



# CJENIK USLUGA U ZRAČNOM PROMETU

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## *PRICE LIST OF AIRPORT SERVICES*

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Zračna luka Zadar d.o.o.

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## 1. Opći uvjeti i propisi *General conditions and Regulations*

Sukladno odredbi članka 42. Zakona o zračnom prometu (NN 69/09, 84/11, 54/13, 127/13, 92/14 ) donosi se Cjenik usluga u zračnom prometu za Zračnu luku Zadar d.o.o.

Dokumenti na kojima se temelji cjenik Zračne luke Zadar d.o.o. i uvjeti pružanja aerodromskih usluga:

### 1.1. Propisi Republike Hrvatske

- Zakon o zračnom prometu RH (NN 69/09, 84/1, 54/13, 127/13, 92/14);
- Zakon o zračnim lukama (NN 19/98, 14/11, 78/15);
- Zakon o obveznim i stvaropravnim odnosima u zračnom prometu (NN 132/98, 63/08 i 134/09, 94/13);
- Pravilnik o pružanju zemaljskih usluga (NN 61/15)
- Pravilnik o naknadama zračnih luka (NN 65/15)

*Reference documents for the Zadar Airport`s pricelist and conditions of providing airport services:*

#### **Croatian Legislature:**

- *Air Traffic Act (Official Gazette: 69/09, 84/11, 54/13, 127/13, 92/14)*
- *Act on Mandatory and Proprietary Relations in Air Traffic (Official Gazette: 132/98, 63/08, 134/09, 94/13)*
- *Airport Act(Official Gazette: 19/98, 14/11, 78/15)*
- *Ordinance on provision of groundhandling services (Official Gazette: 61/15)*
- *Ordinance on Airport Charges (Official Gazette: 65/15)*

### 1.2. Međunarodni propisi i preporučena praksa:

- Council Directive 96/67/EC of 15<sup>th</sup> October 1996 on access to the groundhandling market at Community airports. (*Official Journal L 272, 25/10/1996 p. 0036 – 0045*);
- Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11<sup>th</sup> March 2009;

- Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5th July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air;
- S.I. No. 505/1998 — Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;
- ICAO Airport Economics Manual, ICAO Doc 9562 / 3rd Edition, 2013
- ICAO's Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082 / 9th Edition, 2012
- ACI – Policies and Recommended Practices Handbook 2009; 7th Edition, 2009 Edition
- **International Legislature and recommendations:**
  - *Council Directive 96/67/EC of 15<sup>th</sup> October 1996 on access to the groundhandling market at Community airports. (Official Journal L 272, 25/10/1996 p. 0036 – 0045);*
  - *Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11<sup>th</sup> March 2009;*
  - *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 traveling by air.*
  - *S.I. No. 505/1998 — Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;*
  - *ICAO Airport Economics Manual, ICAO Doc 9562 / 3rd Edition, 2013*
  - *ICAO's Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082 / 9th Edition, 2012*
  - *ACI – Policies and Recommended Practices Handbook 2009; 7th Edition, 2009 Edition*

Cjenik usluga u zračnom prometu odobren je od strane Hrvatske agencije za Civilno Zrakoplovstvo, a isti je važeći do opoziva odnosno promjene.

*The Price List of Airport Services has been approved by the Croatian Civil Aviation Agency and it is valid until revoked or changed.*

Zračna luka Zadar d.o.o. obvezna je najkasnije 60 dana prije planirane promjene novih ili povećanih cijena izvijestiti sve korisnike usluga zračne luke.

*Zadar Airport is obligatory to inform all users of airport services at least 60 days before the planned change of new or increased prices.*

<p><b>OPĆI UVJETI</b> <b>GENERAL CONDITIONS</b></p>
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- 1.1. Zahtjevom za korištenjem usluga u zračnom prometu smatra se da je svaki korisnik zračne luke po principu pristupanja prihvatio sve odredbe ovog Cjenika.

*Every airport user requiring and using air traffic services is considered to accept all conditions of the Price List, on the principle of acceptance.*

- 1.2. Nakon objavljivanja Općih uvjeta i Cjenika usluga u zračnom prometu smatra se da je iste prihvatio svaki korisnik koji koristi usluge Zračne luke Zadar 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 Zadar Airport Ltd. services.*

- 1.3. Cijene usluga navedene u Cjeniku su jedinstvene 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.*

- 1.4. U suglasnosti s člankom 10. Direktive 2009/12/EC o naknadama zračne luke, Zračna luka Zadar d.o.o. ugovara s prijevoznikom paket usluga. Nakon postignutog dogovora, prijevoznik nema pravo odbiti dio usluga.

*In compliance with Article 10 of Directive 2009/12/EC on airport charges, Zadar Airport Ltd. contracts with air carrier a package of services. After the reached agreement, the air carrier has no right to refuse part of the services.*

- 1.5. Obračun i naplata pruženih usluga za ugovorne zračne prijevoznike obavlja se u skladu s potpisanim ugovorima.

*Calculation and charge of services rendered for contracted air carriers are performed in accordance with signed contracts.*

- 1.6. Zračni prijevoznici koji nemaju ugovor sa Zračnom lukom Zadar d.o.o. obvezni su korištenje usluga platiti prije uzlijetanja.

*The air carriers, who do not have a contract with Zadar Airport Ltd., shall pay for rendered services prior to take off.*

- 1.7. Naplata pruženih usluga zračnim prijevoznicima iz točke 1.6. obavlja se:

- u gotovini
- Diners
- Master Card
- VISA
- Air Routing
- Multiservice credit card

*Charge of services rendered to air carriers from item 1.6. shall be performed as follows:*

- *in cash*
- *Diners*
- *Master Card*
- *VISA*
- *Air Routing*
- *Multiservice credit card*

- 1.8. Porez na dodanu vrijednost (PDV) nije uračunat u cijene navedene u Cjeniku.

*Value Added Tax (VAT) is not included in prices quoted in the Price List.*

- 1.8.1. Zračnim prijevoznicima koji, sukladno Zakonu i Pravilniku o PDV-u nisu oslobođeni plaćanja poreza na dodanu vrijednost (PDV), isti će se obračunati u visini utvrdjenoj zakonom.

*Air carriers that are not exempt from payment of Value Added Tax (VAT) in accordance with respective rules and regulations, will be charged at VAT rate prescribed by law.*

- 1.8.2. Zračna luka Zadar d.o.o. ima pravo uvida u Svjedodžbu zračnog prijevoznika (AOC) da bi ustanovila za koju vrstu prometa je prijevoznik registriran .

*Zadar Airport Ltd. has right to inspect Air Operate Certificate (AOC) in order to determine for which type of transport is the air carrier registered.*

- 1.9. Obračun i naplata pruženih usluga mogu se obaviti u svakoj konvertibilnoj 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 hard 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.*

- 1.10. Za prekoračenje roka plaćanja obračunavaju se zakonom propisane zatezne kamate. Za sve sporove između korisnika usluga i Zračne luke Zadar d.o.o. oko cijena i primjena odredbi Cjenika i Općih uvjeta poslovanja, nadležan je sud u Zadru. Zračna luka Zadar 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 Zadar Airport Ltd. regarding charges and changes of the Tariff and General Business Conditions will be submitted to the court in Zadar. Zadar Airport Ltd. may require payment security instrument from the user of services.*

- 1.11. U slučaju izvanrednog događaja (Emergency) posebne usluge pružene zrakoplovu bit će zaračunate zračnom prijevozniku po cijenama iz Cjenika na poseban zahtjev. Eventualno korištenje vanjskih usluga i opreme bit će pre-fakturirano zračnom prijevozniku po stvarnim cijenama uvećano za manipulativne troškove.

*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 manipulative costs.*

- 1.12. Cjenik usluga u zračnom prometu specificira u kojim se slučajevima cijene usluga u zračnom prometu povećavaju ili smanjuju. Korištenje smanjene cijene za jednu vrstu usluga isključuje mogućnosti istovremenog korištenja smanjene cijene za bilo koju drugu vrstu usluga.

*The list of airport charges specifies in which cases the charges of airport services provided are increased or reduced. Using a reduction on one provision excludes using any other at the same case.*

- 1.13. Zračna luka Zadar d.o.o. 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.

*Zadar Airport Ltd. can grant commercial discounts and other benefits to the users. Commercial reductions can be granted to the users regarding the quantity and frequency of the airport services effected.*

- 1.14. Cjenik usluga u zračnom prometu dostupan je svim postojećim i potencijalnim korisnicima u Zračnoj luci Zadar d.o.o. putem AIP-a, kao i na službenoj Internet stranici /[www.zadar-airport.hr](http://www.zadar-airport.hr) /. Na zahtjev korisnika, Zračna luka Zadar d.o.o. može isporučiti Cjenik usluga u zračnom prometu. Isto tako, Zračna luka Zadar d.o.o. sve svoje dugogodišnje korisnike redovito obavještava i o svim promjenama u Cjeniku.

*The List of Airport charges is available at the Zadar Airport Ltd. to all existing and potential users by AIP, and on official internet page / [www.zadar-airport.hr](http://www.zadar-airport.hr)/. Upon the user's request Zadar Airport Ltd. can*

*deliver the List of Airport Charges. Also, Zadar Airport Ltd. keeps all long-term users informed about all changes of the List of Charges.*

1.15. Izmjene i dopune Cjenika usluga moraju se provoditi sukladno članku 42. Zakona o zračnom prometu.

*Changes and supplements of the Charge list are to be carried out according to Air Traffic Act, article 42.*

1.16. Navedeni Opći uvjeti poslovanja odnose se na sljedeće usluge u zračnom prometu:

- Uporaba uzletno-slijetne staze (tzv. LANDING)
- Uporaba osvjetljenja za uzletno-sletnoj stazi i manevarskim površinama (tzv. LIGHTING)
- Prihvat i otprema zrakoplova, putnika, prtljage, robe i pošte (tzv. HANDLING)
- Uporaba stajanke za zrakoplove i drugih površina za boravak zrakoplova (tzv. PARKING)
- Uporaba centralizirane infrastrukture (tzv. CENTRALIZIRANA INFRASTRUKTURA)
- Posebne usluge putnicima i pošiljateljima roba:
  - Putnički servis (tzv. PASSENGER SERVICE)
  - Sigurnosno – zaštitni pregledi (tzv. SECURITY CHECK)
  - Servis za putnike s posebnim potrebama (tzv. PRM)
  - Čekanje na zahtjev.

*Above mentioned General Conditions will apply to the following services:*

- *The use of the runway for takeoff and landing (the so-called: LANDING)*
- *The use of illumination of the runway and maneuvering areas (the so-called: LIGHTING)*
- *The handling of aircraft's , passengers, baggage, cargo and mail (the so-called: HANDLING)*
- *The use of aircraft stands on the apron and other aircraft parking areas (the so-called: PARKING)*
- *The use of centralized infrastructure (CENTRALIZED INFRASTRUCTURE)*
- *Special services to passengers and cargo consignors:*
  - *Passenger service (PASSENGER SERVICE)*
  - *Security check (SECURITY CHECK)*
  - *Passenger with reduced mobility service (PRM)*
  - *Waiting on request*



**DEFINICIJA POJMOVA**  
**DEFINITION OF TERMS**

- **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 i slijetanja u inozemnim zračnim lukama, odnosno letove koji prelaze državne granice Republike Hrvatske

*International air traffic means every flight taking off or landing at the airports abroad, i.e. crossing the borders of the Republic of Croatia.*

- **Pružatelj zemaljskih usluga** je svaka fizička ili pravna osoba koja drugima pruža jednu ili više kategoriju zemaljskih usluga.

*Supplier of ground handling services means any natural or legal person supplying third parties with one or more categories of ground handling 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** znači 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 usluga, uključuju sve osobe i robu koje se prevoze zrakoplovom zračnog prijevoznika.

*Terms as “passenger”, “baggage”, “cargo” and “mail”, used in conditions and charge list shall include all those persons and goods that are to be transported in the carrier’s aircraft.*

- **Broj leta** označava svaki pojedini let i sastoji se od dvoslovne ili troslovne kratice (prema ICAO) i zatim sljedećih brojeva ili kombinacije brojeva i slova.

*The flight number defines each single flight and consists of a two or three letter carrier’s code (according to ICAO) and followed by the following numbers or a combination of numbers and letters.*

- **Povratni let znači** let nekog zrakoplova koji se vraća nakon polaska, a prijedolaska do odredišta ili promjenu leta zbog posebnih razloga, izvan redovne kontrole.

*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.*

- **Probni let znači** let nekog zrakoplova koji se obavlja radi ispitivanja motora, instrumenata ili okvira trupa zrakoplova.

*Trial flight means the flight of an aircraft, performed to test engine, instrument or fuselage.*

- **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.

*Ferry flight means the flight landing or taking off without the payload for purposes of subsequent transportation of passengers or cargo.*

- **Tehničko slijetanje** je slijetanje iz nekomercijalnih razloga pri kojem ne dolazi do fizičke promjene terata, putnika i/ili posade.

*Technical landing is a landing for other than commercial reasons where no physical change of loads, Passenger and/or crew occurs.*

- **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 operativnom licencom za obavljanje zračnog prijevoza.

*Air carrier is a company with valid operating 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.*

- **Infant** je putnik, dijete, do navršene dvije godine života.

*An infant is each passenger under two years of age.*

- **Tranzitni putnik** je putnik koji stigne i ode iz Zračne luke istim zrakoplovom (osim u slučaju tehničkog razloga) i istim brojem leta, te pri tome ne napusti tranzitni prostor u Zračnoj luci.

*Transit passenger is a passenger arriving at the airport on a through-flight and subsequently leaving the airport with the same aircraft, or replacing aircraft due to breakdown of the former, without leaving airport transit area.*

- **Transforni putnik** je putnik koji dolazi u neku zračnu luku i odlazi iz te zračne luke drugim zrakoplovom i drugim brojem leta, a čija je glavna svrha korištenja te zračne luke da bi se prekrao.

*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 using the airport is to effect a transfer.*

- **Samostalno obavljanje zemaljskih usluga** znači situaciju kad neki korisnik zračne luke za sebe izravno obavlja jednu ili više kategorija zemaljskih usluga 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 ground handling 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.*

- **Zemaljske usluge** znače usluge koje se u zračnim lukama pružaju korisnicima zračnih luka u skladu s Dodatkom A.

*Ground handling means the services provided to airport users at airports as described in the Annex A.*

- **ULD oprema (Unit Load Device)** znači ili 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 either container or aircraft pallet (with or without nets) to be used for loading and/or transporting cargo, baggage or mail.*

- **Opće zrakoplovstvo** predstavlja svaki zrakoplov i helikopter koji nisu namjenjeni ni registrirani za komercijalni zračni prijevoz.

*General aviation means all aircrafts and helicopters which are not intended nor registered for commercial air transport.*

- **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 pružanje usluga** znače 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.*

## 2. Slijetanje i uzletanje *Landing and take off*

### 2.1. Opis usluge

- Upotreba uzletno slijetne staze pri uzlijetanju ili slijetanju zrakoplova.
- Upotreba spojnice koje zrakoplovi koriste između uzletno slijetne staze i stajanke.
- Upotreba izgrađenih objekata i instalacija za osvjetljenje USS-a i križanja za CAT I po ICAO standardima.
- Vatrogasna zaštita.
- Naknada se naplaćuje od trenutka slijetanja na uzletno-sletnu stazu Zračne luke Zadar.

#### **Description of service**

- *Use of runway for landing and take off*
- *Use of intersections between the runway and the apron.*
- *The use of build-in facilities and installations for lighting of runway and intersections, as per CAT I ICAO standards.*
- *Fire protection.*
- *The claim to this charge shall arise at the moment the aircraft touches the ground of Zadar 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, te osvjetljenja USS-a.

### *Price of service*

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

	Jedinica	EUR (€)
Zrakoplov do 25 tona M.T.O.W.	Svaka započeta tona M.T.O.W.	8,30
Zrakoplov iznad 25 tona M.T.O.W.	Svaka započeta tona M.T.O.W.	11,70

	Unit	EUR (€)
<i>A/C up to 25 tons M.T.O.W.</i>	<i>Each started ton of M.T.O.W.</i>	<i>8,30</i>
<i>A/C above 25 tons M.T.O.W.</i>	<i>Each started ton of M.T.O.W.</i>	<i>11,70</i>

### Cijena osvjetljenja

#### *Lighting price*

	EUR (€)
25% od cijene slijetanja	<i>Landing x 25%</i>
<i>25% of the landing price</i>	

## 2.4. Probni i školski letovi

### *Test and training flights*

Naknada slijetanja za probne i školske letove (obračunava se svaki dodir USS-a) iznose 25% od osnovne naknade.

Naknada za uslugu prihvata i otpreme u svrhu školovanja i probne letove umanjuje se i iznosi 50% od osnovne cijene.

Trening letovi moraju biti najavljeni i odobreni od strane Zračne luke Zadar

*Landing charges for test and training flights (each touch and go) are 25% of the basic charge.*

*The handling charges for passenger aircraft are reduced as follows: 50% of the charge for test and training flights.*

*Traning flights must be announced in advance and approved by Zadar Airport Ltd.*

## 2.5. Čekanje na zahtjev *Waiting on request*

Za čekanje zrakoplova van otvorenosti zračne luke naplaćuje se naknada. Maksimalan broj sati čekanja koji se može zaračunati su 4 (četiri) sata.

*Fee for waiting of aircrafts out of opening hours is charged. Maximal number of waiting hours which can be charged is 4 (four).*

	<b>Jedinica</b>	<b>EUR (€)</b>
<b>Komercijalni letovi</b>	po satu	<b>250,00</b>
<b>Nekomercijalni letovi</b>	po satu	<b>250,00</b>

	<b>Unit</b>	<b>EUR (€)</b>
<i>Commercial traffic</i>	<i>Per hour</i>	<i>250,00</i>
<i>Non Commercial traffic</i>	<i>Per hour</i>	<i>250,00</i>

## 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

30.09. – 01.06.	01.06. - 30.09.		
-	do 24h	24 – 48h	preko 48h
<b>4,00 EUR</b> za svaku započetu tonu MTOW po danu	<b>4,00 EUR</b> za svaku započetu tonu MTOW po danu	<b>5,00 EUR</b> za svaku započetu tonu MTOW po danu	<b>7,00 EUR</b> za svaku započetu tonu MTOW po danu

- Naknada za boravak zrakoplova obračunava se po toni MTOW.
- Za boravak zrakoplova do 4 sata naknada za boravak se ne naplaćuje.
- Naknada se obračunava za svaka započeta 24 sata.
- U periodu od 1. lipnja do 30. rujna, zrakoplovi koji koriste stajanku Zračne luke Zadar, za bilo koji razlog osim tehničkih problema ili nekih drugih razloga koji su izvan objektivnog utjecaja zračnog prijevoznika, plaćaju uvećanje cijene kako slijedi:
  - Uvećanje cijene za 25% u slučaju parkiranja u trajanju od 24 do 48 sati, a primjenjuje se za cijeli period parkiranja.
  - Uvećanje cijene za 75% u slučaju parkiranja u trajanju duljem od 48 sati, a primjenjuje se za cijeli period parkiranja.

#### *Price of service*

30.09. – 01.06.	01.06. - 30.09.		
-	up to 24h	24 – 48h	over 48h
<b>4,00 EUR</b> each started ton of MTOW per day	<b>4,00 EUR</b> per each started ton of MTOW per day	<b>5,00 EUR</b> per each started ton of MTOW per day	<b>7,00 EUR</b> per each started ton of MTOW per day

- *Aircraft parking is charged per ton MTOW*
- *First 4 hours are free of charge.*
- *The charge is calculated for every started period of 24 hours.*

- For the period from 1st June to 30th September, for any aircraft that uses Zadar Airport apron for parking for any reason but technical trouble or some other reason out of objective influence of aircraft operator, the stated prices are increased as follows:
  - The charge is 25% increased in case when an aircraft parking lasts from 24 to 48 hours, and is applied for the whole parking period.
  - The charge is 75% increased in case when an aircraft parking lasts longer than 48 hours, and is applied for the whole parking period.

## 4. Putnički servis Passenger service

### 4.1. Opis usluge

Putnički servis uključuje upotrebu svih nekomercijalnih sadržaja u Putničkoj zgradi. Ne uključuje prostore i prostorije koji su vezani za zaštitne preglede i centraliziranu infrastrukturu.

#### 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

#### Price of service

Putnički servis po odlazećem putniku:

Vrsta prometa	Jedinica	EUR (€)
Međunarodni putnički servis	Po odlazećem putniku	10,00
Domaći putnički servis	Po odlazećem putniku	5,00

Passenger service charge per departing passenger:

Traffic type	Unit	EUR (€)
International passenger service	Departing passenger	10,00
Domestic passenger service	Departing passenger	5,00

### 4.4. Izuzeća koja se odnose na usluge: putnički servis, naknadu za zaštitu i naknadu za putnike s posebnim potrebama (PRM)

Naknadu za putnički servis ne plaćaju sljedeće kategorije putnika:

- djeca do 2 godine



- ID 00
- Posada (DHC)
- Tranzitni putnici

***Exemptions that relate to services: passenger service, security charges, and charge for passengers with reduced mobility (PRM)***

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

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

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

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

- 4.4.2. Naknadu za domaći putnički servis plaćaju odlazeći putnici koji sa Zračne luke Zadar odlaze na putovanje unutar Hrvatske.

*Domestic passenger service charges are paid by departing passengers who travel from Zadar Airport within Croatia.*

## **5. Naknada za zaštitu** *Security charges*

### **5.1. Opis usluge**

Zračna luka Zadar d.o.o. kao operator civilne zračne luke koji obavlja poslove i upravlja poslovima na manevarskoj površini i stajanci, u putničkom i robnom terminalu, dužna je sukladno Nacionalnom programu zaštite zračnog prometa ispunjavati temeljne zahtjeve u odnosu na:

- potreban prostor i opremu za osnovne i posebne zaštitne preglede putnika, prtljage, tereta, drugih osoba i stvari koje ulaze u štíćena područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
- temeljne zaštitne preglede putnika, prtljage, tereta i drugih osoba koje ulaze u štíćena područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
- zaštitu i kontrolu pristupa zračnoj strani, štíćenim područjima, sterilnim područjima kao i svim drugim osjetljivim područja i objektima zračne luke.
- urede i druge prostore za nadzor provedbe zaštite .

### **Description of services**

Zadar Airport Ltd. as the operator of civil airport, that operates and manages the manoeuvring area and apron, passenger and cargo terminal is obliged according to National Civil Aviation Security Programme to fulfil the essential requirements to:

- Space and equipment needed for basic and special security checks of passengers, baggage, cargo, other persons and items entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.
- Basic security checks of passengers, baggage, cargo and other persons entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.
- The protection and control of access to airside, security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.
- Offices and other facilities for monitoring the security performance.

### **5.2. Jedinica mjere**

Osnova za obračun naknade za sigurnost je broj odlazećih putnika na pojedinom letu.

#### **Unit of measure**

The basis of calculation for security charge is the number of departing passengers per flight.

### **5.3. Cijena usluge**

#### **Price of service**

	<b>Jedinica</b>	<b>EUR (€)</b>
<b>Komercijalni letovi</b>	Odlazeći putnik	<b>4,00</b>
<b>Nekomercijalni letovi</b>	Odlazeći putnik	<b>4,00</b>

	<b>Unit</b>	<b>EUR (€)</b>
<b>Non Commercial traffic</b>	<i>Departure passenger</i>	<i>4,00</i>
<b>Commercial traffic</b>	<i>Departure passenger</i>	<i>4,00</i>

## **6. Naknada za putnike s posebnim potrebama (PRM)**

### **Charge for passengers 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 Zadar 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, Zadar 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;*

## 6.2. Jedinica mjere

Osnova za obračun PRM naknade je broj svih odlazećih putnika na pojedinom letu i bit 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.*

## 6.2. Cijena usluge

### *Price of service*

	<b>Jedinica</b>	<b>EUR (€)</b>
<b>Komercijalni letovi</b>	Odlazeći putnik	<b>0,25</b>
<b>Nekomercijalni letovi</b>	Odlazeći putnik	<b>0,25</b>

	<b>Unit</b>	<b>EUR (€)</b>
<i>Non Commercial traffic</i>	<i>Departure passenger</i>	<i>0,25</i>
<i>Commercial traffic</i>	<i>Departure passenger</i>	<i>0,25</i>

## 7. Pihvat i otprema zrakoplova *Aircraft handling*

### 7.1. Pihvat i otprema putničkih zrakoplova *Handling of passenger aircraft*

#### 7.1.1. Opis usluge

Pihvat i otprema zrakoplova, putnika, prtljage, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810 – siječanj 2018.

#### *Description of service*

*Handling of aircraft, passengers, baggage, cargo and mail in arrival and departure, in accordance with IATA procedure AHM 810 of January 2013.*

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

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

Dodatak B 1. sastavlja se prema preporukama IATA AHM 810 SGHA Dodatku A iz siječnja 2018. te lokalnim standardima i propisima.

*Annex B 1. is formed according to recommendations of IATA AHM 810 SGHA Annex A of January 2013 and local standards and regulations were taken in consideration*

#### **Kratice**

R – na poseban zahtjev

#### **Abbreviations**

*R – On special request*

SECTION 1		MANAGEMENT FUNCTIONS
<b>1.1. Representation</b>		
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.	
<b>1.2 Administrative Functions</b>		

1.2.1	Establish and maintain local procedures.
1.2.2	Take action on communications addressed to the Carrier.
1.2.3	Prepare, forward, file and retain for a period specified in the Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas. <ul style="list-style-type: none"> <li>a) station administration</li> <li>b) passenger services</li> <li>c) ramp services</li> <li>d) load control</li> <li>f) cargo services (as mutually agreed)</li> </ul>
1.2.4	Maintain the Carrier's manuals, circulars, and other operational documents connected with the performance of the services.
1.2.6 R	Effect payment, on behalf of the Carrier, including but not limited to: <ul style="list-style-type: none"> <li>b) out of pocket expenses, accomodation, transport.</li> </ul>

### 1.3. Supervision and/or Co-ordination

1.3.1	<ul style="list-style-type: none"> <li>a) Supervise</li> <li>b) Co-ordinate services contracted by the Carrier with third party(ies)</li> </ul>
1.3.2	Provide Turnaround coordinator (TRC)
1.3.3	Ensure that the third party(ies) is(are) informed about operational data and Carrier's requirements in a timely manner.
1.3.4	Liaise with the Carrier's designated representative
1.3.6	Meet aircraft upon arrival and liaise with crew.
1.3.8	Verify dispatch of operational messages
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.
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2.1.2	Make arrangements for transfer and transit passengers and their baggage and inform them about services available at airport.
2.1.3	When requested by the Carrier <ul style="list-style-type: none"> <li>a) provide</li> <li>b) arrange special equipment, facilities and specially trained personnel, for assistance to <ul style="list-style-type: none"> <li>1) unaccompanied minors</li> <li>2) persons with reduced mobility (PRMs)</li> <li>3) VIPs</li> </ul> </li> <li><b>R</b> 7) others, as specified in Annex B</li> </ul>
2.1.4	a) Provide passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include: <ul style="list-style-type: none"> <li>1) Meal vouchers</li> <li>3) Transportation</li> <li>5) Personnel</li> </ul> b) Arrange for passenger assistance when flights are interrupted, delayed or cancelled. Such assistance shall include: <ul style="list-style-type: none"> <li>4) Hotel accommodation</li> </ul>
2.1.5	Arrange storage of baggage in the bonded store.
2.1.6	(a) Notify the Carrier of complaints and claims made by the Carrier's passengers.
2.1.7	Report to the Carrier any irregularities discovered in passenger and baggage handling.
2.1.8	a) Provide <ul style="list-style-type: none"> <li>1) check-in counter(s)</li> <li>2) service counter(s)</li> <li>3) transfer counter(s)</li> <li>4) lounge facilities</li> <li>6) other facilities as specified in Annex B. <b>R</b></li> </ul>
2.1.9. <b>R</b>	Perform the following ticketing/sales functions <ul style="list-style-type: none"> <li>a) reservations</li> <li>b) issuance of transportation documents</li> </ul>
<b>2.2 Departure</b>	
2.2.1	Perform pre-flight editing
2.2.2	Check and ensure that tickets are valid for the flight(s). The check shall not include the fare. At the following locations: <ul style="list-style-type: none"> <li>a) check-in area</li> </ul>

- 
- b) lounge
  - c) transfer counter
  - d) gate
- 

- 2.2.3 (a) Check travel documents for the flight(s) concerned within the booking Handling Company shall be liable for immigration fines in the following cases:
1. Expired Passports/Visas or Passports/Visas without the minimum required validity at the day of entry
  2. Non-Existence of Visa/Necessary Travel Document required by destination or transit station(s). (Excluding passports damaged or missing at point of transit or entry).

In the event that the Handling Company does not have access to information that verifies visa validities and entry conditions for the passenger's final destination and transit point(s), the Handling Company will not have liability.

The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events which are outside of their control. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter.

- b) Enter passenger and/or travel document information into Carrier's and/or government system at the following locations:
    - 1) check-in area
- 

- 2.2.4 (a) Weight and/or measure checked and/or cabin baggage,  
 (b) Record baggage figures  
 for  
 (1) initial flight  
 (2) subsequent flight(s) **R**  
 At following locations:  
 (i) check-in area  
 (iv) gate
- 

- 2.2.5 **R** Excess baggage  
 a) determine excess baggage  
 b) issue excess baggage ticket  
 c) collect excess baggage charges  
 d) detach applicable excess baggage coupons  
 At the following locations:  
 1) check-in area
- 

- 2.2.6 Tag  
 a) checked baggage for  
 1) initial flight  
 2) subsequent flight (s)
-

	<p>At the following locations:</p> <ul style="list-style-type: none"> <li>i) check-in area</li> <li>iii) transfer counter</li> <li>iv) gate</li> </ul> <p>b) cabin baggage for</p> <ul style="list-style-type: none"> <li>1) initial flight</li> <li>2) subsequent flight(s)</li> </ul> <p>At the following locations:</p> <ul style="list-style-type: none"> <li>i) check-in area</li> <li>iv) gate</li> </ul>
2.2.7	<p>Effect conveyance of checked baggage to the baggage sorting area</p> <p>At the following locations:</p> <ul style="list-style-type: none"> <li>a) check-in area</li> </ul>
2.2.8	<p>Effect conveyance of Out of Gauge (OOG) checked baggage to the baggage sorting area</p> <p>At the following locations:</p> <ul style="list-style-type: none"> <li>a) check-in area</li> <li>c) transfer counter</li> <li>d) gate</li> </ul>
2.2.10	<ul style="list-style-type: none"> <li>a) Carry out the Carrier's seat allocation or selection system</li> <li>b) Issue boarding pass(es)</li> <li>c) Detach applicable flight coupons for</li> <li>1) initial flight</li> <li>2) subsequent flight(s)</li> </ul> <p>at the following locations:</p> <ul style="list-style-type: none"> <li>i) check-in area</li> <li>iii) transfer counter</li> <li>iv) gate</li> </ul>
2.2.12	<p>Direct passengers</p> <ul style="list-style-type: none"> <li>a) through controls to departure gate</li> </ul>
2.2.13	<p>Handle upgrade/downgrade functions at the following locations:</p> <ul style="list-style-type: none"> <li>a) check-in area</li> <li>c) transfer counter</li> <li>d) gate</li> </ul>
2.2.14	<p>Handle standby list</p> <p>At the following locations:</p> <ul style="list-style-type: none"> <li>a) check-in area</li> <li>c) transfer counter</li> <li>d) gate</li> </ul>



2.2.15	At the gate perform a) verification of cabin baggage <b>R</b> b) boarding process c) reconciliation of passenger numbers with aircraft documents prior to departure d) other gate functions, as specified in Annex B
2.2.16	a) collect b) reconcile c) handle and forward to Carrier transportation documents (flight coupons, or other flight related documents) uplifted from departing passengers
2.2.17	Perform post-flight editing
<b>2.3 Arrival</b>	
2.3.2	Direct passengers a) from aircraft through controls
2.3.3	a) Provide 1) Transfer counter 3) Baggage recheck
2.3.4	Handle lost, found and damaged property matters. a) Provide 1) acceptance of baggage irregularity reports 2) entering of data into baggage tracing system 3) maintaining and monitoring baggage tracing system files for period specified in Annex B 5) delivery of delayed baggage to passengers <b>R</b> 6) handling of communications with passengers
<b>SECTION 3 RAMP SERVICES</b>	
<b>3.1 Baggage Handling</b>	
3.1.1	Handle baggage in a) baggage sorting area
3.1.3	3. Prioritise delivery of priority baggage to claim area
3.1.4	Prepare for delivery onto flights (a) bulk baggage (b) ULDs

3.1.5	Establish the number and/or weight of (a) bulk baggage (b) built - up ULDs And provide the load control unit with the information
3.1.6	Offload (a) bulk baggage (b) ULDs
3.1.7	Deliver to claim area (a) baggage (b) Out of Gauge (OGG)
3.1.8	Transfer baggage a) Provide b) Arrange for 1. Sortation of transfer baggage 2. Storage of transfer baggage prior to dispatch (storage time limits to be specified in Annex B) 3. Transport of transfer baggage to the sorting area of the receiving Carrier
3.1.9 R	Handle crew baggage
<b>3.2 Marshalling</b>	
3.2.1	a) provide marshalling at arrival and/or departure.
<b>3.3 Parking</b>	
3.3.1	(a) Provide (b) Position and/or remove wheelchocks.
3.3.2 R	a) Provide b) Position and/or remove 1) landing gear locks 2) engine blanking covers 3) pilot covers
<b>3.4 Ancillary items</b>	
3.4.1	a) Provide c) Operate 1) Ground power unit

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5) Air start unit

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**3.5 Ramp to Flight Deck Communication**

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3.5.1 Provide headsets

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3.5.2 Perform ramp to flight deck communication  
 a) during push-back.  
 b) during tow-in.  
 c) during engine starting.

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**3.6. Loading and Unloading**

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3.6.1 a) Provide  
 c) Operate  
 1) passengers steps

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3.6.2 a) Provide  
 2) crew  
 transport between aircraft and airport terminals.

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3.6.3 a) Provide  
 c) Operate  
 equipment for loading and/or unloading.

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3.6.4 a) Provide  
 delivery and pick-up of  
 1) Baggage  
 2) Mobility devices at aircraft doors or other agreed points

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3.6.5 a) Provide  
 assembly and transport of  
 1) Baggage  
 2) General cargo  
 4) Mail  
 5) Documents  
 6) Company mail between agreed points on the airport.

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

---

3.6.7 Open, close and secure aircraft hold doors.

---

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

3.6.8 **R** a) Provide ballast

---

3.6.9. a) Provide  
b) Arrange for Safeguarding of all Loads requiring special handling during

- 1) Loading/unloading
- 2) Transport between aircraft and designated point on the airport

---

### **3.7 Safety Measures**

---

3.7.1 a) Provide

- 1) portable fire extinguisher on motorized/self-propelled ramp equipment
- 2) ramp fire extinguisher

---

3.7.2 Perform visual external safety/ground damage inspection of

- a) doors and panels and immediate surroundings
- b) other inspection items, as specified in Annex B
  - 1) immediately upon arrival
  - 2) immediately prior departure and communicate the results to flight crew or Carrier's representative

---

### **3.8 Moving of Aircraft**

---

3.8.1 a) Provide  
b) Arrange for

- 1) Tow-in and/or push-back of aircraft (only for aircraft up to 54 MTOW, above 54 MTOW on request)
- 2) Towing of aircraft between other points
- 4) Wing-walker(s)

---

3.8.2 **R** a) Towbar to be provided by the Carrier.

---

### **3.9 Exterior Cleaning**

---

3.9.1 **R** Perform cleaning in accordance with Carrier written instruction of

- a) flight deck windows

---

### **3.10 Interior Cleaning**

---

---

3.10.1 **R** Clean

- a) flight deck, if specified, under the control of a person authorised by the Carrier
- b) passenger and crew compartments (other than flight deck)
  - 1) empty ash trays,
  - 2) dispose of litter,
  - 3) clean waste from overhead stowage
  - 4) wipe tables
  - 5) seats, seat back pockets and passenger service units
  - 6) floors
  - 7) empty refuse bins
  - 8) surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets ( wash basins, bowls, seats, mirrors and surrounds)
  - 9) remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains

---

3.10.2 **R** Remove and dispose of

- a) litter/waste
- b) food and food-related material (galley waste)

---

3.10.3 Perform cabin dressing

- a) Blankets/duvets (fold/place in designated locations)
- b) Arrange seat belts
- c) Make up berths including crew
- d) Replace head rest R
- e) Replace pillow covers
- f) Restock toilet items
- g) Replace/restock seat back pocket items R
  - 1) Materials provided by the Carrier R

---

3.10.4 b) Deodorize aircraft with

- 1) materials provided by Carrier

---

### 3.11. Toilet Service

---

3.11.1 a) Provide

- 1) Servicing (empty, clean, flush and replenish fluids)
- 2) triturator/disposal service

---

### 3.12. Water Service

---

3.12.1 a) Provide

- 1) Draining tanks.
- 2) Replenish tanks (water standard as specified in Annex B)

---

3) Water quality tests.

### 3.14. Storage of Cabin Material

- 3.14.1. a) Provide  
b) Arrange for storage space for the Carrier`s cabin material

### 3.15. Catering Ramp Handling

3.15.1 R Unload/load and stow catering supplies from/on aircraft

3.15.2 Transfer catering supplies on aircraft  
a) between lower holds and galleys and vice versa  
b) between galleys

3.15.3. Transport catering supplies between aircraft and designated points.

### 3.16. De-icing/Anti-Icing Services and Snow/Ice Removal

3.16.4 a) Provide  
b) Arrange for anti-icing / de-icing equipment.

3.16.5 Provide de-icing/anti-icing fluids

3.16.7 Apply anti-icing fluid to aircraft. The anti-icing fluid to receive concentration and appearance inspection prior to use.

3.16.8 Supervise performance of de-icing/anti-icing operations.

3.16.10 Complete documentation as agreed.

## 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 | <ul style="list-style-type: none"> <li>a) Process</li> <li>b) Sign</li> </ul> <p>Documents and information, including but not limited to, loading instructions, load and trim sheets,<br/>Captain's load information and manifests where:</p> <ul style="list-style-type: none"> <li>1) Load control is performed by the Handling Company</li> </ul> |
|-------|--|
- 

## 4.2 Communications

---

- |       |   |
|-------|---|
| 4.2.1 | Inform all interested Parties concerning movements of the Carrier's aircraft. |
|-------|---|
- 
- |       |   |
|-------|---|
| 4.2.2 | <ul style="list-style-type: none"> <li>(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.</li> <li>b) Inform the Carrier's representative of the contents of such messages.</li> </ul> |
|-------|---|
- 

## 4.3. Flight Operations

---

- |       |   |
|-------|---|
| 4.3.1 | Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B |
|-------|---|
- 
- |       |  |
|-------|--|
| 4.3.2 | <ul style="list-style-type: none"> <li>b) Arrange for meteorological documentation and aeronautical information</li> <li>1) at the airport location as defined in Annex B</li> </ul> |
|-------|--|
- 
- |       |   |
|-------|---|
| 4.3.3 | <ul style="list-style-type: none"> <li>a) Provide delivery of flight operations related documentation to the aircraft and obtain signature of the pilot-in-command, where applicable</li> <li>1) at the airport location as defined in Annex B</li> </ul> |
|-------|---|
- 

## 4.4. Crew Administration

---

- |                |  |
|----------------|--|
| 4.4.2 <b>R</b> | <p>Arrange hotel accommodation for crew layover</p> <ul style="list-style-type: none"> <li>a) scheduled</li> <li>b) non-scheduled</li> </ul> |
|----------------|--|
- 
- |                |  |
|----------------|--|
| 4.4.3 <b>R</b> | <ul style="list-style-type: none"> <li>a) Provide</li> <li>b) Arrange for crew transportation to/from off airport locations</li> </ul> |
|----------------|--|
- 
- |                |   |
|----------------|---|
| 4.4.4 <b>R</b> | Direct crews through airport facilities |
|----------------|---|
- 
- |                |  |
|----------------|--|
| 4.4.5 <b>R</b> | <p>Liase with</p> <ul style="list-style-type: none"> <li>a) crew layover hotel(s)</li> </ul> |
|----------------|--|
-

b) crew transportation company n crew call and pick-up timings.

## SECTION 5 CARGO AND MAIL SERVICES

(Subject of Separate Agreement )

## SECTION 6 SUPPORT SERVICES

### 6.1 Accommodation

### 6.2 Automation/Computer Systems

6.2.1 a) Provide  
b) Arrange for  
c) Operate  
computer hardware and other equipment (as specified in Annex B) to enable access to  
b) Handling Company's system

6.2.2 Perform the following functions in  
b) Handling Company's system for  
3) Passenger service  
4) Baggage reconciliation  
5) Baggage tracing  
6) Operations, load control  
8) Cargo handling  
10) Post office mail handling

6.2.3 Manage Automated Self Check-in device(s) and  
a) Provide  
1) Stock control  
2) Stock replenishment  
3) Hosting  
4) Routine maintenance  
5) Servicing and repair  
6) Other, as specified in Annex B

### 6.3 Unit Load Device (ULD) Control

6.3.1 a) Provide  
storage space for  
1) passenger ULDs  
2) cargo ULDs  
3) post office mail ULDs  
4) other ULDs



6.3.2 Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the custody of the Handling Company. Notify the Carrier immediately of any damage or loss.

6.3.3 (a) Take physical inventory of ULD stock and maintain records

(b) Compile and despatch ULD Control Messages (UCM)

6.3.5 Handle lost, found and damaged ULDs and notify the Carrier of such irregularities.

### 6.5. Ramp fuelling/Defuelling Operations

6.5.1 Liaise with ramp fuel suppliers.

### 6.6 Surface Transport

6.6.1 R a) Provide  
b) Arrange for the transport of  
1) passengers between  
ii) airport and other agreed points

### 6.7. Catering Services – Liaison and Administration

6.7.1 Liaise with the Carrier's catering supplier.

## SECTION 7

## SECURITY

### 7.1 Passenger and Baggage Screening and Reconciliation

7.1.1 a) Provide  
1) matching of passengers against established data  
2) security questioning

7.1.2 a) Provide  
1) screening of checked baggage  
2) screening of transfer baggage  
3) screening of mishandled baggage  
4) physical examination of checked, transfer and mishandled baggage  
5) identification of security cleared baggage.

- 
- 7.1.3
- a) Provide
  - b) arrange
    - 1) screening of passengers
    - 2) screening of cabin/unchecked baggage
    - 3) physical examination of passengers and cabin/unchecked baggage
- 

- 7.1.4
- a) Provide
    - 1) identification of passengers prior to boarding
    - 2) reconciliation of boarded passengers with their baggage
    - 3) positive baggage identification by passengers
    - 4) offloading of baggage for passengers who fail to board the aircraft.
- 

---

## 7.2. Cargo and Post Office Mail

---

- 7.2.1
- a) Provide
  - b) Arrange for
    - 1) control of access to the cargo facilities.
    - 2) screening of cargo and/or mail.
    - 3) physical examination of cargo.
    - 4) holding of cargo and/or mail for variable periods.
    - 5) secure storage of cargo and/or mail.
- 

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## 7.3 Catering

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- 7.3.1
- a) Provide
  - b) Arrange for
    - 1) control of access to the catering unit
    - 3) security check of catering uplifts
    - 4) sealing of food and/or bar trolleys/containers
    - 5) physical examination of catering vehicles prior to loading.
    - 6) sealing of catering vehicles.
- 

---

## 7.4. Ramp

---

- 7.4.1 R
- a) Provide
  - b) Arrange
    - control of access to
      - 1) aircraft
      - 2) designated areas.
- 

- 7.4.3 R
- a) Provide
  - b) Arrange for
    - 1) guarding of
      - i) aircraft
-

---

ii) designated areas

---

7.4.4 R a) Provide  
b) Arrange for security personnel to safeguard all Loads  
1) during the transport between aircraft and designated locations  
2) during offloading and loading of aircraft.

---

## 7.5 Additional Security Services

---

7.5.1 R a) Provide  
b) Arrange for additional security services (e.g. Ground Security Coordinator), as specified in Annex B

---

## SECTION 8

## AIRCRAFT MAINTENANCE

8.5. Parking and Hangar Space

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8.5.1 R b) Arrange for  
1. Parking space

---

### 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 prijehata 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 Cjeniku 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 the Price List and is indivisible.*

Kategorije zrakoplova prema MTOW:

	AIRCRAFT	TRAFFIC HANDLING (EUR)	RAMP HANDLING (EUR)	TOTAL (EUR)
a)	0 – 1.200	5,00	7,00	12,00
b)	1.201 – 2.000	10,00	15,00	25,00
c)	2.001 – 3.000	18,00	27,00	45,00
d)	3.001 – 5.700	26,00	39,00	65,00
e)	5.701 – 10.000	40,00	60,00	100,00
f)	10.001 – 16.000	120,00	180,00	300,00
g)	16.001 – 21.000	180,00	270,00	450,00
h)	21.001 – 30.000	240,00	360,00	600,00
i)	30.001 – 40.000	276,00	414,00	690,00
j)	40.001 – 60.000	313,00	470,00	783,00
k)	60.001 – 79.000	370,00	557,00	927,00
l)	79.001 – 100.000	442,00	663,00	1.105,00
m)	100.001 – 130.000	528,00	792,00	1.320,00
n)	130.001 – 155.000	700,00	1.050,00	1.750,00
o)	155.001 – 200.000	886,00	1.329,00	2.215,00
p)	200.001 – 270.000	1.120,00	1.680,00	2.800,00
r)	iznad / over 270.001	1.340,00	2.010,00	3.350,00

#### 7.1.4. Vrijeme opsluživanja

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

##### *Handling time*

*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

Prihvata i otprema teretnih zrakoplova, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810 – siječanj 2018.

##### *Description of service*

*Handling of Cargo aircraft, cargo and mail in arrival and departure, in accordance with IATA procedure AHM 810 of January 2018.*

#### 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.*

**Cijena prihvata i otpreme za teretni zrakoplov**

**Cargo aircraft handling price**

	EUR (€)
<i>Po toni (MTOW), po svakoj započetoj metričkoj toni</i>	<b>21,50</b>
<i>Per ton (MTOW), per each started metric ton</i>	<b>21,50</b>

**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. Cijena usluge iznosi EUR 21,50 po toni MTOW i nedjeljiva je.

**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 EUR 21,50 per tonne of MTOW and is indivisible.*

**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 GENERALNOG ZRAKOPLOVSTVA**  
**GENERAL AVIATION HANDLING**

**PRIVATNI I POSLOVNI ZRAKOPLOVI** – pod pojmom generalnog zrakoplovstva podrazumijevaju se svi zrakoplovi koji nisu u linijskom prometu.

Sve točke navedene u cjeniku sa naznačenim cijenama usluga su primjenjive i za generalno zrakoplovstvo.

*PRIVATE AND BUSINESS AIRCRAFT – all aircraft which are not scheduled and/or charter air traffic.*

*All items listed in the price list with the indicated prices of services are also applicable to general aviation.*

**Cijena korištenja terminala za poslovnu avijaciju.**

**Price of General&Business aviation terminal usage**

<p><b>Korištenje GAT terminala:</b></p> <ul style="list-style-type: none"> <li>- brz prolazak kroz GAT terminal</li> <li>- piće i grickalice</li> <li>- upotreba kupaonice</li> <li>- prostorija za poslovne sastanke</li> <li>- brza internetska veza, TV</li> <li>- trgovina Travel Value</li> <li>- parkiranje automobila ispred GAT terminala</li> <li>- prijevoz posade i putnika na stajanci</li> </ul>	<p>Po posadi u odlasku/Per crew in departing 50,00 EUR</p> <p>Po posadi u dolasku/ Per crew in arriving 50,00 EUR</p> <p>Po posadi u tranzitu/ Per crew in transit 50,00 EUR</p> <p>Po odlaznom putniku/ per departing pax 65,00 EUR</p> <p>Po dolaznom putniku/ per arriving pax 65,00 EUR</p>
<p><b>Usage of General and Business aviation terminal:</b></p> <ul style="list-style-type: none"> <li>- quick turnaround through GAT terminal</li> <li>- Free drink and snacks</li> <li>- usage of the bathroom</li> <li>- business and communication area</li> <li>- high speed internet connection, TV</li> <li>- Travel Value Shop</li> <li>- car parking right in front of the GAT Terminal</li> <li>- transportation of crew and passengers at the apron</li> </ul>	
<b>Upotreba VIP salona (2 sata)</b>	<b>100,00 EUR</b>
<b>Usage of VIP lounge (2 hours)</b>	<b>100,00 EUR</b>
<b>Ulazak vozila pred zrakoplov</b>	<b>500,00 EUR</b>
<b>Vehicle entry in front of the aircraft</b>	<b>500,00 EUR</b>
<b>Meet, Greet &amp; Assist service (na komercijalnom letu, po osobi)</b>	<b>80,00 EUR</b>
<b>Meet, Greet &amp; Assist service (on commercial flights, per person)</b>	<b>80,00 EUR</b>

## 8. Centralizirana infrastruktura *Centralised infrastructure*

### 8.1. Općenito

Zračna luka Zadar d.o.o. kao operator zračne luke upravlja centraliziranom infrastrukturom koja služi za pružanje usluga prihvata i otpreme prema važećem 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 Zadar d.o.o. jedini je pružatelj usluga centralizirane infrastrukture za koje se naplaćuje naknada prema službenom cjeniku

#### **General**

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

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

*Zadar 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 prihvati

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

- sustav traka za prtljagu sa opremom za mjerenje težine
- telefonski priključci
- kompjuterski mrežni priključci
- potrebni prostor za putnika
- 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*
- *necessary space for passenger*
- *inscription above the counter*

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

Centralizirana infrastruktura – tehnički prihvat, neophodna za pružanje usluga tehničkog prijvata, obuhvaća sljedeće:

- prostor, oprema i usluge u području za razvrstavanje prtljage
- oprema i usluge za prijevoz prtljage između sortirnice i mjesta određenog za preuzimanje te obratno
- vođenje i parkiranje zrakoplova
- vatrogasna i spasilačka zaštita
- sustav za zbrinjavanje fekalnog otpada
- sustav za svježu vodu uključujući vodovod
- sustav za otpad
- prostor za 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 baggage sorting area
- equipment and services for baggage transportation between sorting areas and take over point and vv.
- marshalling the aircraft
- fire-fighting and rescue protection
- system for toilet waste disposal including sewerage
- system for fresh water including waterworks
- space for application of aircraft de-icing and drainage system for waste de-icing fluid.

### 8.3. Jedinica mjere *Unit of measure*

Naknada za centraliziranu infrastrukturu plaća se za sljedeće usluge:

- putnički i operativni prihvat - osnova za obračun centralizirane infrastrukture je broj svih odlazećih putnika koji plaćaju putnički servis
- prihvat zrakoplova na stajanci - jedinica za izračun je cijena navedena u cjeniku po naznačenim kategorijama M.T.O.W.

*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 by defined categories of M.T.O.W.*



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

##### Cijena centralizirane infrastrukture Centralised infrastructure price

1.	CENTRALIZIRANA INFRASTRUKTURA – PUTNIČKI I OPERATIVNI PRIHVAT (po odlazećem putniku) <i>CENTRALIZED INFRASTRUCTURE – TRAFFIC HANDLING (per departing passenger)</i>	1,00 EUR
2.	CENTRALIZIRANA INFRASTRUKTURA – TEHNIČKI PRIHVAT <i>CENTRALIZED INFRASTRUCTURE – RAMP HANDLING</i>	
	<b>MTOW (kg)</b>	<b>EUR</b>
a)	do 5.700	5,00
b)	5.701 - 10.000	9,00
c)	10.001 - 16.000	17,20
d)	16.001 - 21.000	24,75
e)	21.001 - 30.000	35,40
f)	30.001 - 40.000	43,70
g)	40.001 - 60.000	46,20
h)	60.001 - 79.000	51,78
i)	79.001 - 100.000	63,20
j)	100.001 - 130.000	77,20
k)	130.001 - 155.000	102,00
l)	155.001 - 200.000	126,00
m)	200.001 - 270.000	162,20
n)	iznad / over 270.001	207,00

## 9. Oslobađanje od plaćanja *Payment exemption*

9.1. Sljedeće kategorije su izuzete od plaćanja aerodromskih naknada:

- Zrakoplovi uključeni u operacije potrage i spašavanja,
- Zrakoplovi koji se koriste za humanitarnu pomoć u slučaju prirodnih nepogoda ili stanja nužde,
- Državni zrakoplovi koji pružaju hitnu medicinsku pomoć,

- d) Državni zrakoplovi koji obavljaju letove za protupožarnu zaštitu,
- e) Državni zrakoplovi koji obavljaju letove za posebna djelovanja,
- f) 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) *State aircraft which provide emergency medical aid*
- d) *State aircraft which perform fire fighting protection,*
- e) *State aircraft which perform special activity flights.*
- f) *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).*

## 10. Uvećanja cijena *Increase of prices*

Naknade za prihvat i otpremu uvećavaju se za:

- 25% za noćni handling (22: 00-06: 00 LT)
- 25% za ponovno punjenje uzrokovano greškom prijevoznika
- 25% za handling tijekom nedjelje i državnih praznika
- 25% za nenajavljeni let u roku od 24 sata
- 200,00 EUR za sve dolazne letove bez odobrenog PPR-a

*Handling charges shall be increased for:*

- *25% for night handling (22:00-06:00 LT)*
- *25% for reloading caused by carrier's error*
- *25% for handling during Sundays and national holidays*
- *25% for non announced flight within 24 hours*
- *200,00 EUR for all flights arriving without approved PPR*

## 11. Umanjenja cijena *Price reduction*

Naknade za slijetanje umanjuju se za 25% u slučajevima:

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

Troškovi handlinga umanjuju se za 50% u slučaju:

- tehničkog slijetanja, bez promjene tereta

Ako se zrakoplov vrati iz položaja za polijetanje na stajanku i dogodi punjenje tereta, ponovljeni handling naplaćuje se u iznosu od 75% posto punjenja.

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

- *reversal flight,*
- *test flight,*
- *technical landing,*
- *emergency landing*

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

- *technical landing, if no change of load occurs*

*If an aircraft returns from the take-off position to the apron and a charge of load occurs, the repeated handling shall be charged in the amount of 75% percent of the handling charge.*

Naknada za prihvat i otpremu umanjuje se za 25% u slučaju kada putnički zrakoplov u redovitom ili charter prometu u dolasku ili odlasku ne koristi uslugu utovara ili istovara (Ferry flight).

*Handling charges shall be reduced by 25% in case when passenger aircraft in scheduled or charter traffic, arriving or departing, does not use the service of loading or unloading (Ferry flight).*

## 12. Usluge na poseban zahtjev *Services on special request*

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>
<b>1. Radna snaga</b> <i>ManPower</i>			
1.1.	Pomoćni radnik <i>Semi-qualified workman</i>	1 h	14,00
1.2.	Kvalificirani radnik <i>Qualified</i>	1 h	20,00
1.3.	VKV <i>Highly-qualified</i>	1 h	25,00
1.4.	VSS <i>University qualification</i>	1 h	35,00
<b>2. Usluge putnicima</b> <i>Passenger services</i>			
2.1.	Osigurati pomoć nepratećoj djeci 2.1.3 (a)(1) u dolasku ili odlasku <i>Service to unaccompanied minors, incoming or outgoing</i>	po usluzi <i>per service</i>	10,00
2.2.	Osigurati prijevoz putnicima izvan zračne luke 2.1.4 (a)(3): <i>Passenger transport outside airport area</i>	1 km	2,00
2.3.	Osigurati salon 2.1.8 (a)(4) / <i>Provide business lounge</i>	po putniku <i>per pax</i>	30,00
2.4.	Dostava izgubljene prtljage putniku 2.3.4 (a)(5) / <i>Delivery of delayed baggage to passengers</i>	1 kom <i>1 piece</i>	
	Zona 1 (unutar županije) / <i>Zone 1 (within the county)</i>		50,00
	Zona 2 (susjedne županije) / <i>Zone 2 (neighboring counties)</i>		100,00

	Zona 3 (ostale županije) / <i>Zone 3 (other counties)</i>		200,00
<b>3. Usluge na stajanci</b> <i>Ramp services</i>			
3.1.	Zemaljski elektro agregat 3.4.1 (a)(c)(1) / <i>Ground Power Unit – GPU</i>	1 h <i>1 h</i>	90,00
3.2.	Balastna vreća 3.6.8 (a)/ <i>Ballast bag</i>	1 kom <i>1 pc</i>	15,00
<b>4. Čišćenje zrakoplova</b> <i>Aircraft cleaning</i>			
4.1.	Vanjsko čišćenje prozora pilotske kabine 3.9.1 (a) <i>Exterior cleaning of flight deck windows</i>	1 operacija <i>1 operation</i>	20,00
4.2.	Čišćenje integralnih stepenica zrakoplova <i>Aircraft integral steps cleaning</i>	1 operacija <i>1 operation</i>	40,00
4.3.	Čišćenje izrazitih mrlja 3.10.1 (a)(b)(9)/ <i>Cleaning of offensive stains</i>	po usluzi <i>per service</i>	33,00
4.4.	Uklanjanje i bacanje otpada 3.10.2 (a) / <i>Remove and dispose of litter/waste</i>	po usluzi <i>per service</i>	21,00
4.5.	Izmjena presvlaka naslona za glavu 3.10.3(d). Presvlake osigurava Prevoznik/ <i>Changing headrest covers. Covers supplied by the Carrier.</i>	1 operacija <i>1 operation</i>	20,00
4.6.	Nadopuniti stvari u stražnjem džepu sjedišta 3.10.3 (g) / <i>Replace seat back pocket items</i>	1 operacija <i>1 operation</i>	20,00
4.8.	Čišćenje putničke kabine do 50 sjedala <i>Passenger cabin cleaning up to 50 seats</i>	1 operacija <i>1 operation</i>	55,00
4.9.	Čišćenje putničke kabine preko 50 sjedala <i>Passenger cabin cleaning over 50 seats</i>	1 operacija <i>1 operation</i>	85,00
4.10.	Čišćenje pilotske kabine i prozora <i>Flight deck and window cleaning</i>	1 operacija <i>1 operation</i>	20,00
4.11.	Utovar/istovar cateringa 3.15.1. / <i>Catering Ramp Handling</i>	1 operacija <i>1 operation</i>	150,00

<b>5. Upotreba tehničkih sredstava</b> <i>Equipment and vehicles used on request (operator included)</i>			
5.1.	Elektro agregat – GPU (preko 15 min.) <i>Ground Power Unit – GPU (over 15 min.)</i>	1 sat <i>1 hour</i>	90,00
5.2.	Zračni starter (izvan redovnog opsluživanja) <i>Air Starter (exceeding the time in SGH)</i>	1 sat <i>1 hour</i>	90,00
5.3.	Traktor za vuču zrakoplova (do 60 tona) <i>Aircraft Towing Tractor</i>	1 operacija <i>1 operation</i>	60,00
5.4.	Cargo platforma <i>Cargo loader</i>	1 sat <i>1 hour</i>	165,00
5.5.	Viličar <i>Forklift</i>	1 sat <i>1 hour</i>	55,00
5.6.	Vozilo za odvoz fekalija <i>Toilet servicing unit</i>	1 operacija <i>1 operation</i>	40,00
5.7.	Vozilo za pitku vodu <i>Portable water servicing unit</i>	1 operacija <i>1 operation</i>	40,00
5.8.	Vozilo za odleđivanje <i>De-icing vehicle</i>	1 operacija <i>1 operation</i>	100,00
5.9.	Tekućina za odleđivanje <i>De-icing liquid</i>	1 litra <i>1 liter</i>	5,00
5.10.	Vatrogasno vozilo <i>Fire engine</i>	1 sat <i>1 hour</i>	300,00
5.11.	Traktor <i>Tractor</i>	1 sat <i>1 hour</i>	35,00
5.12.	Putničke stepenice <i>Passenger step truck</i>	1 sat <i>1 hour</i>	30,00
5.13.	Elevator (transportna traka) <i>Conveyor Belt</i>	1 sat <i>1 hour</i>	45,00
5.14.	Transportna kolica <i>Baggage Trolley</i>	1 sat <i>1 hour</i>	6,00
5.15.	Cargo kolica <i>Cargo trailer</i>	1 sat <i>1 hour</i>	15,00
5.16.	Sigurnosni čunjevi <i>Safety cones</i>	1 operacija <i>1 operation</i>	5,00
	Prijevoz putnika i prtljage mini-busom (terminal-zrakoplov i obratno) <i>Passenger and baggage transport with mini-bus (terminal-aircraft and vice versa)</i>	1 operacija <i>1 operation</i>	15,00
<b>6. Opskrba raznim materijalima</b> <i>Main materials supply</i>			
6.1.	Boca kisika <i>Oxygen (cylinder)</i>	1 boca <i>1 bottle</i>	50,00

6.2.	Boca čistog dušika <i>Compressed air (nitrogen)</i>	1 boca <i>1 bottle</i>	60,00
<b>7. Catering</b> <i>Catering</i>			
7.1.	Catering menu <i>Catering menu</i>	Po dogovoru	
7.2.	Catering servis <i>Catering service</i>	Catering menu x 20%	
<b>8. Zemaljski prijevoz</b> <i>Ground transportation</i>			
8.1.	Sanitetsko vozilo, izvan a/p <i>Ambulance, outside of the a/p</i>	1 km <i>1 km</i>	1,70
8.2.	Kombi (mini-bus)m izvan a/p s vozačem <i>(Mini bus) van, outside of the a/p, with driver</i>	1 km <i>1 km</i>	2,00
<b>9. Najam šaltera</b> <i>Agency and check-up desk rental</i>			
9.1.	Agencijski šalter <i>Agency desk</i>	1 dan <i>1 day</i>	50,00
9.2.	Šalter za registraciju putnika <i>Check-in desk</i>	Po letu <i>Per flight</i>	100,00
<b>10. Razno</b> <i>Various</i>			
10.1.	Komunikacijske usluge <i>Communication services</i>	1 sat <i>1 hour</i>	20,00
10.2.	Organizacija hotelskog smještaja <i>Organization of hotel arrangement</i>	1 operacija <i>1 operation</i>	20,00
10.3.	Organizacija prijevoza <i>Organization of transport arrangement</i>	1 operacija <i>1 operation</i>	10,00
10.4.	Printanje (ispis) <i>Printing</i>	1 stranica <i>1 page</i>	0,30
10.5.	Soba za odmor posade (kupaonica, wi-fi, TV, itd.) <i>Crew room (bathroom, wi-fi, TV, etc.)</i>	2 sata <i>2 hours</i>	30,00
10.6.			
OPASKE REMARKS			
<ul style="list-style-type: none"> <li>Najmanja obračunska jedinica je 60 minuta. <i>The least accounting unit is 60 minutes.</i></li> <li>Usluga se vrši isključivo uz nazočnost ovlaštene osobe prijevoznika. <i>Service is performed exclusively under the Carrier authorised person control.</i></li> </ul>			

- Otkazivanje 12 sati prije dogovorenog vremena isporuke naplaćuje se 100% od ukupno dogovorene cijene.  
*Cancellation 12 hours before agreed delivery period will be charged 100% of total agreed price.*
- Otkazivanje 24 sata prije dogovorenog vremena isporuke naplaćuje se 50% od ukupno dogovorene cijene.  
*Cancellation 24 hours before agreed delivery period will be charged 50% of total agreed price.*

**Napomene:**

**Notes:**

1. Najmanja obračunska jedinica je 60 minuta.

*The least accounting unit is 60 minutes.*

2. 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 tog vremena, korištenje putničkih stepenica zaračunat će se po navedenim cijenama ovog Cjenika. Za zrakoplove koji imaju vlastite stepenice, korištenje stepenica zaračunavat će se od njihovog spajanja na zrakoplov.

*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 item 5.7. of the Price List.*

3. Naknadnu identifikaciju može zahtijevati ovlaštena odgovorna osoba za sigurnost ili ovlaštenu predstavnik zrakoplovne kompanije koji je, u tom slučaju, obavezan potpisati radni nalog. 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.

4. Manipulativni troškovi u visini 10 % naplaćivat će se za utrošeni rad, materijal i sredstva.

*Manipulative costs of 10 % will be charged for the used labour and spent material and goods.*

5. Sve cijene su izražene u eurima. Obveznicima PDV-a se isti obračunava na navedene cijene.

*All prices are given in Euros. When liable, V.A.T. is added to the listed price.*



## 13. Informacije *Information*

### **Gorivo / Fuler: INA AVIOSERVIS**

Ph: +385 23 351 565

Fax: +385 23 313 284

e-mail: avioservis.zadar@ina.hr

### **Uredna otvorenost Zračne luke Zadar / Zadar Airport operating time:**

06:00-22:00 LT, 24 H on request

### **Ground Operations Center, 0 – 24 H**

Ph: +385 23 205 832

Fax: +385 21 205 831

e-mail: ground.ops@zadar-airport.hr

SITA: ZADAPHX

### **Catering Dept.**

Ph: +385 23 205 828

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### **Cargo Dept.**

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### **Commercial Dept. / Sales**

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