



**CJENIK TEMELJNIH USLUGA U ZRAČNOM PROMETU**  
**PRICE LIST OF BASIC AIRPORT SERVICES**

**2010.**

## Sadržaj

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## Propisi koji se odnose na plaćanje aerodromskih naknada

Na temelju Članka 42. Zakona o zračnom prometu (NN 69/09), Zračna luka Zagreb donosi Cjenik temeljnih usluga u zračnom prometu.

### Referentni dokumenti na kojima se bazira Cjenik Zračne luke Zagreb:

- **Hrvatska regulativa:**
  - Zakon o zračnom prometu NN 69/09
  - Pravilnik o pružanju zemaljskih usluga NN110/09
- **Međunarodna regulativa i preporučena praksa:**
  - Council Directive 96/67/EC of 15 October 1996 on access to the groundhandling market at Community airports. (*Official Journal L 272, 25/10/1996 p. 0036 – 0045*)
  - S.I. No. 505/1998 — Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998
  - IATA Airport Development Reference Manual, 9th Edition, January 2004;
  - Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air
  - ICAO Airport Economics Manual, ICAO Doc 9562 / drugo izdanje – 2006.
  - Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11. 03. 2009.
  - ICAO's Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082 / 8<sup>th</sup> Edition – 2009.
  - ACI – Policies and Recommended Practices Handbook 2009; 7<sup>th</sup> Edition; 2009.

Cjenik temeljnih usluga u zračnom prometu Zračne luke Zagreb odobrila je Hrvatska agencija za civilno zrakoplovstvo.

Cjenik temeljnih usluga vrijedi do opoziva odnosno promjene.

Zračna luka Zagreb zadržava pravo da početkom godine obavi korekciju cijena za polovicu vrijednosti indeksa EU LIBOR-a.

## **Regulations on payment of airport charges**

According to Article 42. Air Traffic Act (OG 69/09), Zagreb Airport, Ltd. is introducing the Basic Airport Services Price List.

### **Reference documents:**

- **Croatian Legislature:**
  - Air Traffic Act OG 69/09
  - Ordinance on provision of groundhandling services OG 110/09
- **International Legislature and recommendations:**
  - Council Directive 96/67/EC of 15 October 1996 on access to the groundhandling market at Community airports. (Official Journal L 272, 25/10/1996 p. 0036 – 0045)
  - S.I. No. 505/1998 — Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998
  - IATA Airport Development Reference Manual, 9th Edition, January 2004;
  - Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air
  - ICAO Airport Economics Manual, ICAO Doc 9562 / 2. Edition – 2006
  - Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11. 03. 2009.
  - ICAO's Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082 / 8th Edition – 2009
  - ACI – Policies and Recommended Practices Handbook 2009; 7th Edition; 2009.

*The Price List of Basic Airport Services has been approved on behalf of Croatian Civil Aviation Agency.*

*The Price List of Basic Airport Services will apply unless the users are notified otherwise, in other words until revocation.*

*Zagreb Airport, Ltd. reserves the right to review and adjust prices according to ½ of EU LIBOR index value at the beginning of each year.*

# Usluge Zračne luke Zagreb

## Zagreb Airport Services

### 1. Opći uvjeti

#### *General Conditions*

- 1.1. Zahtjevom za korištenjem usluga u zračnom prometu smatra se da je svaki korisnik po principu pristupanja prihvatio sve odredbe Cjenika.  
*Every user requiring and using air traffic services is considered to accept all conditions of the Price List, on the principle of acceptance.*
- 1.2. Cijene usluga navedene u Cjeniku jedinstvene su za usluge pružene u domaćem i međunarodnom prometu.  
*The prices in the Price List are unique for services rendered in domestic and international air traffic.*
- 1.3. U suglasnosti s Direktivom 2009/12/EC i Člankom 10. o aerodromskim naknadama, Zračna luka Zagreb ugovara s prijevoznikom paket usluga. Nakon postignutog dogovora, prijevoznik nema pravo odbiti dio usluga.  
*In compliance with Directive 2009/12/EC and Article 10 on airport charges, Zagreb Airport contracts with air carrier a package of services. After the reached agreement, the air carrier has no right to refuse part of the services.*
- 1.4. Obračun i naplata pruženih usluga za redovite zračne prijevoznike obavlja se u skladu s potpisanim ugovorima.  
*Calculation and charge of services rendered for regular air carriers are performed in accordance with signed contracts.*
- 1.5. Zračni prijevoznici koji nemaju ugovor sa Zračnom lukom Zagreb obvezni su korištenje usluga platiti prije uzlijetanja.  
*The air carriers, who do not have a contract with Zagreb Airport, shall pay for rendered services prior to take - off.*
- 1.6. Naplata pruženih usluga zračnim prijevoznicima iz točke 1.5. obavlja se:
  - u gotovini
  - American Express
  - Diners
  - Master Card
  - VISA
  - AIR ROUTING
  - Multiservice
  - čekovi (Captain's, Traveller's, Euro)

*Charge of services rendered to air carriers from item 1.5. shall be performed as follows:*

- *in cash*
- *American Express*
- *Diners*
- *Master Card*
- *VISA*
- *AIR ROUTING*
- *Multiservice*
- *cheques (Captain's, Traveller's, Euro)*

- 1.7. Porez na dodanu vrijednost (PDV) će se obračunavati prema članku 13. Zakonu o PDV-u od 1.1.2010. i prema članku 103. Pravilnika o PDV-u.  
*Value Added Tax (VAT) will be calculated according to article 13 of VAT Law of January 01, 2010, and article 103 of VAT By law.*
- 1.8. Obračun i naplata pruženih usluga mogu se obaviti u svakoj valuti na način da se cijene izražene u EUR preračunaju u željenu valutu po srednjem tečaju Hrvatske narodne banke na dan ispostavljanja računa.  
Obračun i naplata pruženih usluga zračnim prijevoznicima koji imaju status nerezidenta određuje se Annex-om B.  
*Calculation and charge of rendered services can be performed in any currency in the following way: The prices quoted in EUR are to be calculated into preferred currency in accordance with the official exchange rate of Croatian National Bank (Hrvatska narodna banka) on the date of the invoice issuance.*  
*Calculation and charge of rendered services to Air Carriers with non-resident status, shall be agreed by Annex B.*
- 1.9. Za prekoračenje roka plaćanja obračunavaju se zakonom propisane zatezne kamate.  
Za sve sporove između korisnika usluga i Zračne luke Zagreb d.o.o. oko cijena i primjena odredbi Cjenika i Općih uvjeta poslovanja, nadležan je sud u Zagrebu.  
Zračna luka Zagreb d.o.o. može od korisnika usluga zahtijevati instrument osiguranja plaćanja.  
*For delayed payments, interest will be added to the debtor in accordance with the law.*  
*All disputes between the users of airport services and the Zagreb Airport Ltd. regarding charges and changes of the Tariff and General Business Conditions will be submitted to the court in Zagreb.*  
*Zagreb Airport Ltd. may require payment security instrument from the user of services.*
- 1.10. U slučaju izvanrednog događaja (Emergency) posebne usluge pružene zrakoplovu bit će zaračunate zračnom prijevozniku po cijenama iz Cjenika na poseban zahtjev zračnog prijevoznika.  
Eventualno korištenje vanjskih usluga i opreme bit će prefaktutirano zračnom prijevozniku po stvarnim cijenama uvećano za 10% manipulativnih troškova.  
*In case of emergency, special services rendered to aircraft shall be charged to air carrier in accordance with prices from Price List of Services on Special Request.*  
*Possible use of external services and equipment shall be re-invoiced to air carrier in accordance with actual prices, increased for 10% of manipulative costs.*

- Cjenik usluga u zračnom prometu specificira u kojim se slučajevima cijene usluga u zračnom prometu uvećavaju ili umanjuju. Korištenje uvećavanja ili umanjenja cijena za jednu vrstu usluga isključuje mogućnosti istovremenog korištenja uvećavanja ili umanjenja cijena za bilo koju drugu vrstu usluga (npr. uvećanje cijena za rad na praznik i za noćni rad).  
*Price list of services in air traffic specifies when the prices can be increased or reduced. Use of increase or reduction of one type of service excludes the possibility of simultaneous use of increase or reduction of price for any other type of service (e.g. increase of charges for work on holidays and for night work).*
- 1. Tvrtke koje će obavljati utakanje goriva u zrakoplove na stajanci Zračne luke Zagreb mogu distribuirati samo gorivo koje je u skladu s propisanim standardima o kvaliteti goriva, koje je ispravno skladišteno. Oprema za prijevoz i utakanje goriva mora odgovarati propisanim međunarodnim standardima. Osoblje koje provodi skladištenje i manipulaciju goriva mora biti školovano i posjedovati valjane certifikate. Tvrtka mora za obavljanje usluge skladištenja, manipulacije i utakanja goriva predložiti Zračnoj luci Zagreb važeću policu osiguranja za osiguranje odgovornosti iz djelatnosti.  
*Companies which will do the fuelling for aircraft on Zagreb Airport apron can distribute only the fuel which is within prescribed fuel quality standards and was properly stored. Equipment for transport of fuel and fuelling must meet recommended international standards. Staff who manipulate fuel and storage must be educated and possess valid certificates. The company must for performance of services of storing, manipulating and fuelling present to Zagreb Airport valid insurance policy for industry responsibility insurance.*
- Zračna luka Zagreb može korisnicima odobriti komercijalne popuste i druge povlastice. Komercijalna smanjenja cijena mogu se korisnicima odobriti na ime količine i učestalosti pruženih usluga u zračnom prometu, kao i u slučaju posebnog poslovnog interesa.  
*Zagreb Airport can grant commercial discounts and other benefits to the users. Commercial reductions can be granted to the users regarding the quantity and the frequency of the airport services effected, as well as in case of special business interest.*
- Cjenik usluga u zračnom prometu dostupan je svim postojećim i potencijalnim korisnicima u Zračnoj luci Zagreb d.o.o. Sukladno dogovoru i na zahtjev korisnika, Zračna luka Zagreb d.o.o. može isporučiti Cjenik usluga u zračnom prometu. Isto tako, Zračna luka Zagreb d.o.o. sve svoje dugogodišnje korisnike redovito obavještava i o svim promjenama u Cjeniku.  
*The List of Airport charges is available at the Zagreb Airport Ltd. to all existing and potential users. As per agreement and upon the user's request Zagreb Airport Ltd. can deliver the List of Airport Charges. Also, Zagreb Airport Ltd. keeps all long-term users informed about all changes of the List of Charges.*
- Izmjene i dopune Cjenika usluga moraju se provoditi u skladu s poslovnim politikom Zračne luke Zagreb d.o.o. te sukladno Zakonu o zračnom prometu (NN 69/09, članak 42).  
*Changes and supplements of the Charge list are to be carried out in accordance with the Zagreb Airport Ltd. business policies and according to Air Traffic Act (OG 69/09 art. 42.)*
- Zračna luka Zagreb d.o.o. odgovorna je u okviru Poglavlja III, Članka 17. Montrealske konvencije i Direktive 889/2002/EC.  
*Zagreb Airport Ltd. is liable within frame of Chapter III, Article 17 of Montreal convention and Directive 889/2002/EC.*

- Za sve sporove između korisnika i Zračne luke Zagreb d.o.o. u svezi s obavljanjem usluga u zračnom prometu i korištenjem ovog Cjenika nadležan je sud u Zagrebu.  
*All disputes between users and Zagreb Airport Ltd. regarding the performing of airport services and use of this List are under jurisdiction of the Court in Zagreb.*
- Nakon objavljivanja Općih uvjeta i Cjenika usluga u zračnom prometu smatra se da je iste prihvatio svaki korisnik koji koristi usluge Zračne luke Zagreb d.o.o.  
*It is to be considered, that after being published, the General Conditions and List of Airport Charges are accepted by every user having operated and used Zagreb Airport Ltd. services.*

#### 1.11. Definicije pojmova

##### *Definitions of term*

- **Domaći zračni promet** znači sva uzlijetanja i slijetanja u zračnim lukama unutar državnih granica Republike Hrvatske.  
*Domestic air traffic means every flight taking off and landing at the airports within the borders of the Republic of Croatia.*
- **Međunarodni zračni promet** znači sva uzlijetanja u jednoj državi, a slijetanja u drugoj državi.  
*International air traffic means a flight that takes - off in one country and lands in another.*
- **Pružatelj zemaljskih usluga** znači svaka fizička ili pravna osoba koja trećim osobama pruža jednu ili više kategorija usluga zemaljskog opsluživanja.  
*Supplier of groundhandling services means any natural or legal person supplying third parties with one or more categories of groundhandling services.*
- **Javni prijevoz** u zračnom prometu znači svaki vid zračnog prometa koji prometuje sukladno zakonskim propisima, općim uvjetima, koji je svima dostupan i za koji prijevoznik ima izdan certifikat od nadležnih zrakoplovnih vlasti.  
*Public Transport in air traffic means any air transport that is following the legal regulations and general conditions, available to anyone, and for which the air carrier has obtained certificate from competent civil aviation authority.*
- **Baza javnog zračnog prijevoznika** je zračna luka na kojoj je zračni prijevoznik utemeljio predstavništvo koje djeluje kao administrativni i operativni centar prijevoznika i na kojoj je baziran minimalno jedan zrakoplov upisan u njegov AOC.  
*Base of public air carrier means an airport with based representative office operating as administrative and operative centre of the air carrier, with minimally one registered aircraft in its AOC.*
- **Riječi „putnik“, „prtljaga“, „teret“ i „pošta“,** kad se spominju u uvjetima i cjeniku temeljnih usluga, uključuju sve osobe i robu koje se prevoze zrakoplovom zračnog prijevoznika.  
*Terms as "passenger", "baggage", "cargo", and "mail", used in conditions and charge lists shall include all those persons and goods that are to be transported in the carrier's aircraft.*
- **Povratni let znači** let nekog zrakoplova koji se vraća nakon polaska a prije dolaska do odredišta ili promjenu leta zbog posebnih razloga, izvan redovne kontrole.  
Takav se let smatra tehničkim letom.  
*Returning flight means the flight of an aircraft that returned after departure, before reaching its destination or alternation, due to a special reason, beyond normal control.*  
*It is to be considered as technical flight.*

- **Pokusni let** znači let nekog zrakoplova koji se obavlja radi ispitivanja motora, instrumenata ili okvira trupa zrakoplova. Takav se let smatra tehničkim letom.  
*Trial flight means the flight of an aircraft, performed to test either engine, instrument or frame. It is to be considered as technical flight.*
- **Školski let** znači let nekog zrakoplova koji se obavlja radi školovanja letačkog osoblja.  
*Training flight means the flight of an aircraft, performed in order to train the flying crew members.*
- **Ambulantni let** znači let u svrhu prijevoza bolesnih ili ranjenih osoba, kojima je već pružena liječnička pomoć ili kojima se neki pacijent prevozi iz jedne medicinske lokacije na drugu.  
*Ambulance flight means the flight transporting sick or wounded persons, that have already been given medical attention or transporting a patient from one medical location to another.*
- **Prazni let** znači zrakoplov koji slijeće ili uzlijeće bez ukrcavanja putnika ili tereta radi daljnjeg prijevoza.  
*Position flight means the flight landing or taking off without the payload for purposes of subsequent transportation of passengers or cargo.*
- **Tehničko slijetanje** znači slijetanje iz drugih, a ne komercijalnih razloga, pri čemu između slijetanja i uzlijetanja koje zatim uslijedi ne dolazi ni do kakve promjene komercijalnog tereta.  
*Technical landing means the landing for other than commercial reasons, where no physical change of load occurs between the landing and subsequent take - off.*
- **Prinudno slijetanje** je slijetanje u slučaju nekog izvanrednog događaja (bolest ili smrt putnika, tehnički kvar na zrakoplovu, itd.) ili zbog prijetnje nasiljem.  
*Emergency landing is a landing in the case of emergency event (illness or death of passenger, technical defect on aircraft, etc.) or the threat of violence.*
- **Zračni prijevoznik** je društvo s valjanom licencom za obavljanje zračnog prijevoza.  
*Air carrier is a company with valid licence for air transportation.*
- **Maksimalna dopuštena težina prilikom uzlijetanja (M.T.O.W.)** znači maksimalna dopuštena težina zrakoplova prilikom uzlijetanja, navedena u službenoj dokumentaciji (Letačkom priručniku – AFM). Ako ti dokumenti nisu predloženi, kod obračuna treba uzeti u obzir najviši M.T.O.W. za određeni tip zrakoplova. Neće biti moguće nikakvo refundiranje.  
Svaki započeti dio tone zaračunava se kao cijela tona.  
*Maximum take - off weight of an aircraft (M.T.O.W), as stated in the aircraft flight desk documents (Airplane Flight Manual – AFM). If these documents are not presented the highest M.T.O.W. for particular aircraft type shall be taken. No refunds will be possible. Each started ton is to be considered as the whole one.*
- **Temeljna zaštitna provjera** znači sigurnosna provjera osoba ili stvari koja se obavlja prije svakog leta u skladu sa zakonskim uvjetima.  
*Basic security check is security check of persons or things done before each flight, following the legal requirements*
- **Članovi letačkog osoblja** su osobe u zrakoplovu čija je dužnost obavljanje leta.  
*Crew members are persons being onboard the aircraft for their duty to perform the flight.*
- **Putnik** je svaka osoba koja se ukrca u zrakoplov, a koja nije član letačkog osoblja.  
*A passenger is any person embarked, not being a crew member.*

- **Putnik u tranzitu** je putnik koji dolazi u zračnu luku tranzitnim letom i koji ju nakon toga napušta pod istim brojem leta, istim ili zamjenskim zrakoplovom zbog kvara prvobitnog zrakoplova, bez napuštanja carinske zone.  
*Transit passenger is passenger arriving at the airport on a through-flight and leave it with the same flight number on the same or replacing aircraft due to a breakdown of the former, without having left the customs area.*
- **Transforni putnik** je putnik koji dolazi u zračnu luku i odlazi iz te zračne luke drugim zrakoplovom i drugim brojem leta, a čija je glavna svrha nastavak putovanja.  
*Transfer passenger is a passenger arriving and departing from the airport with a different aircraft under a different flight number and whose main purpose for continuing the trip*
- **Samoopsluživanje** znači situaciju kad neki korisnik zračne luke za sebe izravno obavlja jednu ili više kategorija usluga zemaljskog opsluživanja i ne sklapa nikakav ugovor, bilo koje vrste, s nekom trećom osobom radi pružanja tih usluga.  
*Self-handling means a situation in which an airport user directly provides for himself one or more categories of groundhandling services and concludes no contract of any description with a third party for the provision of such services.*
- **Korisnik zračne luke** znači svaka fizička ili pravna osoba odgovorna za zračni prijevoz putnika, pošte i/ili tereta iz/ili prema dotičnoj zračnoj luci.  
*Airport user means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the airport in question.*
- **Zemaljsko opsluživanje** znači usluge koje se u zračnim lukama pružaju korisnicima zračnih luka u skladu s Dodatkom B1.  
*Groundhandling means the services provided to airport users at airports as described in the Annex B1.*
- **ULD oprema (Unit Load Device)** znači kontejner ili zrakoplovna paleta (sa ili bez mreža), koji se koriste za utovar i/ili prijevoz tereta, prtljage ili pošte.  
*ULD (Unit Load Device) is container or aircraft pallet (with or without nets) to be used for loading and/or transporting cargo, baggage or mail.*
- **Generalno zrakoplovstvo** znači svi zrakoplovi i helikopteri koji pripadaju kompanijama koje posjeduju licencu za zračno taksiranje ili prometovanje, ili nekom pojedincu, letačkom klubu ili nekoj tvrtki čija glavna djelatnost nije prijevoz putnika uz naplatu. Svaki putnički zrakoplov smatra se „zrakoplovom generalnog zrakoplovstva“ ako njegov M.T.O.W. ne prelazi 6 tona.  
*General aviation means all aircraft and helicopters belonging to companies with an air-taxi or air work licence, or to an individual, a flying club or a company whose main objective is not to provide revenue passenger transport. A passenger aircraft is to be considered as “general aviation aircraft” if its M.T.O.W. does not exceed 6 tons.*
- **Poslovno zrakoplovstvo** znači svi zrakoplovi i helikopteri za čije letove prijevoznici ne prodaju karte.  
*Business aviation means all aircraft and helicopters for which flights the carriers don't sell tickets.*
- **Noćno opsluživanje** znači usluge koje se pružaju između 22:00 i 06:00 sati po lokalnom vremenu.  
*As night handling are to be considered the services provided between 22:00 and 06:00 hours local time*

- **Charter let** – je let koji je unaprijed rezerviran za određeni datum i za točno određenu destinaciju. Zrakoplovne dokumente za takav oblik prijevoza prodaje isključivo zakupac toga leta.  
*Charter flight* – flight booked in advance for specific date and strictly defined destination. Flight documents for such transport are sold exclusively by charterer which operates the flight.
- **Dugolinijski let** je onaj let kojeg obavlja širokotrupni zrakoplov leti bez slijetanja u kontinuiranom letu više od 5 sati.  
*Long-haul flight* - constant flight without landing for longer than 5 hours, operated by wide-bodied aircraft.
- **Opće zrakoplovstvo** je dio civilnog zrakoplovstva koje obuhvaća poljoprivredne, poslovne te državne ili vladine zrakoplove za prijevoz osoba, roba ili obavljanja radova iz zraka.  
*General aviation* – part of civil aviation comprising of agricultural, business, state or governmental aircraft used for transport of people, goods or performance of works in the air.
- **Komercijalni let** je bilo koji let zrakoplova u zamjenu za naplatu ili drugu vrstu naknade koja je dostupna javnosti ili koja se, ako nije dostupna javnosti, obavlja u skladu s ugovorom između zračnog prijevoznika i korisnika usluge, pri čemu korisnik usluge nema nikakvu kontrolu nad zračnim prijevoznikom.  
*Commercial flight* – any flight undertaken for money or other kind of compensation, which is accessible to the public, or, if not accessible to the public, performed as agreed/contracted between air carrier and service user, where the user has no control over the carrier.
- **Linijski zračni prijevoz** predstavlja seriju letova sa sljedećim karakteristikama:
  - dostupnost sjedala ili kapaciteta za prijevoz tereta ili pošte ponuđeni su javnosti za individualnu nabavu
  - prometovanje između dvije zračne luke prema unaprijed objavljenom redu letenja
  - imaju karakteristiku letova koji su toliko redoviti ili česti da predstavljaju prepoznatljive sistematične serije*Schedule flights* - represent series of flights of the following characteristics:
  - Available seats or capacities for carriage of cargo or mail offered to the public for individual purchase
  - Air traffic between two airports in accordance with flight schedule made in advance
  - Very regular or often flights which thus represent recognizable systematic series
- **EU-LIBOR** (engl. London Interbank Offered Rate) je londonska međubankovna ponudbena kamatna stopa, promjenjiva kamatna stopa koja se obračunava na međusobne kredite banaka koje posluju na londonskom tržištu kapitala.  
*EU-LIBOR* (Engl. London Interbank Offered Rate) is London interbank offered interest rate, a flexible interest rate calculated on mutual credits of banks which operate on London capital market.
- **Aerodrom** je određena površina na zemlji ili vodi (uključujući objekte, instalacije i opremu) namijenjena za korištenje u cijelosti ili dijelom za dolazak, odlazak i kretanje zrakoplova na zemlji.  
*Aerodrome* is defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

- **Par gradova** (City Pair) - Ako se unutar radijusa od 30 milja odnosno 50 km od nekog grada nalazi više od jedne zračne luke (prema definiciji u OAG Official Airline Guides) obje ili sve takve zračne luke tretiraju se kao polazišni i odredišni gradovi.

*City Pair - If more than one airport is located in a 30 mile or 50 km radius (as defined by the OAG Official Airline Guides) of a city or town, both or all airports shall be treated as a City Pair.*

## 2. Slijetanje i uzlijetanje

### Landing and take - off

Naknada će se naplaćivati za korištenje infrastrukture i instalacije za slijetanje (uključujući osvjetljenje)

*Charges will be collected for use of the landing infrastructure and installations (including lighting).*

#### 2.1. Opis usluge

- *Upotreba uzletno slijetne staze pri uzlijetanju ili slijetanju zrakoplova,*
- *Upotreba rulnih staza i spojnice koje zrakoplovi koriste između uzletno slijetne staze i stajanke,*
- *Upotreba izgrađenih objekata i instalacija za osvjetljenje USS-a, rulnih staza i križanja za CAT II/IIIb po ICAO standardima,*
- *Naknada se naplaćuje od momenta slijetanja na uzletno-sletnu stazu Zračne luke Zagreb.*

#### Description of service

- *Use of runway for landing and take - off,*
- *Use of taxiways between the runway and the apron,*
- *The use of build-in facilities and installations for lighting of runway, taxiways and intersections, as per CAT II/IIIb ICAO standards,*
- *The claim to this charge shall arise at the moment the aircraft touches the ground of Zagreb Airport Ltd.*

#### 2.2. Jedinica mjere

M.T.O.W. – maksimalno dozvoljena težina pri uzlijetanju, prema Svjedodžbi o plovidbenosti zrakoplova izražena u metričkim tonama. Svaki započeti dio tone zaračunava se kao cijela tona.

#### Unit of measure

*M.T.O.W. – maximum take - off weight, in accordance with Certificate of Airworthiness, expressed in metric tons. Every part of started ton is to be calculated as a whole ton.*

#### 2.3. Cijena usluge

Cijena usluge je nedjeljiva i obuhvaća operaciju slijetanja i uzlijetanja zrakoplova.

|  | Jedinica                     | EUR (€) |
|--|------------------------------|---------|
| Zrakoplov do 6,0 tona M.T.O.W.               | Svaka započeta tona M.T.O.W. | 10,00   |
| Zrakoplov od 6,1 tona do 100,0 tona M.T.O.W. | Svaka započeta tona M.T.O.W. | 6,50    |
| Zrakoplov od 100,1 do 220,0 tona M.T.O.W.    | Svaka započeta tona M.T.O.W. | 6,00    |
| Zrakoplov preko 220,1 tona M.T.O.W.          | Svaka započeta tona M.T.O.W. | 5,50    |
| Školski letovi                               | Svaka započeta tona M.T.O.W. | 2,55    |

#### Price of service

*The price of service is indivisible and includes landing and take - off.*

|   | Unit                         | EUR (€) |
|---|------------------------------|---------|
| A/C up to 6,0 tons M.T.O.W.                   | Each started ton of M.T.O.W. | 10,00   |
| A/C from 6,1 tons up to 100,0 tons M.T.O.W.   | Each started ton of M.T.O.W. | 6,50    |
| A/C from 100,1 tons up to 220,0 tons M.T.O.W. | Each started ton of M.T.O.W. | 6,00    |
| A/C over 220,1 t ons M.T.O.W.                 | Each started ton of M.T.O.W. | 5,50    |
| Training flight                               | Each started ton of M.T.O.W. | 2,55    |

**2.4. Umanjenje cijena**  
*Reduction of charges*

Naknada za korištenje uzletno slijetne staze umanjuje se za 25 % u slučaju:

- povratnog leta,
- probnog leta,
- tehničkog slijetanja.

*Charges for use of runway shall be reduced by 25 % in cases of:*

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

**2.5. Školski letovi**  
*Training flights*

- Mogućnost korištenja osvjetljenja na zahtjev u svrhu školovanja (vidi Usluge na poseban zahtjev),
- Za obavljanje školovanja obvezna je prethodna najava i odobrenje Zračne luke Zagreb d.o.o.

Korištenje osvjetljenja uzletno sletne staze i manevarskih površina isključivo za potrebe školovanja naplaćuje se prema cjeniku usluga na poseban zahtjev

- *Possibility of using lighting on request for training purposes (Please see Services on Special Request),*
- *Training flight must be announced in advance and approved by Zagreb Airport Ltd.*

*Use of lighting for runway and taxiway only for training flights – will be charged in accordance with the Price list for services on special request.*

### 3. Boravak zrakoplova

#### Aircraft parking

##### 3.1. Opis usluge

- Upotreba stajanke za boravak zrakoplova,
- Osiguranje zrakoplova podmetačima,
- Vrijeme naplate usluge počinje nakon završetka besplatnog perioda od 4 sata.

##### Description of service

- Use of apron for parking of aircraft,
- Securing of aircraft by chocks,
- The calculation of parking charge start after free period of 4 hours.

##### 3.2. Jedinica mjere

- M.T.O.W. – maksimalno dozvoljena težina pri uzlijetanju, prema Svjedodžbi o plovidbenosti zrakoplova izražena u metričkim tonama,
- Svaki započeti dio tone zaračunava se kao cijela tona.

##### Unit of measure

- M.T.O.W. – maximum take - off weight, in accordance with Certificate of Airworthiness, expressed in metric tons,
- Every part of started ton is to be calculated as a whole ton.

##### 3.3. Cijena usluge

| Jedinica mjere                  | EUR (€) |
|---------------------------------|---------|
| Svaka započeta tona od M.T.O.W. | 1,50    |

- Naknada za boravak zrakoplova obračunava se po toni M.T.O.W.,
- Za boravak zrakoplova do 4 sata naknada za boravak se ne naplaćuje,
- Naknada se obračunava za svaku započeta 24 sata,
- U slučaju prekoračenja besplatnog razdoblja parkiranja od 4 sata, vrijeme obračuna naknade boravka započinje od stvarnoga početka parkiranja.

##### Price of service

| Unit                         | EUR (€) |
|------------------------------|---------|
| Each started ton of M.T.O.W. | 1,50    |

- Aircraft parking is charged per ton M.T.O.W.,
- First 4 hours are free of charge,
- The charge is calculated for every started period of 24 hours,
- In case of exceeding the free time of 4 hours parking, the calculation period starts from the beginning of actual on block time.

## 4. Putnički servis

### Passenger service

#### 4.1. Opis usluge

Putnički servis uključuje upotrebu svih nekomercijalnih sadržaja u Putničkoj zgradi.

##### Description of service

Passenger service includes use of all non-commercial facilities in Passenger Building.

#### 4.2. Jedinica mjere

Osnova za obračun putničkog servisa je broj odlazećih putnika na pojedinom letu.

##### Unit of measure

The basis of calculation of passenger service charge is the number of departing passengers per flight.

#### 4.3. Cijena usluge

Putnički servis po odlazećem putniku:

| Vrsta prometa                            | Jedinica             | EUR (€) |
|--|----------------------|---------|
| - Međunarodni putnički servis            | Po odlazećem putniku | 10,00   |
| - Domaći putnički servis                 | Po odlazećem putniku | 4,00    |
| - Putnički servis po transfernom putniku | Po odlazećem putniku | 4,00    |

##### Price of service

Passenger service per departing passenger:

| Traffic type                      | Unit                | EUR (€) |
|-----------------------------------|---------------------|---------|
| - International passenger service | Departing passenger | 10,00   |
| - Domestic passenger service      | Departing passenger | 4,00    |
| - Passenger service per transfer  | Departing passenger | 4,00    |

#### 4.4. Izuzeća

Naknadu za putnički servis ne plaćaju slijedeće kategorije putnika:

- djeca do 2 godine
- ID 00
- VIP putnici
- Tranzitni putnici
- Posada (DHC)

##### Exemptions

Passenger service charges are not paid by the following categories of passengers:

- children up to 2 years of age (infants)
- ID 00
- VIP passengers
- Transit passenger
- Crew (DHC)

##### 4.4.1. Naknadu za međunarodni putnički servis plaćaju odlazeći putnici koji sa Zračne luke Zagreb odlaze na putovanje u inozemstvo.

International passenger service charges are paid by departing passengers who travel from Zagreb Airport out of Croatia.

- 4.4.2. Naknadu za domaći putnički servis plaćaju odlazeći putnici koji sa Zračne luke Zagreb odlaze na putovanje unutar Hrvatske.  
*Domestic passenger service charges are paid by departing passengers who travel from Zagreb Airport within Croatia.*
- 4.4.3. Naknadu za transforni putnički servis plaćaju putnici koji dolaze i odlaze sa Zračne luke Zagreb i čiji je razlog korištenja Zračne luke Zagreb nastavak putovanja drugim zrakoplovom pod drugim brojem leta.  
*Passenger service charges per transfer passenger are paid by passengers arriving and departing from Zagreb and whose main purpose for using Zagreb Airport is to effect transfer.*
- 4.4.4. Naknadu za putnički servis plaćaju putnici generalnog i poslovnog zrakoplovstva.  
*Passenger service charge will pay all passengers of general and business aviation.*
- 4.4.5. Putnička naknada kolektira se od putnika u vrijeme prodaje putnih dokumenata.  
*Passenger Service Charges are collected from passengers at the time of purchase of travel document.*

## 5. Naknada za sigurnost *Security charges*

Usluge sigurnosti obavljaju se u skladu sa sekcijom 7, IATA, AHM 810, Siječanj 2008.  
*Security services will be performed in accordance with section 7, IATA, AHM 810, January 2008.*

### 5.1. Opis usluge

Zračna luka Zagreb d.o.o. kao operator civilne zračne luke provodi propisane sve tražene mjere iz nacionalnog programa zaštite zračnog prometa RH kao i izvanredne mjere tražene od hrvatskih zrakoplovnih vlasti. Ostale usluge se naplaćuju.

#### *Description of services*

*Zagreb Airport Ltd. as the civil airport operator performs all prescribed measures from National Civil Aviation Security Programme of the Republic of Croatia as well as emergency measures requested from Croatian Civil Aviation Authorities. Other services are charged.*

### 5.2. Jedinica mjere

Osnova za obračun naknade za sigurnost je broj ukupno odlazećih putnika na pojedinom letu, uključujući i broj transfernih putnika.

#### *Unit of measure*

*The basis for calculation of security charge is the total number of departing passengers per flight, including the number of transfer passengers.*

### 5.3. Cijena usluge

|                          | Jedinica        | EUR (€) |
|--------------------------|-----------------|---------|
| Putnici u javnom prometu | Odlazeći putnik | 3,00    |
| Putnici u općem prometu  | Odlazeći putnik | 3,00    |

#### *Service charge*

|                                    | Unit                       | EUR (€)     |
|------------------------------------|----------------------------|-------------|
| <i>Passenger – Public traffic</i>  | <i>Departure passenger</i> | <i>3,00</i> |
| <i>Passenger – General traffic</i> | <i>Departure passenger</i> | <i>3,00</i> |

### 5.4. Izuzeće

#### *Exemptions*

Naknadu za sigurnost ne plaćaju slijedeće kategorije putnika:

- djeca do 2 godine
- ID 00
- VIP putnici
- Tranzitni putnici
- Posada (DHC)

*Security service charges are not paid by the following categories of passengers:*

- *children up to 2 years of age (infants)*
- *ID 00*
- *VIP passengers*
- *Transit passenger*
- *Crew (DHC)*

- 5.5. **Naknada za sigurnost kolektirat će se od putnika u vrijeme prodaje putnih dokumenata**  
*Security Charges will be collected from passengers at the time of purchase of travel documents.*

## 6. Naknada za putnike s posebnim potrebama (PRM) *Charge for passenger with reduced mobility (PRM)*

### 6.1. Općenito *General*

Sukladno Uredbi (EZ) br. 1107/2006 Europskog parlamenta i vijeća od 5. srpnja 2006. o pravima osoba s invaliditetom i osoba smanjene pokretljivosti, koje koriste zračni prijevoz, Zračna luka Zagreb d.o.o. dužna je pružiti pomoć takvim putnicima.

*According to the Regulation (EC) no. 1107/2006 of the European Parliament and of the Council of 5. July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, Zagreb Airport Ltd. is responsible for the assistance to such passengers.*

Takvim se osobama pomoć pruža na sljedeći način:

„Osoba s invaliditetom“ ili „osoba smanjene pokretljivosti“ je svaka osoba čija je pokretljivost prilikom korištenja prijevoza smanjena zbog bilo kakvog tjelesnog oštećenja (senzornog ili lokomotornog, trajnog ili privremenog), intelektualnog invaliditeta ili nedostataka, ili bilo kojeg drugog uzroka invaliditeta, ili zbog starosti, i čije stanje zahtijeva odgovarajuću pažnju i prilagođavanje njenim posebnim potrebama za uslugama koje su na raspolaganju svim putnicima.

*The assistance shall be given to persons as follows:*

*‘disabled person’ or ‘person with reduced mobility’ means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;*

Nadležni prijevoznik dužan je obavijestiti Zračnu luku Zagreb d.o.o, o potrebi pružanja pomoći najmanje 24 sata prije objavljenog polaska leta. U slučaju zakašnjele obavijesti, Zračna luka Zagreb d.o.o. ne može jamčiti pomoć u skladu s objavljenim standardima. Za pravovremeno obavješćavanje odgovoran je prijevoznik.

*The responsible carrier shall notify Zagreb Airport Ltd. about the need for assistance at least 24 hours before the published departure for the flight. In case of later notification Zagreb Airport Ltd. could not guarantee the assistance according to published standards. The timely notification shall be the responsibility of the carrier.*

Pomoć, za koju je zadužena Zračna luka Zagreb d.o.o., uključuje:

Pomoć i organiziranje postupaka koji su potrebni da bi se osobama s invaliditetom i osobama smanjene pokretljivosti omogućilo;

- da svoj dolazak u neku zračnu luku i svoj zahtjev za pomoć prijave na određenim mjestima unutar i izvan zgrada terminala sukladno članku 5. Uredbe (EZ) br, 1107/2005,
- da dođu od nekog određenog mjesta do šaltera za registraciju putnika,
- da predaju i registriraju svoju prtljagu,
- da od šaltera za registraciju putnika dođu do zrakoplova, uz obavljanje emigracijskih, carinskih i sigurnosnih postupaka,
- da se ukrcaju u zrakoplov, uz osiguranje dizala, invalidskih kolica i druge potrebne pomoći,
- da od ulaza u zrakoplov dođu do svojih sjedala,
- da spreme i preuzmu svoju prtljagu u zrakoplovu,

- da dođu od svojih sjedala do vrata zrakoplova,
- da se iskrcaju iz zrakoplova pomoću dizala, invalidskih kolica i uz drugu potrebnu pomoć,
- da prijeđu put od zrakoplova do prostora za preuzimanje prtljage te da preuzmu prtljagu uz obavljanje imigracijskih i carinskih postupaka,
- da prijeđu put od prostora za preuzimanje prtljage do nekog određenog mjesta,
- ako su u tranzitu ili transferu, da se prekrcaju na sljedeći let, uz pomoć na zemaljskoj i zračnoj strani i između terminala, ovisno o potrebi,
- da prema potrebi dođu do sanitarnih čvorova.

Kad nekoj osobi s invaliditetom ili sa smanjenom pokretljivošću pomaže neka osoba u pratnji, toj se osobi, na njen zahtjev, treba omogućiti da pruža potrebnu pomoć u zračnoj luci te prilikom ukrcaja i iskrcaja.

Zračna luka Zagreb d.o.o. obaviti će prihvati i otpremu sve potrebne opreme za kretanje, uključujući opremu kao što su električna invalidska kolica, pod uvjetom da se o tome pošalje upozorenje 24 sati unaprijed i ovisno o mogućim ograničenjima prostora u zrakoplovu te uz primjenu relevantnih zakonskih propisa o opasnoj robi.

Zračna luka Zagreb d.o.o. omogućiti će privremenu zamjenu oštećene ili izgubljene opreme za kretanje unutar područja terminala i stajanke, s time da zamjenska oprema ne mora biti nužno jednaka onoj oštećenoj ili izgubljenoj.

Zračna luka Zagreb d.o.o. omogućiti će prihvat i otpremu priznatih pasa pratitelja, kad je to slučaj.

Zračna luka Zagreb d.o.o. će osigurati priopćavanje informacija koje su potrebne za putovanje zrakoplovom, u formatima koje takve osobe mogu koristiti.

*Assistance under responsibility of Zagreb Airport Ltd. comprises:*

*Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to;*

- *communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Regulation (EC) no. 1107/2006, Article 5.,*
- *move from a designated point to the check-in counter,*
- *check-in and register baggage,*
- *proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,*
- *board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,*
- *proceed from the aircraft door to their seats,*
- *store and retrieve baggage on the aircraft,*
- *proceed from their seats to the aircraft door,*
- *disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,*
- *proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,*
- *proceed from the baggage hall to a designated point,*
- *reach connecting flights when in transit or transfer, with assistance on the air and land sides and within and between terminals as needed,*
- *move to the toilet facilities if required.*

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Zagreb Airport Ltd. will perform ground handling to all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 24 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Zagreb Airport Ltd. will enable temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like for like basis.

Zagreb Airport Ltd. will enable ground handling of recognised assistance dogs, when relevant.

Zagreb Airport Ltd. will enable communication of information needed to take flights in accessible formats.

## 6.2. Jedinica mjere

Osnova za obračun PRM naknade je broj svih odlazećih putnika na pojedinom letu i biti će obračunata prema broju putnika koji su platili putnički servis.

### **Unit of measure**

The assessment basis for the PRM charges is the number of departing passengers and shall be collected in connection with the passenger service charges.

## 6.3. Cijena usluge

|                         | <b>Jedinica</b> | <b>EUR (€)</b> |
|-------------------------|-----------------|----------------|
| Komercijalni letovi     | Odlazeći putnik | 0,25           |
| Putnici u općem prometu | Odlazeći putnik | 0,25           |

### **Price of service**

|                             | <b>Unit</b>         | <b>EUR (€)</b> |
|-----------------------------|---------------------|----------------|
| Commercial traffic          | Departure passenger | 0,25           |
| Passenger – General traffic | Departure passenger | 0,25           |

## 6.4. Naknada za putnike s posebnim potrebama (PRM) kolektirat će se od putnika u vrijeme prodaje putnih dokumenata

Charges for passengers with reduced mobility (PRM) are collected from passengers at the time of purchase of travel documents.

## 7. Prihvat i otprema zrakoplova

### *Aircraft handling*

### 7.1. Prihvat i otprema putničkih zrakoplova

#### *Handling of passenger aircraft*

##### 7.1.1. Opis usluge

Prihvat i otprema zrakoplova, putnika, prtljage, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810, Siječanj 2008.

##### *Description of service*

*Handling of aircraft, passengers, baggage, cargo and mail in arrival and departure, in accordance with IATA procedure AHM 810, January 2008*

Popis aerodromskih usluga za zrakoplove, putnike, prtljagu, teret i poštu (opsluživanje) uključenih u naknadu za opsluživanje koju obavlja Zračna luka Zagreb d.o.o.

*List of airport services for aircraft, passengers, baggage, cargo and mail (handling) included in a operation charge performed by Zagreb Airport Ltd.*

*Dodatak B 1. sastavljen je prema preporukama IATA AHM Dodatku A i lokalnih standarda i propisa.*

*Annex B 1. is formed according to recommendations of IATA AHM Annex A and local standards and regulations were taken in consideration.*

##### **Kratice**

RHC – naknada za usluge na stajanci

THC – naknada za usluge putničkog i operativnog prihvata

CIT – naknada za usluge centralizirane infrastrukture za putnički i operativni prihvat

CIR – naknada za usluge centralizirane infrastrukture za prihvat na stajanci

##### **Abbreviations**

*RHC - Ramp handling charge*

*THC - Traffic handling charge*

*CIT - Centralized infrastructures, traffic handling*

*CIR - Centralized infrastructures, ramp handling*

| SECTION 1. |        | REPRESENTATION, ADMINISTRATION AND SUPERVISION   |
|------------|--------|--|
| THC        | 1.1.   | <b>General</b>   |
| THC        | 1.1.2. | Liaise with local authorities.   |
| THC        | 1.1.3. | Indicate that the Handling Company is acting as handling agent for the Carrier.  |
| THC        | 1.1.4. | Inform all interested Parties concerning movements of the Carrier's aircraft.  |
| THC        | 1.2.   | <b>Administrative Functions</b>  |
| THC        | 1.2.4. | Maintain the Carrier's manuals, circulars, etc., connected with the performance of the services  |
| SECTION 2. |        | PASSENGER SERVICES   |
| THC        | 2.1.   | <b>General</b>   |
| THC        | 2.1.1. | Inform passengers and/or public about time of arrival and/or departures of Carrier's and inform them about services available at airport.  |
| THC        | 2.1.2. | Make arrangements for transfer and transit passengers and their baggage and inform them about services at airport.   |
| THC        | 2.1.3. | When requested by the Carrier<br>a) provide<br>special equipment, facilities and specially trained personnel, for assistance to<br>1) unaccompanied minors<br>2) disabled passengers   |
| THC        | 2.1.4. | Assist passengers when flights are interrupted, delayed or cancelled   |
| THC        | 2.1.6. | (a) Notify the Carrier of complaints and claims made by the Carrier's passengers   |
| THC        | 2.1.7. | Handle lost, found and damage property matters<br>(a) accept baggage irregularities report<br>(b) enter data into baggage tracing system<br>(c) maintain baggage tracing system files for period specified in Annex B<br>(e) arrange for delivery of delayed baggage to passenger (as mutually agreed)<br>(f) handle communication with passengers |
| THC        | 2.1.8. | Report to the Carrier any irregularities discovered in passenger and baggage handling  |
| CIT        | 2.1.9. | (a) Provide<br>(1) check-in position(s),   |
| THC        | 2.2.   | <b>Departure</b>   |
| THC        | 2.2.1. | Perform pre-flight editing   |
| THC        | 2.2.2. | Check and ensure<br>(a) that tickets are valid for the flight(s) for which they are presented. The check shall not include the fare.   |

|     |         |   |
|-----|---------|---|
| THC | 2.2.3.  | (a) Check travel documents for the flight(s) concerned, but without the Handling Company having any liability.<br>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.     |
| THC | 2.2.4.  | (a) Weight and/or measure checked and/or cabin baggage,<br>(b) Record baggage figures<br>for<br>(1) initial flight<br>(2) subsequent flight(s).   |
| THC | 2.2.5.  | Excess baggage<br>a) determine excess baggage<br>d) detach applicable excess baggage coupons  |
| THC | 2.2.6.  | Tag checked and/or cabin baggage for<br>(a) initial flight<br>(b) subsequent flight (s)   |
| CIT | 2.2.7.  | Effect conveyance of checked baggage to the baggage sorting area  |
| CIT | 2.2.8.  | Effect conveyance of oversized checked baggage to the baggage sorting area  |
| THC | 2.2.10. | (a) Carry out the Carrier's seat allocation or selection system<br>(b) Issue boarding pass (es)<br>(c) detach applicable flight coupons<br>for<br>(1) initial flight<br>(2) subsequent flight(s).   |
| THC | 2.2.12. | Direct passengers through controls to departure gate  |
| THC | 2.2.13. | At the gate perform<br>(c) verification of travel documents<br>(d) upgrades and downgrades<br>(e) handling of stand-by list<br>(f) verification of cabin baggage<br>(g) manage the boarding process<br>(h) reconciliation of passengers numbers with aircraft documents prior departure |
| THC | 2.2.14. | (a) collect<br>(b) reconcile<br>(c) handle and forward to Carrier transportation documents (flight coupons, or other flight related documents)<br>uplifted from departing passengers  |
| THC | 2.3.    | <b>Arrival</b>  |
| THC | 2.3.2.  | Direct passengers from aircraft through controls  |
| CIT | 2.3.3.  | (a) provide for<br>or<br>(b) arrange for<br>(1) Transfer desk/connection services<br>(2) Baggage recheck  |

| SECTION 3. |        | RAMP SERVICES   |
|------------|--------|---|
|            | 3.1.   | <b>Baggage Handling</b>   |
| CIR        | 3.1.1. | Handle baggage in the baggage sorting area  |
| RHC        | 3.1.2. | Prepare for delivery onto flights<br>(a) bulk baggage<br>(b) ULDs   |
| RHC        | 3.1.3. | Establish the number and/or weight of<br>(a) bulk baggage<br>(b) ULDs<br>and provide the load control unit with the information   |
| RHC        | 3.1.4. | Offload<br>(a) bulk baggage<br>(b) ULDs   |
| RHC        | 3.1.5. | Prioritise baggage delivery to claim area   |
| RHC        | 3.1.6. | Deliver to claim area<br>(a) baggage<br>(b) oversize baggage  |
| RHC        | 3.1.7. | Transfer baggage<br>(a) Provide<br>or<br>(b) Arrange for<br>(1) Sortation of transfer baggage<br>CIR (2) Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B)<br>CIR (3) Transport of transfer baggage to the sorting area of the receiving carrier |
|            | 3.2.   | <b>Marshalling</b>  |
| CIR        | 3.2.1. | (a) Provide<br>or<br>(b) arrange for marshalling at arrival and/or departure  |
|            | 3.3.   | <b>Parking</b>  |
| RHC        | 3.3.1. | (a) Provide<br>(b) Position and/or remove wheelchocks   |
| RHC        | 3.3.2. | Position and/or remove<br>(f) other items as specified in Annex B (e.g. safety cones)   |
| RHC        | 3.3.3. | (a) Provide<br>(c) Operate<br>ground power unit only during standard block-time, for aircraft <u>not equipped</u> with APU  |

|     |        |   |
|-----|--------|---|
| THC | 3.5.   | <b>Ramp to Flight Deck Communication</b>  |
| THC | 3.5.1. | Provide headsets  |
|     | 3.5.2. | (a) during tow-in and/or push-back<br>(b) during engine starting  |
| RHC | 3.6.   | <b>Loading and Unloading</b>  |
| RHC | 3.6.1. | (a) Provide<br>(c) Operate<br>(1) passengers steps  |
| RHC | 3.6.2. | (a) Provide<br>(1) passenger<br>transport between aircraft and airport terminals  |
| RHC | 3.6.3. | (a) Provide<br>or<br>(b) Arrange for<br>equipment for loading and/or unloading  |
| RHC | 3.6.4. | (a) Provide<br>or<br>(b) arrange for<br>Delivery and pick-up of<br>(1) Baggage<br>at aircraft doors or other agreed points to be specified in Annex B |
| RHC | 3.6.5. | (a) Provide<br>or<br>(b) arrange for assembly and transport of<br><br>(1) baggage<br>(5) Company mail between agreed points on the airport.           |
| RHC | 3.6.6. | (a) Unload aircraft, returning lashing materials to the Carrier.<br>(b) Load and secure Loads in the aircraft<br>(c) Operate in-plane loading system. |
| RHC | 3.6.8. | Open, close and secure aircraft hold doors.<br>(a) aircraft lower deck<br>(b) aircraft main deck  |
|     | 3.8.   | <b>Safety Measures</b>  |
| CIR | 3.8.1. | (a) Provide<br>or<br>(b) Arrange for fire-fighting and other protective equipment.  |
| RHC | 3.9.   | <b>Moving of aircraft</b>   |
| RHC | 3.9.1. | (a) Provide<br>or<br>(b) arrange for tow-in and /or push back tractor   |

|     |         |   |
|-----|---------|---|
|     | 3.9.2.  | (a) Towbar to be provided by the Carrier<br>(b) Towbar to be provided by the Handling Company   |
| RHC | 3.9.3.  | (a) Tow in or/push back aircraft<br>(d) Provide wing-walker(s)  |
| RHC | 3.11.   | <b>Interior Cleaning</b>  |
| RHC | 3.11.1. | Clean flight deck, if specified, under the control of a person authorized by the Carrier<br>(a) empty ash trays,<br>(b) dispose of litter,<br>(c) clean waste from seat back stowage's and racks<br>(d) wipe crew tables<br>(e) Clean seats.<br>(f) mop floor   |
| RHC | 3.11.2. | Clean passenger and crew departments (other than flight deck)<br>a) Empty ash trays.<br>b) Disposing of litter.<br>c) Clearing waste from overhead stowage's.<br>d) Wipe tables.<br>e) Cleaning and tidy seats, seat belts, seat back pockets and passenger service units.<br>f) Clean the floors (carpets and surrounds).<br>g) Empty and clean refuse bins<br>h) Clean surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets ( wash basins, bowls, seats, mirrors and surrounds)<br>i) Removing, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains |
| RHC | 3.12.   | <b>Toilet Service</b>   |
| RHC | 3.12.1. | (a) Provide or<br>(b) Arrange for<br>for toilet service   |
| RHC | 3.13.   | <b>Water Service</b>  |
| RHC | 3.13.1. | (a) Provide or<br>(b) Arrange for<br>(1) Drain water tanks<br>(2) Replenish of water tanks with drinking water.<br>(3) Water quality tests.   |

**SECTION 4. LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS**

|     |        |  |
|-----|--------|--|
| THC | 4.1.   | <b>Load Control</b>  |
| THC | 4.1.1. | Convey and deliver flight documents between the aircraft and airport buildings.  |
| THC | 4.1.2. | (a) Prepare<br>(b) Sign<br>(c) Distribute<br>(d) Clear/process<br>(e) File<br>documents, including but not limited to, loading instructions, loadsheets, weight and balance charts, Captain's load information and manifests where:<br>(1) Load control is performed by the Handling Company |

|     |        |  |
|-----|--------|--|
| THC | 4.2.   | <b>Communications</b>  |
| THC | 4.2.1. | (a) compile<br>(b) receive, process and send<br>all messages in connection with the services performed by the Handling Company,<br>using the Carriers originator code or double signature procedures<br>(c) perform EDI (electronic data interchange) transactions<br>(d) inform the Carrier's representative of the contents of such messages |
| THC | 4.2.2. | (a) Prepare<br>(b) Operate<br>Means of communication between the ground station and the Carrier's aircraft.  |
| THC | 4.3.   | <b>FLIGHT OPERATIONS - General</b>   |
| THC | 4.3.1. | Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibilities specified in Annex B   |
| THC | 4.4.   | <b>FLIGHT OPERATIONS – Flight Preparation at the Airport of Departure</b>  |
| THC | 4.4.1. | b) arrange for<br>meteorological documentation and aeronautical information for each flight  |
| THC | 4.4.2. | Deliver document to the Aircraft   |
| THC | 4.4.7. | Hand out flight operation forms and obtain signature of the pilot-in-command, where applicable.  |

**SECTION 5. CARGO AND MAIL SERVICES**

CHC (Subject of Separate Agreement )

**SECTION 6. SUPPORT SERVICES**

|     |        |   |
|-----|--------|---|
| CIT | 6.2.   | <b>Automation/Computer systems</b>  |
| CIT | 6.2.1. | (a) Provide<br>(c) Operate<br>Equipment to enable access to<br>(1) Carrier's system<br>(2) handling company system  |
| THC | 6.2.2. | Access the following functions in<br>(a) Carrier's system<br>(b) Handling Company's System<br>for<br>(3) Passenger service<br>(4) Baggage reconciliation.<br>(5) Baggage tracing<br>(6) Operation weight and balance and load control |
| CIT | 6.2.3. | Manage Automated Check-in device(s) and<br>(a) Provide<br>(1) Stock control<br>(2) Stock replenishment  |

|     |        |  |
|-----|--------|--|
|     |        | (3) Hosting<br>(4) Rutine maintenance<br>Only for Automated Check-in devices owned by Zagreb Airport   |
| CIR | 6.3.   | <b>Unit Load Devices (ULD) Control</b>   |
| CIR | 6.3.1. | (a) Provide<br>or<br>(b) arrange for storage space for ULDs<br>(1) passengers ULDs<br>(2) cargo ULDs   |
| RHC | 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. |
| THC | 6.3.3. | (b) Compile and despatch CPM and USM message   |
| THC | 6.5.   | <b>Ramp fuelling/Defuelling Operations</b>   |
| THC | 6.5.1. | Liaise with ramp fuel suppliers.   |
| THC | 6.7.   | <b>Catering Services – Liaison and Administration</b>  |
| THC | 6.7.1. | Liaise with the Carrier's Catering suppliers   |

**SECTION 7.**

**SECURITY**

*Subject of special regulations and Price list. See Chapter 5.*

### 7.1.2. Jedinica mjere

M.T.O.W. – maksimalna dozvoljena težina pri uzlijetanju, a prema Svjedodžbi o plovidbenosti zrakoplova izražena u metričkim tonama. Svaki započeti dio tone zaračunava se kao cijela tona.

**Unit of measure**

*M.T.O.W. – maximum take - off weight, in accordance with Certificate of Airworthiness, expressed in metric tons. Every part of started ton is to be calculated as a whole ton.*

### 7.1.3. Cijena usluge

Cijena usluge obuhvaća ukupnu operaciju prihvata i otpreme putnika i zrakoplova odnosno sve usluge navedene u Standardnom Annex-u B koji je sastavni dio ovog cjenika.

Cijene usluga navedene su u posebnoj dijelu Cjenika i nedjeljive su.

**Price of service**

*The service price includes a total passenger and aircraft handling operation during turnaround i.e. all services quoted in the Standard Annex B that are enclosed to this Price List.*

*The price of service is quoted in a separate part of the Price List and is indivisible.*

### Kategorije zrakoplova prema MTOW

| Opsluživanje zrakoplova |           |           |             |          |              |
|-------------------------|-----------|-----------|-------------|----------|--------------|
| Kategorija              | Od (tona) | Do (tona) | Traffic han | RAMP han | Cijena (EUR) |
| 1                       | 6,1       | 10,0      | 60,00       | 90,00    | 150,00       |
| 2                       | 10,1      | 16,0      | 120,00      | 180,00   | 300,00       |
| 3                       | 16,1      | 22,0      | 160,00      | 240,00   | 400,00       |
| 4                       | 22,1      | 30,0      | 200,00      | 290,00   | 490,00       |
| 5                       | 30,1      | 45,0      | 290,00      | 320,00   | 610,00       |
| 6                       | 45,1      | 60,0      | 330,00      | 360,00   | 690,00       |
| 7                       | 60,1      | 69,0      | 360,00      | 460,00   | 820,00       |
| 8                       | 69,1      | 80,0      | 400,00      | 500,00   | 900,00       |
| 9                       | 80,1      | 100,0     | 550,00      | 700,00   | 1250,00      |
| 10                      | 100,1     | 150,0     | 726,00      | 1089,00  | 1815,00      |
| 11                      | 150,1     | 220,0     | 936,00      | 1404,00  | 2340,00      |
| 12                      | 220,1     | 300,0     | 1250,00     | 1875,00  | 3125,00      |
| 13                      | > 300,1   |           | 1557,00     | 2336,00  | 3893,00      |

*Aircraft categories according to MTOW*

| Aircraft Handling |             |           |             |          |             |
|-------------------|-------------|-----------|-------------|----------|-------------|
| Categories        | From (tons) | To (tons) | Traffic han | RAMP han | Price (EUR) |
| 1                 | 6,1         | 10,0      | 60,00       | 90,00    | 150,00      |
| 2                 | 10,1        | 16,0      | 120,00      | 180,00   | 300,00      |
| 3                 | 16,1        | 22,0      | 160,00      | 240,00   | 400,00      |
| 4                 | 22,1        | 30,0      | 200,00      | 290,00   | 490,00      |
| 5                 | 30,1        | 45,0      | 290,00      | 320,00   | 610,00      |
| 6                 | 45,1        | 60,0      | 330,00      | 360,00   | 690,00      |
| 7                 | 60,1        | 69,0      | 360,00      | 460,00   | 820,00      |
| 8                 | 69,1        | 80,0      | 400,00      | 500,00   | 900,00      |
| 9                 | 80,1        | 100,0     | 550,00      | 700,00   | 1250,00     |
| 10                | 100,1       | 150,0     | 726,00      | 1089,00  | 1815,00     |
| 11                | 150,1       | 220,0     | 936,00      | 1404,00  | 2340,00     |
| 12                | 220,1       | 300,0     | 1250,00     | 1875,00  | 3125,00     |
| 13                | > 300,1     |           | 1557,00     | 2336,00  | 3893,00     |

#### 7.1.4. Vrijeme opsluživanja *Handling time*

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

*Aircraft handling time is in accordance with prescribed handling standards for specific type of aircraft.*

## 7.2. Prihvat i otprema teretnih zrakoplova *Handling of cargo aircraft*

### 7.2.1. Opis usluge

Prihvat i otprema teretnih zrakoplova, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810.

#### *Description of service*

*Handling of Cargo aircraft, cargo and mail in arrival and departure, in accordance with IATA procedure AHM 810.*

Popis aerodromskih usluga za zrakoplove, teret i poštu (opsluživanje) uključenih u jednu naknadu za opsluživanje koju obavlja Zračna luka Zagreb d.o.o.

*List of airport services for aircraft, cargo and mail (handling) included in a single operation charge performed by Zagreb Airport Ltd.*

*Dodatak B 1. sastavljen je prema preporukama IATA AHM Dodatku A i lokalnim standardima i propisima.*

*Annex B 1. is formed according to recommendations of IATA AHM Annex A and local standards and regulations were taken in consideration .*

### Kratice

RHC – naknada za usluge na stajanci

THC – naknada za usluge putničkog i operativnog prihvata

CIR – naknada za usluge centralizirane infrastrukture za prihvata na stajanci

### Abbreviations

RHC - Ramp handling charge

THC - Traffic handling charge

CIR - Centralized infrastructures, ramp handling

## SECTION 1. REPRESENTATION, ADMINISTRATION AND SUPERVISION

|     |        |   |
|-----|--------|---|
| THC | 1.1.   | <b>General</b>  |
| THC | 1.1.2. | Liaise with local authorities.  |
| THC | 1.1.3. | Indicate that the Handling Company is acting as handling agent for the Carrier.                 |
| THC | 1.1.4. | Inform all interested Parties concerning movements of the Carrier's aircraft.                   |
| THC | 1.2.   | <b>Administrative Functions</b>   |
| THC | 1.2.4. | Maintain the Carrier's manuals, circulars, etc., connected with the performance of the services |

## SECTION 3. RAMP SERVICES

|     |        |   |
|-----|--------|---|
|     | 3.2.   | <b>Marshalling</b>  |
| CIR | 3.2.1. | (a) Provide<br>or<br>(b) arrange for<br>marshalling at arrival and/or departure   |
|     | 3.3.   | <b>Parking</b>  |
| RHC | 3.3.1. | (a) Provide<br>(b) Position and/or remove wheelchocks   |
| RHC | 3.3.2. | Position and/or remove<br>(f) other items as specified in Annex B (e.g. safety cones)   |
| THC | 3.5.   | <b>Ramp to Flight Deck Communication</b>  |
| THC | 3.5.1. | Provide headsets  |
|     | 3.5.2. | Perform ramp to flight deck communication<br>(a) during tow-in and/or push-back<br>(b) during engine starting<br>(c) for other purposes |

|     |        |   |
|-----|--------|---|
| RHC | 3.6.   | <b>Loading and Unloading</b>  |
| RHC | 3.6.1. | (a) Provide<br>(c) Operate<br>(2) flight deck steps   |
| RHC | 3.6.2. | (a) Provide<br>(2) crew<br>transport between aircraft and airport terminals   |
| RHC | 3.6.3. | (a) Provide<br>or<br>(b) Arrange for<br>equipment for loading and/or unloading  |
| RHC | 3.6.5. | (a) Provide<br>or<br>(b) arrange for<br>assembly and transport of<br>(2) cargo<br>(3) mail<br>between agreed points on the airport.   |
| RHC | 3.6.6. | (a) Unload aircraft, returning lashing materials to the Carrier.<br>(b) Load and secure Loads in the aircraft<br>(c) Operate in-plane loading system.   |
| RHC | 3.6.8. | Open, close and secure aircraft hold doors.<br>(a) aircraft lower deck<br>(b) aircraft main deck  |
|     | 3.8.   | <b>Safety Measures</b>  |
| CIR | 3.8.1. | (a) Provide<br>or<br>(b) arrange for<br>fire-fighting and other protective equipment.   |
|     | 3.8.2. | Perform safety/ground damage inspection<br>(a) immediately upon arrival<br>(b) immediately prior departure<br>(1) doors and panels<br>(2) other inspection items as specified in Annex B<br>and communicate the results to flight crew or Carriers representative |
| RHC | 3.9.   | <b>Moving of aircraft</b>   |
| CIR | 3.9.1. | (a) Provide<br>or<br>(b) arrange for<br>tow-in and /or push back tractor  |

- |     |        |   |
|-----|--------|---|
|     | 3.9.2. | (a) Towbar to be provided by the Carrier<br>(b) Towbar to be provided by the Handling Company<br>(c) Store and maintain towbas(s) provided by the Carrier |
| RHC | 3.9.3. | (a) Tow in or/push back aircraft<br>(d) Provide wing-walker(s)  |

#### SECTION 4. LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS

- |     |        |  |
|-----|--------|--|
| THC | 4.1.   | <b>Load Control</b>  |
| THC | 4.1.1. | Convey and deliver flight documents between the aircraft and airport buildings.  |
| THC | 4.1.2. | (e) File documents, including but not limited to, loading instructions, loadsheets, weight and balance charts, Captain's load information and manifests where:<br>(2) Load control is performed by the Carrier   |
| THC | 4.2.   | <b>Communications</b>  |
| THC | 4.2.1. | (a) compile<br>(b) receive, process and send all messages in connection with the services performed by the Handling Company, using the Carriers originator code or double signature procedures<br>(c) perform EDI (electronic data interchange) transactions<br>(d) inform the Carrier's representative of the contents of such messages |
| THC | 4.2.2. | (a) Prepare<br>(b) Operate means of communication between the ground station and the Carrier's aircraft.   |
| THC | 4.3.   | <b>FLIGHT OPERATIONS - General</b>   |
| THC | 4.3.1. | Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibilities specified in Annex B   |
| THC | 4.4.   | <b>FLIGHT OPERATIONS – Flight Preparation at the Airport of Departure</b>  |
| THC | 4.4.1. | b) arrange for meteorological documentation and aeronautical information for each flight   |
| THC | 4.4.2. | Deliver document to the Aircraft   |
| THC | 4.4.7. | Hand out flight operation forms and obtain signature of the pilot-in-command, where applicable.  |

#### SECTION 5. CARGO AND MAIL SERVICES

- |     |        |  |
|-----|--------|--|
| CHC | 5.3.   | <b>Irregularities Handling</b>   |
|     | 5.3.1. | Take immediate action in respect of irregularities, damage or mishandling of dangerous goods and other special shipments |
|     | 5.3.2. | Report to the Carrier any irregularities discovered in cargo handling  |

| <b>SECTION 6.</b> |        | <b>SUPPORT SERVICES</b>                               |
|-------------------|--------|---|
| THC               | 6.5.   | <b>Ramp fuelling/Defuelling Operations</b>            |
| THC               | 6.5.1. | Liaise with ramp fuel suppliers.                      |
| THC               | 6.7.   | <b>Catering Services – Liaison and Administration</b> |
| THC               | 6.7.1. | Liaise with the Carrier's Catering suppliers          |
| <b>SECTION 7.</b> |        | <b>SECURITY</b>                                       |

*Subject of special regulations and Price list. See Chapter 5.*

### 7.2.2. Jedinica mjere

M.T.O.W. – maksimalna dozvoljena težina pri uzlijetanju, a prema Svjedodžbi o plovidbenosti zrakoplova izražena u metričkim tonama. Svaki započeti dio tone zaračunava se kao cijela tona.

**Unit of measure**

*M.T.O.W. – maximum take - off weight, in accordance with Certificate of Airworthiness, expressed in metric tons. Every part of started ton is to be calculated as a whole ton.*

### 7.2.3. Cijena usluge

Cijena usluge obuhvaća ukupnu operaciju prihvata i otpreme zrakoplova i robe, odnosno sve usluge navedene u Standardnom Annex-u B koji je sastavni dio ovog cjenika.

Cijene usluga navedene su u posebnoj dijelu Cjenika i nedjeljive su.

**Price of service**

*The service price includes a total aircraft, cargo and mail handling operation during turnaround i.e. all services quoted in the Standard Annex B that are enclosed to this Price List.*

*The price of service is quoted in a separate part of the Price List and is indivisible.*

Kategorije teretnih zrakoplova prema M.T.O.W.

| Prihvati i otprema zrakoplova |                        |           |              |              |
|-------------------------------|------------------------|-----------|--------------|--------------|
| Kategorije                    | Težinski razred (tona) |           | Ručni utovar | ULD          |
|                               | Od (tona)              | Do (tona) | Cijena (EUR) | Cijena (EUR) |
| 1                             |                        | ≤ 7,0     | 100,00       | -            |
| 2                             | 7,1                    | 10,0      | 200,00       | -            |
| 3                             | 10,1                   | 20,0      | 420,00       | -            |
| 4                             | 20,1                   | 40,0      | 500,00       | -            |
| 5                             | 40,1                   | 72,0      | 1.080,00     | 920,00       |
| 6                             | 72,1                   | 99,0      | 1.400,00     | 1.190,00     |
| 7                             | 99,1                   | 140,0     | 2.030,00     | 1.730,00     |
| 8                             | 140,1                  | 165,0     | 2.950,00     | 2.510,00     |
| 9                             | 165,1                  | 210,0     | 3.100,00     | 2.635,00     |
| 10                            | 210,1                  | 270,0     | 4.950,00     | 4.210,00     |
| 11                            | 270,1                  | 340,0     | 5.920,00     | 5.030,00     |
| 12                            | 340,1                  | 420,0     | 7.050,00     | 5.990,00     |
| 13                            | ≥ 420,1                |           | 10.000,00    | 8.500,00     |

Categories of cargo aircraft per M.T.O.W.

| <b>Aircraft Handling</b> |                     |           |             |             |
|--------------------------|---------------------|-----------|-------------|-------------|
| Categories               | Weight class (tons) |           | Manual      | ULD         |
|                          | from (tons)         | to (tons) | Price (EUR) | Price (EUR) |
| 1                        |                     | ≤ 7,0     | 100,00      | -           |
| 2                        | 7,1                 | 10,0      | 200,00      | -           |
| 3                        | 10,1                | 20,0      | 420,00      | -           |
| 4                        | 20,1                | 40,0      | 500,00      | -           |
| 5                        | 40,1                | 72,0      | 1.080,00    | 920,00      |
| 6                        | 72,1                | 99,0      | 1.400,00    | 1.190,00    |
| 7                        | 99,1                | 140,0     | 2.030,00    | 1.730,00    |
| 8                        | 140,1               | 165,0     | 2.950,00    | 2.510,00    |
| 9                        | 165,1               | 210,0     | 3.100,00    | 2.635,00    |
| 10                       | 210,1               | 270,0     | 4.950,00    | 4.210,00    |
| 11                       | 270,1               | 340,0     | 5.920,00    | 5.030,00    |
| 12                       | 340,1               | 420,0     | 7.050,00    | 5.990,00    |
| 13                       | ≥ 420,1             |           | 10.000,00   | 8.500,00    |

#### 7.2.4. Vrijeme opsluživanja

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

##### **Handling time**

*Aircraft handling time is in accordance with prescribed handling standards for specific type of aircraft.*

### 7.3. Prihvat i otprema zrakoplova općeg zrakoplovstva i helikoptera

#### *Handling of General Aviation aircraft and helicopters*

Kategorije zrakoplova općeg zrakoplovstva i helikoptera prema M.T.O.W.

| <b>Opsluživanje zrakoplova</b> |           |           |             |          |              |
|--------------------------------|-----------|-----------|-------------|----------|--------------|
| Kategorija                     | Od (tona) | Do (tona) | Traffic han | RAMP han | Cijena (EUR) |
| 1                              | 0,1       | 3,0       | 15,00       | 25,00    | 40,00        |
| 2                              | 3,1       | 6,0       | 30,00       | 50,00    | 80,00        |

*Aircraft for General Aviation and helicopters categories according to M.T.O.W.*

| <b>Aircraft Handling</b> |             |           |             |          |             |
|--------------------------|-------------|-----------|-------------|----------|-------------|
| Categories               | From (tons) | To (tons) | Traffic han | RAMP han | Price (EUR) |
| 1                        | 0,1         | 3,0       | 15,00       | 25,00    | 40,00       |
| 2                        | 3,1         | 6,0       | 30,00       | 50,00    | 80,00       |

Sve ostale naknade i uvjeti primjenjuju se kao i za komercijalno zrakoplovstvo

*All other fees and conditions apply as for commercial aviation*

## 8. Centralizirana infrastruktura *Centralised infrastructure*

### 8.1. Općenito

Zračna luka Zagreb d.o.o. kao operator zračne luke upravlja centraliziranom infrastrukturom koja služi za pružanje usluga prihvata i otpreme prema Pravilniku o pružanju zemaljskih usluga.

Operator zračne luke će pružateljima zemaljskih usluga i samostalnim pružateljima usluga omogućiti transparentno, objektivno i nediskriminirajuće korištenje te infrastrukture uz uvjet da je zajamčena sigurnost operacija u zračnoj luci.

Zračna luka Zagreb d.o.o. jedini je pružatelj usluga centralizirane infrastrukture za koje se naplaćuje naknada prema službenom cjeniku

#### **General**

*Zagreb Airport Ltd. as the managing body of the airport manages the centralised infrastructure used for the supply of ground handling services in accordance with Act on ground handling.*

*Zagreb Airport Ltd. enables to other ground handling providers the access to airport installations to the extent necessary for them to carry out their activities.*

*Zagreb Airport Ltd. is the only provider of the centralize infrastructure and it collect charge in accordance with official Price list.*

### 8.2. Opis usluge

#### *Description of service*

#### 8.2.1. Centralizirana infrastruktura – putnički i operativni prihvrat

Centralizirana infrastruktura – putnički prihvrat, neophodna za pružanje putničkih usluga, obuhvaća slijedeće:

- sustav traka za prtljagu sa opremom za mjerenje težine
- telefonski priključci
- kompjuterski mrežni priključci
- CUTE infrastruktura
- potrebni prostor za putnika (1,5 m<sup>2</sup> ispred check-in pulta)
- natpis iznad pulta

#### **Centralised infrastructures, traffic handling**

*Centralised infrastructures, traffic handling, necessary for the provision of passenger handling comprise the following:*

- *baggage conveying system including weighing equipment*
- *telephone connection*
- *computer network connection*
- *CUTE infrastructure*
- *necessary space for passenger (1,5 m<sup>2</sup> in front of check-in counter)*
- *inscription above the counter*

U cijenu centralizirane infrastrukture nisu uključeni troškovi rezervacijskih sustava, komunikacijski troškovi te ostali zavisni troškovi.

*The price of centralized infrastructure does not include costs of booking systems, communication and other depending costs.*

Zavisni troškovi – odnose se na instalaciju novih sustava za registraciju putnika i uravnoteženje i opterećenje zrakoplova, troškove nadgradnje ili zamjene postojećih sustava koje koriste prijevoznici, te štete koje nastanu zbog kvara na sustavu, prekida komunikacija zbog više sile ili nemara treće strane.

*Depending cost - Refers to the costs of installing new systems for check-in and balancing, costs of upgrading or replacement of existing systems used by carriers, and the damages that occurred due to system failure, interruption of communication lines due to force majeure or negligence of third parties.*

#### **8.2.2. Centralizirana infrastruktura - Prihvat putničkih i teretnih zrakoplova na stajanci (Ramp)**

Centralizirana infrastruktura - tehnički prihvat, neophodna za pružanje usluga tehničkog prihvata, obuhvaća slijedeće:

- prostor, oprema i usluge u odlaznom i dolaznom području za razvrstavanje prtljage
- oprema i usluge za prijevoz prtljage između sortirnice i zrakoplova te obratno
- oprema za vođenje i parkiranje zrakoplova
- vatrogasna i spasilačka oprema
- oprema i sustav za zbrinjavanje fekalnog otpada
- oprema i sustav za svježvu vodu uključujući vodovod
- oprema i sustav za otpad
- prostor, instalacije i oprema za skladištenje i primjenu sredstava za odleđivanje zrakoplova i zbrinjavanje otpadnih tekućina od odleđivanja

#### **Centralised infrastructures - Passenger and Cargo aircraft ramp handling**

Centralised infrastructures - Ramp handling, necessary for the provision of ramp handling services comprise the following:

- space, equipment and services in departure and arrival baggage sorting area
- equipment and services for baggage transportation between sorting areas and aircraft and vv.
- equipment for the marshalling the aircraft
- fire-fighting and rescue equipment
- equipment and system for toilet waste disposal including sewerage
- equipment and system for fresh water including waterworks
- equipment and system for waste disposal space, installations and equipment for storage and application of aircraft de-icing and drainage system for waste de-icing fluid.

#### **8.3. Jedinica mjere**

Naknada za centraliziranu infrastrukturu plaća se za slijedeće usluge:

- putnički i operativni prihvat - osnova za obračun centralizirane infrstrukture je broj svih odlazećih putnika koji plaćaju putnički servis
- prihvat zrakoplova na stajanci (Ramp) - jedinica za izračun je cijena navedena u Cjeniku po toni M.T.O.W. za pojedini zrakoplov

**Unit of measure**

Centralised infrastructure charge shall be payable for the following services:

- traffic handling – unit measure for centralized infrastructure is number of departure passenger who payed passenger service charges.
- ramp handling – unit measure is the price in Price list per tone M.T.O.W. for dedicated aircraft.

**8.4. Cijena usluge**  
*Price of service*

8.4.1. Putnički i operativni prihvati

|                               | <b>Jedinica</b> | <b>EUR (€)</b> |
|-------------------------------|-----------------|----------------|
| Putnički i operativni prihvat | Odlazeći putnik | 1,30           |

*Traffic handling*

|                  | <b>Unit</b>         | <b>EUR (€)</b> |
|------------------|---------------------|----------------|
| Traffic handling | Departure passenger | 1,30           |

8.4.2. Prihvati putničkih i teretnih zrakoplova na stajanci (Ramp)

|                                 | <b>Jedinica</b> | <b>EUR (€)</b> |
|---------------------------------|-----------------|----------------|
| Prihvati zrakoplova na stajanci | Tona / M.T.O.W. | 1,50           |

*Ramp handling for passengers and cargo aircraft on the Ramp*

|               | <b>Unit</b>    | <b>EUR (€)</b> |
|---------------|----------------|----------------|
| Ramp handling | ton / M.T.O.W. | 1,50           |

## 9. Oslobađanje od plaćanja

### *Payment exemption*

- 9.1. Sljedeće kategorije su izuzete od plaćanja aerodromskih naknada:
- a) Zrakoplovi uključeni u operacije potrage i spašavanja,
  - b) Zrakoplovi koji se koriste za humanitarnu pomoć u slučaju prirodnih nepogoda ili stanja nužde,
  - c) Zrakoplovi u nevolji,
  - d) Državni zrakoplovi koji pružaju hitnu medicinsku pomoć,
  - e) Državni zrakoplovi koji obavljaju letove za protupožarnu zaštitu,
  - f) Državni zrakoplovi koji obavljaju letove za posebna djelovanja.
  - g) Zrakoplovi Hrvatske vojske kada lete u vojne svrhe i zrakoplovi Crvenog križa Republike Hrvatske izuzeti su od naplate naknada.

*The following shall be exempt from airport and user charges:*

- a) *Aircraft involved in search and rescue operations,*
- b) *Aircraft used for humanitarian assistance in case of a natural disaster or state of emergency,*
- c) *Aircraft in distress*
- d) *State aircraft which provide emergency medical aid*
- e) *State aircraft which perform fire fighting protection,*
- f) *State aircraft which perform special activity flights.*
- g) *Croatian military aircraft when flying for military purposes and Republic of Croatia Red Cross aircraft shall be exempt from the payment of charges.*

- 9.2. Ukoliko se zrakoplov vrati s točke uzlijetanja na stajanku, prihvat i otprema se neće zaračunavati, a pod uvjetom da nije obavljen iskrcaj putnika, prtljage, tereta i pošte.  
*Should an aircraft return from the take - off point to the apron, handling shall not be charged provided no change of load occurs (passenger, baggage, cargo, mail).*
- 9.3. Naknada za uslugu prihvata i otpreme u svrhu školovanja ne naplaćuje se.  
*Handling is not charged for the purpose of training flight crew personnel.*

## 10. Uvećanje cijena

### *Increase of prices*

Naknada za uslugu prihvata i otpreme uvećava se za 15%:

- u dane državnih praznika Republike Hrvatske
- u vrijeme noćnog opsluživanja od 22.00 do 06.00 sati po lokalnom vremenu
- za ponovni utovar/isotvar izazvan greškom prijevoznika

*Handling charges shall be increased by 15% in cases of:*

- *on days of national holidays of the Republic of Croatia*
- *night handling between 22.00 to 06.00 hrs local time*
- *for reloading caused by Carrier`s error*

#### **Napomena:**

Zračna luka Zagreb d.o.o. biti će otvorena i izvan razdoblja otvorenosti navedenog u „Naredbi o otvorenosti aerodroma“. Zračna luka Zagreb d.o.o. organizirat će prihvata i otpremu putnika, zrakoplova i robe na zahtjev zračnog prijevoznika koji se podnosi putem SITA komunikacijskog sustava na adresu ZAGAPXH, minimum 24 sata prije planirane operacije zrakoplova.

Zračna luka Zagreb d.o.o. obaviti će prihvata i otpremu putnika, zrakoplova i robe za letove čija su kašnjenja prouzrokovana operativnim, tehničkim ili nekim drugim razlozima.

Naknada za pružanje usluga izvan vremena otvorenosti obračunavat će se prijevozniku u iznosu od 400,00 EUR/satu čekanja.

Razdoblje za obračun naknade biti će definirano prema bližem graničnom vremenu otvorenosti zračne luke.

*Zagreb Airport Ltd. will operate outside regular working hours specified in „Order on working hours of aerodrome opened for public traffic“.*

*Zagreb Airport Ltd. will organize handling of passengers, aircraft and goods on air carrier's request - which is to be submitted via SITA communication system to address ZAGAPXH, minimally 24 hours before planned/scheduled flight operation.*

*Zagreb Airport Ltd. will provide Ground Handling for flights which delay is caused by operational, technical or other reasons.*

*Services outside regular opening hours will be charged to air carrier in the amount of 400,00 EUR per hour of waiting.*

*The number of hours to be charged for the period which is closer to the opening time of the airport.*

## 11. Umanjenje cijena

### *Price reduction*

Naknada za prihvat i otpremu umanjuje se za 50% u slučaju:

- tehničkog slijetanja, bez promjene tereta (THC + RHC + CIR)
- ambulatnog leta (THC + RHC + CIR)

*Handling charges shall be reduced by 50% in cases of:*

- *technical landing, if no change of load occurs (THC + RHC + CIR)*
- *ambulance flight (THC + RHC + CIR)*

Ukoliko se zrakoplov vrati s točke polijetanja na stajanku, uz promjenu komercijalnog tereta, ponovljeni prihvat i otprema umanjit će se za 50%.

*If an aircraft returns from the take - off point to the apron, with subsequent change of commercial load, the repeated handling shall be reduced by 50%.*

Naknada za prihvat i otpremu umanjuje se za 50% u slučaju kada zrakoplov u dolasku ili odlasku ne koristi uslugu utovara ili istovara (Ferry flight).

*Handling charges shall be reduced by 50% in case when an aircraft, arriving or departing, does not use the service of loading or unloading (Ferry flight).*

## **12. Naknade za ekologiju**

### ***Charges for protection of environment***

#### **Naknada za buku i emisiju ispušnih plinova**

Naknada za buku i emisiju ispušnih plinova neće se naplaćivati do ljetnog reda letanja 2011. godine.

#### Pravna regulativa

- Zakon o zaštiti od buke
- Pravilnik o najvišim dopuštenim razinama buke u sredini u kojoj ljudi rade i borave
- *Directive 92/14/EC*
- *Directive 2002/30/EC*
- *Directive 2002/49/EC*
- *IATA Airport & Air Navigation Charges Manual*

#### ***Noise and Air pollution related Charge***

*Noise and air pollution related charges will not be applied until 2011 Summer Time Table.*

#### *Laws and regulations:*

- *Law on Protection against noise*
- *Ordinance on the highest permissible noise levels in an environment where people work and reside*
- *Directive 92/14/EC*
- *Directive 2002/30/EC*
- *Directive 2002/49/EC*
- *IATA Airport & Air Navigation Charges Manual*

### 13. Posebni uvjeti *Special conditions*

- 13.1. Skala popusta obračunava se na cijene prihvata i otpreme koji se odobravaju po principu refakcije, (pod uvjetom da su računi plaćeni u roku i u potpunosti), jednokratno, na kraju perioda od dvanaest (12) mjeseci, po utvrđivanju točnih podataka o broju putnika u odlasku. Popust se primjenjuje samo na iznos naknade za prihvat i otpremu na prvoj fakturi u idućem razdoblju.

*A Scale of Discounts on handling charges to be applied on refaction principle, (provided that the accounts have been settled on time and in full), once at the end of the twelve (12) month period, after the exact number of departure passenger. Discount applies only to the handling fee on the first invoice in the next period.*

Popust prema prevezenom broju putnika

| Prevezeni broj putnika na Zračnoj luci Zagreb<br><i>Nuber of transported pax at Zagreb Airport</i> | Popust (%)<br><i>Discount (%)</i> |
|--|-----------------------------------|
| ≤ 22.000   | 0,0                               |
| 22.001 - 44.000  | 1,0                               |
| 44.001 - 66.000  | 2,0                               |
| 66.001 - 88.000  | 3,0                               |
| 88.001 - 110.000   | 4,0                               |
| 110.001 - 132.000  | 5,0                               |
| 132.001 - 154.000  | 6,0                               |
| 154.001 - 176.000  | 7,0                               |
| 176.001 - 198.000  | 8,0                               |
| 198.001 - 242.000  | 10,0                              |
| 242.001 - 275.000  | 12,0                              |
| 275.001 - 313.000  | 14,0                              |
| 313.001 - 352.000  | 16,0                              |
| 352.001 - 418.000  | 18,0                              |
| 418.001 - 484.000  | 20,0                              |
| 484.001 - 550.000  | 22,0                              |
| 550.001 - 638.000  | 25,0                              |
| 638.001 - 726.000  | 27,0                              |
| 726.001 - 814.000  | 30,0                              |
| 814.001 - 924.000  | 35,0                              |
| ≥ 924.001  | 40,0                              |

- 13.2. Zračna luka Zagreb d.o.o. odobrava slijedeće popuste na naknadu za prihvat i otpremu:  
*Zagreb Airport Ltd. approves the following discounts on handling charges:*

JUBILARNI popust za sve kompanije koje slijeću u redovitom prometu na Zračnu luku Zagreb d.o.o.:

- Za jubilarnu 5. godinu odobrava se popust u visini od 1% na sve ispostavljene račune u toj godini za naknadu za prihvat i otpremu
- Za jubilarnu 10. godinu odobrava se popust u visini od 1,5% na sve ispostavljene račune u toj godini za naknadu za prihvat i otpremu
- Za jubilarnu 15., 20., 25., 30. i 35. godinu odobrava se popust u visini od 2% na sve ispostavljene račune u toj godini za naknadu za prihvat i otpremu

*ANNIVERSARY DISCOUNTS for all the airlines landing at Zagreb Airport Ltd. within their regular flight schedule:*

- *Anniversary 5<sup>th</sup> year shall attract discount of 1% for handling charges on all invoices drawn up in that year*
- *Anniversary 10<sup>th</sup> year shall attract discount of 1.5% for handling charges on all invoices drawn up in that year*
- *Anniversary 15<sup>th</sup>, 20<sup>th</sup>, 25<sup>th</sup>, 30<sup>th</sup> and 35<sup>th</sup> year shall attract discount of 2% for handling charges on all invoices drawn up in that year*

## 14. Usluge na poseban zahtjev

### Services on special request

| Broj usluge           | Opis usluge                                  | Jedinica mjere | Cijena (EUR) |
|-----------------------|--|----------------|--------------|
| Service Item          | Description of service                       | Measure Unit   | Price (EUR)  |
| <b>1. Radna snaga</b> |  |                |              |
| <i>Manpower</i>       |  |                |              |
| 1.1.                  | PKV<br><i>Semi-qualified</i>                 | 1 h            | 14,00        |
| 1.2.                  | KV<br><i>Qualified</i>                       | 1 h            | 18,00        |
| 1.3.                  | VKV<br><i>Highly-qualified</i>               | 1 h            | 24,00        |
| 1.4.                  | SSS<br><i>Secondary school qualification</i> | 1 h            | 21,00        |
| 1.5.                  | VŠS<br><i>Junior – college qualification</i> | 1 h            | 31,00        |
| 1.6.                  | VSS<br><i>University qualification</i>       | 1 h            | 37,00        |

| Broj usluge                | Opis usluge   | Jedinica mjere       | Cijena (EUR) |
|----------------------------|---|----------------------|--------------|
| Service Item               | Description of service  | Measure Unit         | Price (EUR)  |
| <b>2. Utovar / Istovar</b> |   |                      |              |
| <i>Loading / Unloading</i> |   |                      |              |
| 2.1.                       | Balastna vreća<br><i>Ballast bag</i>  | 1 kom<br><i>1 pc</i> | 10,00        |
| 2.2.                       | Preraspoređivanje tereta u zrakoplovu<br><i>Redistributing loads in aircraft</i>                                      | 1 kg                 | 0,70         |
| 2.3.                       | Istovar utovarenog tereta<br><i>Unloading of loaded load</i>  | 1 kg                 | 0,50         |
| 2.4.                       | Dovoženje/odvoženje manifestiranog a ne utovarenog tereta<br><i>Delivery/carting off manifested but unloaded load</i> | 1 kg                 | 0,30         |

| Broj usluge<br><i>Service Item</i>                               | Opis usluge<br><i>Description of service</i>  | Jedinica mjere<br><i>Measure Unit</i>   | Cijena (EUR)<br><i>Price (EUR)</i> |
|--|---|---|------------------------------------|
| <b>3. Čišćenje zrakoplova</b><br><b><i>Aircraft cleaning</i></b> |   |   |                                    |
| 3.1.   | Vanjsko čišćenje<br><i>Exterior cleaning</i>  |   |                                    |
| 3.1.1.   | Vanjsko čišćenje prozora pilotske kabine<br><i>Exterior cleaning of flight deck windows</i>   | 1 operacija<br><i>1 operation</i>   | 39,00                              |
| 3.1.2.   | Čišćenje integralnih stepenica zrakoplova<br><i>Cleaning of aircraft integral steps</i>   | Prema satnici iz točke 1<br><i>According to working hours from Item 1</i>                                       |                                    |
| 3.2.   | Unutarnje čišćenje<br><i>Interior cleaning</i>  |   |                                    |
| 3.2.1.   | Čišćenje poda i podnih obloga<br><i>Thorough floor and floor-cover cleaning</i>   | Prema satnici iz točke 1.<br>uvećane za 10%<br><i>According to working hours from Item 1, with 10% increase</i> |                                    |
| 3.2.2.   | Čišćenje pilotske kabine i prozora<br><i>Flight deck and windows cleaning</i>   | Vidjeti napomene pod brojem 4<br><i>See notes from Item 4</i>   |                                    |
| 3.2.3.   | Čišćenje putničke kabine i prozora<br><i>Passenger cabin and windows cleaning</i>   | Prema satnici iz točke 1.<br>uvećane za 10%<br><i>According to working hours from Item 1, with 10% increase</i> |                                    |
| 3.2.5.   | Slaganje i spremanje pokrivača<br><i>Folding and stowing blankets</i>   | Prema satnici iz točke 1.<br>uvećane za 10%<br><i>According to working hours from Item 1, with 10% increase</i> |                                    |
| 3.2.6.   | Izmjena presvlaka naslona za glavu.<br>Presvlake dobavlja Prevoznik.<br><i>Changing headrest covers.<br/>Covers supplied by the Carrier.</i>                    | Prema satnici iz točke 1.<br>uvećane za 10%<br><i>According to working hours from Item 1, with 10% increase</i> |                                    |
| 3.2.7.   | Raspodjela Prevoznikove stvari u kabinu i toalet<br><i>Distribution of Carrier's items in cabin and toilets</i>   | Prema satnici iz točke 1.<br>uvećane za 10%<br><i>According to working hours from Item 1, with 10% increase</i> |                                    |
| 3.2.8.   | Dezinfekcija i/ili deodoracija zrakoplova (materijal osigurava prevoznik)<br><i>Disinfection and/or deodorization on a/c (material provided by the Carrier)</i> |   |                                    |

|          | Putnički a/c<br><i>Passenger a/c</i>             | Teretni a/c<br><i>Cargo a/c</i>            |                                   |        |
|----------|--|--|-----------------------------------|--------|
| 3.2.8.1. | do 50 sjedala<br><i>up to 50 seats</i>           | do 20 t MTOW<br><i>up to 20 t MTOW</i>     | 1 operacija<br><i>1 operation</i> | 52,00  |
| 3.2.8.2. | 51 – 150 sjedala<br><i>51 – 150 seats</i>        | 21 – 100 t MTOW<br><i>21 – 100 t MTOW</i>  | 1 operacija<br><i>1 operation</i> | 85,00  |
| 3.2.8.3. | preko 150 sjedala<br><i>over 150 seats</i>       | preko 100 t MTOW<br><i>over 100 t MTOW</i> | 1 operacija<br><i>1 operation</i> | 107,00 |
| 3.2.9.   | Dezinfekcija ULD-a<br><i>Disinfection of ULD</i> |  | 1 kom<br><i>1 pc</i>              | 11,00  |

| Broj usluge<br><i>Service Item</i> | Opis usluge<br><i>Description of service</i> | Jedinica mjere<br><i>Measure Unit</i> | Cijena (EUR)<br><i>Price (EUR)</i> |
|------------------------------------|--|---------------------------------------|------------------------------------|
|------------------------------------|--|---------------------------------------|------------------------------------|

#### 4. Hlađenje i grijanje

##### *Cooling and heating*

|      |  |     |        |
|------|--|-----|--------|
| 4.1. | Provjetravanje kabine<br><i>Ventilation of cabin</i> | 1 h | 37,00  |
| 4.2. | Grijanje kabine<br><i>Heating of cabin</i>           | 1 h | 52,00  |
| 4.3. | Air Condition<br><i>Air Condition</i>                | 1 h | 137,00 |

| Broj usluge<br><i>Service Item</i> | Opis usluge<br><i>Description of service</i> | Jedinica mjere<br><i>Measure Unit</i> | Cijena (EUR)<br><i>Price (EUR)</i> |
|------------------------------------|--|---------------------------------------|------------------------------------|
|------------------------------------|--|---------------------------------------|------------------------------------|

#### 5. De /Anti-icing zrakoplova

##### *Aircraft De / Anti-icing*

|        |   |  |        |
|--------|---|--|--------|
| 5.1.   | Odstranjivanje snijega<br>(ručno – samo za generalno zrakoplovstvo)<br><i>Removal of snow<br/>(by hand – only General Aviation)</i>   | Prema satnici iz točke 1.<br><i>According to working hours from<br/>Item 1</i> |        |
| 5.2.   | DE/ANTI-ICING – uređaj s poslužiteljima<br><i>DE/ANTI-ICING – vehicle with manpower</i><br>Raspon krila zrakoplova, prema ICAO klasifikaciji<br><i>Aircraft wing span, in accordance with ICAO classification</i> |  |        |
| 5.2.1. | «A» do 15 m<br><i>«A» up to 15 m</i>  | 1 operacija<br><i>1 operation</i>  | 74,00  |
| 5.2.2. | «B» 15 – 24 m<br><i>«B» 15 – 24 m</i>   | 1 operacija<br><i>1 operation</i>  | 103,00 |

|        |  |                            |        |
|--------|--|----------------------------|--------|
| 5.2.3. | «C» 24 – 36 m<br>«C» 24 – 36 m   | 1 operacija<br>1 operation | 130,00 |
| 5.2.4. | «D» 36 – 52 m<br>«D» 36 – 52 m   | 1 operacija<br>1 operation | 163,00 |
| 5.2.5. | «E» 52 – 65 m<br>«E» 52 – 65 m   | 1 operacija<br>1 operation | 195,00 |
| 5.2.6. | «F» 65 – 80 m<br>«F» 65 – 80 m   | 1 operacija<br>1 operation | 221,00 |
| 5.3.   | Tekućina za anti – icing (ADF)<br><i>Anti – icing fluid (ADF)</i>        | 1 lit.                     | 2,21   |
| 5.4.   | Topla voda<br><i>Hot water</i>   | 1 lit.                     | 0,03   |
| 5.5.   | Hladna voda<br><i>Cool water</i>   | 1 lit.                     | 0,01   |
| 5.6.   | Korištenje vozila u druge svrhe<br><i>Engine used for other purposes</i> | 1 h                        | 195,00 |

| Broj usluge         | Opis usluge                   | Jedinica mjere      | Cijena (EUR)       |
|---------------------|-------------------------------|---------------------|--------------------|
| <i>Service Item</i> | <i>Description of service</i> | <i>Measure Unit</i> | <i>Price (EUR)</i> |

## 6. Oprema

### *Equipment*

|        |  |                           |        |
|--------|--|---------------------------|--------|
| 6.1.   | Follow me vozilo<br><i>Follow me vehicle</i>   | 1 vožnja<br><i>1 ride</i> | 11,00  |
| 6.2.   | Zemaljski elektro agregat – GPU<br><i>Ground Power Unit – GPU</i>  | 1 h                       | 130,00 |
| 6.2.1. | Zemaljski elektro agregat za opće zrakoplovstvo – GPU<br><i>Ground Power Unit for General Aviation – GPU</i> | 1 start                   | 30,00  |
| 6.3.   | Zračni starter<br><i>Air starter</i>   | 1 start                   | 62,00  |
| 6.4.   | Viličari<br><i>Fork lifts</i>  |                           |        |
| 6.4.1. | Viličar – do 1,5 t<br><i>Fork Lift – up to 1,5 t</i>   | 1 h                       | 37,00  |

|        |  |                                   |        |
|--------|--|-----------------------------------|--------|
| 6.4.2. | Viličar – do 3,5 t<br><i>Fork Lift – up to 3,5 t</i>                                       | 1 h                               | 52,00  |
| 6.4.3. | Viličar – do 7,0 t<br><i>Fork Lift – up to 7,0 t</i>                                       | 1 h                               | 65,00  |
| 6.4.4. | Viličar – 8 t<br><i>Fork Lift – 8 t</i>  | 1 h                               | 75,00  |
| 6.5.   | Cargo utovarivači<br><i>Cargo loaders</i>  |                                   |        |
| 6.5.1. | Cargo utovarivač / transporter – do 3,5 t<br><i>Cargo loader/Transporter – up to 3,5 t</i> | 1 h                               | 143,00 |
| 6.5.2. | Cargo utovarivač – do 7,0 t<br><i>Cargo loader – up to 7,0 t</i>                           | 1 h                               | 207,00 |
| 6.5.3. | Cargo utovarivač – 20 t<br><i>Cargo loader– 20 t</i>                                       | 1 h                               | 454,00 |
| 6.6.   | Vozilo za servisiranje toaleta<br><i>Toilet servicing unit</i>                             | 1 operacija<br><i>1 operation</i> | 44,00  |
| 6.7.   | Vozilo za pitku vodu<br><i>Potable water servicing unit</i>                                | 1 operacija<br><i>1 operation</i> | 37,00  |
| 6.8.   | Putničke stepenice<br><i>Passenger stairs</i>  |                                   |        |
| 6.8.1. | Putničke stepenice – vučne<br><i>Passenger stairs – towed</i>                              | 1 h                               | 23,00  |
| 6.8.2. | Putničke stepenice – samohodne<br><i>Passenger stairs – self-propelled</i>                 | 1 h                               | 36,00  |
| 6.9.   | Vatrogasna vozila<br><i>Fire Vehicle</i>   |                                   |        |
| 6.9.1. | Vatrogasno zapovjedno vozilo<br><i>Fire commanders Vehicle</i>                             | 1 h                               | 22,00  |
| 6.9.2. | Vatrogasno vozilo za brze intervencije<br><i>Vehicle for rapid intervention</i>            | 1 h                               | 85,00  |
| 6.9.3. | Vatrogasno teško vozilo<br><i>Heavy fire Vehicle</i>                                       | 1 h                               | 390,00 |
| 6.9.4. | Vatrogasno vozilo –Emergency<br><i>Emergency Fire Vehicle</i>                              | 1 h                               | 85,00  |

|         |   |                                   |        |
|---------|---|-----------------------------------|--------|
| 6.11.   | Vozilo za čišćenje prometnih površina<br><i>Surface cleaning unit</i>   | 1 h                               | 90,00  |
| 6.12.   | Transportna traka<br><i>Conveyer Belt</i>   | 1 h                               | 59,00  |
| 6.13.   | Kombi ZLZ – Zagreb – ZLZ<br><i>Van Zagreb Airport – Zagreb – Zagreb Airport</i>                                   | 1 vožnja<br><i>1 ride</i>         | 66,00  |
| 6.14.   | Traktor<br><i>Tractor</i>   | 1 h                               | 37,00  |
| 6.15.   | Transportna kolica<br><i>Transport carts</i>  |                                   |        |
| 6.15.1. | Kolica za prijevoz tereta<br><i>Baggage transport cart</i>  | 1 h                               | 1,95   |
| 6.15.2. | Kontejnerska kolica – Dolly (LD-3)<br><i>Container cart – Dolly (LD-3)</i>  | 1 h                               | 4,00   |
| 6.15.3. | Paletna kolica – Dolly – 7 t<br><i>Palette cart – Dolly – 7 t</i>   | 1 h                               | 7,00   |
| 6.15.4. | Transportna kolica – Dolly – 20 ft<br><i>Transport cart – Dolly – 20 ft</i>                                       | 1 h                               | 23,00  |
| 6.16.   | Autobusi<br><i>Buses</i>  |                                   |        |
| 6.16.1. | Bus na stajanci za prijevoz putnika i posade<br><i>Apron bus for transportation of passengers and crew</i>        | 1 vožnja<br><i>1 ride</i>         | 50,00  |
| 6.16.2. | Minibus na stajnci za prijevoz putnika i posade<br><i>Apron minibus for transportation of passengers and crew</i> | 1 vožnja<br><i>1 ride</i>         | 30,00  |
| 6.16.2. | Mini-bus ZLZ – Zagreb – ZLZ<br><i>Mini-bus Zagreb Airport – Zagreb – Zagreb Airport</i>                           | 1 vožnja<br><i>1 ride</i>         | 70,00  |
| 6.16.3. | Bus ZLZ – Zagreb – ZLZ<br><i>Bus Zagreb Airport – Zagreb – Zagreb Airport</i>                                     | 1 vožnja<br><i>1 ride</i>         | 100,00 |
| 6.17.   | Vuča zrakoplova (traktor + ruda za vuču)<br><i>Aircraft towing (tow tractor + tow bar)</i>                        |                                   |        |
| 6.17.1. | Zrakoplov do 60 t MTOW<br><i>Aircraft up to 60 t MTOW</i>   | 1 operacija<br><i>1 operation</i> | 29,00  |

|         |   |                                   |        |
|---------|---|-----------------------------------|--------|
| 6.17.2. | 61 – 180 t MTOW<br><i>61 – 180 t MTOW</i>   | 1 operacija<br><i>1 operation</i> | 52,00  |
| 6.17.3. | 181 – 260 t MTOW<br><i>181 – 260 t MTOW</i>   | 1 operacija<br><i>1 operation</i> | 85,00  |
| 6.17.4. | preko 261 t MTOW<br><i>over 261 t MTOW</i>  | 1 operacija<br><i>1 operation</i> | 94,00  |
| 6.17.5. | Korištenje traktora za vuču u druge svrhe<br><i>Tow tractor used for other purposes</i>   | 1 h                               | 228,00 |
| 6.18.   | Električna jedinica za osvjetljenje<br><i>Power unit for lighting</i>   | 1 h                               | 15,00  |
| 6.19.   | Usisavač<br><i>Vacuum cleaner</i>   | 1 h                               | 7,00   |
| 6.20.   | EKOPOR – sredstvo za čišćenje stajanke<br><i>EKOPOR – material for Apron cleaning</i>   | 1 kg                              | 3,00   |
| 6.21.   | labudol – sredstvo za ispiranje i dezinfekciju toaleta zrakoplova<br><i>labudol – material for flushing and disinfection of aircraft toilet</i> | 1 l                               | 3,00   |
| 6.22.   | Dušik<br><i>Nitrogen gas</i>  | 1 boca<br><i>1 bottle</i>         | 15,00  |
| 6.23.   | Punjenje gume dušikom<br><i>Inflation of tire with Nitrogen gas</i>   | 1 guma<br><i>1 tire</i>           | 5,00   |

| Broj usluge<br><i>Service Item</i> | Opis usluge<br><i>Description of service</i> | Jedinica mjere<br><i>Measure Unit</i> | Cijena (EUR)<br><i>Price (EUR)</i> |
|------------------------------------|--|---------------------------------------|------------------------------------|
|------------------------------------|--|---------------------------------------|------------------------------------|

## 7. Sigurnost

### Security

|      |   |   |       |
|------|---|---|-------|
| 7.1. | Sigurnosni razgovor i kontrola putničkih dokumenata na šalteru za registraciju<br><i>Security interview and control of passengers' documents at check-in counters</i>   | po letu<br><i>per flight</i>                | 30,00 |
| 7.2. | 2.2.5. Višak prtljage<br><i>2.2.5. Excess baggage</i><br>b) izdavanje kupona za višak prtljage<br><i>b) issue of excess baggage ticket</i><br>c) kolektiranje naknade za višak prtljage<br><i>c) collecting of excess baggage charges</i> | poseban ugovor<br><i>separate agreement</i> |       |



| Broj usluge<br>Service Item | Opis usluge<br>Description of service | Jedinica mjere<br>Measure Unit | Cijena (EUR)<br>Price (EUR) |
|-----------------------------|---------------------------------------|--------------------------------|-----------------------------|
|-----------------------------|---------------------------------------|--------------------------------|-----------------------------|

## 9. Administrativni poslovi

### Administrative functions

|      |  |  |      |
|------|--|--|------|
| 9.1. | <p>Provjera, potpisivanje i prosljeđivanje računa, naloga za opskrbu, računa za manipulaciju, radne naloge, u ime Prijevoznika</p> <p><i>Checking, signing and forwarding on behalf of the Carrier invoices, supply orders, handling charge notes, work orders</i></p> | <p>Prema satnici iz točke 1.6.</p> <p><i>According to working hours from Item 1.6.</i></p> |      |
| 9.2. | <p>Osiguravanje ili organiziranje meteorološke dokumentacije i aeronautičke obavijesti za pojedini let</p> <p><i>Providing or arranging for meteorological documentation and aeronautical information for each flight</i></p>  | <p>po letu<br/><i>per flight</i></p>   | 8,00 |

| Broj usluge<br>Service Item | Opis usluge<br>Description of service | Jedinica mjere<br>Measure Unit | Cijena (EUR)<br>Price (EUR) |
|-----------------------------|---------------------------------------|--------------------------------|-----------------------------|
|-----------------------------|---------------------------------------|--------------------------------|-----------------------------|

## 10. Razno

### Various

|         |  |  |        |
|---------|--|--|--------|
| 10.1.   | <p>Šalter za registraciju</p> <p><i>Check-in counter</i></p>   | <p>1 sat<br/><i>1 hour</i></p>   | 60,00  |
|         | <p>DCS (EDS) program</p> <p>U slučaju da Zračna luka Zagreb nije Handling agent</p> <p><i>DCS software</i></p> <p><i>In case that Zagreb Airport is not Handling Agent</i></p>                                       | <p>po odlaznom putniku<br/><i>per departure passenger</i></p>  | 0,25   |
| 10.2.   | <p>VIP salon (1 sekcija)</p> <p><i>VIP Lounge (1 section)</i></p>  | <p>1 sat<br/><i>1 hour</i></p> <p>Vidjeti napomene pod brojem 9<br/><i>See notes from item 9</i></p> | 100,00 |
| 10.3.   | <p>Organizacija usluge ubrzanog prolaska kroz putnički terminal</p> <p><i>Arranging for the quick passing through the Passenger Terminal</i></p>   | <p>po putniku<br/><i>per passenger</i></p>   | 100,00 |
| 10.4.   | <p>Salon generalnog zrakoplovstva</p> <p><i>General Aviation Lounge</i></p>  |  |        |
| 10.4.1. | <p>Korištenje salona generalnog zrakoplovstva za potrebe školskih, ambulantnih letova i tehničkog slijetanja</p> <p><i>Using the General Aviation Lounge for training, medical and technical landing flights</i></p> | <p>po letu<br/><i>per flight</i></p>   | 10,00  |

|         |   |                              |        |
|---------|---|------------------------------|--------|
| 10.4.2. | Korištenje salona generalnog zrakoplovstva za letove bez putnika<br><i>Using the General Aviation Lounge for flights without passengers</i> | po letu<br><i>per flight</i> | 15,00  |
| 10.4.3. | Korištenje salona generalnog zrakoplovstva za letove s putnicima<br><i>Using the General Aviation Lounge for flights with passengers</i>    | po letu<br><i>per flight</i> | 30,00  |
| 10.5.   | Korištenje osvjetljenja u svrhu školovanja<br><i>Using of lighting for training flight(s)</i>   | 1 sat<br><i>1 hour</i>       | 250,00 |

**Napomene:**

**Notes:**

1. Najmanja obračunska jedinica je 30 minuta.  
*The least accounting unit is 30 minutes.*
2. U cijenu usluge navedene pod brojem 3.1.1. također su uključeni vozilo za pitku vodu i radna snaga.  
*Within price for service mentioned under item 3.1.1. Potable water servicing unit and manpower are also included.*
3. U cijene usluga navedenih pod brojevima 3.2.9., 3.2.10., 5.2., 6.1. – 6.19. radna snaga (rukovatelji opremom) također je uključena.  
*Within prices for services mentioned under items 3.2.9., 3.2.10., 5.2., 6.1. – 6.19. manpower (equipment operators) is also included.*
4. Usluge pod brojem 3.2.2. obavljat će se isključivo uz nazočnost ovlaštene odgovorne osobe prijevoznika.  
*Services under item 3.2.2. are performed exclusively under the control of a person authorised by the Carrier.*
5. Korištenje putničkih stepenica za zrakoplove koji nemaju vlastite stepenice bit će uključena u cijenu usluge prihvata i otpreme tijekom vremena standardnog procesa prihvata i otpreme. Izvan toga vremena, korištenje putničkih stepenica zaračunavat će se po cijenama navedenim pod brojevima 6.8.1. i 6.8.2. ovoga Cjenika. Za zrakoplove koji imaju vlastite stepenice, korištenje stepenica zaračunavat će se od vremena njihovog spajanja sa zrakoplovom.  
*Usage of passenger stairs for aircraft without their own stairs will be included within handling price during time of standard handling process.*  
*Out of that time, usage of passenger stairs will be charged according to price in items 6.8.1. and 6.8.2. of the Price List.*  
*For aircraft equipped with their own stairs, the usage of stairs will be charged from the beginning of their connection to the aircraft.*

6. Naknadnu identifikaciju može zahtijevati ovlaštena odgovorna osoba za sigurnost ili ovlašteni predstavnik zrakoplovne kompanije koji je, u tom slučaju, obavezan potpisati radni nalog (Work Order).  
*Subsequent identification can be requested by an authorized responsible person for security, or authorized representative of the airline, who, in such case, is obliged to sign a Work Order.*
7. Zračni prijevoznik može podnijeti zahtjev za korištenje vlastitog sustava za registraciju putnika ukoliko ostvaruje minimum 15% udjela u ukupnom broju odlazećih putnika  
*Air carrier may request usage of its own Departure Control System in case he fulfills minimally 15 % share in total number of departing passengers.*
8. Manipulativni troškovi u visini 10% naplaćivat će se za utrošeni materijal i sredstva.  
*Manipulative costs of 10% will be charged for the spent material and goods.*
9. Korištenje jedne sekcije VIP salona naplaćivat će se EUR 100,00 po satu, s mogućnošću obračuna u drugoj valuti.  
*Usage of one section of VIP Lounge will be charged EUR 100,00 per hour, with the possibility of calculation in other currency.*
10. Javne pristojbe određene od strane autoritarnih tijela nisu uključene u cijenu usluga, te će ih u potpunosti snositi KORISNIK usluge.  
*Public taxes regulated by authority bodies are not included in the price of services, and will be entirely borne by the USER of the service.*
11. Zakup parkirne pozicije na stajanci generalnog zrakoplovstva ostvaruje se na temelju potpisanog ugovora o mjesečnom zakupu parkirne pozicije sa Zračnom lukom Zagreb.  
*The rental of parking position at the General Aviation apron can be realized only upon conclusion of the Contract on monthly rental of parking position with Zagreb Airport.*

## 15. Informacije Information

### Plan parkiranja Parking plan



### Plan putničkog terminala Passenger terminal plan



Internet adresa: [www.zagreb-airport.hr](http://www.zagreb-airport.hr)

Ground Frequency: 131.55 Mhz Zagreb Airport handling

|  | SITA        | FAX (385 1) | PHONE (385 1) | AFTN     |
|--|-------------|-------------|---------------|----------|
| GENERAL MANAGER                        | ZAGAPXH     | 6265 648    | 4562 809      |          |
|  | ZAGOOXH     |             | 4562 135      |          |
| DCS / EDS /<br>OPERATIONS              | HDQKMCR     |             |               |          |
|  | ZAGAPXH     | 4562 682    | 4562 200      |          |
| LOAD CONTROL /24H/<br>HANDLING REQUEST | ZAGAPXH     | 4562 682    |               |          |
| SCHEDULING, SLOTS                      | ZAGOOXH     |             |               |          |
| CATERING ORDERS                        | ZAGHAXH     | 4562 637    | 4562 241      |          |
| CHECK-IN                               | ZAGOKXH     | 4562 225    | 4562 011      |          |
|  | ZAGKOXH     |             |               |          |
| SALES DIVISION                         |             | 4562 533    | 4562 333      |          |
| CARGO DEPARTMENT                       | ZAGFFXH     | 6265 412    | 4562 650      |          |
| FUEL SUPPLIER                          | INA OIL CO. | 6265 068    |               |          |
| AUTHORIZATIONS, PERMITS, FLT PLANS:    |             |             |               |          |
| CROATIAN CIVIL AVIATION AGENCY - CCAA  |             | 2369 301    | 2369 300      |          |
| CAA CROATIA                            |             | 6196 393    | 6169 060      | LDZGYAYX |