





## Index

1.	Groundhandling Operators	4
1.1	Price List – Groundhandling Charges Lisbon Airport	5
	Humberto Delgado Airport	
	Porto Airport	
	Faro Airport	
	Beja Airport	
	Azores Airports	
	Madeira Airports	
2.	Billing and Charges Payment	18
2	Contacts	20

#### Charges Guide

IMPORTANT: This document is issued for information purposes only, providing a quick reference to the charges applied in airports under ANA's responsibility.

Updated: 1st of January 2020

## 1. GROUNDHANDLING OPERATIONS

1.1 Price list – Groundhandling Charges

## 1.1 Price List – Groundhandling Charges

Aircraft using the airport are subject to the following charges. exclusive of VAT (Value Added Tax).

### **Humberto Delgado Airport**

CHARGES	2020
1. PASSENGER HANDLING (per check-in desk)	
Traditional check-in desk and Self-service Drop off	
For the first four periods of 15 minutes or fraction	€ 2.05
For the following 15 minutes or fraction	€ 1.98
Self-baggage drop off (per baggage)	€0.33
Per month	€ 1,698.24
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.41
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.75
55 ≤ MTOW aircraft (ton) <72	€ 1.20
72 ≤ MTOW aircraft (ton) <82	€ 1.33
82 ≤ MTOW aircraft (ton) <170	€ 1.62
MTOW aircraft (ton) ≥170	€ 2.12
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.53
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 2.36
15 ≤ MTOW aircraft (ton) <30	€ 11.07
30 ≤ MTOW aircraft (ton) <55	€ 19.42
55 ≤ MTOW aircraft (ton) <72	€ 31.27
72 ≤ MTOW aircraft (ton) <82	€ 34.45
82 ≤ MTOW aircraft (ton) <170	€ 42.05
MTOW aircraft (ton) ≥170	€ 55.31

6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.65
30 ≤ MTOW aircraft (ton) <55	€ 1.13
55 ≤ MTOW aircraft (ton) <72	€ 1.82
72 ≤ MTOW aircraft (ton) <82	€ 2.01
82 ≤ MTOW aircraft (ton) <170	€ 2.45
MTOW aircraft (ton) ≥170	€ 3.23
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)	
Charge	€ 0.54
8. AIRCRAFT MAINTENANCE (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.40
30 ≤ MTOW aircraft (ton) <55	€ 4.21
55 ≤ MTOW aircraft (ton) <72	€ 6.79
72 ≤ MTOW aircraft (ton) <82	€ 7.47
82 ≤ MTOW aircraft (ton) <170	€ 9.10
MTOW aircraft (ton) ≥170	€ 11.99
9. SURFACE TRANSPORT (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.66
55 ≤ MTOW aircraft (ton) <72	€ 1.04
72 ≤ MTOW aircraft (ton) <82	€ 1.14
82 ≤ MTOW aircraft (ton) <170	€ 1.40
MTOW aircraft (ton) ≥170	€ 1.84
10. CATERING SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 2.05
15 ≤ MTOW aircraft (ton) <30	€ 9.58
30 ≤ MTOW aircraft (ton) <55	€ 16.83
55 ≤ MTOW aircraft (ton) <72	€ 27.10
72 ≤ MTOW aircraft (ton) <82	€ 29.87
82 ≤ MTOW aircraft (ton) <170	€ 36.45

MTOW aircraft (ton) ≥170	€ 47.93
--------------------------	---------

### **Porto Airport**

CHARGES	2020
1. PASSENGER HANDLING (per check-in desk)	
First hour or fraction	€ 6.65
Next 1/2 hours or fraction	€ 3.23
Per month	€ 1,019.28
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.37
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.75
55 ≤ MTOW aircraft (ton) <72	€ 1.20
72 ≤ MTOW aircraft (ton) <82	€ 1.33
82 ≤ MTOW aircraft (ton) <170	€ 1.62
MTOW aircraft (ton) ≥170	€ 2.12
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.53
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.50
15 ≤ MTOW aircraft (ton) <30	€ 7.01
30 ≤ MTOW aircraft (ton) <55	€ 12.31
55 ≤ MTOW aircraft (ton) <72	€ 19.81
72 ≤ MTOW aircraft (ton) <82	€ 21.83
82 ≤ MTOW aircraft (ton) <170	€ 26.63
MTOW aircraft (ton) ≥170	€ 35.02
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.65
30 ≤ MTOW aircraft (ton) <55	€ 1.13
55 ≤ MTOW aircraft (ton) <72	€ 1.82
72 ≤ MTOW aircraft (ton) <82	€ 2.01
82 ≤ MTOW aircraft (ton) <170	€ 2.45

MTOW aircraft (ton) ≥170	€ 3.23
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)	
Charge	€ 0.54
8. AIRCRAFT MAINTENANCE (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.40
30 ≤ MTOW aircraft (ton) <55	€ 4.21
55 ≤ MTOW aircraft (ton) <72	€ 6.79
72 ≤ MTOW aircraft (ton) <82	€ 7.47
82 ≤ MTOW aircraft (ton) <170	€ 9.10
MTOW aircraft (ton) ≥170	€ 11.99
9. SURFACE TRANSPORT (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.66
55 ≤ MTOW aircraft (ton) <72	€ 1.04
72 ≤ MTOW aircraft (ton) <82	€ 1.14
82 ≤ MTOW aircraft (ton) <170	€ 1.40
MTOW aircraft (ton) ≥170	€ 1.84
10. CATERING SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.73
15 ≤ MTOW aircraft (ton) <30	€ 8.11
30 ≤ MTOW aircraft (ton) <55	€ 14.25
55 ≤ MTOW aircraft (ton) <72	€ 22.93
72 ≤ MTOW aircraft (ton) <82	€ 25.28
82 ≤ MTOW aircraft (ton) <170	€ 30.84
MTOW aircraft (ton) ≥170	€ 40.55

## **Faro Airport**

CHARGES	2020
1. PASSENGER HANDLING (per check-in desk)	
For the first 15 minutes or fraction, the first four periods	€ 1.75
For the following 15 minutes of fraction	€ 1.72
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.38
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.75
55 ≤ MTOW aircraft (ton) <72	€ 1.20
72 ≤ MTOW aircraft (ton) <82	€ 1.33
82 ≤ MTOW aircraft (ton) <170	€ 1.62
MTOW aircraft (ton) ≥170	€ 2.12
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.53
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.50
15 ≤ MTOW aircraft (ton) <30	€ 7.01
30 ≤ MTOW aircraft (ton) <55	€ 12.31
55 ≤ MTOW aircraft (ton) <72	€ 19.81
72 ≤ MTOW aircraft (ton) <82	€ 21.83
82 ≤ MTOW aircraft (ton) <170	€ 26.63
MTOW aircraft (ton) ≥170	€ 35.02
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.65
30 ≤ MTOW aircraft (ton) <55	€ 1.13
55 ≤ MTOW aircraft (ton) <72	€ 1.82
72 ≤ MTOW aircraft (ton) <82	€ 2.01
82 ≤ MTOW aircraft (ton) <170	€ 2.45
MTOW aircraft (ton) ≥170	€ 3.23

arge	€ 0.54
AIRCRAFT MAINTENANCE (by aircraft type)	
MTOW aircraft (ton) <15	€ 0.51
≤ MTOW aircraft (ton) <30	€ 2.40
≤ MTOW aircraft (ton) <55	€ 4.21
≤ MTOW aircraft (ton) <72	€ 6.79
≤ MTOW aircraft (ton) <82	€ 7.47
≤ MTOW aircraft (ton) <170	€ 9.10
TOW aircraft (ton) ≥170	€ 11.99
SURFACE TRANSPORT (by aircraft type)	
MTOW aircraft (ton) <15	€ 0.08
≤ MTOW aircraft (ton) <30	€ 0.36
MTOW aircraft (ton) <55	€ 0.66
MTOW aircraft (ton) <72	€ 1.04
≤ MTOW aircraft (ton) <82	€ 1.14
≤ MTOW aircraft (ton) <170	€ 1.40
OW aircraft (ton) ≥170	€ 1.84
CATERING SERVICES (by aircraft type)	
MTOW aircraft (ton) <15	€ 1.73
≤ MTOW aircraft (ton) <30	€ 8.11
≤ MTOW aircraft (ton) <55	€ 14.25
MTOW aircraft (ton) <72	€ 22.93
MTOW aircraft (ton) <82	€ 25.28
≤ MTOW aircraft (ton) <170	€ 30.84
OW aircraft (ton) ≥170	€ 40.55

## **Beja Airport**

CHARGES	2020
1. PASSENGER HANDLING (per check-in desk)	
First hour or fraction	€ 5.94
Next 1/2s hours or fraction	€ 2.89
Per month	€ 911.12
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.33
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.75
55 ≤ MTOW aircraft (ton) <72	€ 1.20
72 ≤ MTOW aircraft (ton) <82	€ 1.33
82 ≤ MTOW aircraft (ton) <170	€ 1.62
MTOW aircraft (ton) ≥170	€ 2.12
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.47
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.50
15 ≤ MTOW aircraft (ton) <30	€ 7.01
30 ≤ MTOW aircraft (ton) <55	€ 12.31
55 ≤ MTOW aircraft (ton) <72	€ 19.81
72 ≤ MTOW aircraft (ton) <82	€ 21.83
82 ≤ MTOW aircraft (ton) <170	€ 26.63
MTOW aircraft (ton) ≥170	€ 35.02
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.65
30 ≤ MTOW aircraft (ton) <55	€ 1.13
55 ≤ MTOW aircraft (ton) <72	€ 1.82
72 ≤ MTOW aircraft (ton) <82	€ 2.01

82 ≤ MTOW aircraft (ton) <170	€ 2.45
MTOW aircraft (ton) ≥170	€ 3.23
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)	
Charge	€ 0.54
8. AIRCRAFT MAINTENANCE (p/ tipo de aeronave)	
0 < MTOW aircraft (ton) <15	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.40
30 ≤ MTOW aircraft (ton) <55	€ 4.21
55 ≤ MTOW aircraft (ton) <72	€ 6.79
72 ≤ MTOW aircraft (ton) <82	€ 7.47
82 ≤ MTOW aircraft (ton) <170	€ 9.10
MTOW aircraft (ton) ≥170	€ 11.99
9. SURFACE TRANSPORT (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.66
55 ≤ MTOW aircraft (ton) <72	€ 1.04
72 ≤ MTOW aircraft (ton) <82	€ 1.14
82 ≤ MTOW aircraft (ton) <170	€ 1.40
MTOW aircraft (ton) ≥170	€ 1.84
10. CATERING SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.17
15 ≤ MTOW aircraft (ton) <30	€ 5.52
30 ≤ MTOW aircraft (ton) <55	€ 9.71
55 ≤ MTOW aircraft (ton) <72	€ 15.64
72 ≤ MTOW aircraft (ton) <82	€ 17.24
82 ≤ MTOW aircraft (ton) <170	€ 21.03
MTOW aircraft (ton) ≥170	€ 27.66

## **Azores Airports**

	2020			
CHARGES	P. Delgada	S. Maria	Horta	Flores
1. PASSENGER HANDLING (per check-in desk)				
First hour or fraction	€ 6.15	€ 6.15	€ 6.15	€ 6.15
Next 1/2 hours or fraction	€ 3.11	€ 3.11	€ 3.11	€ 3.11
Per month	€ 933.96	€ 933.96	€ 933.96	€ 933.96
2. BAGGAGE HANDLING				
Per embarked baggage processed at the sorting baggage system	€ 0.37	€ 0.37	€ 0.37	€ 0.37
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft typ	e)			
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42	€ 0.42	€ 0.42	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.75	€ 0.75	€ 0.75	€ 0.75
55 ≤ MTOW aircraft (ton) <72	€ 1.20	€ 1.20	€ 1.20	€ 1.20
72 ≤ MTOW aircraft (ton) <82	€ 1.33	€ 1.33	€ 1.33	€ 1.33
82 ≤ MTOW aircraft (ton) <170	€ 1.62	€ 1.62	€ 1.62	€ 1.62
MTOW aircraft (ton) ≥170	€ 2.12	€ 2.12	€ 2.12	€ 2.12
4. FREIGHT AND MAIL HANDLING (by traffic unit)				
Charge	€ 0.53	€ 0.47	€ 0.47	€ 0.47
5. RAMP HANDLING (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 1.73	€ 1.50	€ 1.50	€ 1.50
15 ≤ MTOW aircraft (ton) <30	€ 8.11	€ 7.01	€ 7.01	€ 7.01
30 ≤ MTOW aircraft (ton) <55	€ 14.25	€ 12.31	€ 12.31	€ 12.31
55 ≤ MTOW aircraft (ton) <72	€ 22.93	€ 19.81	€ 19.81	€ 19.81
72 ≤ MTOW aircraft (ton) <82	€ 25.28	€ 21.83	€ 21.83	€ 21.83
82 ≤ MTOW aircraft (ton) <170	€ 30.84	€ 26.63	€ 26.63	€ 26.63
MTOW aircraft (ton) ≥170	€ 40.55	€ 35.02	€ 35.02	€ 35.02
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)				
0 < MTOW aircraft (ton) <15	0.13 €	0.13 €	0.13 €	0.13 €
15 ≤ MTOW aircraft (ton) <30	0.65 €	0.65 €	0.65 €	0.65 €
30 ≤ MTOW aircraft (ton) <55	1.13 €	1.13 €	1.13 €	1.13 €

55 ≤ MTOW aircraft (ton) <72	1.82 €	1.82 €	1.82 €	1.82 €
72 ≤ MTOW aircraft (ton) <82	2.01 €	2.01 €	2.01 €	2.01€
82 ≤ MTOW aircraft (ton) <170	2.45 €	2.45 €	2.45 €	2.45 €
MTOW aircraft (ton) ≥170	3.23 €	3.23 €	3.23 €	3.23 €
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)				
Charge	€ 0.54	€ 0.54	€ 0.54	€ 0.54
8. AIRCRAFT MAINTENANCE (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 0.51	€ 0.51	€ 0.51	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.40	€ 2.40	€ 2.40	€ 2.40
30 ≤ MTOW aircraft (ton) <55	€ 4.21	€ 4.21	€ 4.21	€ 4.21
55 ≤ MTOW aircraft (ton) <72	€ 6.79	€ 6.79	€ 6.79	€ 6.79
72 ≤ MTOW aircraft (ton) <82	€ 7.47	€ 7.47	€ 7.47	€ 7.47
82 ≤ MTOW aircraft (ton) <170	€ 9.10	€ 9.10	€ 9.10	€ 9.10
MTOW aircraft (ton) ≥170	€ 11.99	€ 11.99	€ 11.99	€ 11.99
9. SURFACE TRANSPORT (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 0.08	€ 0.08	€ 0.08	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36	€ 0.36	€ 0.36	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.66	€ 0.66	€ 0.66	€ 0.66
55 ≤ MTOW aircraft (ton) <72	€ 1.04	€ 1.04	€ 1.04	€ 1.04
72 ≤ MTOW aircraft (ton) <82	€ 1.14	€ 1.14	€ 1.14	€ 1.14
82 ≤ MTOW aircraft (ton) <170	€ 1.40	€ 1.40	€ 1.40	€ 1.40
MTOW aircraft (ton) ≥170	€ 1.84	€ 1.84	€ 1.84	€ 1.84
10. CATERING SERVICES (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 1.17	€ 1.17	€ 1.17	€ 1.17
15 ≤ MTOW aircraft (ton) <30	€5.52	€5.52	€5.52	€5.52
30 ≤ MTOW aircraft (ton) <55	€ 9.71	€ 9.71	€ 9.71	€ 9.71
55 ≤ MTOW aircraft (ton) <72	€ 15.64	€ 15.64	€ 15.64	€ 15.64
72 ≤ MTOW aircraft (ton) <82	€ 17.24	€ 17.24	€ 17.24	€ 17.24
82 ≤ MTOW aircraft (ton) <170	€ 21.03	€ 21.03	€ 21.03	€ 21.03
MTOW aircraft (ton) ≥170	€ 27.66	€ 27.66	€ 27.66	€ 27.66

## **Madeira Airports**

	2020	
CHARGES	Funchal	Porto Santo
1. PASSENGER HANDLING (per check-in desk)		
First hour or fraction	€ 5.42	€ 5.42
Next 1/2 hours or fraction	€ 2.64	€ 2.64
Per month	€ 830.03	€ 830.03
2. BAGGAGE HANDLING		
Per embarked baggage processed at the sorting baggage system	€ 0.36	€ 0.36
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.75	€ 0.75
55 ≤ MTOW aircraft (ton) <72	€ 1.20	€ 1.20
72 ≤ MTOW aircraft (ton) <82	€ 1.33	€ 1.33
82 ≤ MTOW aircraft (ton) <170	€ 1.62	€ 1.62
MTOW aircraft (ton) ≥170	€ 2.12	€ 2.12
4. FREIGHT AND MAIL HANDLING (by traffic unit)		
Charge	€ 0.53	€ 0.47
5. RAMP HANDLING (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 1.73	€ 1.50
15 ≤ MTOW aircraft (ton) <30	€ 8.11	€ 7.01
30 ≤ MTOW aircraft (ton) <55	€ 14.25	€ 12.31
55 ≤ MTOW aircraft (ton) <72	€ 22.93	€ 19.81
72 ≤ MTOW aircraft (ton) <82	€ 25.28	€ 21.83
82 ≤ MTOW aircraft (ton) <170	€ 30.84	€ 26.63
MTOW aircraft (ton) ≥170	€ 40.55	€ 35.02
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.13	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.65	€ 0.65
30 ≤ MTOW aircraft (ton) <55	€ 1.13	€ 1.13

55 ≤ MTOW aircraft (ton) <72	€ 1.82	€ 1.82
72 ≤ MTOW aircraft (ton) <82	€ 2.01	€ 2.01
82 ≤ MTOW aircraft (ton) <170	€ 2.45	€ 2.45
MTOW aircraft (ton) ≥170	€ 3.23	€ 3.23
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)		
Charge	€ 0.58	€ 0.58
8. AIRCRAFT MAINTENANCE (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.51	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.40	€ 2.40
30 ≤ MTOW aircraft (ton) <55	€ 4.21	€ 4.21
55 ≤ MTOW aircraft (ton) <72	€ 6.79	€ 6.79
72 ≤ MTOW aircraft (ton) <82	€ 7.47	€ 7.47
82 ≤ MTOW aircraft (ton) <170	€ 9.10	€ 9.10
MTOW aircraft (ton) ≥170	€ 11.99	€ 11.99
9. SURFACE TRANSPORT (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.08	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.66	€ 0.66
55 ≤ MTOW aircraft (ton) <72	€ 1.04	€ 1.04
72 ≤ MTOW aircraft (ton) <82	€ 1.14	€ 1.14
82 ≤ MTOW aircraft (ton) <170	€ 1.40	€ 1.40
MTOW aircraft (ton) ≥170	€ 1.84	€ 1.84
10. CATERING SERVICES (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 1.17	€ 1.17
15 ≤ MTOW aircraft (ton) <30	€ 5.52	€ 5.52
30 ≤ MTOW aircraft (ton) <55	€ 9.71	€ 9.71
55 ≤ MTOW aircraft (ton) <72	€ 15.64	€ 15.64
72 ≤ MTOW aircraft (ton) <82	€ 17.24	€ 17.24
82 ≤ MTOW aircraft (ton) <170	€ 21.03	€ 21.03
MTOW aircraft (ton) ≥170	€ 27.66	€ 27.66

The fees for groundhandling are due to the exercise of any of the types of services listed in the list in Annex I from the Decree-Law nº 257/99. from july 23rd.

The passenger handling charge is due by the service providers and by the airport or aerodrome users in auto assistance regime. Exception to ground administration and supervision charge which is due by the service providers only.

According to the Annex 12 of ANA's Concession Contract both passenger and baggage handling charges are considered as regulated.

For the proper settlement and collection of groundhandling fees, service providers or users of a self-handling airport or aerodrome shall report their activity to the airport manager in accordance with the terms of this decree-law.

According to the law. the omission and failure to comply with this information. as well as the falsehood of any statements. constitute grounds for the revocation of the license.

# 2. BILLING AND CHARGES PAYMENT

Charges Guide Contacts

#### Rules of invoice processing and payment

<b>Charges Category</b>	Billing schedule (1)	Payment terms (2)
Traffic Security PRM	3 invoices are issued per month for the following periods:  - 1 <sup>st</sup> invoice period: 1st to 10th calendar days;  - 2 <sup>nd</sup> invoice period: 11th to 20th calendar days;  - 3 <sup>rd</sup> invoice period: 21st to the last day of the each month.	<ul> <li>- Cash basis (prompt payment)</li> <li>regime;</li> <li>- Pre-payment regime;</li> <li>Grating of credit: payment with</li> <li>15 days from date of the</li> </ul>
Regulated Handling		issuance og invoices;
Others	One monthly invoice is issued, dated the last day of each month.	- Through payment representative (handler).

(1) Not applicable to the cash basis payment regime, since in this scheme all services and accesses provided are invoiced immediately by aerodrome services (SOA);

#### (2) Detail of payment terms:

- Invoices and payments are made in euros.
- In the Cash Basis Regime, the payment of all services must be made immediately after the invoice issuance, including terminal control duties from NAV, EP. The payment shall be made by the company or by the handler at airport services, prior to take-off.
- In the **Pre-payment Regime**, the payment of services estimated by ANA based on the flight schedule shall be made prior to any operation.
- To apply for the Credit Payment Regime, the client shall submit a written request to ANA, which will be subject
  to a case by case evaluation. In the case that this regime is accepted, ANA reserves the right to make its decision
  to grant credit subject to the provision of a guarantee. The payment of invoices must be made within the
  established period, and the amount owed cannot, in any situation, exceed the amount of the guarantee
  presented.

In case of non-compliance with the due date agreed for the invoices payment, daily late interest shall be payable by the debtor until the effective date of payment.

The credit conditions assigned may be modified or cancelled by ANA with a 5 working days notice.

• In the event of non-compliance situations ANA may determine, without prior notice, the cancellation of the assigned credit and the consequent change to the cash / prepayment regime. The suspension of the provision of services will also be possible.

## 3. CONTACTS

Charges Guide Contacts

#### **Airport Charges**

#### **Isabel Gonçalves**

Idgoncalves@ana.pt

Aeroporto de Lisboa — Piso 4 — Alameda das Comunidades Portuguesas — 1700-111 Lisboa Tel.  $+351\ 218\ 413\ 510$ 

#### **Billing Services**

#### **Helder Vilhena**

hgvilhena@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa Tel. +351 218 413 642

#### Cláudia Correia

cscorreia@ana.pt

Aeroporto de Faro - 8006-901 Faro

Tel. +351 289 800 674

#### **Zulmira Marques**

zsmarques@ana.pt

Aeroporto Francisco Sá Carneiro (Porto) - Pedras Rubras - 4470-558 Maia Tel. +351 229 400 600 (Ext. 41041)

#### **Aurélia Chaves**

amchaves@ana.pt

Aeroporto João Paulo II (Ponta Delgada) - 9500-253 Ponta Delgada Tel. +351 296 205 408

#### **Susete Peixoto**

sopeixoto@ana.pt

Aeroporto da Horta - 9900-321 Castelo Branco - Horta Tel. +351 292 943 511

#### **Ana Paula Andrade**

apandrade@ana.pt

Aeroporto de Santa Maria - 9580-908 Vila do Porto

Tel. +351 296 820 024

#### **Daniel Mateus**

dmmateus@ana.pt

Aeroporto das Flores - 9970-320 Santa Cruz das Flores

Tel. +351 292 592 212

#### **Paula Carrasco**

pccarrasco@ana.pt

Aeroporto de Beja - EM 528-2. ao km 3.3 - 7800-745 S. Brissos. Beja Tel. +351 284 001 020 (ext. 30961)

#### **Henrique Freitas**

hmfreitas@ana.pt

Aeroporto da Madeira | Aeroporto do Porto Santo - Aeroporto do Porto Santo T: +351 291 520 700 (ext. 73410)

Charges Guide Contacts

#### **Marketing Aviation Department**

#### **Nuno Costa**

nacosta@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa Tel. +351 218 445 184

#### **Lisbon Airport and Beja Airport**

#### **Mariana Sousa**

mdsousa@ANA.pt

Aeroporto de Lisboa — Piso 4 — Alameda das Comunidades Portuguesas — 1700-111 Lisboa Tel +351 218 413 500

#### **Porto Airport**

#### Riad S. Zayrik

rszayrik@ANA.pt

Aeroporto Francisco Sá Carneiro (Porto) - 4470-558 Maia Tel. +351 229 432 400 (ext. 41020)

#### **Faro Airport**

#### **Helder Lemos**

hdlemos@ana.pt

Aeroporto de Faro – 8006-901 Faro

Tel. +351 289 800 796

#### **Azores Airports**

#### azores.aiports@ana.pt.

Aeroporto João Paulo II (Ponta Delgada) Aeroporto da Horta

Aeroporto de Santa Maria

Aeroporto das Flores

9500-253 Ponta Delgada

Tel. +351 296 205 401

#### **Madeira Airports**

#### Cátia Vieira

cmvieirafnc@ana.pt

Aeroporto da Madeira

Aeroporto do Porto Santo - 9100-105 Santa Cruz

Tel.+351 291 520 755 Fax: +351 291 520 736

#### **Official Entities**

#### Autoridade Nacional de Aviação Civil (ANAC)

Direção de Regulação Económica Rua B. Edifícios 4. 5 e 6 - 1700-008 Lisboa Tel. +351 218 423 500

#### Força Áerea Portuguesa (FAP)

sa.facturacao@emfa.pt