

aerogate

Directory of Services and Prices 2018

Living ideas – Connecting lives



Passenger Handling & Flight Ops

Effective from 1st January 2018

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1. Passenger Handling and Operations / Passenger Aircraft

1.1 Services – Basics

Services according to AHM 810, SGHA of 2013, Annex A

The charges listed under "1.2 Charges - Basics" are based on the following services:

SECTION 1. MANAGEMENT FUNCTIONS

1.1 Representation

- 1.1.2 Liaise with local authorities.
- 1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.
- 1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft.

1.3 Supervision and/or Co-ordination

- 1.3.6 Meet aircraft upon arrival and liaise with crew.
- 1.3.9 Note irregularities and inform the Carrier.

SECTION 2. PASSENGER SERVICES

2.1 General

- 2.1.1 Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport
- 2.1.3 When requested by the Carrier,
 - [a] Provide [at additional charge] special equipment, facilities and specially trained personnel, for assistance to
 - 1. unaccompanied minors.
- 2.1.4 [a] Provide
 - [b] Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include:
 - 1. Meal vouchers
 - 3. Transportation
 - 4. Hotel accommodation
 - 5. Personnel
- 2.1.5 Arrange storage of baggage in the bonded store
- 2.1.6 [a] Notify the Carrier of complaints and claims made by the Carrier's passengers.
- 2.1.7 Report to the Carrier any irregularities discovered in passenger and baggage handling.

2.2 Departure

- 2.2.1 Perform pre-flight editing
- 2.2.3 [a] Check travel documents for the flight[s] concerned[in accordance with TIMATIC]. The Handling Company shall not be liable for immigration fines.
 - At the following locations:
 - 1. check-in area
 - 4. gate

1.1 Services - Basics

Services according to AHM 810, SGHA of 2013, Annex A

- 2.2.4 [a] Weigh and/or measure checked and/or cabin baggage,
[b] Record baggage figures
for
1. initial flight.
2. subsequent flight(s).At following locations:
[a] check-in area
[d] gate
- 2.2.5 Excess baggage [at additional charge]
[a] determine excess baggage
[b] issue excess baggage ticket
[c] collect excess baggage charges
[d] detach applicable excess baggage coupons
At the following locations:
1. check-in area
- 2.2.6 Tag
[a] checked baggage
[b] cabin baggage
for
1. initial flight.
2. subsequent flight(s).
At the following locations:
[a] check-in area
- 2.2.7 Effect conveyance of checked baggage to the baggage sorting area
At the following locations:
[a] check-in area
- 2.2.8 Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area
At the following locations:
[a] check-in area
- 2.2.9 Collect airport and/or any other service charges from departing passengers
At the following locations:
[a] check-in area
- 2.2.10 [a] Carry out the Carrier's seat allocation or selection system
[b] Issue boarding pass(es)
[c] Detach applicable flight coupons for
1. initial flight.
2. subsequent flight(s)
At the following locations:
[a] check-in area
[d] gate
- 2.2.13 Handle upgrade/downgrade functions At the following locations:
[a] check-in area
[d] gate
- 2.2.14 Handle standby list
At the following locations:
[a] check-in area
[d] gate
- 2.2.15 At the gate perform
[a] verification of cabin baggage
[b] boarding process
[c] reconciliation of passenger numbers with aircraft documents prior to departure
-

1. Passenger Handling and Operations / Passenger Aircraft

1.1 Services - Basics

Services according to AHM 810, SGHA of 2013, Annex A

2.3 Arrival

2.3.2 Direct passengers

[a] from aircraft through controls

2.3.4 Handle lost, found and damaged property matters. [at additional charge]

[a] Provide

1. acceptance of baggage irregularity reports

2. entering of data into baggage tracing system

3. maintaining baggage tracing system files for period specified in Annex B

6. handling of communications with passengers

[b] Arrange for

delivery of delayed baggage to passengers

SECTION 3. RAMP SERVICES

3.5 Ramp to Flight Deck Communication

3.5.1 Provide headsets.

3.5.2 Perform ramp to flight deck communication [at additional charge]

[a] during push-back

[c] during engine starting

[d] other purposes [at additional charge]

3.7 Safety Measures [at additional charge]

3.7.2 Perform visual external safety/ground damage inspection of

[a] doors and panels and immediate surroundings

[1] immediately upon arrival

SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

4.1 Load Control

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

4.1.2 [a] Process

[b] Sign

documents and information, including but not limited to, loading instructions, load and trim sheets,

Captain's load information and manifests where:

1. Load Control is performed by the Handling Company

4.2 Communications

4.2.2 [a] Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure

4.2.3 [a] Provide

[b] Operate

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

1. Passenger Handling and Operations / Passenger Aircraft

1.1 Services - Basics

Services according to AHM 810, SGHA of 2013, Annex A

4.3 Flight Operations

- 4.3.2 [b] Arrange for meteorological documentation and aeronautical information [at additional charge]
 1. at the airport location as defined in Annex B
 - 4.3.3 [a] Provide delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable
 1. at the airport location as defined in Annex B
 - 4.3.5 [b] Request [d] File the Air Traffic Services ["ATS"] Flight Plan.
 1. at the airport location as defined in Annex B
 - 4.3.7 Provide the crew with a briefing [at additional charge]
 - 4.3.9 Provide ground handling party[ies] with weight and fuel data .
-

SECTION 6. SUPPORT SERVICES*

6.2 Automation/Computer Systems

- 6.2.1 [a] Provide [c] Operate Computer hardware and other equipment [as specified in Annex B] to enable access to:
 2. Handling Company's system
 - 6.2.2 Perform the following functions in [b] Handling Company's system [at additional charge]
 3. Passenger service
 4. Baggage reconciliation.
 5. Baggage tracing.
 6. Operations, load control.
-

6.3 Unit Load Device [ULD] Control

- 6.3.3 [b] Compile and dispatch ULD control messages [at additional charge]
-

6.4 Fuel Farm [Depot]

- 6.4.1 Liaise with fuel farm suppliers.
-

6.5 Ramp Fuelling/Defueling Operations

- 6.5.1 Liaise with ramp fuel suppliers.
-

6.7 Catering Services - Liaison and Administration

- 6.7.1 Liaise with the Carrier's catering supplier.
-

* provided the AHM 560 Data of the Carrier's Aircraft are available in the ALTEA DCS for the Handling Company

1. Passenger Handling and Operations / Passenger Aircraft

1.1 Services - Basics

Services according to AHM 810, SGHA of 2013, Annex A

SECTION 7. SECURITY

- 7.1 Passenger and Baggage Screening and Reconciliation**
7.1.4 [a] Provide
1. identification of passengers prior to boarding.
 2. reconciliation of boarded passengers with their baggage.
- [b] Arrange for
3. positive baggage identification by passengers.
 4. offloading of baggage for passengers who fail to board the aircraft

The above-mentioned services indicate the standard range of services provided within Terminal 1, unless otherwise agreed in an individual contract. In the case of an absence of an individual contract specifying terms and conditions or in IRREG-situations, the following charges and surcharges come into effect.

1. Passenger Handling and Operations / Passenger Aircraft

1.2 Charges – Basics

Aircraft Group	Capacity of seats	Charge
AC-Group 1	up to 39 seats	307 €
	40 – 69 seats	390 €
AC-Group 2	70 – 99 seats	452 €
AC-Group 3	100 - 135	510 €
AC-Group 4	136 – 175	562 €
AC-Group 5	176 - 215	780 €
AC-Group 6	216 - 255	1.118 €
AC-Group 7	256 - 300	1.430 €
AC-Group 8	301 - 450	1.742 €
AC-Group 9	> 450	on request

2. Operations Services / Cargo Aircraft

2.1 Services – Basics

Services according to AHM 810, SGHA of 2013, Annex A

The charges listed under "2.2 Charges - Basics" are based on the following services:

SECTION 1. MANAGEMENT FUNCTIONS

- 1.1 Representation**
 - 1.1.2 Liaise with local authorities.
 - 1.1.3 Indicate that the Handling Company is acting as handling agent for the Carrier.
 - 1.1.4 Inform all interested Parties concerning schedules of the Carrier's aircraft.
-

- 1.3 Supervision and/or Co-ordination**
 - 1.3.6 Meet aircraft upon arrival and liaise with crew.
 - 1.3.9 Note irregularities and inform the Carrier.
-

SECTION 3. RAMP SERVICES

- 3.5 Ramp to Flight Deck Communication**
 - 3.5.1 Provide headsets.
 - 3.5.2 Perform ramp to flight deck communication [at additional charge]
 - [a] during push-back
 - [c] during engine starting
-

SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

- 4.1 Load Control**
 - 4.1.1 Deliver load control related documents between aircraft and airport buildings and vice versa.
 - 4.1.2
 - [a] Process
 - [b] Signdocuments and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where:
 - 1. Load Control is performed by the Handling Company
-

2. Operations Services / Cargo Aircraft

2.1 Services - Basics

Services according to AHM 810, SGHA of 2013, Annex A

4.2 Communications

- 4.2.2 [a] Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure
- 4.2.3 [a] Provide
[b] Operate
means of communication between the ground station and the Carrier's aircraft.
-

4.3 Flight Operations

- 4.3.2 [b] Arrange for meteorological documentation and aeronautical information
1. at the airport location as defined in Annex B
- 4.3.3 [a] Provide
delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable
1. at the airport location as defined in Annex B
- 4.3.5 [b] Request
[d] File
the Air Traffic Services ["ATS"] Flight Plan.
1. at the airport location as defined in Annex B
- 4.3.7 Provide the crew with a briefing
- 4.3.9 Provide ground handling party[ies] with weight and fuel data .
-

SECTION 6. SUPPORT SERVICES

6.2 Automation/Computer Systems

- 6.2.1 [a] Provide
[c] Operate
computer hardware and other equipment (as specified in Annex B) to enable access to
2. Handling Company's system (at additional charge)
- 6.2.2 Perform the following functions in
[b] Handling Company's system:
6. Operations, load control (at additional charge)
-

6.3 Unit Load Device (ULD) Control

- 6.3.3 [b] Compile and dispatch ULD control messages
-

6.4 Fuel Farm (Depot)

- 6.4.1 Liaise with fuel farm suppliers.
-

2. Operations Services / Cargo Aircraft

2.1 Services - Basics

Services according to AHM 810, SGHA of 2013, Annex A

6.5 Ramp Fuelling/Defueling Operations
6.5.1 Liaise with ramp fuel suppliers.

6.7 Catering Services - Liaison and Administration
6.7.1 Liaise with the Carrier's catering supplier.

The above mentioned services indicate the standard range of services, unless otherwise agreed in an individual contract. In the case of an absence of an individual contract specifying terms and conditions or in IRREG-situations, the following charges and surcharges come into effect.

2.2 Charges – Basics

Aircraft Group	Charge
All A/C types	338 €

3. Passenger Handling and Operations / Ad Hoc Services

Service	Unit	Charge
Walk Out assistance <i>according 3.5.2[a;c] IATA AHM 810 / 2013</i>	per event	35.00 €
Ramp to flight deck communication upon arrival at stand <i>according 3.5.2[d] IATA AHM 810 / 2013</i>	per event	30.00 €
Visual external inspection upon arrival <i>according 3.7.2[a][1] IATA AHM 810 / 2013</i>	per event	20.00 €
Start up by hand signal	per event	35.00 €
Night sealing of aircraft doors per occasion	per event	37.00 €
Special assistance to UM, MAAS per passenger <i>according 2.1.3[a][1] IATA AHM 810 / 2013</i>	per passenger	46.00 €
Queue Management	per agent and 30 Min. or part thereof	30.00 €
Preparation of computer based loadsheet	per event	35.00 €
Preparation and dispatch of ULD control messages UCM <i>according 6.3.3[b] IATA AHM 810 / 2013</i>	per event	25.00 €
Dispatch (no physical check) of Stock Control Message - SCM	per event	25.00 €
Meteorological documentation and NOTAMS <i>according 4.3.2 IATA AHM 810 / 2013</i>	per set and leg	25.00 €
Crew Briefing <i>according 4.3.7 IATA AHM 810 / 2013</i>	per set and leg	25.00 €
Commission for collection of excess baggage charges from amount charged <i>according 2.2.5[a-d] IATA AHM 810 / 2013</i>	per event	15%
Lost and Found	per file	13.00 €
Found items for pickup at airport a) Laptop, E-Book-Reader, Smartphone, Camera, wallet with valuable items b) Glasses, clothing, bags, backpacks c) Wallet without valuable items, small objects	per item	a) 20.00 € b) 15.00 € c) 10.00 €
Found items with delivery to passenger	Per item prices for pickup [see above a, b, c], plus postal surcharge	Germany 10.00 € Austria 15.00 € Italy 25.00 €
Handling of weapons / arms at arrival	per passenger	31.00 €
Assistance of Ground Hostess [e.g. at check-in or gate area]	per 30 min. or part thereof	31.00 €
Additional manpower Check In	per 30 min. or part thereof	31.00 €
Additional manpower Ticketing	per 30 min. or part thereof	35.00 €
Ticket Service Charge [collected either from the passenger or the Airline]	per ticket [Europe] per ticket [Non-European]	40.00 € 55.00 €
Additional manpower Ops	per 30 min. or part thereof	35.00 €
For Late Night Check-services provided from 6 p.m. to 9 p.m.	min. 1 counter	185.00 €

Surcharge for Disbursements on behalf of the Carrier		15%
Split handling (ground time > 4 Std.), surcharge on basic handling rate	per flight	25%
Baggage delivery national*	per km	1.14 €
Baggage delivery international*	per km	1.56 €
Surcharge delivery of bulky luggage	per piece	27.00 €
DCS / CUTE <i>according 6.2.2 (b) [3-6] IATA AHM 810 / 2013</i>	per passenger / also per infant	1.30 €

*additional Concession Fee of 5% applies

Cancellations** For the provision of services in case of a flight cancellation	< 72 hours before STA / STD	100%
	> 72 hours before STA / STD	0%
Diversion In case of diversions of flights to another destination	Charges apply as in case of cancellations	

** Basis: turnaround rate like agreed or according to sections 1.2 or 2.2 of this Directory of Services & Prices

4. Passenger and Operations Services Surcharges, Reductions and Cancellations

Service	Unit	Surcharges
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4.1 Surcharges*

Return to Ramp	per event in the case that a physical change of load is involved	100%
	per event in the case that a physical change of load is <u>not</u> involved	25%
Aircraft Change during Outbound Process	wide body: <1h before STD narrow body: <0,5h before STD	100%
Delayed Outbounds If the delay was not caused by the Handling Company	per event	acc. additional manpower
Delayed Inbounds – Cargo Aircrafts	per event arrival STA + > 5 hours	50%

* Basis: turnaround rate like agreed or according to sections 1.2 or 2.2 of this Directory of Services & Prices

4. Ramp Services / Surcharges, Reductions and Cancellations

Service	Unit	Reductions
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4.2 Reductions*

<p>Reduction for Ferry-In/ Live-Out or Live-In/ Ferry-Out Flights</p> <p>Definition of a Ferry Flight: A flight without a payload of passengers, cargo, mail and only for the purpose of taking the aircraft to where such a payload is to be picked up provided that water-, toilet- and cleaning services are not rendered.</p> <p>The Ferry Flight Reduction is only granted by aerogate when the flight was coordinated as a Ferry Flight at the Scheduling Coordinator of the Federal Republic of Germany [FRAZTXH@fhkd.org] and the contact addresses of aerogate [see page 2].</p> <p>The Ferry Flight Reduction is only granted when the flight was coordinated for cargo aircrafts and for pax flights >72 hours before STA.</p>	<p>per turnaround</p> <p>in the case that a physical change of load is <u>not</u> involved</p>	<p>25%</p>
<p>Reduction for Ferry-In / Ferry-Out and Technical Flights</p>	<p>per turnaround</p> <p>in the case that a physical change of load is <u>not</u> involved</p>	<p>50%</p>

* Basis: turnaround rate like agreed or according to sections 1.2 or 2.2 of this Directory of Services & Prices

5. General Terms & Conditions

The current version of our General Terms and Conditions forms an integral part of this Directory of Services & Prices. Please see the current General Terms and Conditions for aerogate in German and English language under:

www.munich-airport.de/aerogate

www.munich-airport.com/aerogate

