

ZRAČNA LUKA ZADAR D.O.O.



CJENIK USLUGA U ZRAČNOM PROMETU
PRICE LIST OF AIRPORT SERVICES

Vrijedi od 25. siječnja 2016.

Effective from January 25th 2016

ZRAČNA LUKA ZADAR d.o.o.
ZADAR AIRPORT Ltd.
P.P.367, 23000 ZADAR, CROATIA
Tel.: +385 (0)23 205 800
Fax: +385 (0)23 205 831
E-mail: info@zadar-airport.hr
Web: www.zadar-airport.hr
SITA: ZADAPXH

SADRŽAJ
CONTENT

	Stranica
1. Opći uvjeti	5
2. Slijetanje i uzlijetanje	14
3. Boravak zrakoplova	17
4. Putnički servis	18
5. Naknada za zaštitu	19
6. Naknada za putnike s posebnim potrebama (PRM)	21
7. Prihvat i otprema zrakoplova	24
8. Centralizirana infrastruktura	44
9. Oslobođanje od plaćanja	47
10. Povećanje cijena	48
11. Umanjenje cijena	48
12. Usluge na poseban zahtjev	49
13. Informacije	55

	Page
<i>1. General Conditions</i>	<i>5</i>
<i>2. Landing and take off</i>	<i>14</i>
<i>3. Aircraft parking</i>	<i>17</i>
<i>4. Passenger service</i>	<i>18</i>
<i>5. Security charges</i>	<i>19</i>
<i>6. Charge for passenger with reduced mobility (PRM)</i>	<i>21</i>
<i>7. Aircraft handling</i>	<i>24</i>
<i>8. Centralized infrastructure</i>	<i>44</i>
<i>9. Payment exemption</i>	<i>47</i>
<i>10. Increase of prices</i>	<i>48</i>
<i>11. Price reduction</i>	<i>48</i>
<i>12. Services on special request</i>	<i>49</i>
<i>13. Information</i>	<i>55</i>

Propisi koji se odnose na plaćanje naknada zračnih luka

Sukladno odredbi članka 42. stavak 1. Zakona o zračnom prometu (NN 69/09, 84/11 54/2013, 127/2013, 92/2014) donosi se dana 26. siječnja 2015.g. Cjenik usluga u zračnom prometu za Zračnu luku Zadar d.o.o., koji stupa na snagu danom donošenja, a primjenjuje se od 15. srpnja 2015.

Dokumenti koji su podloga na kojima se bazira Cjenik Zračne luke Zadar d.o.o.:

Referentni Propisi:

- Zakon o zračnom prometu (NN: 69/09, 84/11, 54/2013, 127/2013, 92/2014)
- Zakon o obveznim i stvarnopravnim odnosima u zračnom prometu (NN: 132/98, 63/08 i 134/09, 94/13)
- Uredba (EZ) 1107/2006
- Uredba (EZ) 261/2004
- Zakon o zračnim lukama (NN: 19/98, 14/11)
- Pravilnik o pružanju zemaljskih usluga (NN: 38/13)
- Pravilnik o aerodromskim naknadama NN 38/13

preporučena praksa:

- S.I. No. 505/1998 — Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;
- 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;

Cjenik usluga u zračnom prometu Zračne luke Zadar d.o.o. odobrila je Hrvatska agencija za Civilno Zrakoplovstvo Rješenjem _____

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

Regulations on payment of airport charges

According to Air Traffic Act (Official Gazette: 69/09,84/11, 54/2013, 127/2013, 92/2014), Article 42, Zadar Airport, Ltd. adopted on 26th January, 2015 the Airport Services Price List, which shall enter into force upon adoption and shall apply from July 15th 2015.

Documents on which Zadar Airport Ltd. price list is based:

Reference documents:

- *Air Traffic Act (Official Gazette: 69/09, 84/11, 54/2013, 127/2013, 92/2014)*
- *Act on Mandatory and Proprietary Relations in Air Traffic (Official Gazette: 132/98, 63/08, 134/09, 94/13)*
- Regulation (EC) No. 1107/2006
- Regulation (EC) No. 261/2004
- *Airport Act (Official Gazette: 19/98, 14/11)*
- *Ordinance on provision of groundhandling services (Official Gazette: 38/13)*
- Regulation on airport charges (NN 38/13)

Recommended practices:

- *S.I. No. 505/1998 – Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;*
- *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;*

The Price List of Airport Services has been approved on behalf of Croatian Civil Aviation Agency by Decision_____

The Price List of Airport Services will apply unless the users are notified otherwise, in other words until revocation. Zadar Airport Ltd. is in obligation, no later than 60 days before the planned changes of new or increased price, to notify all users of airport services.

Usluge Zračne luke Zadar
Zadar Airport Services

1. Opći uvjeti
General Conditions

- 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 redovite zračne prijevoznike obavlja se u skladu s potpisanim ugovorima.

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

- 1.6. 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
- American Express
- Diners
- Master Card
- VISA

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

- *in cash*
- *American Express*
- *Diners*
- *Master Card*
- *VISA*

1.7. 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 utvrđenoj 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 zračnog prijevoznika. Eventualno korištenje vanjskih usluga i opreme bit će prefakturirano zračnom prijevozniku po stvarnim cijenama uvećano za određene 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 the 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 /. 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/. 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)
 - 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)*
 - *Waiting on request*

1.17. Definicije 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 lists 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 prije dolaska do odredišta ili promjenu leta zbog posebnih razloga, izvan redovne kontrole. Takav se let smatra tehničkim letom.

Returning flight means the flight of an aircraft that returned after departure, before reaching its destination or alternation, due to a special reason, beyond normal control.

It is to be considered as technical flight.

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

Trial flight means the flight of an aircraft, performed to test engine, instrument or fuselage. It is to be considered as technical flight.

- **Školski let** znači let nekog zrakoplova koji se obavlja radi školovanja letačkog osoblja.

Training flight means the flight of an aircraft, performed in order to train the flying crew members.

- **Ambulantni let** znači let u svrhu prijevoza bolesnih ili ranjenih osoba, kojima je već pružena liječnička pomoć ili kojima se neki pacijent prevozi iz jedne medicinske lokacije na drugu.

Ambulance flight means the flight transporting sick or wounded persons, that have already been given medical attention or transporting a patient from one medical location to another.

- **Prazni let** znači zrakoplov koji slijeće ili uzlijeće bez ukrcavanja putnika ili tereta radi daljnjeg prijevoza.

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

- **Tehničko slijetanje** znači slijetanje iz drugih a ne komercijalnih razloga, pri čemu između slijetanja i uzlijetanja koje zatim uslijedi ne dolazi ni do kakve promjene komercijalnog tereta.

Technical landing means the landing for other than commercial reasons, where no physical change of load occurs between the landing and subsequent take-off.

- **Prinudno slijetanje** je slijetanje u slučaju nekog izvanrednog događaja (bolest ili smrt putnika, tehnički kvar na zrakoplovu, itd.) ili zbog prijetnje nasiljem.

Emergency landing is a landing in the case of emergency event (illness or death of passenger, technical defect on aircraft, etc.) or the threat of violence.

- **Zračni prijevoznik** je društvo s valjanom 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.

- **Putnik** je svaka osoba koja se prijevozi zrakoplovom, a nije član posade.

A passenger is any person on board of an aircraft, not being a crew member.

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

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

- **Putnik u tranzitu** je putnik koji dolazi u zračnu luku tranzitnim letom i koji nakon toga napušta dotičnu zračnu luku istim zrakoplovom ili zamjenskim zrakoplovom zbog kvara prvobitnog zrakoplova, bez napuštanja carinske zone.

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

- **Transferni 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 prekrcao.

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 d otičnoj 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 B1.

Ground handling means the services provided to airport users at airports as described in the Annex B1.

- **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 namijenjeni 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.*

2. Slijetanje i uzlijetanje *Landing and take off*

2.1. Opis usluge

- Upotreba uzletno sletne staze pri uzlijetanju ili slijetanju zrakoplova.
- Upotreba spojnice koje zrakoplovi koriste između uzletno sletne staze i stajanke.
- Upotreba izgrađenih objekata i instalacija za osvjetljenje USS-a i križanja za CAT I po ICAO standardima.
- 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 CAO standards.*
- *The claim to this charge shall arise at the moment the aircraft touches the ground of Zadar Airport Ltd.*

2.1. 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.

2.2. 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>

2.4. Umanjenje cijena *Reduction of charges*

Naknada za slijetanje umanjuje se za :

- 50% za helikoptere, povratne letove i pozicijske letove;
- 50% za slijetanje u slučaju prinude;
- 50% za tehničko slijetanje.

Naknada za uslugu prihvata i otpreme za putničke zrakoplove , kao i za zrakoplove u općem zračnom prometu umanjuje se i iznose :

- 75% cijene za prazan let u jednom pravcu pozicijski let;
- 50% cijene u slučaju tehničkog slijetanja, bez promjene tereta, osim goriva;
- 50% cijene za helikoptere;
- 75% cijene za povratni let.

Naknada za parkiranje helikoptera umanjuje se za:

- 50% za helikoptere.

Umanjenje cijena po jednom temelju isključuje umanjenje iste po drugom temelju.

Landing charges shall be reduced for:

- *50% for helicopters, return flights and position flight*
- *50% for emergency flight;*
- *50% for technical landing .*

The handling charges for passenger and general aviation aircraft and are reduced for the following charges

- *75% of the charge for empty leg;*
- *50% of the charge in case of technical landing, if no change of load occurs, except fuel;*
- *50% of the charge for helicopters ;*
- *75% of the charge for reversal flight.*

Aircraft parking charges shall be reduced for:

- *50% for helicopters.*

Reduction of one provision excludes using any other at the same time.

2.4. Probni i školski letovi
Test and training flights

Naknade 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 25% od osnovne cijene.

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: 25% of the charge for test and training flights.

2.5. Čekanje na zahtjev
Waiting on request

Za čekanje zrakoplova van otvorenosti zračne luke naplaćuje se naknada. Najmanja obračunska jedinica je 30 minuta, a maksimalni broj sati čekanja koji se može zaračunati je 4 (četiri) sata.

Fee for waiting of aircrafts out of opening hours is charged. Minimal time unit is 30 minutes, and maximal number of waiting hours which can be charged is 4 (four).

	Jedinica	EUR (€)
Komercijalni letovi	po satu	250,00
Nekomercijalni letovi	po satu	250,00

	Unit	EUR (€)
<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

Jedinica mjere	EUR (€)
Svaka započeta tona od M.T.O.W.	4,00

- 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 svaku započeta 24 sata.

Price of service

Unit	EUR (€)
<i>Each started ton of M.T.O.W.</i>	4,00

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

4. Putnički servis

Passenger service

4.1. Opis usluge

Putnički servis uključuje upotrebu svih nekomercijalnih sadržaja u Putničkoj zgradi.

Description of service

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

4.2. Jedinica mjere

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

Unit of measure

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

4.3. Cijena usluge

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
- Transferni putnički servis	Po odlazećem putniku	5,00

Passenger service charge per departing passenger:

Traffic type	Unit	EUR (€)
- <i>International passenger service</i>	<i>Departing passenger</i>	<i>10,00</i>
- <i>Domestic passenger service</i>	<i>Departing passenger</i>	<i>5,00</i>
- <i>Transfer passenger service</i>	<i>Departing passenger</i>	<i>5,00</i>

4.4. Izuzeća

Naknadu za putnički servis ne plaćaju slijedeće kategorije putnika:

- djeca do 2 godine
- ID 00
- Posada (DHC)

Exemptions

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

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

- 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 štice područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
- temeljnice zaštitne preglede putnika, prtljage, tereta i drugih osoba koje ulaze u štice područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke
- zaštitu i kontrolu pristupa zračnoj strani, štice područjima, setrilnim područjima kao i svim drugim osjetljivim područja i objektima zračne luke
- uredi 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.*

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

	Jedinica	EUR (€)
Komercijalni letovi	Odlazeći putnik	4,00
Nekomercijalni letovi	Odlazeći putnik	4,00

Service charge

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

5.4. Izuzeće

Exemptions

Naknadu za putnički servis, zaštitu i PRM ne plaćaju slijedeće kategorije putnika:

- djeca do 2 godine
- ID 00
- Posada (DHC)

Passenger service charge, security charge and PRM charge are not paid by the following categories of passengers:

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

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

6.1. Općenito *General*

Sukladno Uredbi (EZ) br. 1107/2006 Europskog parlamenta i vijeća od 5. srpnja 2006. o pravima osoba s invaliditetom i osoba smanjene pokretljivosti, koje koriste zračni prijevoz, Zračna luka 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 (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 (permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;

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

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

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

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

- da svoj dolazak u neku zračnu luku i svoj zahtjev za pomoć prijave na određenim mjestima unutar i izvan zgrada terminala sukladno članku 5 Uredbe (EZ) br. 1107/2005,
- da dođu od nekog određenog mjesta do šaltera za registraciju putnika,

- da predaju i registriraju svoju prtljagu
- da od šaltera za registraciju putnika dođu do zrakoplova, uz obavljanje emigracijskih, carinskih i sigurnosnih postupaka,
- da se ukrcaju u zrakoplov, uz osiguranje dizala, invalidskih kolica i druge potrebne pomoći,
- da od ulaza u zrakoplov dođu do svojih sjedala,
- da spreme i uzimaju svoju prtljagu u zrakoplovu,
- da dođu od svojih sjedala do vrata zrakoplova,
- da se iskrcaju iz zrakoplova pomoću dizala, invalidskih kolica i uz drugu potrebnu pomoć,
- da prijeđu put od zrakoplova do prostora za preuzimanje prtljage te da preuzmu prtljagu uz obavljanje imigracijskih i carinskih postupaka,
- da prijeđu put od prostorije za preuzimanje prtljage do nekog određenog mjesta,
- ako su u tranzitu ili transferu, da se prekrcaju na sljedeći let, uz pomoć na zemaljskoj i zračnoj strani i između terminala, ovisno o potrebi,
- da prema potrebi dođu do sanitarnih čvorova.

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

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

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

Zračna luka Zadar omogućit će prihvat i otpremu priznatih pasa pratitelja, kad je to slučaj.

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

Assistance under responsibility of Zadar Airport Ltd. comprises:

Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- *communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Regulation (EC) no.1107/2006, Article 5,*
- *move from a designated point to the check-in counter,*
- *check-in and register baggage,*
- *proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,*
- *board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, appropriate,*
- *proceed from the aircraft door to their seats,*
- *store and retrieve baggage on the aircraft,*
- *proceed from their seats to the aircraft door,*
- *disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,*
- *proceed from the aircraft to the baggage hall and retrieve baggage, with*

- . completion of immigration and customs procedures,
- . proceed from the baggage hall to a designated point,
- . reach connecting flights when in transit or transfer, with assistance on the air and land sides and within and between terminals as needed,
- . move to the toilet facilities if required.

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

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

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

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

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

6.2. **Jedinica mjere**

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

	Jedinica	EUR (€)
Komercijalni letovi	Odlazeći putnik	0,25
Nekomercijalni letovi	Odlazeći putnik	0,25

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

7. Prihvat i otprema zrakoplova *Aircraft handling*

7.1. Prihvat i otprema putničkih zrakoplova *Handling of passenger aircraft*

7.1. 1. Opis usluge

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

Description of service

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

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. sastavljen je prema preporukama IATA AHM Dodatku A (uzeti u obzir Poglavlje 8 Sporazuma o zemaljskom opsluživanju iz siječnja 2008. i lokalni standardi i propisi).

Annex B 1. is formed according to recommendations of IATA AHM Annex A (Chapter 8 Ground Handling Agreement of January 2008 and local standards and regulations were taken in consideration .

Kratice

RHC – naknada za usluge na stajanci

THC – naknada za usluge putničkog i operativnog prihvaća

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

CIR – naknada za usluge centralizirane infrastrukture za prihvat na stajanci

R – na poseban zahtjev

Abbreviations

RHC - Ramp handling charge

THC - Traffic handling charge

CIP - Centralized infrastructures, traffic handling

CIR - Centralized infrastructures, ramp handling

R – on special request

ODJELJAK 1. ZASTUPANJE, ADMINISTRACIJA I NADZOR

SECTION 1. REPRESENTATION, ADMINISTRATION AND SUPERVISION

THC 1.1. General

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

THC 1.2. Administrative Functions

- THC 1.2.1. Establish and maintain local procedures
- THC 1.2.2. Take action on communication addressed to the Carrier
- THC 1.2.3. Prepare, forward, file and retain for a period specified in Annex B, messages/reports/statistics/documents and perform other administrative duties in the following areas.
 - a) station administration
 - b) passenger services
 - c) ramp services
 - d) load control
 - e) cargo services (as mutually agreed)
- THC 1.2.4. Maintain the Carrier's manuals, circulars, etc., connected with the performance of the services
- THC R 1.2.6. Effect payment, on behalf of the Carrier, including but not limited to:
 - c) out-of-pocket expenses, accommodation, transport.

ODJELJAK 2. PUTNIČKE USLUGE

SECTION 2. PASSENGER SERVICES

THC 2.1. General

- THC 2.1.1. Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.
- THC 2.1.2. Make arrangements for stopover, transfer and transit passengers and their baggage and inform them about services available at airport.
- THC 2.1.3. When requested by the Carrier
 - a) provide or
 - b) arrange for special equipment, facilities and specially trained personnel, for assistance to
 - 1) unaccompanied minors
 - 2) disabled passengers
 - 3) VIPs
 - R 7) others , as specified in Annex B (as mutually agreed)
- THC 2.1.4. Assist passengers when flights are interrupted, delayed or cancelled
- THC 2.1.5. If applicable, arrange storage for baggage in the Customs' bonded store (any fees to be paid by the passenger).
- THC 2.1.6. (a) Notify the Carrier of complaints and claims made by the Carrier's passengers
- THC 2.1.7. Handle lost, found and damage property matters

- (a) accept baggage irregularities report
 - (b) enter data into baggage tracing system
 - (c) maintain baggage tracing system files for period specified in Annex B
 - R** (e) arrange for delivery of delayed baggage to passenger (as mutually agreed)
 - (f) handle communication with passengers
- THC 2.1.8. Report to the Carrier any irregularities discovered in passenger and baggage handling
- CIP 2.1.9. (a) Provide or
 (b) Arrange for
 (1) check-in position(s),
 (2) service counter(s) desk(s) for other purposes,
 (3) lounge facilities
R (5) other services as specified in Annex B (as mutually agreed)
- THC **R** 2.1.10. Perform on behalf of the Carrier the following sales functions (as mutually agreed)
 a) reservations
 b) issuance of transportation documents
- THC 2.2. Departure**
- THC 2.2.1. Perform pre-flight editing
- THC 2.2.2. Check and ensure
 (a) that tickets are valid for the flight(s) for which they are presented. The check shall not include the fare.
- THC 2.2.3. (a) Check travel documents for the flight(s) concerned, but without the Handling Company having any liability. The Handling company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events which are outside of their control.
- THC 2.2.4. (a) Weight and/or measure checked and/or cabin baggage,
 (b) Record baggage figures
 for
 (1) initial flight
R (2) subsequent flight(s).
- THC **R** 2.2.5. Excess baggage (agreed and charged separately)
 a) determine excess baggage
 b) issue excess baggage ticket
 c) collect excess baggage charges
 d) detach applicable excess baggage coupons
- THC 2.2.6. Tag checked and/or cabin baggage for
 (a) initial flight
 (b) subsequent flight (s)
- CIP 2.2.7. Effect conveyance of checked baggage to the baggage sorting area
- CIP 2.2.8. Effect conveyance of oversized checked baggage to the baggage sorting area

- THC 2.2.10. (a) Carry out the Carrier's seat allocation or selection system
(b) Issue boarding pass (es)
(c) detach applicable flight coupons
for
(1) initial flight
- THC 2.2.12. Direct passengers through controls to departure gate
- THC 2.2.13. At the gate perform
(a) check-in accordance with item 2.2.3.
(c) verification of travel documents
R (f) verification of cabin baggage
(g) manage the boarding process
(h) reconciliation of passengers numbers with aircraft documents prior departure
- THC 2.2.14. a) collect
b) reconcile
c) handle and forward to Carrier
transportation documents (flight coupons, or other flight related documents)
uplifted from departing passengers
- THC 2.3. Arrival**
- THC 2.3.2. Direct passengers from aircraft through controls
- THC 2.3.3. (b) arrange for
(1) Transfer desk/connection services
(2) Baggage recheck

ODJELJAK 3. USLUGE NA STAJANCI

SECTION 3. RAMP SERVICES

3.1. Baggage Handling

- CIR 3.1.1. Handle baggage in the baggage sorting area
- RHC 3.1.2. Prepare for delivery onto flights
(a) bulk baggage
(b) ULDs
- RHC 3.1.3. Establish the number and/or weight of
(a) bulk baggage
(b) ULDs
and provide the load control unit within the information
- RHC 3.1.4. Offload

		(a) bulk baggage (b) ULDs
RHC	3.1.5.	Prioritise baggage delivery to claim area
RHC	3.1.6.	Deliver to claim area (a) baggage (b) oversize baggage
RHC	3.1.7.	Transfer baggage (a) Provide (b) Arrange for
CIR		(1) Sortation of transfer baggage
CIR		(2) Storage of transfer baggage prior dispatch (storage time limits to be specified in Annex B)
CIR		(3) CIR Transport of transfer baggage to the sorting area of the receiving carrier
R	3.1.8.	Handle crew baggage
	3.2.	Marshalling
CIR	3.2.1.	(a) Provide
RHC		(b) arrange for marshalling at arrival and/or departure
	3.3.	Parking
RHC	3.3.1.	(a) Provide (b) Position and/or remove wheelchocks
R	3.3.2.	Position and/or remove (a) landing gear locks (as mutually agreed) (b) engine blanking covers (as mutually agreed) (c) pitot covers (as mutually agreed)
RHC	3.3.3.	(a) Provide (b) arrange for (c) operate ground power - 15 minutes
RHC	3.5.	Ramp to flight deck communication
RHC	3.5.2.	Perform ramp to flight deck communication (only hand signals) (a) during tow-in and/or push back (b) during engine starting
RHC	3.6.	Loading and Unloading
RHC	3.6.1.	(a) Provide

-
- or
(b) arrange for
(1) passengers steps
- RHC 3.6.2. (a) Provide
or
(b) arrange for
(2) crew (on request)
transport between aircraft and airport terminals
- RHC 3.6.3. (a) Provide
or
(b) Arrange for
equipment for loading and/or unloading
- RHC 3.6.4. (a) Provide
or
(b) arrange for
Delivery and pick-up of
(1) Baggage
(2) Mobility devices
At aircraft doors or other agreed points to be specified in Annex B
- RHC 3.6.5. (a) Provide
or
(b) arrange for
assembly and transport of
(1) baggage
(2) cargo
(3) mail
(4) documents
between agreed points on the airport.
- RHC 3.6.6. (a) unload aircraft, returning lashing materials to the Carrier.
(b) Load and secure Loads in the aircraft
(c) operate in-plane loading system.
- RHC 3.6.7. Redistribute loads in aircraft.
- RHC 3.6.8. Open, close and secure aircraft hold doors.
(a) aircraft lower deck
- RHC **R** 3.6.9. (a) provide
or
(b) (arrange)
Ballast

THC 3.6.10. (a) Provide
or
(b) arrange for
Safeguarding of all Loads requiring special handling (e.g. valuables) during
(1) loading/unloading
(2) transport between aircraft and designated point on the airport

RHC 3.7. Starting

RHC 3.7.1. (a) Provide
or
(b) arrange for
(c) Operate
air start unit.

RHC 3.8. Safety Measures

CIR 3.8.1. (a) Provide
or
(b) arrange for
fire-fighting and other protective equipment.

RHC 3.8.2. Perform safety/ground damage inspection
a) immediately upon arrival
b) immediately prior departure
(1) doors and panels
(2) other inspection items as specified in Annex B (by request)

RHC 3.9. Moving of aircraft

CIR 3.9.1. (a) Provide
Or
(b) arrange for
Tow-in and /or push back tractor(only for aircraft up to 54 MTOW , above 54 MTOW
on request)

R 3.9.2. (a) towbar to be provided by the Carrier

RHC 3.9.3. (a) tow in or/push back aircraft
(b) tow aircraft between agreed points
(d) Provide wing-walker(s)

RHC 3.11. Interior Cleaning

RHC 3.11.1. Clean flight deck, if specified, under the control of a person authorized by the Carrier
(a) empty ash trays,

- (b) dispose of litter,
- (c) clean waste from seat back stowage's and racks
- (e) clean seats.

- RHC 3.11.2. Clean passenger and crew departments (other than flight deck)
- a) empty ash trays.
 - b) disposing of litter.
 - c) clearing waste from overhead stowage's.
 - d) wipe tables.
 - e) cleaning and tidy seats belts, seat back pockets and passenger service units.
 - f) clean the floors (carpets and surrounds).
 - g) empty and clean refuse bins
 - h) clean surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)
 - i) removing, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains
- RHC 3.11.3. Clean cabin window (on request – additionally charged)
- RHC 3.11.5. Fold and stow blankets (as specified in annex B or on request)
- RHC 3.11.7. Change
- (a) head rest covers (by request)
 - (b) pillow covers.
- Covers to be supplied by the Carrier
- RHC 3.11.9. Disinfect and/or deodorize aircraft with
- (b) materials provided by Handling Company (by request)
- RHC 3.11.10. (a) Remove
- (b) Destroy
- food and material from incoming flight.

RHC 3.12. Toilet Service

- RHC 3.12.1. (a) Provide or
- (b) Arrange for
- (1) Servicing (empty, clean, flush toilets and replenish fluids)
 - (2) trituator/disposal service

CIR 3.13. Water Service

- CIR 3.13.1. (a) Provide or
- (b) arrange for

- (1) Drain water tanks
- (2) Replenish of water tanks with drinking water.
- (3) Water quality tests.

RHC 3.15. Storage of cabin material

- RHC **R** 3.15.1. (a) Provide or
Arrange for suitable storage space for the Carriers cabin material (by request).

RHC 3.16. Catering Ramp Handling

- RHC **R** 3.16.1. Unload/load and stow catering supplies from/on aircraft (by request).
- RHC **R** 3.16.2. Transfer catering supplies on aircraft (by request).
- RHC **R** 3.16.3. Transport catering supplies between aircraft and agreed points (by request).

RHC 3.17. Deicing /anti icing services and snow ice removal

- CIR **R** 3.17.3. (a) Provide
or
(b) arrange for
(1) anti-icing units (by request)
(2) deicing units (by request)
- RHC **R** 3.17.4. Provide deicing/anti-icing fluids (by request)
- RHC **R** 3.17.5. Remove frost, ice and snow from aircraft using de-icing fluid. Fluids to receive purity and contamination inspection prior to use (by request)
- RHC 3.17.7. Supervise performance of de-icing/anti-icing operations.

ODJELJAK 4. NADZOR UTOVARA, KOMUNIKACIJE I RADNJE U SVEZI S LETENJEM
SECTION 4. LOAD CONTROL, COMMUNICATIONS AND FLIGHT OPERATIONS

THC 4.1. Load Control

THC 4.1.1. Convey and deliver flight documents between the aircraft and airport buildings.

THC 4.1.2. (a) prepare
(b) sign
(c) distribute
(d) Clear/process
(e) file
documents, including but not limited to, loading instructions, loadsheets, weight and balance charts, Captain's load information and manifests where:
(1) Load control is performed by the Handling Company

THC 4.2. Communications

THC 4.2.1. (a) compile
(b) receive, process and send
all messages in connection with the services performed by the Handling Company, using the Carrier's originator code or double signature procedures
(c) perform EDI (electronic data interchange) transactions
(d) inform the Carrier's representative of the contents of such messages

THC 4.3. FLIGHT OPERATIONS - General

THC 4.3.1. Inform the Carrier of any known project effecting the operational services and facilities made available to its aircraft in the areas of responsibilities specified in Annex B

THC 4.3.2. After consideration of the Carrier's instructions, suggest the appropriate action to pilot-in-command in case of operational irregularities, possibilities and overall operational requirements

THC 4.4. FLIGHT OPERATIONS – Flight Preparation at the Airport of Departure

THC 4.4.1. b) arrange for
meteorological documentation and aeronautical information for each flight

THC 4.4.2. Deliver document to the Aircraft

THC 4.4.4. (e) Monitor
(2) the Carrier slot time allocation with the appropriate ATS.

THC 4.4.5. Provide the crew with the required briefing.

THC 4.9. FLIGHT OPERATIONS – Crew Administration

- THC **R** 4.9.1. Distribute relevant crew schedule information provided by the Carrier to all parties concerned
- THC **R** 4.9.2. Arrange hotel accommodation for crew layover
(a) schedule
(b) non schedule
- THC **R** 4.9.3. (a) Provide or
(b) arrange for
Crew transportation
- THC **R** 4.9.5. Liaise with hotels on crew call and pick up timings.

**ODJELJAK 5. USLUGE U SVEZI ROBE I POŠTE
SECTION 5. CARGO AND MAIL SERVICES**

CHC (subject of special agreement)

**ODJELJAK 6. USLUGE PODRŠKE
SECTION 6. SUPPORT SERVICES**

6.1. Accommodation

6.1.1. (subject of special agreement)

CIP 6.2. Automation/Computer systems

- CIP 6.2.1. (a) provide
Or
(b) arrange for
And
(c) operate
Equipment to enable access to
(2) handling company system
- CIP 6.2.2. Access the following functions in
(d) handling companies system
(3) Passenger service
(4) Baggage reconciliation.
(5) Baggage tracing
(6) Operation weight and balance and load control
(8) Cargo handling
- CIP 6.2.3. Manage Automated Check-in device(s) and

- (a) provide or
- (b) arrange
- (1) Stock control
- (2) Stock replenishment
- (4) Routine maintenance

CIR 6.3. Unit Load Devices (ULD) Control

- CIR 6.3.1. (a) Provide
or
(b) arrange for
storage space for ULDs
(1) passengers ULDs
(2) cargo ULDs

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

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

- THC (b) Compile and dispatch ULD control messages

THC 6.4. Fuel Farm (Depot)

- 6.4.1. Liaise with fuel farm suppliers

THC 6.5. Ramp fuelling/Defuelling Operations

- 6.5.1. Liaise with ramp fuel suppliers.

THC 6.6. Surface transport

- R** 6.6.1. a) Provide
or
b) arrange for
1. passengers
2. baggage
a) airport and town terminal
b) airport and other agreed points
c) separate terminals at same airport

THC 6.7. Catering Services – Liaison and Administration

- R** 6.7.1. Liaise with the Carrier's Catering suppliers

ODJELJAK 7. ZAŠTITA
SECTION 7. SECURITY

THC 7.1. Passenger and Baggage Screening and Reconciliation

THC **R** 7.1.1. (b) arrange for
(1) security questioning

THC 7.1.2. (a) Provide or
(b) Arrange for
(1) screening of checked baggage
(2) screening of transfer baggage.
(3) screening of mishandled baggage
(4) physical examination of checked, transfer and mishandle baggage
(5) identification of security cleared baggage

7.1.3. (a) Provide
(1) screening of passengers
(2) screening of cabin/unchecked baggage
(3) physical examination of passengers and cabin/unchecked baggage

7.1.4. (b) arrange for
(1) identification of passengers prior to boarding
(2) positive baggage identification by passengers
(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 or
(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.

R 7.3. Catering

7.3.1. (a) provide or
(b) arrange for
(1) control of access to the catering unit.
(special agreement)

THC R 7.4. Aircraft

- THC 7.4.1. (a) Provide
(b) arrange
control of access to
(1) aircraft
(2) designated areas
- R** 7.4.2. (a) provide or
R (2) guarding of aircraft
R (3) guarding of designated areas.
R (4) security of baggage in the baggage make-up area.
- R** 7.4.3. (a) provide or
(b) arrange for
Security personnel
R (1) to safeguard all Loads during the transport between aircraft and
designated locations.
R (2) during offloading and loading of aircraft.

R 7.5. Additional security services

- R** 7.5.1. (a) provide or
(b) arrange for
Additional security services

ODJELJAK 8. ODRŽAVANJE ZRAKOPLOVA

SECTION 8. AIRCRAFT MAINTENANCE

8.4. Parking and Hangar Space

- 8.4.1. (a) Provide
(b) arrange for
R (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

CIJENA PRIHVATA I OTPREME ZA PUTNIČKI ZRAKOPLOV

EUR

PASSENGER AIRCRAFT HANDLING PRICE

PASSENGER AIRCRAFT		TRAFFIC HANDLING	RAMP HANDLING	TOTAL
MTOW (kg)		EUR	EUR	EUR
a)	5.701 - 10.000	40,00	60,00	100,00
b)	10.001 - 16.000	120,00	180,00	300,00
c)	16.001 - 21.000	180,00	270,00	450,00
d)	21.001 - 30.000	240,00	360,00	600,00
e)	30.001 - 40.000	276,00	414,00	690,00
f)	40.001 - 60.000	313,00	470,00	783,00
g)	60.001 - 79.000	370,00	557,00	927,00
h)	79.001 - 100.000	442,00	663,00	1.105,00
i)	100.001 - 130.000	528,00	792,00	1.320,00
j)	130.001 - 155.000	700,00	1.050,00	1.750,00
k)	155.001 - 200.000	886,00	1.329,00	2.215,00

l)	200.001 - 270.000	1.120,00	1.680,00	2.800,00
m)	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 prihvata 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

Prihvat i otprema teretnih zrakoplova, robe i pošte u dolasku i odlasku, prema IATA proceduri AHM 810 – siječanj 2008.

Description of service

Handling of Cargo aircraft, cargo and mail in arrival and departure, in accordance with IATA procedure AHM 810 of January 2008.

7.2.2. Jedinica mjere

M.T.O.W. – maksimalna dozvoljena težina pri uzlije tanju, 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.

11.7. CIJENA PRIHVATA I OTPREME ZA TERETNI ZRAKOPLOV

EUR

CARGO AIRCRAFT HANDLING PRICE

po toni – MTOW (po svakoj započetoj metričkoj toni)	21,50
per ton – MTOW (per each started metric ton)	

7.2.3. Cijena usluge

Cijena usluge obuhvaća ukupnu operaciju prihvata i otpreme zrakoplova i robe, odnosno sve usluge navedene u Standardnom Annex-u B koji je sastavni dio ovog cjenika. Cijena usluge iznosi EUR 20,00 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 20,00 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 opće avijacije
*General aviation handling***

PRIVATNI I POSLOVNI ZRAKOPLOVI – Pod pojmom generalnog zrakoplovstva podrazumjevaju se svi zrakoplovi koji nisu u redovnom i/ili charter prometu.

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

12.1. CIJENA SLIJETANJA I UZLIJETANJA

EUR

LANDING AND TAKE OFF PRICE

a)	do 25 t MTOW po toni	8,30
	up to 25 tons MTOW per ton	
b)	preko 25 t MTOW po toni	11,70
	over 25 tons MTOW per ton	

12.2. CIJENA OSVJETLJENJA

EUR

LIGHTING PRICE

25% od cijene slijetanja

25% from the price of landing

Landing x 25%

12.3. CIJENA BORAVKA ZRAKOPLOVA

EUR

AIRCRAFT PARKING PRICE

po toni - MTOW / 24h

(prva 4 sata boravak se ne naplaćuje)

per ton - MTOW / 24h

(first 4 hours are free of charge)

4,00

12.4. CIJENA PUTNIČKOG SERVISIA

EUR

PASSENGER SERVICE PRICE

a) **Domaći putnički servis po odlazećem putniku**

Domestic passenger service per departing passenger

5,00

b) **Međunarodni putnički servis po odlazećem putniku**

International passenger service per departing passenger

10,00

12.6. CIJENA PRIHVATA I OTPREME

EUR

HANDLING PRICE

	MTOW (kg)	EUR
a)	0 - 1.200	12,00
b)	1.201 - 2.000	25,00

c)	2.001 - 3.000	45,00
d)	3.001 – 5.700	65,00
e)	5.701 - 10.000	100,00
f)	10.001 - 16.000	300,00
g)	16.001 - 21.000	450,00
h)	21.001 - 30.000	600,00
i)	30.001 - 40.000	690,00
j)	40.001 - 60.000	783,00
k)	60.001 - 79.000	927,00
l)	79.001 - 100.000	1.105,00
m)	100.001 - 130.000	1.320,00
n)	130.001 - 155.000	1.750,00
o)	155.001 - 200.000	2.215,00
p)	200.001 - 270.000	2.800,00
r)	iznad / over 270.001	3.350,00

12.7. CIJENA CENTRALIZIRANE INFRASTRUKTURE

EUR

CENTRALIZED INFRASTRUCTURE PRICE

	MTOW (kg)	EUR (po letu) EUR (per flight)
a)	- 5.700	5,00
b)	5.701 -	20,00

12.8. CIJENA VIP PRIHVATA I OTPREME - uvećanje točke 12.6.

EUR

VIP HANDLING PRICE – surcharge of point 12.6.

VIP terminal je visoko-standardan poslovni terminal sa savršenim sadržajima i uslugama

u potpunosti posvećen svojim korisnicima .

VIP prihvata i otprema uključuje brzi prolaz putnika, odano osoblje, zaštitu, sigurnost , povjerljivost i diskretnost .

VIP Terminal is a high standard business terminal with perfect facilities and services entirely dedicated to the customers .

VIP handling include Express pass of passengers, Dedicated staff, Security, Safety, Confidentiality, Discrete and Discrete .

	MTOW (kg)	EUR (po letu) EUR (per flight)
a)	- 10.000	50,00
b)	10.001 -	100,00

12.9. CIJENA KORIŠTENJA VIP TERMINALA

EUR

PRICE OF VIP TERMINAL USAGE

<p>Korištenje VIP terminala (po ½ sata ili po operaciji dolaska ili odlaska zrakoplova):</p> <ul style="list-style-type: none"> - korištenje sobe za odmor sa prikladnim sadržajima - korištenje kupaonice - prostorija za poslovne sastanke - brza internetska veza - TV , novine - parkiranje automobila ispred VIP terminala 	100,00
<p>Usage of a VIP terminal (per ½ hour or per aircraft arrival or departure operation) :</p> <ul style="list-style-type: none"> - Usage of a lounge (rest room) with adequate facilities - Usage of the bathroom - Business and communication area - High speed internet connection - TV , newspapers 	

- Car parking right in front of the VIP Terminal

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 prihvaćanja 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. Obveza plaćanja ove naknade nastaje početkom prihvata i otpreme na stajanci od strane Zračne luke Zadar d.o.o. ili neke druge tvrtke za samostalni prihvata i otpremu.

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 centralise infrastructure and it collect charge in accordance with official Price list. The claim to this charge shall arise at the moment the traffic and ramp handling services is performed by Zadar Airport Ltd. or any self – handling company.

8.2. Opis usluge

Description of service

8.2.1. **Centralizirana infrastruktura – putnički i operativni prihvata**

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 (1,5 m² ispred check-in pulta)
- natpis iznad pulta

Centralised infrastructures, traffic handling

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

- *baggage conveying system including weighing equipment*

- *telephone connection*
- *computer network connection*
- *necessary space for passenger (1,5 m² in front of check-in counter)*
- *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 prihvata, obuhvaća slijedeće:

- 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
- oprema i sustav za zbrinjavanje fekalnog otpada
- oprema i sustav za svježnu vodu uključujući vodovod te opremu i 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*
- *equipment and system for toilet waste disposal including sewerage*
- *equipment and 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**

Naknada za centraliziranu infrastrukturu plaća se za slijedeće 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 toni M.T.O.W. za pojedini zrakoplov

Unit of measure

Centralised infrastructure charge shall be payable for the following services:

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

8.4. Cijena usluge
Price of service

8.4.1. Putnički i operativni prihvati
Traffic handling

	Jedinica	EUR (€)
Putnički i operativni prihvat	Odlazeći putnik	1,00

	Unit	EUR (€)
<i>Traffic handling</i>	<i>Departure passenger</i>	<i>1,00</i>

8.4.2. Prihvati putničkih i (teretnih) zrakoplova na stajanci (Ramp)
Ramp handling for passengers and (cargo) aircraft on the Ramp

11.8. CIJENA CENTRALIZIRANE INFRASTRUKTURE **EUR**
CENTRALIZED INFRASTRUCTURE PRICE

1.	CENTRALIZIRANA INFRASTRUKTURA - PUTNIČKI I OPERATIVNI PRIHVAT po odlazećem putniku	1,00
	CENTRALIZED INFRASTRUCTURE – TRAFFIC HANDLING per departing passenger	
2.	CENTRALIZIRANA INFRASTRUKTURA – TEHNIČKI PRIHVAT	
	CENTRALIZED INFRASTRUCTURE – RAMP HANDLING	
	MTOW (kg)	EUR
a)	5.701 - 10.000	9,00
b)	10.001 - 16.000	17,20
c)	16.001 - 21.000	24,75
d)	21.001 - 30.000	35,40
e)	30.001 - 40.000	43,70
f)	40.001 - 60.000	46,20
g)	60.001 - 79.000	51,78
h)	79.001 - 100.000	63,20

i)	100.001 - 130.000	77,28
j)	130.001 - 155.000	102,00
k)	155.001 - 200.000	126,00
l)	200.001 - 270.000	162,20
m)	iznad / over 270.001	207,00

9. Oslobađanje od plaćanja

Payment exemption

- 9.1. Sljedeće kategorije su izuzete od plaćanja naknada zračnih luka:
- 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,
 - Državni zrakoplovi koji obavljaju letove za protupožarnu zaštitu,
 - Državni zrakoplovi koji obavljaju letove za posebna djelovanja,
 - 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:

- Aircraft involved in search and rescue operations,*
- Aircraft used for humanitarian assistance in case of a natural disaster or state of emergency,*
- State aircraft which provide emergency medical aid*
- State aircraft which perform fire fighting protection,*
- State aircraft which perform special activity flights.*
- 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. Povećanje cijena *Increase of prices*

Naknada za uslugu prihvata i otpreme uvećava se za 25%:

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

Handling charges shall be increased by 25% in cases of:

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

11. Umanjenje cijena *Price reduction*

Naknada za slijetanje umanjuje se za :

- 50% za helikoptere, povratne letove i pozicijske letove;
- 50% za slijetanje u slučaju prinude;
- 50% za tehničko slijetanje.

Naknada za uslugu prihvata i otpreme za putničke zrakoplove , kao i za zrakoplove u općem zračnom prometu umanjuje se i iznose :

- 75% cijene za prazan let u jednom pravcu pozicijski let;
- 50% cijene u slučaju tehničkog slijetanja, bez promjene tereta, osim goriva;
- 50% cijene za helikoptere;
- 75% cijene za povratni let.

Naknada za parkiranje helikoptera umanjuje se za:

- 50% za helikoptere.

Umanjenje cijena po jednom temelju isključuje umanjenje iste po drugom temelju.

Landing charges shall be reduced for:

- *50% for helicopters, return flights and position flights;*
- *50% for emergency flight;*
- *50% for technical landing .*

The handling charges for passenger and general aviation aircraft and are reduced for the following charges

- *75% of the charge for empty leg;*
- *50% of the charge in case of technical landing, if no change of load occurs, except fuel;*
- *50% of the charge for helicopters ;*
- *75% of the charge for reversal flight.*

Aircraft parking charges shall be reduced for:

- 50% for helicopters .

Reduction of one provision excludes using any other at the same time.

12. Usluge na poseban zahtjev

Services on special request

BROJ USLUGE	OPIS USLUGE	JEDINICA MJERE	CIJENA EUR
SERVICE ITEM	SERVICE DESCRIPTION	MEASURE UNIT	PRICE EUR
1.	RADNA SNAGA MANPOWER		
1.1.	Pomoćni radnik Unskilled workman	1 sat 1 hour	14,00
1.2.	Kvalificirani radnik Skilled workman	1 sat 1 hour	20,00
2.	UTOVAR / ISTOVAR LOADING / UNLOADING		
2.1.	Balastna vreća Ballast bag	1 kom (25kg) 1 pc (25 kg)	15,00
3.	ČIŠĆENJE ZRAKOPLOVA AIRCRAFT CLEANING		
3.1.	VANJSKO ČIŠĆENJE EXTERIOR CLEANING		

3.1.1.	Vanjsko čišćenje prozora pilotske kabine Exterior cleaning of flight deck windows	1 operacija 1 operation	20,00
3.1.2.	Čišćenje integralnih stepenica zrakoplova Aircraft integral steps cleaning	1 operacija 1 operation	40,00
3.2.	UNUTRAŠNJE ČIŠĆENJE INTERIOR CLEANING		
3.2.1.	Čišćenje putničke kabine Passenger cabin cleaning		
→	do 50 sjedala up to 50 seats	1 operacija 1 operation	50,00
→	preko 51 sjedala over 51 seats	1 operacija 1 operation	85,00
3.2.2.	Čišćenje prozora putničke kabine Windows cleaning of passenger cabin		
→	do 50 sjedala up to 50 seats	1 operacija 1 operation	30,00
→	preko 51 sjedala over 51 seats	1 operacija 1 operation	50,00
3.2.3.	Čišćenje pilotske kabine i prozora ^(a) Flight deck and windows cleaning ^(a)	1 operacija 1 operation	20,00
4.	UPORABA TEHNIČKIH SREDSTAVA (uključujući rukovatelja) EQUIPMENT AND VEHICLE USED ON REQUEST (operator included)		
4.1.	Elektro agregat – GPU (preko 15 min.) Ground Power Unit - GPU (above 15 min.)	1 sat 1 hour	90,00
4.2.	Zračni starter (izvan redovnog opsluživanja) Air Starter (exceeding the time in SGH)	1 sat 1 hour	90,00
4.3.	Traktor za vuču zrakoplova – do 60 tona MTOW	1 operacija	30,00

	Aircraft Towing Tractor – up to 60 tons of a/c MTOW	1 operation	
4.4.	Cargo platforma Cargo loader	1 sat 1 hour	150,00
4.5.	Viličar Forklift	1 sat 1 hour	45,00
4.6.	Vozilo za odvoz fekalija Toilet servicing unit	1 operacija 1 operation	40,00
BROJ USLUGE	OPIS USLUGE	JEDINICA MJERE	CIJENA EUR
SERVICE ITEM	SERVICE DESCRIPTION	MEASURE UNIT	PRICE EUR
4.7.	Vozilo za pitku vodu Portable water servicing unit	1 operacija 1 operation	40,00
4.8.	Vozilo za odleđivanje De-icing vehicle	1 operacija 1 operation	100,00
4.9.	Tekućina za odleđivanje De-icing liquid	1 litra 1 liter	2,00
4.10.	Vatrogasno vozilo Fire engine	1 sat 1 hour	300,00
4.11.	Traktor Tractor	1 sat 1 hour	35,00
4.12.	Putničke stepenice Passenger step truck	1 sat 1 hour	30,00
4.13.	Elevator (transportna traka) Conveyor Belt	1 sat 1 hour	45,00
4.14.	Transportna kolica Baggage Trolley	1 sat 1 hour	6,00
4.15.	Cargo kolica	1 sat	15,00

	Cargo trailer	1 hour	
4.16.	Sigurnosni čunjevi Safety cones	1 operacija 1 operation	5,00
4.17.	Prijevoz putnika i prtljage mini-busom (terminal-zrakoplov i obratno) Passenger and baggage transport with mini-bus (terminal-aircraft and vice versa)	1 operacija 1 operation	15,00
5.	OPSKRBA RAZNIM MATERIJALIMA MAIN MATERIALS SUPPLIES		
5.1.	Boca kisika Oxygen (cylinder)	1 boca 1 bottle	50,00
5.2.	Boca čistog dušika Compressed air (nitrogen)	1 boca 1 bottle	60,00
6.	CATERING ^(b) CATERING ^(b)		
6.1.	Catering menu Catering Menu	po dogovoru as agreed	
6.2.	Catering servis Catering service	Catering Menu x 20%	
7.	ZEMALJSKI PRIJEVOZ GROUND TRANSPORTATION		
7.1.	Sanitetsko vozilo, izvan a/p Ambulance, outside of the a/p	1 km 1 km	1,70
7.2.	Kombi (mini-bus), izvan a/p , s vozačem (Mini-bus) Van, outside of the a/p, with driver	1 km 1 km	1,50

8.	NAJAM ŠALTERA Agency and check-in desk rental		
8.1.	Agencijski šalter Agency desk	1 dan 1 day	50,00
8.2.	Šalter za registraciju putnika Check-in desk	po letu per flight	100,00
10.	RAZNO VARIOUS		
10.1.	Komunikacijske usluge Communication services	1 sat 1 hour	20,00
10.2.	Organizacija hotelskog smještaja Organization of hotel arrangement	1 operacija 1 operation	10,00
10.3.	Organizacija prijevoza Organization of transport arrangement	1 operacija 1 operation	5,00
10.4.	Printanje (ispis) Printing	1 stranica 1 page	0,30
OPASKE REMARKS			
***	Najmanja obračunska jedinica je 30 minuta. The least accounting unit is 30 minutes.		
(a)	Usluga se vrši isključivo uz nazočnost ovlaštene osobe prijevoznika. Service are performed exclusively under the Carrier authorised person control.		
(b)	Otkazivanje 12 sata prije dogovorenog vremena isporuke , naplaćuje se 100% od ukupno dogovorene cijene . Cancellation 12 hours before agreed delivery period will be charge 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 charge 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 toga vremena, korištenje putničkih stepenica zaračunavat će se po navedenim cijenama ovoga Cjenika. Za zrakoplove koji imaju vlastite stepenice, korištenje stepenica zaračunavat će se od njihovog spajanja sa zrakoplovom.

Usage of passenger stairs for aircraft without their own stairs will be included within handling price during time of standard handling process.

Out of that time, usage of passenger stairs will be charged according to price in item 5.7.. of the Price List.

For aircraft equipped with their own stairs, the usage of stairs will be charged from the beginning of their connection to the aircraft.

4. Naknadnu identifikaciju može zahtijevati ovlaštena odgovorna osoba za sigurnost ili ovlašten predstavnik zrakoplovne kompanije koji je , u tom slučaju, obvezan potpisati radni nalog (Work Order).

Subsequent identification can be requested by an authorized responsible person for security, or authorized representative of the airline, who, in such case, is obliged to sign a Work Order.

5. Manipulativni troškovi u visini 10 % naplaćivat će se za utrošeni materijal i sredstva.

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

6. Sve cijene su izražene u eurima, a obračun i plaćanje je moguće u kunama, na dan pružanja usluge po srednjem tečaju eura na tečajnici HNB-a. Obveznicima PDV-a se isti obračunava na navedene cijene.

All prices are given in Euros, and invoicing and payment may be realised in Kunas, according to Official Croatian National Bank EUR Exchange Rate stated on the day of performing of services.

When liable, V.A.T. is added to the listed price.

13. Informacije *Information*

Gorivo / Fueler: 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 UTC SUMMER, 24 H on Request

Ground Operations Center, 0-24 H: ph:

ph: +385 23 205 832,

fax: +385 21 205 831,

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

SITA: ZADAPXH

Catering Dept,

ph: +385 23 205 807,

fax: +385 23 205 889,

e-mail: vesna.bacic@zadar-airport.hr

Cargo Dept,

ph: +385 23 205 832,

fax: +385 23 205 831

e-mail: tonci.olujic@zadar-airport.hr

Commercial Dept / Sales ph:

ph: +385 23 205 817

fax: +385 23 205 827

e-mail: tomislav.zepina@zadar-airport.hr

www.zadar-airport.hr