

To whom it may concern

Number: CC-ADM-HBB-DG-TP-2019-E-178

Place, date : Zagreb, December 1st, 2019

Dear all,

MZLZ Jsc. is delighted to share with you latest information and price list in relation to the provision of various commercial services at Zagreb airport General Aviation Terminal (GAT). We are convinced that you will be delighted with the layout and advantage of our new, more convenient and modern, facility there.

The new General Aviation Terminal has been upgraded to offer you more relaxing ambience and unique services to private flight passengers and the crew, featuring: dedicated welcome reception, comfortable lounge areas, meeting rooms, showers, satellite TV, refreshment center with fresh and professional catering services, dedicated vehicle parking facility, flight planning room, free internet access via WIFI and other services upon request. It is a walk-through facility.

Upon landing and arrival of the private flight the crew and passengers using GAT facility will be welcomed, as usual, by your handling agent at the aircraft parking position by taking care of passengers, their luggage and other requested GAT services.

In your departure process from ZAG GAT, following the security procedures passenger will be transferred in a dedicated vehicle/minivan to the aircraft by your handling agent.

Following new protocols, the invoicing of the GAT Commercial services will be executed directly through MZLZ Jsc. as of January 1<sup>st</sup>, 2020, according to the General Aviation Terminal Commercial Services Price List which is attached to this letter.

In parallel, all Ground Handling charges will be charged according to the MZLZ Ground Handling Services Price List and all Regulated charges will remain to be charged according to the Regulated Services Price List.

For all further Commercial Services at the General Aviation Terminal usage details please feel free to contact [commercial@zag.aero](mailto:commercial@zag.aero) Our staff will be available throughout standard Administrative working hours Monday to Friday from 8.00am until 3.30pm, excluding weekends and Holidays.

For Ground Handling Services contacts at the General Aviation Terminal, please contact [GH-Contracts@zag.aero](mailto:GH-Contracts@zag.aero), [GH-OCC@zag.aero](mailto:GH-OCC@zag.aero) and [generalaviation@zag.aero](mailto:generalaviation@zag.aero)

General Aviation Terminal operating hours are from 07:00h until 21:00h Zagreb Local Time, seven days a week. Opening of the General Aviation Terminal outside specified times is possible upon request, surcharge applies.

We are looking forward to welcoming you in our brand-new facility soon,

Sincerely,

Mr. Huseyin Bahadir Bedir

President of the Management Board

Mednarodna zračna luka Zagreb d.d.  
Velika Gorica

Mr. David Gabelica

Member of the Management Board

Enclosed: *General Aviation Terminal Commercial Services Price List*

## General Aviation Terminal Commercial Services Price List

Our brand-new General Aviation Facility offers first rate hospitality with, modern, comfortable and well-furnished facilities. Features include dedicated meeting rooms, relax lounges, crew room, catering, as well as high speed internet connection, satellite TV, shower. It offers the unique service for demanding travel schedules.

The GAT Traveler can enjoy fresh and tasty professional catering offer, wireless internet access in the private VIP lounge, which offers the quickest route on the airfield from the terminal to the aircraft. The GAT offers a full VIP meet-and-greet service, a rental car and limousine service assistance, a hotel booking and hotel transfer assistance, full baggage handling, fast customs, immigration and quarantine clearance, and full coordination of permits, and overflights where required. For Hotel bookings and hotel transfer, rental car or limo services assistance, surcharges applies.



### GAT Facility Utilization Service Charge Price List (International/Domestic traffic)

	Arrival	Departure
GAT PASSENGER FACILITATION CHARGE (CREW SHALL NOT PAY THIS CHARGE)	75€/Pax	75€/Pax
GAT FERRY FLIGHTS (ONLY CREW)	50€/flight	50€/flight
GAT AMBULANCE FLIGHTS	Free of charge	Free of charge
GAT SCHOOL TRAINING FLIGHTS	25€/flight	25€/flight

## The Price List Clarifications

- GAT charges are applied for arriving and departing passengers and flights and are stated without VAT;
- GAT Crew charge will be charged only in instances when the crew uses the GAT facility and passengers on board use new passenger terminal facility. This charge is 50 Euro/flight. VAT not included.
- Above stated GAT charges include a single private vehicle parking slot ( 1-4 passengers, crew members or training school participants who arrive to GAT in a single private vehicle), stay up to 1 hour. For all subsequent hours of private vehicle stay in the GAT car park surcharges apply:
  - o GAT additional private vehicle stay up to 1 hour = 4 €
  - o GAT private vehicle parking charge up to 3 h = 10 €
  - o GAT private vehicle parking charge up to 6 h = 12 €
  - o GAT private vehicle parking charge up to 12 h = 15 €
  - o GAT private vehicle parking for 1 day (24h) = 27 €
  - o GAT private vehicle parking per additional day stay = 11 €
  - o GAT weekly private vehicle parking = 69 €
- GAT private vehicle parking charges are stated without VAT.
- GAT charges do not include the Ground Handling charges, these will be charged according to the MZLZ Ground Handling Services Price.
- GAT charges do not include the airport regulated charges which will be paid separately based on the Airport Regulated Charges Pricelist published at <http://www.zagreb-airport.hr/en>

## Opening hours

- o Opening of the General Aviation Terminal (GAT) outside the regular working hours will be charged : 300 €/hour. VAT not included.

## Catering Services

- o Standard Catering services are included in the GAT Passenger Facilitation and GAT crew charge. Standard Catering offer includes coffee, tea, water, bakeries and fruits of the day. On Demand Catering Service will be provided and invoiced separately;
- o On Demand Catering service price list and description available upon request;

## GAT Services booking procedure

- Upon client's inquiry MZLZ shall provide GAT Services Offer;
- Confirmation of the offer and all payment details must be sent to [VIPServices@zag.aero](mailto:VIPServices@zag.aero) e-mail address at the latest 4 administrative business days prior to the requested event, excluding weekends and Holidays.
- Scan or copy of the SWIFT pro-forma payment confirmation must be provided by e-mail to [koordinatori@zag.aero](mailto:koordinatori@zag.aero) and [VIPservices@zag.aero](mailto:VIPservices@zag.aero) no later than 72h prior to the planned arrival, excluding weekends and Holidays  
On weekends, Holidays and during the after Administration working hours (M-F from 3.30 pm until 9pm) all GAT Commercial services requests must be sent to [koordinatori@zag.aero](mailto:koordinatori@zag.aero) and cc. to [VIPServices@zag.aero](mailto:VIPServices@zag.aero)

## Payment methods for GAT Commercial services clients

- All GAT clients: pro forma invoice, after written confirmation of the offer on behalf of the client
- payments by credit card available upon arrival. GAT clients paying GTA Commercial Services via credit card will be charged on site immediately upon their arrival or departure from the facility.

