in this Price List of Airport Regulated Charges take effect on the effective date of the document and replace all previous conditions contained in existing Official Price List of Airport Services, which cease to be valid by this document being put in effect.*
- 2.3 *In case of any changes of legal regulations that refer in contents to airport regulated charges, MZLZ d.d. has right to withdraw or change the conditions contained herein, after:*
- *Previous consultations with Airport User Committee- AUC, and after*
  - *Obtained approval by CCAA.*
- 2.4 *Air carriers who did not separately conclude with MZLZ d.d. method of payment for used facilities and rendered services, are obliged to settle the payment at latest before landing.*
- 2.5 *Collection of payments for used facilities and services rendered to air carriers under item 2.4 of this document will be executed in the following manner:*
- *in cash*
  - *by American Express credit card*
  - *by Diners credit card*
  - *by Master Card credit card*
  - *by VISA credit card*
  - *by AIR ROUTING credit card*
  - *by Multiservice credit card*
  - *by cheques (aircraft pilots', Traveller's, Euro)*
- 2.6 *Value added tax will be calculated in accordance with VAT Law (OG no. 47/95 - 73/2013) and Ordinance on VAT (OG no. 79/2013, 160/13, 35/14, 157/14 and 130/15).*
- 2.7 *Calculation and collection of used facilities and services rendered may be executed in any currency in way that prices stated in EUR are paid in EUR, HRK or USD per mean exchange rate of Croatian National Bank on the day of invoice delivery.*
- 2.8 *For delays in payment of used facilities and services rendered the debtor will be charged legal interest, in accordance with maximum interest rate ruled by valid national legal act.*
- 2.9 *MZLZ d.d. has right to request payment security instrument from the user of airport facilities and services based on traffic forecast (announced by service user) and anticipated risk (by MZLZ d.d.).*
- 2.10 *In case of any disputes between users of airport facilities and services and MZLZ d.d. with reference to interpretation and practical implementation of this Price List of Airport Regulated Charges - the court in Zagreb will be competent.*
- 2.11 *In case of an emergency event, all special facilities and services provided by MZLZ d.d. to aircraft operator will be calculated on the basis of actual costs increased by 10 % of manipulative costs.*



2.12 Throughout the concession period MZLZ d.d. retains the right to adjust the Price List of Airport Regulated Charges based on **inflation/deflation** in accordance with articles 6.5 and 6.9 of the Concession Agreement relating to the Construction and Operation of the Zagreb Airport between the Republic of Croatia and ZAIC A-Limited of 11 April 2012.

### 2.13 Definitions of terms

- **Ambulance flight** means aircraft flight which transports ill or injured persons or human organs for transplantation.
- **Crew members who are not on duty on flight in operation and handling/care of passengers and/or cargo (DHC)** are employees of aircraft operator who travel to destination where they shall take over an aircraft with aim to perform their duty of crew.
- **Crew members** are persons on board the aircraft possessing appropriate flying licences and during flight perform duties of aircraft operation and handling/care of passengers and/or cargo.
- **Domestic air traffic** means aircraft traffic between airports on the territory of one country.
- **CCAA** means Croatian Civil Aviation Agency (CCAA).
- **Long-haul flights** means every direct, scheduled and intercontinental flight.
- **Commercial flight** means every transport of passengers, cargo or mail which is paid or charged otherwise.
- **Airport user** means every physical or legal person (aircraft operator, or provider of ground handling services, or user of service who independently performs ground handling services) who uses one or more services of MZLZ d.d. for which one or more of airport (regulated) charges is calculated with purpose of payment collection.
- **Scheduled flight** means more flights between two or more airports with the same following characteristics:
  - ✓ each flight have seats and/or capacity of aircraft for transport of cargo and/or mail available to public for individual purchase (either directly from air carrier or his authorised representative),
  - ✓ operated on the basis of and in accordance with published flight schedule, or so frequently and regularly that they represent recognizable system series.
- **Maximum take-off weight (MTOW)** means the maximum allowed weight of an aircraft at take-off, as specified in Certificate of Airworthiness. Each MTOW of aircraft expressed as decimal number shall be calculated by MZLZ d.d. in manner to round the value thus expressed to the first next bigger value of a whole number: eg. If MTOW is 5.01 tons, then MTOW will be specified as 6.0 t MTOW with purpose of airport charge calculation.
- **MZLZ dd** means (applies to all) legal entities which are owned by it.
- **International Zagreb Airport** means International Zagreb Airport pursuant to registration at Croatian Commercial Court.
- **International air traffic** means aircraft operations between two or more airports located in two or more countries.





- **General and business aviation** means every aircraft operation whose aim is not:
  - ✓ non-scheduled air transport of passengers by aircraft with 11 (eleven) or more seats in passenger cabin,
  - ✓ transport of state dignitaries and/or guests of individual state entities (legal, executive or court authorities),
  - ✓ transport by governmental aircraft of individual state dignitaries (legal, executive or court authorities) organized by the competent state entity, and
  - ✓ scheduled public air transport.
- **Panoramic flight** means flight of aircraft up to 5.7 t MTOW with passenger(s) with aim to panoramic sightseeing of landscape, which starts at International Zagreb Airport and ends in the same place, without landing anywhere in the meantime.
- **Terms „passenger“, „baggage“, „cargo“ and „mail“**, when stated in conditions and price list of airport services mean all persons, baggage, cargo and mail which are transported by aircraft.
- **Return flight** means return of aircraft to the airport from where she took-off, and not landed on any other airport before the return.
- **Forced landing** means aircraft landing caused by illness, injury or death of a passenger, technical failure on aircraft, or similar, irregularity regarding cargo in aircraft which endangers safety of flight, unfavourable weather conditions, and unlawful disturbance of air traffic.
- **Test flight** means flight aiming to check aircraft technical faultlessness.
- **Passenger – baby** is every person up to 2 years old.
- **Passenger - child** is every person from 2 to 12 years old.
- **Passenger - adult** is every person older than 12.
- **Passenger ID 00** is passenger with (passenger) boarding ticket issued with discount of 100 %.
- **Passenger ID 90** is passenger with (passenger) boarding ticket issued with discount of 90 %.
- **Passenger** is every person on board the aircraft who is not member of crew.
- **Passenger in transfer** is passenger who on the basis of purchase of one boarding ticket arrived in airport by aircraft with certain flight number and by the same or different aircraft will continue his travel with a (completely) different flight number within 24 hours at most.
- **Passenger in transit** is passenger who on the basis of purchase of one boarding ticket arrived in airport by aircraft with certain flight number and by the same (or replacement) aircraft will continue his travel with (completely) the same flight number within 24 hours at most.
- **Facilities of MZLZ d.d.** mean all infrastructure buildings and pertaining equipment managed and maintained by MZLZ d.d. , intended for user of service with aim to realize his (user's of service) commercial affairs.
- **School flight** means flight of aircraft under supervision of flight instructor with aim to obtain or extend or renew pilot licence, in accordance with FTO-ATO Certificates for students registered in Training diary or in Technical diary.





- **Technical landing** means landing of aircraft for non-commercial reasons, when during stay of aircraft on the airport there were no changes of usable cargo in aircraft.
- **Services of MZLZ d.d.** mean all services of MZLZ d.d. with specified (regulated) charges contained in this Price List of Airport Regulated Charges.
- **Security check** (of aircraft crew, passengers, baggage, cargo and mail) means procedure of discovering dangerous items and prevention of their coming on board.
- **Airport** means aerodrome specially adjusted for services in air traffic.
- **Air Carrier** means legal person with valid Operative licence or equally valid document which authorises the carrier to perform commercial air transport.
- **Aircraft with code letter "C"** means each aircraft with a wingspan from 24,0m up to 35,99m,
- **Aircraft with code letter "D"** means each aircraft with a wingspan from 36,0m up to 51,99m,
- **Aircraft with code letter "E"** means each aircraft with a wingspan from 52,0m up to 64,99m,
- **Aircraft with code letter "F"** means each aircraft with a wingspan from 65,0m up to 79,99m.

### **3. Information requested by MZLZ d.d. from users of services before their use of facilities and services of MZLZ d.d.**

3.1 Before usage of facilities and services of MZLZ d.d., the user of airport services who:

- is going to use them for the first time, or
- had not used them continuously for period of 12 months passed until the moment of delivery of request for (new) usage of facilities and services of MZLZ d.d. ,

is obliged to send to e-mail address [lroic@zag.aero](mailto:lroic@zag.aero) the following details:

- a. name and surname of physical person, (or) full name of legal person, (postal) address, number of telephone, mobile and fax, and e-mail address of responsible person,
- b. proof of possession and application of Civil Aviation Security Program adjusted with National Civil Aviation Security Program in RC, i.e. appropriate legal regulations of the state of aircraft operator's headquarters,
- c. proof of possession and application of own plan of activities in cases of emergency (Emergency Plan), which contains all possible dangers that affect safety of passengers, crew, cargo and aircraft, as well as infrastructure, equipment and devices of airport operator and provider of ground handling services, and which in the most important parts must be adjusted to Emergency Plan of MZLZ d.d.,
- d. names, postal addresses, numbers of telephones and telefaxes, e-mail addresses and all other contact details of key persons (including their names and surnames) who may be contacted at any time in emergency cases referring to security or safety of air traffic, or operational or financial issues regarding usage of buildings and services of MZLZ d.d.,
- e. proof that a department for passenger assistance is organized in appropriate way (in opinion of Management Board of MZLZ d.d.) via contact telephone 24 hours 7 days a





*week, and that on official web pages there are always available information on all actual changes regarding flight,*

- f. summary of contract on provision of ground handling services (on International Airport Franjo Tuđman) relating to handling of passengers, cargo and mail,*
- g. summary of contract on provision of aircraft de-icing service (on International Airport Franjo Tuđman) by authorised (for such work) provider of ground handling services,*
- h. summary of plan of removal of disabled aircraft from manoeuvring surfaces, and/or repair of faulty aircraft positioned on operation surface of International Airport Franjo Tuđman,*
- i. technical details for each type, version and registration of aircraft, including data on total number of passenger seats and MTOW, to be used for flights to/from International Airport Franjo Tuđman,*
- j. proof of aircraft insurance to be used for flights to/from International Airport Franjo Tuđman.*

**REMARKS:**

- Each change of any of the data stated in this chapter (3.1) must be delivered in written form to MZLZ d.d. by user of service, at latest 30 days of the day the change was made. Besides, on special request of MZLZ d.d., user of service must deliver to MZLZ d.d. detailed report on accuracy of any data contained in this chapter (3.1) of the Price List of Airport Regulated Charges.*
- Since data on aircraft MTOW is used for calculations of (regulated) charges for landings and take-offs, stay of aircraft and centralized infrastructure – handling of passenger and cargo aircraft (CIR), each user of service (aircraft operator, provider of ground handling service or user of service who independently performs ground handling services) who does not deliver to MZLZ d.d. the copy of Certificate of Airworthiness, will be charged the maximum allowed weight of aircraft at landing specified for that type of aircraft by aircraft manufacturer - which MZLZ d.d. shall take as basis for calculation of airport charge.*

#### **4. Information requested by MZLZ d.d. from users of services with purpose of calculation of (regulated) charges for used facilities and provided services, as well as passenger and cargo duties for CCAA**

*4.1 With purpose of calculation of single (regulated) charge for used facilities and provided services by MZLZ d.d., user of service (aircraft operator, provider of ground handling services or user of service who independently performs ground handling service) is obliged to deliver to MZLZ d.d. regularly (daily) for each single flight the following details:*

- a. total number of passengers in arrival per groups: adults, children and babies,*
- b. total number of local passengers (from International airport Franjo Tuđman) in departure per groups: adults, children and babies,*





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- c. total number of transfer passengers in departure per groups: adults, children and babies,
- d. total number of transit passengers in departure per groups: adults, children and babies,
- e. total number of crew members on departure specified as Dead Head Crew (DHC),
- f. total number of passengers on departure with passenger boarding tickets issued with discount of 100 %, specified as ID 00,
- g. total number of passengers on departure with passenger boarding tickets issued with discount of 90 %, specified as ID 90,
- h. total cargo and mail in arrival, expressed separately in kg,
- i. total local cargo and mail on departure, expressed separately in kg,
- j. total transfer cargo and mail on departure, expressed separately in kg,
- k. total transit cargo and mail on departure, expressed separately in kg,
- l. the total quantity of fuel delivered to aircraft, expressed separately in kg,
- m. timely information with appropriate explanation of each noticed error or change regarding data on total number of passengers per groups stated under items a, b, c, d, e, f, g, h, i, j, k and l of this chapter (4.1).

REMARK:

To each user of services (aircraft operator, provider of ground handling services or user of service who independently performs ground handling service), who does not timely deliver accurate data for each single flight to/from International Airport Franjo Tuđman about total number of passengers per groups, loaded cargo and mail, stated in this chapter, (4.1) under items a, b, c, d, e, f, g, h, i, j, k and l, with purpose of calculating regulated charges for passenger service, aviation security, passengers with special needs (PRM), centralized infrastructure - passenger and operation handling (CIT) and CCAA passenger and cargo duty, MZLZ d.d. shall for basis of calculation use the following:

- total number of passenger seats in aircraft, with it that:
- no passenger is specified as baby, transit or transfer,
- no passenger is specified as ID 00 or ID 90,
- no crew member is specified as DHC, and
- maximum quantity of cargo and mail, supposing that every (adult) passenger of standard weight has one piece of hand (cabin) baggage weighing 15 kg,
- maximum quantity of fuel that could be poured into the aircraft with respect to the total quantity of fuel that was in the aircraft at the time of landing.

4.2 Based on the fact that user of services at MZLZ d.d. used the facilities of MZLZ d.d. and accepted provision of services, and to verify the data required to calculate the (regulated) charge for use of facilities and services provided by MZLZ dd, it is implied that he (the user) will, on special reasonable and timely written request by MZLZ d.d., do as follows:

- enable sporadic and random check of data under this and previous chapter (3 and 4) based on the following:
  - ✓ review of entire documentation for certain flight to/from International Airport Franjo Tuđman, as well as other business documentation of users, if access to the documents of a particular flight is not sufficient, and/or
  - ✓ direct counting of passengers and/or measuring of weight, cargo and mail,
- deliver to MZLZ d.d. report verified by independent auditor (controller) on realized passenger, cargo and mail traffic to/from International Airport Franjo Tuđman in certain period.





**REMARK:**

*If MZLZ d.d. determines, on the basis of performed audit/review in accordance with this chapter (4.2), that the user of services of MZLZ d.d. paid for some of (regulated) charges in insufficient amount, then the user of services of MZLZ d.d. will be obliged to pay the difference between that insufficient amount of charge and the amount that should have been paid, within 5 (five) days after MZLZ d.d. had informed the user of services in writing about the results of performed audit/review.*

*In order to avoid any doubts, if after the performed audit/review it is determined that the user of services paid some of (regulated) charges in higher amount than necessary, MZLZ d.d. will not be obliged to pay back to the user any difference between the overpaid charge and necessary charge that should have been paid.*

*4.3 All data stated in chapters 3 and 4 of this document (Price List of Airport Regulated Charges) which MZLZ d.d. delivers to the user of services of MZLZ d.d. are to be considered as business secret and MZLZ d.d. is obliged not to reveal it without special consent of the user of services to whom the data refer in written form, to any third legal or physical persons, except when thus is in accordance with applicable regulations, and/or order of the authorized state body, and/or the application of the concession grantor (authorized by the Concession Agreement).*

*4.4 Data stated in chapters 3 and 4 of this document, delivered by users of services to MZLZ d.d., shall not be considered as confidential by MZLZ d.d., nor shall have the obligation referred to in point 4.3 in case these data are already known to the public, not by MZLZ d.d. fault.*

## **5. Manner of delivery of information under chapters 3 and 4 of this document**

*5.1 If user of services did not agree with MZLZ d.d. otherwise, which must be documented in written form, all information under chapters 3 and 4 of this document (Price List of Airport Regulated Charges) must be delivered to MZLZ d.d. in electronic form.*

*5.2 If user of services did not agree with MZLZ d.d. otherwise, which must be documented in written form, user of services must enable, via SITATEX (SITA messages) communication system, or some other standard electronic system, connection of his (which he is using) DCS (Departure Control System) of computer system and AODB (Airport Operator Database) computer system of MZLZ d.d. At that, user of services is obliged to provide and ensure:*

- Constant accuracy and completeness of all data contained in his DCS system (which he is using) 24 hours / 7 days weekly,*
- Timely (in the shortest possible time) information in electronic format about each flight cancellation, to e-mail address: [lroic@zag.aero](mailto:lroic@zag.aero).*

## **6. Activities of service users at MZLZ**

*6.1 All activities of service users in the area of International Airport Franjo Tuđman must be in accordance with:*

- pertaining legal regulations of the Republic of Croatia,*



- *Airport manual of MZLZ Zagreb International Airport Operator Ltd and*
- *Airport plan of activities in emergency cases (Emergency Plan),*
- *Airport plan of aviation security at MZLZ,*
- *provisions contained in this Price list (Price List of Airport Regulated Charges), as well as*
- *all other rules and procedures specified by MZLZ d.d. aiming at maximum security and safety of civil aviation at MZLZ,*
- *any permanent or temporary local restrictions published in Aeronautical Information Publication (AIP) or (just) approved by MZLZ d.d.*

*6.2 For the benefit of passengers, each user of facilities and services of MZLZ d.d. is obliged to organize and perform his activities in the area of MZLZ in manner that would ensure maximum quality of services in accordance with internal rules of the very user of services and MZLZ d.d.*

*6.3 User of facilities and services of MZLZ d.d. is obliged that with his activities he will not in any way cause that MZLZ d.d. breaches any of valid legal regulations in the Republic of Croatia.*

*6.4 With aim to optimize capacities of individual buildings, assets or devices managed and maintained by MZLZ d.d., and with regard to the fact that MZLZ is defined as Schedules facilitated Airport, each user of facilities and services of MZLZ d.d. is obliged before specifying any flight schedule, to adjust it with MZLZ d.d.*

*6.5 In case when aircraft operator in category of general or business aviation requests approval for landing or take-off from the airport without previous adjustment of flight schedule, then MZLZ d.d. has right not to approve the landing or take-off of such aircraft during peak hours.*

*6.6 None of the provisions contained in this document (Price List of Airport Regulated Charges) may be interpreted or abused in way that the user of service uses facilities and services without the approval of MZLZ d.d. In this sense, MZLZ d.d. holds the right to withdraw issued approval to service user who breaches any of the provisions of this document or documents and legal regulations specified in item 6.1 of this chapter.*





## 7. Landing and Take-Off Charge

Aircraft landing and take-off charges are collected for usage of runway (RW) and taxiways (TW), with related visual navigational aids, including approaching lights (system), and airport lighting (system) of runway and taxiways.

### 7.1 Description of contents of the charge

Aircraft landing and take-off charge refers in its contents to:

- Use of runway (RW) at landing and take-off of aircraft,
- Use of taxiway (TW),
- Use of visual navigational aids, including approaching lights (system), and airport lighting (system) under conditions of categories ILS CAT I, ILS CAT II and IIIb,
- Use of „Follow Me“ vehicle with driver.

Obligation of payment of charge for landing and take-off of aircraft starts at the moment of aircraft landing on runway (RW) of International airport Franjo Tuđman.

### 7.2 Unit of measure

- 7.2.1 For **fixed part of the charge** - it is M.T.O.W. – maximum allowed weight of aircraft at take-off, according to Certificate of Airworthiness expressed in metric tons. Each started part of ton is counted as a whole ton (eg. 5.01 t = 6.0 t),
- 7.2.2 For **variable part of the charge** - it is total number of boarded passengers - adults and children (babies are not included – INF) on departure from MZLZ.

### 7.3 Amount of charge for landing and take-off

The amount of charge for landing and take-off of aircraft is not separable and encompass the operation of landing and take-off of aircraft.

#### 7.3.1 Fixed part of the charge

Groups of aircraft related to M.T.O.W.	Unit	EUR (€)
Aircraft up to 3.0 tons of M.T.O.W.	Fixed charge	30.00
Aircraft from 3.1 to 6.0 tons of M.T.O.W.	Each started ton of M.T.O.W.	10.00
Aircraft from 6.1 to 100.0 tons of M.T.O.W.	Each started ton of M.T.O.W.	6.50
Aircraft from 100.1 to 220.0 tons of M.T.O.W.	Each started ton of M.T.O.W.	6.00
Aircraft over 220.1 tons of M.T.O.W.	Each started ton of M.T.O.W.	5.50

#### 7.3.2 Variable part of the charge

Unit	EUR (€)
Passenger on departure (adult and child)	1.85



### 7.3.3 Exceptions

*Variable part of the landing and take off charge is not paid by two categories of passengers:*

- *babies up to 2 years old (INF), and*
- *transit passengers (TRS) - passengers who arrived at MZLZ by certain flight number, and with the same flight (flight number) continue their aircraft travel from MZLZ.*

### 7.4 Decrease of charge amount

*Charge for landing and take-off is reduced by 25 % in cases of:*

- *return flight,*
- *test flight,*
- *technical landing.*

### 7.5 Exceptions

#### 7.5.1 School flights

##### 7.5.1.1 Aircraft up to 5.7 t MTOW

*For aircraft with MTOW up to 5.7 t, MZLZ d.d. proposes to aircraft operators authorised by CCAA for pilot trainings in compliance with ATO-FTO permits, conclusion of a separate contract for series of school flights for certain period, where special price of the charge will be specified for cases when:*

- *aircraft (actually) lands on runway (RW) and immediately taxis on runway,*
- *aircraft only touches the runway by wheels of landing gear and immediately takes-off (Touch and Go).*

##### 7.5.1.2 Aircraft of 5.8 t and more

*For aircraft whose MTOW is 5.8 t and more, the charge for landing and take-off is:*

- *reduced by 75% in cases of landing and take-off in good weather conditions (when approaching lights and runway lighting system are not used),*
- *reduced by 75% + 50 EUR (€) in cases of landing and take-off in low visibility conditions and during night (when approaching lights and Runway lighting system are used).*

#### REMARK:

*In case of many constant operations (series) of landing and take-off of aircraft MTOW 5.8 t and more, in low visibility conditions and night, when approaching lights and runway lighting system are used, the increase of 50 EUR (€) is applied only once, for the last landing in series.*

*With purpose to apply provisions of this chapter (7.5) of the Price List of Airport Regulated Charges, the aircraft operators mentioned in items 7.5.1.1 and 7.5.1.2 of this chapter (7.5) must previously and based on written announcement of the exact date and time of school flights sent to e-mail address: [lroic@zag.aero](mailto:lroic@zag.aero), obtain an approval from MZLZ d.d., which shall be delivered to the user by e-mail.*





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### **7.5.2 Panoramic flights**

*Panoramic flight means flight of aircraft up to 5.7 t MTOW with a passenger (or passengers) with aim of panoramic landscape seeing from air, which starts at International Airport Franjo Tuđman and without landing anywhere in the meantime ends at International Airport Franjo Tuđman after certain time. MZLZ d.d. proposes conclusion of special contract for series of panoramic flights over certain period, for which special charge will be defined for a single panoramic flight.*

**REMARK:**

*With purpose to apply provisions of this sub-chapter (7.5.2) of the Price List of Airport Regulated Charges, the aircraft operators registered with CCAA for commercial panoramic flights must previously and based on written announcement of the exact date and time of panoramic flights sent to e-mail address: [lroic@zag.aero](mailto:lroic@zag.aero) , obtain an approval from MZLZ d.d., which shall be delivered to the user by e-mail.*



## 8. Charge for Aircraft Parking/Stay

Charge for aircraft parking/stay is collected for usage of apron for parking and stay of aircraft.

There are different positions for parking:

- remote from passenger building (Far remote or Stand),
- on position equipped with air bridge, but without contact of aircraft and air bridge (Close remote),
- on position with air bridge, with contact of aircraft and air bridge (Contact).

### 8.1 Description of contents of the charge

- using position far from passenger building (Far remote or Stand),
- using position equipped with air bridge, but without contact of aircraft and air bridge (Close remote), and
- using position with air bridge, with contact of aircraft and air bridge (Contact).

### 8.2 Unit of measure

- M.T.O.W. – maximum allowed weight at take-off, per Certificate of Airworthiness expressed in metric tons, where each started part of ton is calculated as a whole ton,
- 5 minutes of stay on parking position (on block time - off block time).

### 8.3 Amount of the charge

#### 8.3.1 Amount of the charge for Far remote or Stand – Existing (Old) Apron

Amount of charge for Far Remote or Stand on old apron differs with regard to the total time spent on parking position. There differ:

- charge for aircraft parking up to the expiry of the third day, at longest (71 h and 59 min), and
- charge for aircraft parking after the expiry of the third day (72 h) and longer.

#### 8.3.1.1 Amount of the charge for Far remote or Stand (old apron) at longest up to the expiry of the third day (71 hours and 59 minutes)

Amount of charge for Far remote or Stand on old apron up to the expiry of the third day (71 h and 59 min) consists of 2 parts:

- amount charged for each ton M.T.O.W., and
- amount charged for every 5 (five) minutes of stay of aircraft on position.

Unit	Franchise	Charged	EUR (€)
Each started ton M.T.O.W.	First 4 (four) hours on position	If parking/stay is longer than 4 (four) hours, then the total time is charged, including those first 4 hours	0.01
Every 5 (five) minutes	First 4 (four) hours on position	If parking/stay is longer than 4 (four) hours, then the total time is charged, including those first 4 hours	0.01





- Amount of charge for stay (parking) of aircraft until the expiry of the third day is calculated per M.T.O.W. ton and for every 5 minutes of aircraft stay on a position.
- Calculation of charge for parking/stay of aircraft is obligatory from the moment of expiry of 4 hours of stay on a position, and then total time of stay is charged, including those first 4 hours,
- Parking/stay of aircraft from 22.00 h – 06.00 h is not charged.

### 8.3.1.2 Amount of the charge for Far remote or Stand (old apron) after the expiry of the third day (72 hours) and longer

Amount of the charge for far remote or stand (old apron) after expiry of the third day (72 h) is **daily lump sum** calculated from the moment of aircraft stopping on parking position, therefore even for the previous 3 days and until aircraft leaves the position and apron (on block time - off block time).

Unit of measure is M.T.O.W. according to Certificate of Airworthiness, expressed in metric tons where each started part of the ton is calculated as a whole ton.

Unit	EUR (€)
Each started ton of M.T.O.W.	1.0

### 8.3.2 Amount of charge for position without air bridge – stand on new apron (Close remote)

Amount of charge for position without air bridge – stand on new apron (Close remote) contains 2 parts:

- amount charged for each ton of M.T.O.W. and
- amount charged for each 5 (five) minutes of aircraft stay on positions.

Unit	Not charged	Charged	EUR (€)
Each started ton M.T.O.W.	first 50 (fifty) minutes on position	If longer than 50 (fifty) minutes, then the total time is charged, including those first 50 (fifty) minutes	0.04
Every 5 (five) minutes	first 50 (fifty) minutes on position	If longer than 50 (fifty) minutes, then the total time is charged, including those first 50 (fifty) minutes	0.04

- Amount of charge for stay (parking) on position without air bridge –stand (Close remote) - is calculated per M.T.O.W. ton and for every 5 minutes of aircraft stay on a position in a way that after the expiry of a time interval of 5 minutes, starting minute of the new interval of 5 minutes is calculated as the full time interval of 5 minutes,
- Calculation of charge for parking/stay of aircraft is obligatory from the moment of expiry of 50 minutes of stay on a position, and then total time of stay is charged, including those first 50 minutes,
- Parking/stay of aircraft from 22.00 h – 06.00 h is not charged.

### 8.3.3 Amount of charge for position equipped with air bridge, but without contact of aircraft and air bridge (Close remote)

Amount of charge for position equipped with air bridge, but without contact of aircraft and air bridge (Close remote) contains 2 parts:



- amount charged for each ton of M.T.O.W. and
- amount charged for each 5 (five) minutes of aircraft stay on positions.

Unit	Not charged	Charged	EUR (€)
Each started ton M.T.O.W.	first 50 (fifty) minutes on position	If longer than 50 (fifty) minutes, then the total time is charged, including those first 50 (fifty) minutes	0.04
Every 5 (five) minutes	first 50 (fifty) minutes on position	If longer than 50 (fifty) minutes, then the total time is charged, including those first 50 (fifty) minutes	0.04

- Amount of charge for stay (parking) on position with air bridge but without contact of aircraft and air bridge - is calculated per M.T.O.W. ton and for every 5 minutes of aircraft stay on a position in a way that after the expiry of a time interval of 5 minutes, starting minute of the new interval of 5 minutes is calculated as the full time interval of 5 minutes,
- Calculation of charge for parking/stay of aircraft is obligatory from the moment of expiry of 50 minutes of stay on a position, and then total time of stay is charged, including those first 50 minutes,
- Parking/stay of aircraft from 22.00 h – 06.00 h is not charged.

#### 8.3.4 Amount of charge for position with air bridge, with contact of aircraft and air bridge (Contact)

Amount of charge for position with air bridge, with contact of aircraft and air bridge (Contact) consists of 2 parts:

- amount charged for each ton of M.T.O.W. and
- amount charged for each 5 (five) minutes of aircraft stay on positions.

Unit	Not charged	Charged	EUR (€)
Each started ton M.T.O.W.	first 50 (fifty) minutes on position	If longer than 50 (fifty) minutes, then the total time is charged, including those first 50 (fifty) minutes	0.04
Every 5 (five) minutes	first 50 (fifty) minutes on position	If longer than 50 (fifty) minutes, then the total time is charged, including those first 50 (fifty) minutes	0.04

- Amount of charge for stay (parking) on position with air bridge, with contact of aircraft and air bridge is calculated per M.T.O.W. ton and for every 5 minutes of aircraft stay on a position in a way that after the expiry of a time interval of 5 minutes, starting minute of the new interval of 5 minutes is calculated as the full time interval of 5 minutes,
- Calculation of charge for parking/stay of aircraft is obligatory from the moment of expiry of 50 minutes of stay on a position, and then total time of stay is charged, including those first 50 minutes,
- Parking/stay of aircraft from 22.00 h – 06.00 h is not charged.





#### **8.4 The exemption from the application of the provisions 8.3.2, 8.3.3 and 8.3.4**

**Exemptions from the provisions of 8.3.2 (position without air-bridge on the new apron), 8.3.3 (the position with the air bridge but no contact) and 8.3.4 (the position with the air bridge - contact) of the Price List of regulated airport charges, in the part referring to the time interval of stay of the aircraft at a position which is free of charge (Franchise), is applicable to aircraft:**

- **Code letter „C“** (wing span from 24,0m to 35,99m) on long-haul flights defined according to Concession Agreement relating to the Construction and Operation of the Zagreb Airport (all scheduled, direct and intercontinental flights, based on Article 2 of Air Traffic Act, and Article 2 of Ordinance on SLOTS and harmonization of flight schedules at airports),
- **Code letter „D“** (wing span from 36m to 51,99m) regardless of flight's duration,
- **Code letter „E“** (wing span from 52,0m to 64,99m), regardless of flight's duration, and
- **Code letter „F“** (wing span from 65,0m to 79,99m), regardless of of flight's duration,

**in such a way that the time interval of stay of the aircraft at a position which is free of charge (Franchise), is extended in the following manner:**

- **from 50 minutes to 60 minutes for code letter „C“ aircrafts** (wing span from 24,0m to 35,99m) on long-haul flights defined according to Concession Agreement relating to the Construction and Operation of the Zagreb Airport ,
- **from 50 minutes to 90 minutes for code letter „D“ aircrafts** (wing span from 36m to 51,99m),
- **from 50 minutes to 120 minutes for code letter „E“ aircrafts** (wing span from 52,0m to 64,99m), and
- **from 50 minutes to 180 minutes for code letter „F“ aircrafts** (wing span from 65,0m to 79,99m).

Amount of charge for stay (parking) on position is calculated per M.T.O.W. ton and for every 5 minutes of aircraft stay on a position. Calculation of charge for parking/stay of aircraft is obligatory from the moment of expiry of 60 (Code Letter "C" on Long-Haul Flights) or 90 (Code Letter "D") or 120 (Code Letter "E") or 180 (Code Letter "F") minutes of stay on a position, and then total time of stay is charged, including those first 60 or 90 or 120 or 180 minutes, in a way that after the expiry of a time interval of 5 minutes, starting minute of the new interval of 5 minutes is calculated as the full time interval of 5 minutes.

In addition to the previously written exemption, **parking charge will not be charged** at the parking position away from the passenger building (an old apron) in position without the air-bridge (the new apron), the position equipped with air-bridge but without contact (with air-bridge), as well as the position equipped with air-bridge, where the aircraft is in contact with the air bridge, **during the stay of the aircraft at one of those positions that is directly caused by delay under the IATA (delay) code 87, or for any other reason for that is directly responsible, and which is controlled and decided by the operator of the airport.** In other words, the airport operator shall calculate and charge a total period of stay of the aircraft at the parking position, reduced for the (extended) period of stay on the aircraft parking position, for which is responsible operator of the airport.





## 9 Passenger service charge

*Passenger service charge refers to use of area and pertaining facilities of existing and new passenger building intended for process of passenger handling, which are not part of centralized infrastructure and security check, then to use of air bridges defined as consisting parts of new passenger building, to use of buses for transfer of passengers from passenger building to aircraft and vice versa. Therefore charge for passenger service does not include areas and pertaining facilities of centralized infrastructure and commercial activities (eg. catering, trade, lease of office and storage space, etc.).*

### 9.1 Description of contents of the charge

*Passenger service charge includes usage of:*

- all non-commercial areas and facilities in the existing and new passenger building which are not part of security check of passengers and baggage, nor part of centralized infrastructure,*
- air bridges with pertaining equipment in new passenger building, and*
- bus transfer of passengers from passenger building to aircraft and vice versa, from aircraft to passenger building.*

### 9.2. Unit of measure

*The basis of calculation of passenger service charge is the total number of passengers on departure from MZLZ on single flight. Here it is important to mention that the obligation of charging the passenger service:*

- also refers to:*
  - ✓ passengers specified as ID 00 and ID 90, and*
  - ✓ crew members specified as DHC (who do not perform duties related to aircraft operation or care about passengers and/or cargo or mail),*
- but does not refer to:*
  - ✓ babies - passengers less than 2 years old (INF), and*
  - ✓ transit passengers (TRS).*

*With regard to destination of passengers on departure from MZLZ and with regard to the time and manner (means of transport) of their arrival at, or departure from MZLZ, the charging of passenger service is different, as follows:*

- international (abroad) passenger service – when travel destination is abroad,*
- domestic (in the country) passenger service – when travel destination is in the country, and*
- transfer passenger service – when passenger arrived by aircraft (one flight number) and intends to continue his travel within 24 hours with another flight number.*

*Passenger service charge is paid by all passengers of general and business aviation, in accordance with previously stated difference between international (out of the country) and domestic (within the country) passenger service charge.*

*Passenger service charge is collected from aircraft operator (air carrier).*





### 9.3 Amount of passenger service charge

Passenger service per passenger on departure from MZLZ who is older than 2 (two) years, is:

Type of transport	Unit	EUR (€)
International passenger service (out of the country)	Passenger (adult and child) on departure	17.50
Domestic passenger service (in the country)	Passenger (adult and child) on departure	7.50
Transfer passenger service	Passenger (adult and child) on departure	4.00

### 9.4 Exceptions

Passenger service charge is not paid by two categories of passengers:

- babies up to 2 years old (INF), and
- transit passengers (TRS) - passengers who arrived at MZLZ by certain flight number, and with the same flight (flight number) continue their aircraft travel from MZLZ.



## 10 Air Transport Security Charge

*Air Transport Security Charge is based on article 120 of Air Traffic Act (OG 69/09, 84/11, 54/13, 127/13 and 92/14), and contents specified by National Civil Aviation Security Program in the Republic of Croatia adopted by Croatian government. In accordance with these facts, by Air transport security charge is charged use of means and services of security screening of passengers, baggage, cargo and mail, as well as control of access to airside areas of international airport Franjo Tuđman.*

### 10.1 Description of contents of the charge

*In accordance with the aforesaid, the Air Transport Security Charge refers to use of means and services with aim to security screening of passengers, baggage, cargo and mail, as well as control of access to airside of international airport Franjo Tuđman. In this terms, different price is defined for:*

- security screening of passengers, baggage, and (different price) for
- security screening of cargo and mail.

### 10.2 Unit of measure, the calculation and exemptions

#### 10.2.1 Unit measure for security screening of passengers and baggage

*The basis for calculation of air transport security charge – screening of passengers and baggage, is total number of passenger on departure from international airport Franjo Tuđman on single flight. Here it is important to stress that the amount of the charge is equal for all categories of passengers: on international flights (out of country), domestic flights (in the country) and on transfer flights over international airport Franjo Tuđman.*

*When we consider total number of passenger on departure from international airport Franjo Tuđman, it is important to emphasise that the air transport security charge – screening of passengers and baggage also*

- refers to:
  - ✓ passengers specified as ID 00 and ID 90, and
  - ✓ crew members specified as DHC (not on duty regarding aircraft operation or care about passengers and/or cargo and mail), but
- does not refer to:
  - ✓ babies up to 2 years old (INF), and
  - ✓ transit passengers (TRS).

*Air transport security charge- screening of passengers and baggage - is paid by all passengers of general and business aviation.*

*Air transport security charge-screening of passengers and baggage - is collected from aircraft operator (air carrier).*

#### 10.2.1.1 Amount of air transport security charge – calculation per passenger on departure

	Unit	EUR (€)
<i>Passengers on scheduled, charter or other international, domestic or transfer transport</i>	<i>Passenger on departure (adults + children + ID00 + ID90 + DHC)</i>	6.50
<i>Passengers of general and business aviation</i>	<i>Passenger on departure (adults + children)</i>	6.50





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### **10.2.1.2 Exceptions**

*Air transport security charge is not paid by the following categories of passengers:*

- *babies up to 2 years old (INF), and*
- *transit passengers (TRS) - passengers who arrived at MZLZ by certain flight number, and with the same flight (flight number) continue their aircraft travel from MZLZ.*



## 11 PRM Charge

In accordance with Ordinance no. 1107/2006 EC of 5 July 2006 on rights of persons with invalidity or reduced mobility who use air transport, Međunarodna zračna luka Zagreb d.d. is obliged to provide assistance to such passengers. The assistance may be provided to persons who declare themselves as PRM persons at ticket purchasing, or after arrival at International airport Franjo Tuđman or during check-in for flight.

### 11.1 Description of contents of the charge

In accordance with previously stated, PRM charge refers to use of special means and services with aim to help PRM passenger during stay in airport passenger building and boarding /deboarding the aircraft and/or transport by special vehicle from passenger building to aircraft and vice versa.

### 11.2 Unit of measure

Basis for calculation of PRM charge is total number of departing passengers from MZLZ on single flight. It is important to emphasize that PRM charge is the same for all categories of passengers on:

- international flights (out of the country),
- domestic flights (in the country), and
- transfer over MZLZ.

When we consider total number of passengers on departure from MZLZ, it is important to emphasise that the PRM charge:

- refers to:
  - ✓ passengers specified as ID 00 and ID 90, and
  - ✓ crew members specified as DHC (not on duty regarding aircraft operation or care about passengers and/or cargo and mail), but
- does not refer to:
  - ✓ babies up to 2 years old (INF), and
  - ✓ transit passengers (TRS).

PRM charge is paid by all passengers of general and business aviation.

PRM charge is collected from aircraft operator (air carrier).

### 11.3 Amount of PRM charge

	Unit	EUR (€)
Passengers on scheduled, charter or other international, domestic or transfer transport	Passenger on departure (adults + children + ID00 + ID90 + DHC)	0.45
Passengers of general and business aviation	Passenger on departure (adults + children)	0.45

### 11.4 Exceptions

PRM charge is not paid by two categories of passengers:

- babies up to 2 years old (INF), and





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- *transit passengers (TRS) - passengers who arrived at MZLZ by certain flight number, and with the same flight (flight number) continue their aircraft travel from MZLZ.*



## 12 Charge for Centralized Infrastructure

Međunarodna zračna luka Zagreb d.d. as airport authority operates with centralized infrastructure that serves for provision of handling of passengers, baggage, cargo, mail and aircraft, pursuant to articles 10 and 17 of Ordinance of provision of ground handling services (OG 61/15).

### 12.1 Description of contents of the charge

Centralized infrastructure at International Airport Franjo Tuđman is divided into 2 groups:

- Centralized infrastructure for passenger and operations handling – traffic (CIT), and
- Centralized infrastructure for handling of passenger and cargo aircraft – ramp (CIR).

### 12.2 Centralized infrastructure for passenger and operations handling

Centralized infrastructure for passenger and operations handling, necessary for handling of passenger and baggage, covering the following:

- Systems of conveyor belts for transport of checked baggage for flight, from check-in counter to sorting area, with scales for measuring weight,
- System of conveyor belts for delivery and takeover of checked baggage on arrival,
- Area and equipment in sorting area for checked baggage for departure,
- Management of BHS (Baggage Handling System),
- Baggage Reconciliation System,
- Manual sorting of baggage which was not sorted automatically by the system,
- Storage area for checked baggage – lost and found (separately for domestic and separately for international flights),
- CUSS infrastructure and equipment,
- Counter equipped with reporting devices of any irregularities,
- Check-in counters for passengers, with pertaining equipment,
- Area with Check-in counters for flights, with pertaining equipment + 1.5 m<sup>2</sup> in front of each counter,
- Area with counters for takeover of passenger baggage of larger size or higher weight (Oversized),
- Counters with pertaining equipment and surface they cover + 1.5m<sup>2</sup> per each counter, serving for takeover of checked baggage of passengers who checked for flight via internet, or device CUSS - (Drop-Off),
- Counters for transfer and transit passengers with pertaining equipment and surface they cover + 1.5m<sup>2</sup> for each single counter,
- Counters on gates of passenger building towards aircraft, with pertaining equipment and surface they cover + 1.5m<sup>2</sup> for each single counter,
- CUPPS (Common Use Passengers Processing System),
- FIDS monitors above counters,
- Computer program of airport operator (AODB),

Price of centralized infrastructure does not include costs of back-up systems, communications and other related costs.

Conditional costs - refer to installation of new systems for passenger check-in, aircraft weight & balance, updating costs or of replacement of existing systems used by air carriers, and damage that





occurs due to defect on system, interruption of communications caused by force majeure, or neglect of a third party.

### 12.2.1 Unit of measure

#### 12.2.1.1 Unit of measure for centralized infrastructure for passenger and operations handling – traffic (CIT)

Charge for centralized infrastructure – CIT, paid for use of special equipment and area in passenger building where it is placed, aiming to enable passenger and operation handling of passenger and checked baggage. Basis of calculation of centralized infrastructure - CIT is total number of passenger in departure from international airport Franjo Tuđman.

When we consider total number of passengers on departure from international airport Franjo Tuđman, it is important to emphasise that the charge for centralized infrastructure - CIT:

- refers to:
  - ✓ passengers specified as ID 00 and ID 90, and
  - ✓ crew members specified as DHC (not on duty regarding aircraft operation or care about passengers and/or cargo and mail), but
- does not refer to:
  - ✓ babies (passengers) up to 2 years old (INF), and
  - ✓ transit passengers (TRS).

Charge for centralized infrastructure - CIT is paid by all passengers of general and business aviation.

#### 12.2.1.2 Amount of charge for centralized infrastructure for passenger and operations handling – traffic (CIT)

	Unit	EUR (€)
Passengers on scheduled, charter or other international, domestic or transfer transport	Passenger on departure (adults + children + ID00 + ID90 + DHC)	2.50
Passengers of general and business aviation	Passenger on departure (adults + children)	2.50

#### 12.2.1.3 Exceptions

The charge is not paid by the following categories of passengers:

- babies up to 2 years old (INF), and
- transit passengers (TRS) - passengers who arrived at MZLZ by certain flight number, and with the same flight (flight number) continue their aircraft travel from MZLZ.



### **12.3 Centralized infrastructure for handling of passenger and cargo aircraft – Ramp (CIR)**

Centralized infrastructure for aircraft handling necessary for provision of technical handling of aircraft encompass the following:

- Area and equipment for sorting of checked baggage in arrival,
- Equipment and system of aircraft faecal waste management,
- Vehicle, equipment and system (including water pipeline) for supply of potable water for aircraft,
- Equipment and system of waste disposal and drainage/sewage of consumed matters, and
- Equipment and material for storage of de-/anti-icing substances, and
- Vehicles, equipment and substances for aircraft de-/anti-icing
- Fire extinguishers placed on every parking position
- Surface by aircraft parking position reserved for parking of GH equipment,
- Service road on apron.

#### **12.3.1 Unit of measure and calculation**

##### **12.3.1.1 Unit of measure for centralized infrastructure for handling of passenger and cargo aircraft - ramp (CIR)**

Charge for centralized infrastructure – CIR, is paid for use of special equipment and space of storage of the equipment, with aim to perform the handling of passenger and cargo aircraft. Basis for calculation of centralized infrastructure - CIR is the Maximum Take-Off Weight (MTOW) of aircraft.

	<b>Unit</b>	<b>EUR (€)</b>
Handling of passenger and cargo aircraft	ton / MTOW	1.50

Charge for centralized infrastructure - CIR is charged to and for all general and business aviation aircraft.





## **13. Services on special request**

### **13.1 Generally**

On the basis of article 5 of Airports Act (OG 19/1998 and 14/2011) and article 42 of Air Traffic Act (OG 69/09, 84/11, 54/13, 127/13, 92/14) Međunarodna zračna luka Zagreb d.d. as airport authority provides services on special request and collects charges for their provision, in accordance with the official price list.

### **13.2 Description of services**

#### **13.2.1 Alternation**

Alternation means insurance of higher fire-fighting category than the one organized in appropriate time interval on request of aircraft operator, in order to enable alternative landing of aircraft at international airport Franjo Tuđman instead of airport where the flight is scheduled. This service will not be charged to those aircraft which took-off from international airport Franjo Tuđman and return to it because they could not land at their destination for some reason.

#### **13.2.2 Testing of aircraft engine**

Testing of aircraft engine means service of ensuring prevention of fire for aircraft operator on his request, by putting fire vehicle with crew nearby the aircraft during testing (check) of engine operation.

#### **13.2.3 Time on duty of fire vehicle with crew near the aircraft during fuel supply while passengers are on board or during their boarding / deboarding**

Duty time of fire vehicle with crew near the aircraft during fuel supply while passengers are on board or are in the process of boarding/deboarding - is ensured on special request of aircraft operator. Namely, in accordance with article 29 paragraph 11 of Ordinance of rescue & fire-fighting activities on airports (OG 51/14) the duty of fire vehicle with crew near aircraft which is being fuelled while passengers are on board, or are boarding / deboarding, is not obligatory.

### **13.3 Unit of measure**

Unit of measure for calculation of charge for services on special request is as follows:

- for service of alternation, the unit of measure is 30 minutes of overtime work of necessary fire-fighting staff, counting from expiry of regular work time in shift,
- for service of insurance of fire-fighting staff during test of aircraft engine the unit of measure is 30 minutes of duty of special fire vehicle with crew very near aircraft testing engine, counting from the start of duty by the aircraft,
- for service of duty of fire vehicle with crew near aircraft during fuelling while passengers are on board, or during boarding/deboarding, the unit of measure is 30 minutes of duty of special fire vehicle with crew near the aircraft, counting from the start of duty near aircraft.



### 13.4 Amount of the charge

#### 13.4.1 Alternation

	Unit	EUR (€)
<i>Overtime work hours of Fire-fighting Unit</i>	<i>30 minutes</i>	<i>50.00</i>

**REMARK:**

*Overtime work hours of fire-fighting staff up to 30 minutes is charged 50.00 EUR, from 31 to 60 minutes 100.00 EUR etc.*

#### 13.4.2 Testing of aircraft engine

	Unit	EUR (€)
<i>Duty of fire vehicle with crew</i>	<i>30 minutes</i>	<i>50.00</i>

**REMARK:**

*Overtime work hours of fire vehicle with crew up to 30 minutes is charged 50.00 EUR, from 31 to 60 minutes 100.00 EUR etc.*

#### 13.4.3 Duty of fire vehicle with crew near aircraft during fuelling while passengers are on board, or during boarding/deboarding

	Unit	EUR (€)
<i>Duty of fire vehicle with crew near aircraft during fuelling while passengers are on board, or during boarding/deboarding, the unit of measure is 30 minutes of duty of special fire vehicle with crew near the aircraft</i>	<i>30 minutes</i>	<i>50.00</i>

**REMARK:**

*Duty of fire vehicle with crew near aircraft during fuelling while passengers are on board, or during boarding/deboarding, up to 30 minutes is charged 50.00 EUR, from 31 to 60 minutes 100.00 EUR.*





## **14. Exemptions from payment of airport regulated charges**

*Exceptions from payment of airport regulated charges is applied to the following aircraft:*

- a) Aircraft involved in search and rescue operations,*
- b) Aircraft involved in humanitarian aid in cases of natural disasters or emergencies,*
- c) Aircraft in distress,*
- d) State aircraft providing urgent medical help,*
- e) State aircraft flying to provide fire protection,*
- f) State aircraft flying for special actions.*

## **15. Incentives Program**

*Incentives Program contains rules and conditions aiming to increase international flight routes for passengers, cargo and mail in MZLZ, especially when introducing new routes to/from new international destinations.*

*Incentives Program is described in the annex of this document (Price List of Airport Regulated Charges).*



ZAGREB  
AIRPORT

Međunarodna zračna luka Zagreb d.d.  
International Zagreb Airport Jsc.

Oz/Ref: CC-MAN-MAN-03-1-ENG  
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MANUAL  
PRICE LIST OF AIRPORT REGULATED CHARGES

## 16. Information

Internet address: [www.zag.aero](http://www.zag.aero)

Frequency of handling: 131.55 Mhz International Zagreb Airport handling

	SITA	telephone (+385)	mobile (+385)	E-mail / AFTN
TRAFFIC COORDINATOR (	ZAGAPXH	1 456 2009	098313805	<a href="mailto:operations@zag.aero">operations@zag.aero</a>
COMMERCIAL DIVISION		1 456 2840		<a href="mailto:commercial@zag.aero">commercial@zag.aero</a>
CROATIAN CIVIL AVIATION AGENCY - CCAA		1 236 9300		<a href="mailto:flight-authorization@ccaa.hr">flight-authorization@ccaa.hr</a>
CAA CROATIA		1 616 9060		LDZGYAYX





## **ANNEX 1**

### **Incentives Program**

#### **Purpose**

*This Incentive Program aims to establish rules and conditions for the traffic growth at Airport Franjo Tuđman (ZAG) operated by International Zagreb Airport Jsc. (MZLZ) with its capacity as the airport operator ("Airport Operator"), which is subject to the tariff system in effect.*

#### **Beneficiaries**

*The Incentive Program is aimed at all commercial airlines that operates or intends to operate at ZAG and which fulfil all the requirements and criteria set forth in this program.*

#### **General Conditions**

*Airlines that intend to benefit from the Incentive Program should submit an operation plan covering the operational period subject to Incentive Program.*

- 1. The Incentive Program will be in effect starting from 1 October 2018.*
- 2. The applicants cannot submit an application corresponding to its operations carried out prior to the submission of the application.*
- 3. The Incentive Program is available for commercial international and domestic flights only.*
- 4. The incentives to be granted under this Incentive Program shall not be implemented prior to the satisfaction of the conditions set out in section "Special Conditions" of this Program.*
- 5. An airline may qualify for only one incentive model per each route at a time, except the supplementary incentive models (Models VI and VII).*
- 6. The Operation Plan is the document that supports the entire application process, in particular for the purposes of monitoring the airline during the period that the Incentive Program is implemented.*



## Incentive Models

### 1. Year-round Scheduled New Destination Incentives (Incentive Model I) :

- Airlines applying for the Year-round Scheduled New Destination (Incentive Model I) shall ensure that the proposed route will be operated nonstop at least two (2) times in a week for a period of minimum twelve (12) months uninterrupted on a scheduled basis.
- Long-haul flights (with a flight time of 7 hours or more) are entitled to benefit the Incentive Model I, in case the route is operated with at least thirteen (13) flights in any given six (6) months period on a scheduled basis and at least one leg is operated directly (without a stop).
- The destination in consideration should not have been served nonstop on scheduled basis during the last twelve (12) months immediately prior.
- The applicant airline should maintain at least 95% of its existing flight services and frequencies (within the last 12 months) from/to ZAG (if any).
- The Promotional Period, for the purposes of this Incentive Model I, shall be maximum thirty-six (36) months for the new destination.
- The incentives granted shall be calculated in accordance with the following table:

Year-round Scheduled New Destination Incentive (Incentive Model I)			
Fees	Period		
	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year
Landing Fee	100%	50%	25%
Passenger Service Charge	40%	20%	10%

- Airline will continue to make regular payments during the incentivized period. If the Airline fulfils the requirements of Incentive Model I, Airport Operator will calculate the discount amount and issue a credit note within thirty (30) days after every twelve (12) months.

### 2. Year-round Frequency Increase on Existing Destination Incentives (Incentive Model II) :

- Airlines applying for Year-round Frequency Increase on Existing Destination (Incentive Model II) shall ensure that the proposed route will be operated with at least two (2) additional frequencies per week for a period of minimum twelve (12) months uninterrupted on a scheduled basis.
- Long-haul flights (with a flight time of 7 hours or more) are entitled to benefit the Incentive Model II, in case the route is operated with at least thirteen (13) additional flights in any given six (6) months period on a scheduled basis and at least one leg is operated directly (without a stop).





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- *The Promotional Period, for the purposes of this Incentive Model II, shall be maximum twenty-four (24) months for the incremental flights.*
- *The incentives granted are related only to the charges associated with the operations of the incremental number of flights.*
- *The applicant airline should maintain at least 95% of its existing flight services and frequencies (within the last 12 months) from/to ZAG (if any).*
- *The incentives granted shall be calculated in accordance with the following table:*

<b>Year-round Frequency Increase on Existing Destination (Incentive Model II)</b>		
<b>Fees</b>	<b>Period</b>	
	<b>1<sup>st</sup> year</b>	<b>2<sup>nd</sup> year</b>
<b>Landing Fee</b>	<b>50%</b>	<b>25%</b>
<b>Passenger Service Charge</b>	<b>10%</b>	<b>5%</b>

- *Airline will continue to make regular payments during the incentivized period. If the Airline fulfils the requirements of Incentive Model II, Airport Operator will calculate the discount amount and issue a credit note within thirty (30) days after every twelve (12) months.*

**3. Seasonal Scheduled New Destination Incentives (Incentive Model III) :**

- *Airlines applying for the Seasonal Scheduled New Destination (Incentive Model III) shall ensure that the proposed route will be operated nonstop at least thirty-six (36) times in any given six (6) months uninterrupted on a scheduled basis.*
- *The destination in consideration should not have been served nonstop on scheduled basis during the last twelve (12) months immediately prior.*
- *The applicant airline should maintain at least 95% of its existing flight services and frequencies (within the last 12 months) from/to ZAG (if any).*
- *The Promotional Period, for the purposes of this Incentive Model III, shall be maximum 12 months.*
- *The incentives granted shall be calculated in accordance with the following table:*

<b>Seasonal Scheduled New Destination (Incentive Model III)</b>	
<b>Fees</b>	<b>Period</b>
	<b>12 months</b>
<b>Landing Fee</b>	<b>100%</b>

- *Airline will continue to make regular payments during the incentivized period. If the Airline fulfils the requirements of Incentive Model III, Airport Operator will calculate the discount*



*amount and issue a credit note (or transfer it to the airline's bank account in case the airline decides to terminate operations) within thirty (30) days after the end of operations.*

**4. New Charter Destination Incentives (Incentive Model IV) :**

- *Airlines applying for the New Charter Destination (Incentive Model IV) shall ensure that the proposed route will be operated nonstop at least thirteen (13) times in any given three (3) months period on charter basis.*
- *The destination in consideration should not have been served nonstop neither on scheduled nor on charter basis regularly during the last twelve (12) months immediately prior.*
- *The applicant airline should maintain at least 95% of its existing flight services and frequencies (within the last 12 months) from/to ZAG (if any).*
- *The Promotional Period, for the purposes of this Incentive Model IV, shall be maximum 12 months.*
- *The incentives granted shall be calculated in accordance with the following table:*

<b>New Charter Destination (Incentive Model IV)</b>	
<b>Fees</b>	<b>Period</b>
	<b>12 months</b>
<b>Landing Fee</b>	<b>50%</b>

- *Airline will continue to make regular payments during the incentivized period. If the Airline fulfils the requirements of Incentive Model IV, Airport Operator will calculate the discount amount and issue a credit note (or transfer it to the airline's bank account in case the airline decides to terminate operations) within thirty (30) days after the end of operations.*

**5. Seasonal to Year-round Incentives (Incentive Model V) :**

- *Airlines applying for the Seasonal to Year-round (Incentive Model V) shall ensure that the proposed route will be operated nonstop at least two (2) times in a week for a period of minimum twelve (12) months uninterrupted on a scheduled basis.*
- *The applicant airline must be operating seasonal scheduled flights on the route subject to the Incentive Model V at the time of application.*
- *The applicant airline should maintain at least 95% of its existing flight services and frequencies (within the last 12 months) from/to ZAG (if any).*
- *The Promotional Period, for the purposes of this Incentive Model V, shall be maximum 12 months for incremental flights.*





- The incentives granted are related only to the charges associated with the operations of the incremental number of flights.
- The incentives granted shall be calculated in accordance with the following table:

<b>Seasonal to Year-round Incentives (Incentive Model V)</b>	
<b>Fees</b>	<b>Period</b>
	<b>12 months</b>
<b>Landing Fee</b>	<b>100%</b>
<b>Passenger Service Charge</b>	<b>10%</b>

- Airline will continue to make regular payments during the incentivized period. If the Airline fulfils the requirements of Incentive Model V, Airport Operator will calculate the discount amount and issue a credit note within thirty (30) days after completion of twelve (12) months.

#### **6. Supplementary Long-haul Incentives (Incentive Model VI) :**

- Any airline to operate long-haul flights (with a flight time of 7 hours or more) to/from ZAG and to apply any of the Incentive Models I-V shall benefit the Supplementary Long-haul Incentives (Incentive Model VI).
- The applicant airline must fulfil the requirements of applied Incentive Model I-V in order to be entitled for Incentive Model VI.
- The incentives granted are related only to the charges associated with the flights subject to Incentive Model I-V.
- The incentives granted shall be calculated in accordance with the following table:

<b>Supplementary Long-haul Incentives (Incentive Model VI)</b>	
<b>Fees</b>	<b>Period</b>
	<b>Valid through the applied Incentive Model I-V</b>
<b>Passenger Service Charge</b>	<b>30%</b>

- Airline will continue to make regular payments during the incentivized period. If the Airline fulfils the requirements of Incentive Model VI, Airport Operator will calculate the discount amount and issue a credit note (or transfer it to the airline's bank account) together with the applied Incentive Model I-V.

#### **7. Supplementary Based Aircraft Incentive (Incentive Model VII) :**

- Airlines applying for the Supplementary Based Aircraft Incentive (Incentive Model VII) shall ensure that the aircraft subject to Incentive Model VII operates at least 300 scheduled rotations



*in any given 6 months or 500 scheduled rotations in any given 12 months period during (or covering, if the incentive period is less) the incentive period to/from ZAG.*

- *The incentives granted are related only to the charges associated with the flights operated by the based aircraft(s) and subject to Incentive Models I-V.*
- *The applicant airline must fulfil the requirements of applied Incentive Model I-V and must operate at least 90% of its flights subject to Incentive Model I-V with the based aircraft(s), in order to benefit Incentive Model VII.*
- *The incentives granted shall be calculated in accordance with the following table:*

<b>Supplementary Based Aircraft Incentive (Incentive Model VII)</b>	
<b>Fees</b>	<b>Period</b>
	<b>Valid through the applied Incentive Model I-V</b>
<b>Centralized Infrastructure – Terminal</b>	<b>100%</b>
<b>Centralized Infrastructure – Ramp</b>	<b>100%</b>

- *Airline will continue to make regular payments during the incentivized period. If the Airline fulfils the requirements of Incentive Model VII, Airport Operator will calculate the discount amount and issue a credit note (or transfer it to the airline's bank account) together with the applied Incentive Model I-V.*

### **Applications**

1. *Airlines shall apply to the Airport Operator for the Incentive Program, with a minimum notice period of thirty (30) calendar days prior to the date set for the first operation.*
2. *Applicant airline shall submit the Operation Plan of which the sample form is attached as Appendix-I hereto, where it shall lay out the proposed operating plan, including a detailed description of service to be introduced, if applicable, such as:*
  - a. *Number and timetable of respective flights*
  - b. *Destination*
  - c. *Days of operation*
  - d. *Type of aircraft and number of seats*
  - e. *Start and (if exists) end date of operations*

### **Final Incentive Decision**

*The Airport Operator shall decide on the eligibility of an applicant airline for this Incentive Program depending whether an applicant airline fulfils requirements set out in this Schedule 1. However even in that case the Airport Operator has the right to reject or suspend the applicant airline from the Incentive Program, when the following circumstances occur:*





- *When the applicant airline is subject of an acquisition, merger or sale, unless the airline can demonstrate that the number of seats offered as part of all operations serving ZAG will not be affected.*
- *If the airline does not operate at least 90% of the submitted schedule*
- *If the airline cannot ensure the prompt payment of any outstanding invoices at ZAG.*
- *If the airport capacity is restricted. Currently there are no capacity limitations but MZLZ reserves its right to update the peak period times where the capacity is limited by publishing sixty (60) days prior notice in its official web site.*

### **Final Decision**

- *Applicant airlines will be notified regarding the final decisions of their applications within a period of fifteen (15) working days from the receipt date of their application*
- *Airport Operator's decision shall be final and cannot be subject to objection.*

### **Special Conditions**

1. *The applicants for the Incentive Program must be approved by the Airport Operator by entering into a signed aviation incentive agreement that governs the specific conditions for the Incentive Program, which shall include, including but not limited to, the following information:*
  - a. *Operating Plan;*
  - b. *Duration of the Incentive Program;*
  - c. *Method and deadline for awarding the incentives;*
2. *Changes in the incentive program and/or peak period times will not have effect on flights which already have a signed agreement in effect and benefit the incentives.*

### **Sanctions**

*Any airline that manipulates its flight program each IATA Season, with or without cooperation with other airlines in order to qualify for the Incentive Program will be disqualified, and the Airport Operator shall have no obligation to conclude aviation incentive agreement and/or any other obligation that could arise form or in connection to the Incentive Program.*



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**INCENTIVE PROGRAM APPLICATION FORM**

<b>1- NAME OF THE AIRLINE</b>	
<b>2- DESTINATION</b>	
<b>3- SCHEDULED ARRIVAL TIME (UTC)</b>	
<b>4- SCHEDULED DEPARTURE TIME (UTC)</b>	
<b>5- FLIGHT TIME</b>	
<b>6- DAYS OF OPERATION</b>	
<b>7- START DATE OF OPERATIONS</b>	
<b>8- END DATE OF OPERATIONS</b>	
<b>9- TYPE OF AIRCRAFT</b>	
<b>10- AIRCRAFT SEAT CAPACITY</b>	
<b>11- AIRCRAFT MTOW</b>	
<b>12- AIRCRAFT REGISTRATION (for based aircraft incentive)</b>	
<b>13- TYPE OF INCENTIVE APPLIED FOR</b>	