SERVICE CHARTER 2016

Toscana Aeroporti
FIRENZE

SERVICE CHARTER 2016

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INTRODUCTION OF TOSCANA AEROPORTI

Toscana Aeroporti S.p.A is the company that manages the Florence and Pisa airports. Incorporated on June 1st, 2015 by merger of AdF – Aeroporto di Firenze S.p.A. (the company that managed the "A. Vespucci" Florence airport) and SAT - Società Aeroporto Toscano S.p.A. (the company that managed the "G. Galilei" Pisa airport).

The merger of the two companies has been an essential step towards the creation of a unified Tuscan Airport System, in line with the National Airport Plan approved by the Italian Ministry of Transports.

The synergies that will be created between the two airports and the complementary nature of the whole offer presented by the System will lead to an increase in the number of the destinations reached by the two airports and of the airlines available thanks to the enhancement of the respective infrastructure.

In the long-term, Toscana Aeroporti is planning to reach over 130 destinations worldwide, 45 airlines and 160 daily flights by 2029.

The two airports will maintain their specific features in terms of air traffic: while the Vespucci airport will keep developing the business and leisure traffic through full service carriers, by connecting the main European hubs, the airport will prefer tourist traffic managed by low-cost carriers, cargo flights, and will also aim at developing intercontinental flights.

Thanks to the integration of these two airports, Tuscany will be able to rely on one of the most significant airport systems of the country, which will foster local economic development in one of the most globally renowned and beloved regions.

Toscana Aeroporti is responsible for the following activities:

- *Design, development and maintenance of the airport infrastructure (runways, aircraft parking aprons), air terminals and the other infrastructures used by passengers and operators;*
- *Delivery of ground assistance services to the airlines: check-in, passenger boarding and disembarkation, baggage loading and unloading, cargo and mail, aircraft assistance (cleaning and necessary activities during stopovers);*
- *Management of passenger and baggage security (both hand and checked baggage);*
- *Development of commercial activities (shops, catering, etc.);*
- *Other airport services managed by third parties (tourist information, VAT refund service, etc.).*

1.2

OUR SERVICE CHARTER 2016

The primary objective of Toscana Aeroporti is to ensure efficient and reliable passengers services, as well as meet the requirements of its stakeholders by successfully grasping their implicit needs and organize their full and constant satisfaction.
With this mission in mind, Toscana Aeroporti adopted the principles, standards and solutions of international business "best practices" for social responsibility, equality, impartiality and non-discrimination, as well as for the protection of health, safety, and the environment, and for service quality management.
Toscana Aeroporti is willing to consolidate its commitment to continuous performance improvement; for this reason, it adopted an integrated Quality Management System, in compliance with the UNI EN ISO 9001 standard and, already starting from the beginning of 2016, it has started the procedure to obtain BSI OHSAS 18001, SA8000 and UNI EN ISO 14001 certifications for the Florence airport, respectively concerning Occupational Health and Safety, Social Responsibility and Environmental Management.
The Service Charter of the Florence Airport is published by Toscana Aeroporti to inform passengers about the quality level of the services offered within their quality management system and in compliance with the general reference scheme required by the Service Charter of the Transport Sector (DPCM 30.12.1998).

1.3

SERVICES PROVIDED AND USEFUL INFORMATION FOR PASSENGERS

All the information regarding the services offered by Toscana Aeroporti is available on the Company website at www.toscana-airports.com, "Aeroporto di Firenze" (Florence Airport) section. A complete list of services offered can be found in the special "Service Guide" enclosed with this Service Charter.

The website contains a specific section with all the useful information to help passengers with disabilities or reduced mobility move in the different areas and use dedicated airport services.

The airport offers free wi-fi connection for two hours by connecting to the airport's website, where users can browse the Service Charter, the Service Guide and access real time information on flights.

Information brochures on Passengers' Rights are available in the air terminal as required by Regulations (EU) 261/2004 and 1107/2006, together with all the information specified in the applicable air transport legislation (prohibited/restricted items, internal signs for PRM -

Passengers with Reduced Mobility, passenger baggage info, and so on.)

The airport is opened to the public every day from 4:30 to 00:30 and, in any case, until the last flight of the day arrives. During the summer (from 27 March to 29 October 2016), the opening time of the starts at 4:00.
The airport offers short- and long-term parking facilities, both with the first 15 minutes free and with reserved car spaces for PRM.

For specific information on how to reach the airport, rates and times of public transport services and parking lots, as well as on the taxi, car & driver hire, car-sharing and car rental services, see the Service Guide.

For any further need or information, users can directly contact the airport using the following numbers:

Call Centre:
Tel: +39 055 30615
Customer Service:
Tel: +39 055 3061830
Tel: +39 055 3061300
Tourist information:
Tel: +39 055 315874

ENVIRONMENTAL POLICY

Toscana Aeroporti has committed to comply with the applicable laws on environment protection, prevention of pollution and continuous improvement of the environmental management system.

During 2015, Toscana Aeroporti made considerable efforts and invested huge resources on environmental issues to minimize the impact of the airport on the surrounding territory. In 2015, also based on agreements made with competent bodies and user representatives, Toscana Aeroporti started a training process for the operating personnel on environmental issues, with a special focus on energy savings (water, light, heating, air conditioning), the collection of separated (paper, plastic, glass, unsorted waste) and special waste (toner, hydrocarbon absorbent powder, batteries), the management of any spills of fuel, oils, refrigerants of operating vehicles, the immediate block of non-perfectly efficient equipment (e.g. Excessive smoke or noise levels). Separate waste collection containers are available in all the offices of Toscana Aeroporti and in the terminal.

A special attention has been paid to reducing the consumption of drinkable water by implementing a rainwater collection system for reuse of the water in the check-in terminal sanitary facilities. Similarly, existing toilets have been replaced with new dual flush toilets and photocell taps to minimize water drainage.

As to the unscheduled maintenance of existing infrastructures, a number of improvements and replacements have been

scheduled for the next few years to existing and older water supply systems in order to further reduce water loss.

A noise monitoring system is operated in the airport to monitor noise levels in the airport and its surroundings and supervise the compliance of taking-off aircraft with noise control requirements, with reporting to the competent bodies in case of non-compliance.
In order to minimize noise emissions and emissions into the atmosphere, Toscana Aeroporti has adopted electrical equipment, including special electrical equipment for ground handling of aircraft in the apron (push-back tractors).

In view of reducing power consumption, Toscana Aeroporti replaced the lighting systems of the second floor of the check-in terminal and installed new LED dimming technology systems. The LED technology has also been used to light advertising signs.
Furthermore, photovoltaic and thermal solar collectors have been installed on the roof of the check-in terminal and will reach full operating conditions during the current year allowing for a further reduction of consumption and emissions into the atmosphere.

QUALITATIVE INDICATORS

The Service Charter has a set of quality indicators, standardized for all Italian airports, which describe and measure the performance of services through objective periodic measurements and analyses of the quality perceived by passengers.

Results for 2015 and objectives for 2016 are provided in the next few pages by using the quantitative and qualitative indicators specified in the Service Charter of the Airport Operator and in the GEN-02A Memorandum, collected and presented according to the ENAC methodology.

Toscana Aeroporti defined the objectives based on the passenger satisfaction levels recorded in the previous year through interviews of departing and arriving travellers (1,911 interviews in 2015). The scale of values used for the classification of judgements included 5 levels: very bad, bad, average, good, excellent.
In 2015, surveys were conducted by a qualified research institute, which organized multiple survey runs during the year taking a representative sample of passengers. The focus of the surveys was on the service provided by Toscana Aeroporti on the whole and the additional services provided by other companies in the airport structure.

The 34 indicators used were grouped based on the following 9 quality factors, in line with the requirements of ENAC Memorandum GEN-06:

- *Travel security;*
- *Personal and property security;*
- *Regularity of services (and timeliness of transportation);*
- *Cleanliness and hygiene;*
- *Comfort in the airport;*
- *Additional services;*
- *Customer information;*
- *Desk/gate services;*
- *Modal integration.*

So, Toscana Aeroporti shall:

- *publicly formalize the service levels (SL) provided;*
- *take systemic action to ensure the implementation of SL;*
- *constantly monitor SL;*
- *inform Customers about the results achieved with the annual update of the Service Charter.*

QUALITY FACTOR	INDICATORS NUMBER	INDICATOR	MEASUREMENT UNIT	RESULT 2015	OBJECTIVE 2016
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	98%	95,6%
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	99%	95,6%

QUALITY FACTOR	INDICATORS NUMBER	INDICATOR	MEASUREMENT UNIT	RESULT 2015	OBJECTIVE 2016
Regularity of services (and timeliness of transportation)	3	Global timeliness of flights	% of flights on time/Total departing flights	76,81%	77%
	4	Global amount of baggage wrongly handled at departure (baggage not boarded) by the airport	# of baggage units wrongly handled/1,000 departing pax Excluding baggage handled differently due to space/weight	5,17/ 1.000 pax 0,23/ 1.000 pax	5/1000 pax
	5	Time to first baggage claim from aircraft block on	Time (in minutes) from aircraft block on to delivery of first baggage in 90% of cases **(detected by computer system)**	22'44''	24'
	6	Time to last baggage claim from aircraft block on	Time (in minutes) from aircraft block on to delivery of last baggage in 90% of cases **(detected by computer system)**	26'53''	28'
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	6'57''	5'
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	97%	90%
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	97%	93,5%
	10	Perception of global air terminal cleanliness	% of satisfied passengers	100%	90%
Comfort in the airport	11	Perception of baggage trolley availability	% of satisfied passengers	100%	87%
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	95%	90%
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	98%	90%

QUALITY FACTOR	INDICATORS NUMBER	INDICATOR	MEASUREMENT UNIT	RESULT 2015	OBJECTIVE 2016
Comfort in the airport	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	89%	83%
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	77%	88%
	16	Perception of availability of mobile device (cell phone/ laptop) charging stations in common areas, if available	% of satisfied passengers	96%	85%
	17	Compatibility of coffee shop opening times with airport opening times	% of arriving/ departing passenger flights compatible with the opening times of coffee shops in the respective areas	100%	100%
	18	Perception of the adequacy of smoking areas, if available	% of satisfied passengers	n.p.	n.p.
	19	Perception of the availability of free drinking water dispensers, if available	% of satisfied passengers	n.p.	n.p.
	20	Perception of availability/quality/ prices of shops and newsagent's shops	% of satisfied passengers	97%	90%
	21	Perception of availability/quality/ prices of bars and restaurants	% of satisfied passengers	94%	90%
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	99%	95%
Customer information	23	Easy to browse and updated website	% of satisfied passengers	97%	90%
	24	Perception of effectiveness of operating info points	% of satisfied passengers	98%	92%
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	99%	90%
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	98%	95%
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	98%	90%

QUALITY FACTOR	INDICATORS NUMBER	INDICATOR	MEASUREMENT UNIT	RESULT 2015	OBJECTIVE 2016
Desk/Gate services	28	Perception of ticket office service	% of satisfied passengers	95%	83%
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	11'02''	11'
	30	Perception of waiting time at check-in	% of satisfied passengers	99%	93%
	31	Waiting time at security checkpoint lines	Waiting time (in minutes) in 90% of detected cases	4'24''	5'
	32	Perception of waiting time at passport control	% of satisfied passengers	98%	88%
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	88%	90%
	34	Perception of adequacy of city/ airport connections	% of satisfied passengers	85%	85%

2.2

SPECIAL ASSISTANCE

FOREWORD

Pursuant to European Regulation 1107/06 (of ECAC DOC 30 and the related ENAC Memorandum) the phrase "Person with Disability" or "Person with Reduced Mobility (PRM)" defines any person whose mobility is reduced in the use of means of transport due to any physical (sensory or locomotor, permanent or temporary) disability or mental handicap, or due to any other reason or due to age, and whose conditions require special care and an adjustment of the service provided to all passengers to meet specific requirements.

EC Regulation no. 1107/2006 is based on the principle that, in air transport, disabled people have the same rights of any other passenger, i.e. right to free circulation, freedom of choice and non-discrimination.

More specifically, people with disability and with reduced mobility due to age or other factors may travel by plane at the same or similar conditions as the other passengers, without being excluded due to their disability or physical condition, unless any exclusive and justified security reason applies. The Regulation requires the respect of fundamental rights and observes the principles recognised by the Charter of Fundamental Human Rights of the European Union.

Toscana Aeroporti provides the necessary assistance, with no additional cost, by

using adequately trained staff and equipment inside the airport and on board the aircraft.

IATA'S (INTERNATIONAL AIR TRANSPORT ASSOCIATION CODES ON REDUCED MOBILITY PASSENGERS

- *WCHR: passenger able to walk by him/herself inside the plane as well as walk down and up stairs, but who requires a wheelchair or other means of transport to move long distances inside the airport;*
- *WCHS: passenger able to walk by him/herself inside the plane, but who cannot walk down or up stairs and who requires a wheelchair or other means of transport to move inside the airport;*
- *WCHC: immobilized passenger requiring a wheelchair to move about and assistance from the time of arrival in the airport until the end of the flight, as well as to exit from the airport;*
- *DEAF: passenger with hearing disability or hearing and speaking disability;*
- *BLIND: passenger with sight disability (distinguish between blind and visually handicapped person);*
- *DEAF/BLIND: passenger with sight and hearing disability and who requires the assistance of an accompanying person to move about;*
- *STCR: passenger who can only be carried on a stretcher;*
- *MEDA: passenger who needs medical assistance;*
- *MAAS (meet and assist): All other passengers in need of special help;*
- *DPNA: passenger with intellectual or behavioural impairments.*

HOW TO REQUEST SPECIAL ASSISTANCE

Any request for special assistance for a passenger with disability or reduced mobility should be notified to the airline, agent or tourist operator through which the journey has been booked, and these are then required to transmit it to the airports of departure, arrival or transit.

The request should be preferably submitted at the time of booking or purchase of the ticket, in any case at least 48 hours before the time of departure of the flight, to allow for an appropriate organization of the service.

In case of absence of booking or in case of a late booking with respect to the times specified above (48 hours before flight departure), Toscana Aeroporti shall ensure the same assistance services (provided that the appropriate space is still available on board), but with longer action times.

PASSEGGERI IN PARTENZA

Passengers are required to reach the air-

port in advance, as specified by the airline, and notify their arrival at one of the contact points specified (including in case of online check-in). Contact points are dedicated areas where passengers with reduced mobility can notify their arrival and ask for assistance.

The contact points available in the Florence Airport are listed below:

- *Assistance call posts located in front of the Departure and/or Arrival terminals;*
- *Customer Service Office;*
- *Check-in counters;*
- *Lost&Found Office;*
- *Parking areas;*
- *Help Phone available in special PRM dedicated area in the departure lounge.*

The RPM dedicated personnel available in the airport will personally accompany the passenger through all the steps preceding boarding, from check-in or any other designated point to customs and security checkpoints, and actual boarding.

ARRIVING PASSENGERS

The RPM dedicated personnel available in the airport will personally accompany the passenger through all the steps that follow arrival, from aircraft disembarkation (with a special stair/lifting apparatus) to baggage claim, customs checkpoint and transport to the passenger arrivals terminal or any other designated point.

DISABLED MINORS

Minors with reduced mobility are assisted like any other PRM. If the minor is travelling along, the applicable procedures for assistance to minors in the airport shall apply in connection with the type of disability recorded by the designated person at the check-in counter and by the airport staff in general.

THE FOLLOWING SERVICES ARE AVAILABLE IN THE AIRPORT

- *Six (6) free parking spaces available (for cars provided with the specific RPM tag) in the vicinity of the entrance/exit doors of the airport, plus 2 car parks near the taxi area;*
- *Thirteen (13) free parking spaces available (for cars provided with the specific RPM tag) in the long-term parking lot;*
- *Wheelchairs inside the terminal;*
- *Airport health service;*
- *Dedicated toilet facilities;*
- *Automated Teller Machine (Bancomat);*
- *RPM security lanes to facilitate passengers bearing a pacemaker or on a wheelchair to pass through the required checkpoints;*
- *Ambulift for passengers on a wheelchair, with a lift platform that facilitates boarding on the aircraft and other special equipment.*

WHEELCHAIR TRANSPORT

To ensure the transport of wheelchairs in the appropriate conditions, passengers with reduced mobility travelling with a wheelchair are required to notify the airport at least 48 hours before departure about the type, weight and size of the wheelchair. These details will be provided to the selected airline when booking the flight.

In addition, for wheelchairs powered with batteries, during check-in the passenger should disconnect the power cables and arrange the device for safe storage in the aircraft's hold.

For further information regarding assistance, contact the airport staff at: tos.flr@toscana-aeroporti.com or call 055 3061709.

QUALITY INDICATORS FOR PRM CATEGORISED IN THE FOLLOWING 6 QUALITY FACTORS

- Efficiency of assistance services;
- Personal safety;
- Information in the airport;
- Communication with passengers;
- Comfort in the airport;
- Relational and behavioural aspects .

QUALITY FACTOR	INDICATORS NUMBER	INDICATOR	MEASUREMENT UNIT	RESULT 2015	OBJECTIVE 2016
Efficiency of assistance services	1	For departing PRM with pre-notification: Waiting time to receive assistance from one of the designated points in the airport, in case of pre-notification	Waiting time (in minutes) in 90% of cases	4'02''	Within 10' in 90% of cases
	2	For departing PRM without pre-notification: Waiting time to receive assistance from one of the designated points in the airport, after notifying one's presence	Waiting time (in minutes) in 90% of cases	4'05''	
	3	For arriving PRM with pre-notification: Waiting time on board for disembarkation of PRM, after disembarkation of the last passenger	Waiting time (in minutes) in 90% of cases	4'41''	Within 10' in 90% of cases
	4	For arriving PRM without pre-notification: Waiting time on board for disembarkation of PRM, after disembarkation of the last passenger	Waiting time (in minutes) in 90% of cases	4'41''	
Personal safety	5	Perception of the state and operating conditions of airport vehicles/equipment	% of PRM satisfied	100%	95%
	6	Perception of the adequacy of staff training	% of PRM satisfied	100%	95%

QUALITY FACTOR	INDICATORS NUMBER	INDICATOR	MEASUREMENT UNIT	RESULT 2015	OBJECTIVE 2016
Information in the airport	7	Accessibility: amount of essential information accessible for sight, hearing and motor impaired persons over total amount of essential information	% of essential information accessible over total amount of essential information.	97,80%	95%
	8	Completeness: amount of information and instructions on the services offered, available in an accessible format over total amount.	% information/ instructions on services offered available in an accessible format over total amount o information/ instructions.	97,80%	98%
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage.	% of PRM satisfied	99%	90%
Communication with passengers	10	Number of answers given within pre-established times over total number of requests of information received.	% answers given within preset time over total number of requests.	100%	95%
	11	Number of complaints received over total PRM traffic.	% of complaints received over total PRM traffic.	0%	0,2%
Comfort in the airport	12	Perception of effectiveness of PRM assistance.	% of PRM satisfied	100%	90%
	13	Perception of the level of accessibility and usability of the airport infrastructure: parking, interphones, dedicated lounges, sanitary services, etc.	% of PRM satisfied	98%	92%
	14	Perception of dedicated spaces during PRM stopover (e.g. "Sala Amica" lounge).	% of PRM satisfied	98%	92%
Relational and behavioural aspects	15	Perception of staff courtesy (infopoint, security, personnel dedicated to special assistance).	% of PRM satisfied	100%	92%
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM.	% of PRM satisfied	100%	92%

The Florence Airport implemented a system for receiving and answering requests, suggestions and complaints by passengers and customers, in compliance with the Integrated Quality Management System of Toscana Aeroporti. All communications with Customers are examined with great care by the Top Management.

Toscana Aeroporti arranged the following contact procedures for the Florence Airport:

- *A form to be used for suggestions and complaints, available in the last pages of the Service Guide of this Service Charter, to be submitted by mail to the address: Toscana Aeroporti S.p.A, Firenze, Via del Termine n. 11, or by e-mail to qualita.ambiente@toscana-aeroporti.com;*

- *An online form for suggestions and complaints to be filled on the Florence Airport website in the Service Charter section;*

- *The e-mail address info@airport.firenze.it for any other type of communication.*

Toscana Aeroporti will answer each Customer who has left contact details concerning the complaint received within 30 days.

In order to increase response rapidity and effectiveness and the related investigation to give appropriate answers users should provide a detailed description of each event and copies of any document providing evidence of the facts described (e.g. copy of flight tickets, receipts, and so on). Each complaint will be analysed individually by Toscana Aeroporti's office staff and, if the investigation provides evidence of responsibility of the Management Company (e.g. damaged property, incidents/accidents, failure to assist PRM, wrong information given to the public), a compensation or reimbursement will be determined on a case by case basis by involving the insurance company of the passenger, if any, or the airline, if applicable.

In order to accurately monitor the quality of the services offered, Toscana Aeroporti periodically prepares summarised reports on complaints received, which are classified by type and prepared to identify the most significant indicators.

Complaint concerning violations of the Charter of Passenger Rights must be directly forwarded by the Customer to the relevant airline (with which the Customer has signed the transport contract), with copy to ENAC – Ente Nazionale di Aviazione Civile.

Complaint concerning services delivered by third parties must be submitted by Toscana Aeroporti to the responsible parties operating under various contracts in the airport. Toscana Aeroporti will monitor the process to ensure that a response is eventually given to the passenger.

In case of a possible crime (e.g. theft or personal injury), passengers are recommended to immediately notify the Air Po-

lice Offices available in the air terminal.

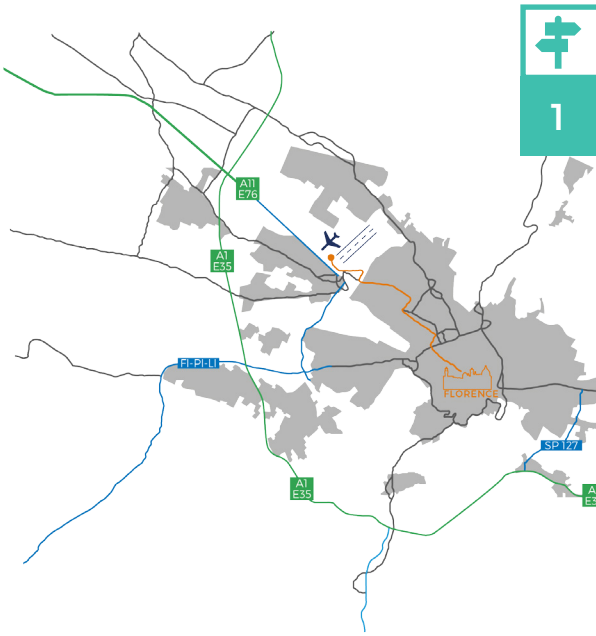
To protect passengers, we remind the public that Ombudsman and Mediation services are available in the Florence airport to settle amicably any possible dispute between entities and consumers. The benefits of these services are a simple and informal procedure, a reduction in dispute settlement times (max 60 days), and lower costs.

UFFICIO MEDIAZIONE E CONCILIAZIONE/ CAMERA DI COMMERCIO DI FIRENZE
Email: www.fi.camcom.it
Tel: 055 2981135/137
Fax: 055 2981131

DIFENSORE CIVICO
Tel: 055 2387800
Fax: 055 210230

HOW TO REACH THE AIRPORT

The Amerigo Vespucci airport lies 4 km away from the Florence city centre, so it can be easily reached in a short time either by car (or by using a taxi, car & driver hire or car-sharing service) or by bus. The "Vola in bus" shuttle service connects the airport with the city centre with departures every 30 minutes In approx. 20 minutes users can reach the SITA bus terminal at the Florence S.M. Novella train station (and vice versa). The airport is connected with the main national road, motorway and railway networks.



BY CAR

Only 4 km away from the centre of Florence, the airport is easy to reach by car. Take viale Alessandro Guidoni to the link road for the "Firenze Nord/Firenze Mare" motorway (A1 and A11). Being close to this motorway link road, the airport is also optimally connected to all the other destinations in Tuscany.

BY BUS

Bus stop in Florence:
via Santa Caterina da Siena, 17

Non-working and weekday timetable:
5:00 / 20:30 (every 30 minutes)
20:30 / 23:00 (every 60 minutes)

Company:
Busitalia Nord
800-373760
www.fsbusitalia.it

Travelling time:
30 minutes

2

TAXI, CAR & DRIVER HIRE, CAR-SHARING SERVICES

TAXI

Taxis are available in the area before the air terminal or can be called with the RadioTaxi service using the telephone numbers of the different companies operating locally: **055 4242 - 055 4390 - 055 4798.** Fixed rates have been agreed for travels between the airport and the city centre and the main hotels, while rates are shown on board the cars for all the other destinations. The time to get from the airport to the city centre or return may vary according to traffic conditions, with an average of approx. 15 minutes.

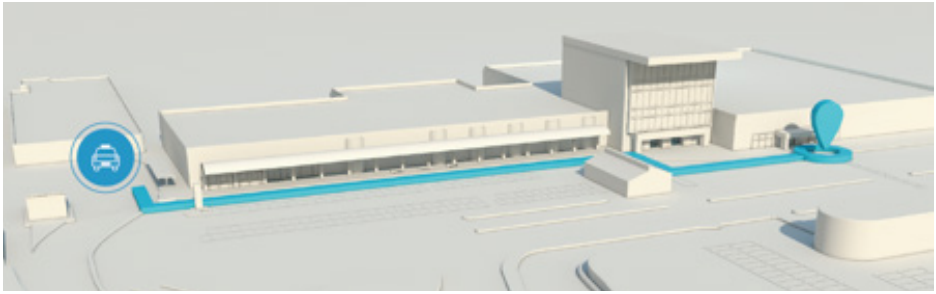
TAXI FARES

from **AIRPORT**
to **DOWNTOWN**
included main **HOTELS**

fixed rate	€ 20,00
holidays (h 06-22)	€ 22,00
night time (h 22-06)	€ 23,30
luggage supplement (max 5) each	€ 1,00

For other destinations see the Taxi Fares on the Taxi .
Supplement for trip beginning from airport €2,20

CALLING
055 4242 - 055 4390 - 055 4798



CAR & DRIVER HIRE

The following car and driver hiring companies are available in the airport:

CO.A.VE
Opening times: 08.00 - 20.00 / Tel: 055 340159 / Fax: 055 318323

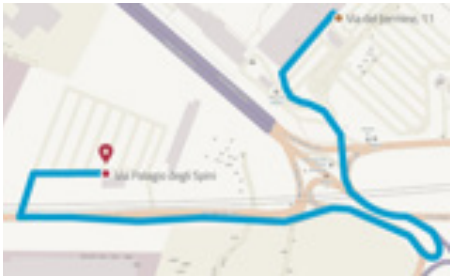
GIULIANI
Opening times: 09:00 - 21:00 / Tel: 055 5001552 / Fax: 055 5001552 /
Cell phone: 330 271646

CAR SHARING

The car-sharing service is managed by the company car2go, which has its own car stalls in the airport in the short-term parking lot "P1" located in front of the Arrivals terminal.

e-mail: servizioclienti@car2go.com

CAR RENTAL



Car rental companies are located in the vicinity of the airport, exactly in Via Palagio degli Spini, and are connected with the airport by a shuttle service with departures approx. every 20 minutes. The shuttle bus stop is in the short-term parking lot, just outside the terminal.

Cars can also be rented online in the airport website.
The car rental companies available are listed below:

AUTO EUROPA / SICILY BY CAR
INFO
Opening times: 08.00/23.00
Sun 08.00-21.00
Telephone: 055.3436031

AVIS
INFO
Opening times: 08.00/23.00
Telephone: 055.315588

BUDGET AUTONOLEGGIO
INFO
Opening times: 08.00/23.00
Telephone: 055.315588

EUROPCAR
INFO
Opening times: 09.00/23.00
Telephone: 055.318609

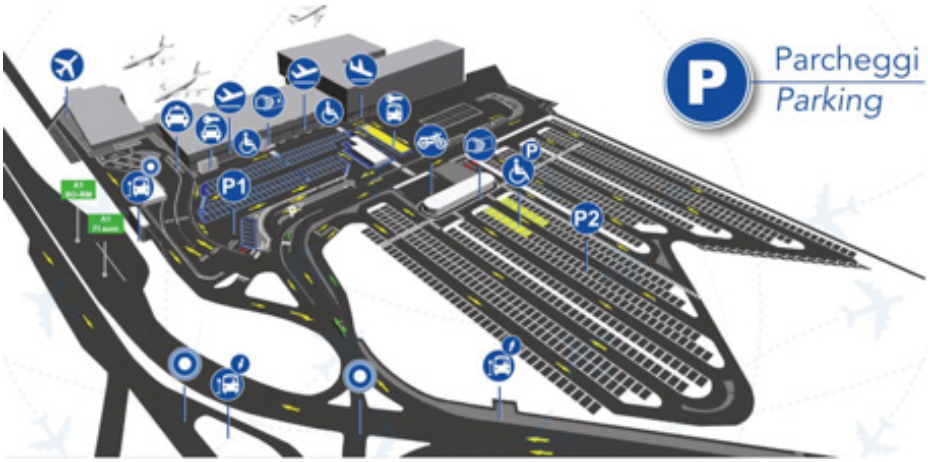
HERTZ
INFO
Opening times: 08.30/22.30
Sat & Sun 09.30-22.30
Telephone: 055.307370

MAGGIORE
INFO
Opening times: 08.30/22.40
Telephone: 055.311256

SIXT
INFO
Opening times: 08.30/21.30
Sun 08.00

AIRPORT PARKING LOTS

A short-term parking lot "P1" and a long-term parking lot "P2" are available in front of the passenger terminal with varying parking rates for the different options.



Parking can be paid at the automatic tellers located in both the airport parking lots or at the machines available in parking lot P2.
PRM have free access to car parking lots provided that they have the special tag for the car.

P2 LONG TERM PARKING

UP TO 15 MINUTES **FREE**

Up to 4 hours **€ 3,00/hour**	Up to 2 days **€ 40,00**
4-12 hours **€ 12,00**	Up to 3 days **€ 45,00**
12 a 24 hours **€ 24,00**	From the 4st day **€ 12,00/day**

With the exception of the 1st hour, the first 4 hours of the first 2 days and the first 2 hours of the following days will be fractioned in thirty minutes slots.

P1 SHORT TERM PARKING

Up to 15 mins **Free**	1-9 hours **€ 3,00/hour**

1st day & subsequent ones
€ 30,00/day

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INFORMATION IN THE AIRPORT

TOURIST INFORMATION

The Tourist Information desk managed by the Florence airport is located on the left side of the Arrivals terminal and is opened to the public from Monday to Saturday from 9:00 to 19:00 and on Sundays from 9:00 to 14:00 (Easter: 9:00 - 14:00, Christmas and holiday season: closed).
It provides a wide range of paper material (a hospitality guide, maps of the city and province of Florence, calendar of events, etc.) and any kind of information for visitors, as well as updated flight info.

TOURIST INFORMATION

Tel & fax: 055 315874
Email: infoaeroporto@comune.fi.it

TOSCANA AEROPORTI'S CUSTOMER SERVICE OFFICE

Tel: 055 3061830 - 055 3061300

WEBSITE

www.toscana-aeroporti.com

To receive real time information on flight status users can directly register in the airport's website with their contact data: the system will send information messages to users.

WI-FI

The wi-fi service is free for 120 minutes and is available in the entire passenger terminal.
To browse the internet or read emails while waiting for a flight users can simply set their device in the "Find wi-fi networks" mode and then connect their devices with wireless connectivity to the "Airport-Free-Wifi" network.

THE "FLORENCE AIRPORT" APP CAN BE DOWNLOADED ONLY FROM THE APPLE STORE

Through this Airport App you can:

- *monitor arriving and departing flights;*
- *receive mobility information from and to the airport;*
- *discover airport services and food & beverage areas;*
- *receive flights and airport updates.*

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AIRPORT SERVICES

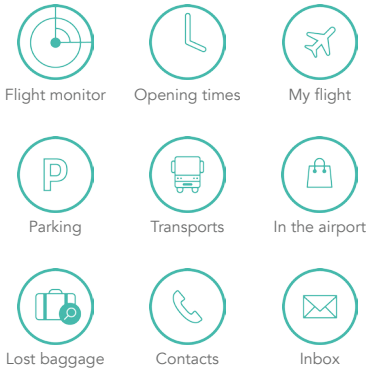
AIR TICKETS:

The following air ticket offices are available at the first floor of the passenger terminal:

- *Lufthansa;*
- *Swiss;*
- *Alisud.*

Opening times
(from 27 March to 29 October 2016):

- *Lufthansa and Swiss: 04.30 – 19.00*
- *Alisud: 04.30 until departure of the last flight.*



LOST&FOUND BAGGAGE ASSISTANCE

The Lost&Found office is located in the baggage claim area, available for any passenger who have not found their baggage upon arrival. The Lost&Found service staff will initiate a search of the baggage for the first 5 days and deliver it at the address provided. Once a report has been entered with the passenger's contact details, a dedicated texting service will keep the passenger informed and updated about the status of the file. When 5 days have elapsed, the passenger will have to directly contact the airline with which he or she travelled for further information. In addition, the progress of the research for the baggage can be tracked in real time by entering the file number provided in the appropriate website page.

LOST BAGGAGE

Tel: 055 3061300
Opening times: 08.00 - 09.00 / 15.00 - 16.00
Fax: 055 3061664

BAGGAGE CHECKROOM/STORAGE

Not available

BAGGAGE WRAPPING SERVICE

A baggage wrapping service is available at the first floor of the terminal, in the check-in area, and is opened since the opening of the check-in counters of the first flights in the morning until the time of the last flights in the evening.

SERVICE BAGGAGE TROLLEYS

Free

OUR VIP LOUNGE "SALA MASACCIO"

Located at the first floor of the Departures terminal, the "Sala Masaccio" is a VIP lounge offering its guests a quiet space where they can spend their waiting time before boarding working or relaxing.

Guests can use a self-service open bar and have a large choice of newspapers and magazines to read either in Italian or in foreign languages (English, French, German, Spanish). The lounge has free wi-fi connection and an equipped workstation with a connected computer. Access to the VIP Lounge is reserved only for passengers possessing a specific airline-enabled boarding pass.

AIRPORT HEALTH SERVICE

The health service is located at the ground floor of the air terminal and covers the entire opening times of the airport.

CARGO AGENT

The Cargo Agent is located besides the air terminal, along via del Termine.
ALHA Air Lines Handling Agents S.P.A.
Tel: 055 300559

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OTHER SERVICES

CATERING

The new restaurant "Bar Ristorante Baccanale Firenze" has recently been opened at the ground floor, in the business hall, also accessible by non-passengers for a coffee, a drink or a quick meal with the typical flavours of Tuscany.

The service covers the entire opening times of the airport.

After checking in and while waiting for the flight, users may also stop at MyChef for a lunch or dinner sitting comfortably in front of the wide window glasses with a view on the runway.

The service covers the entire opening times of the airport until departure of the last flight.

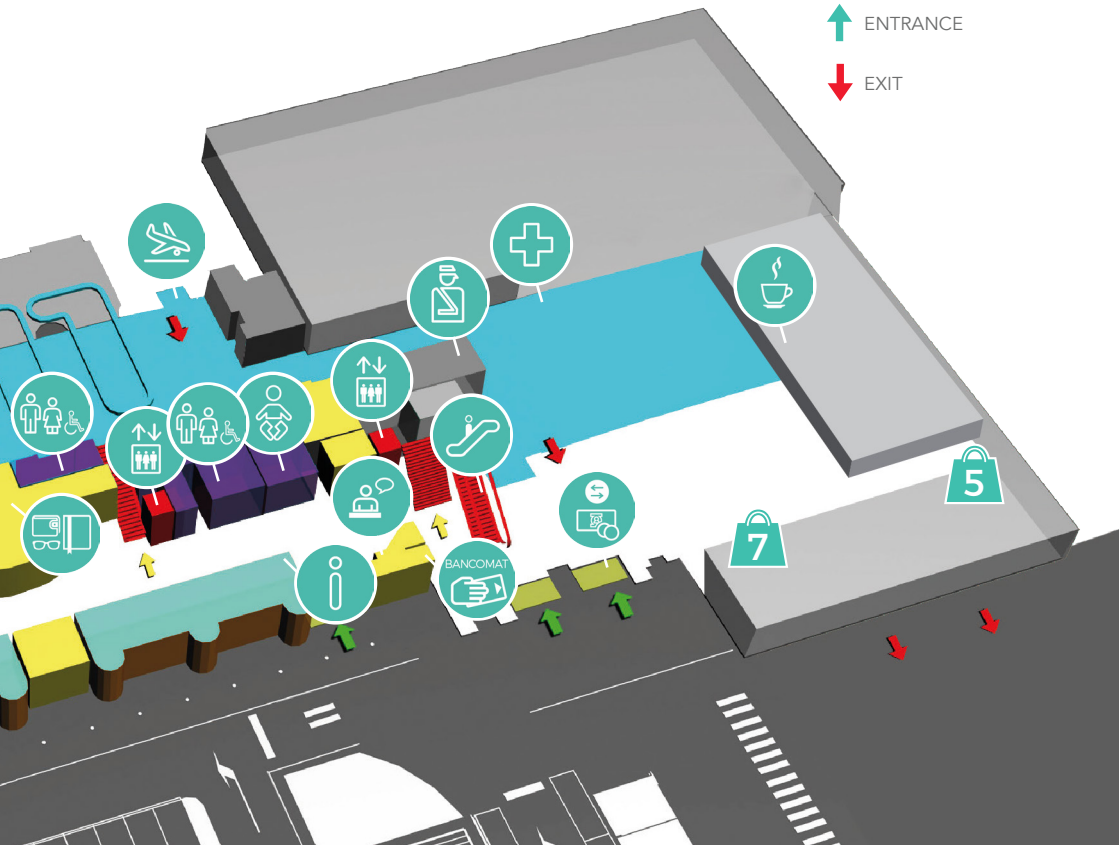
ENJOY TUSCANY
baccanale.com

MyChef

1 CAMICISSIMA
2 DUTY FREE
3 MARINA MILITARE
4 S.T.G.
5 GIUNTI AL PUNTO
6 INV OCCHIALI INVISTA
7 CONTE OF FLORENCE

GROUND FLOOR

- GATES
- ARRIVALS
- LIMOUSINE SERVICE
- CUSTOMS
- LIFT AND STAIRS
- BACCANALE
- FIRST AID
- PASSPORT CONTROL EXTRA SCHENGEN
- TOILETTE
- CUSTOMER SERVICE
- TOURIST INFORMATION
- ESCALATOR
- CASH POINT
- LOST AND FOUND
- BABY MINDER
- BEST AND FAST CHANGE



AUTOMATED TELLER MACHINE (BANCOMAT)

Two ATMs are available in the Departures area, besides the Customer Service. A terminal is suitable for use by PRM.
One ATM is also available at the gates area.

CURRENCY EXCHANGE OFFICES

Opening times
(from 27 March to 29 October 2016):

- *Best&Fast Change: 04.30 – 23.30*
- *Global Blue: 6.00 – 19.00 (on Saturdays, from 25 June to 22 October 2016, until 22:00)*

NURSERY

Nurseries are available in the following airport toilets: departures area, at the ground floor in front of the Customer Service; gates area, besides the stair that takes to the first floor of the air terminal.

COMMERCIAL GALLERY

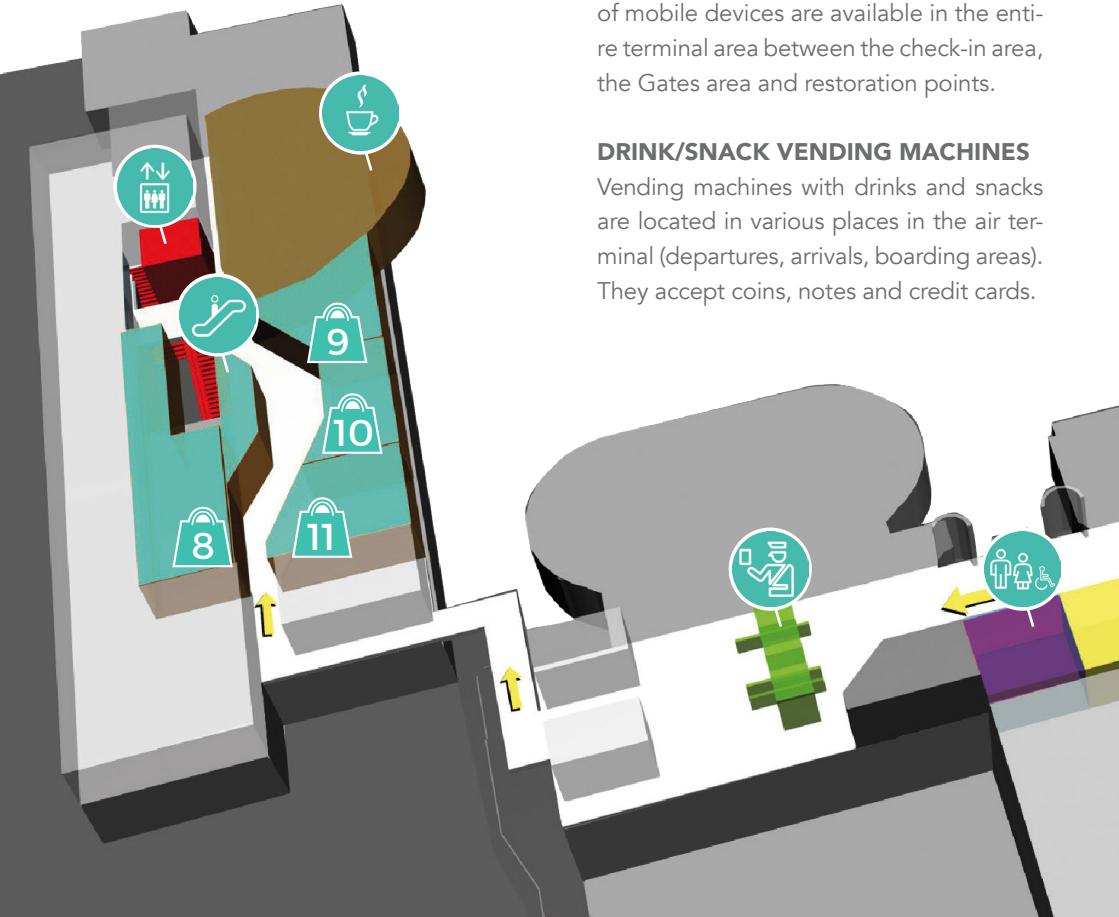
The Commercial Gallery of the A. Vespucci airport offers a wide range of Made in Italy shops for passengers and visitors. For information on which shops are available in the airport, consult the airport's website.

BATTERY CHARGING POINTS

Many battery charging points for all kinds of mobile devices are available in the entire terminal area between the check-in area, the Gates area and restoration points.

DRINK/SNACK VENDING MACHINES

Vending machines with drinks and snacks are located in various places in the air terminal (departures, arrivals, boarding areas). They accept coins, notes and credit cards.



FIRST FLOOR

- CHECK-IN
- SAFEBAG
- LIFT AND STAIRS
- SECURITY CHECK POINT
- TOILETTE
- MASACCIO EXECUTIVE LOUNGE
- CUSTOMS
- ESCALATOR
- AIR TICKETS
- MY CHEF
- GLOBAL BLUE ITALIA
- BEST AND FAST CHANGE

8 DUTY FREE

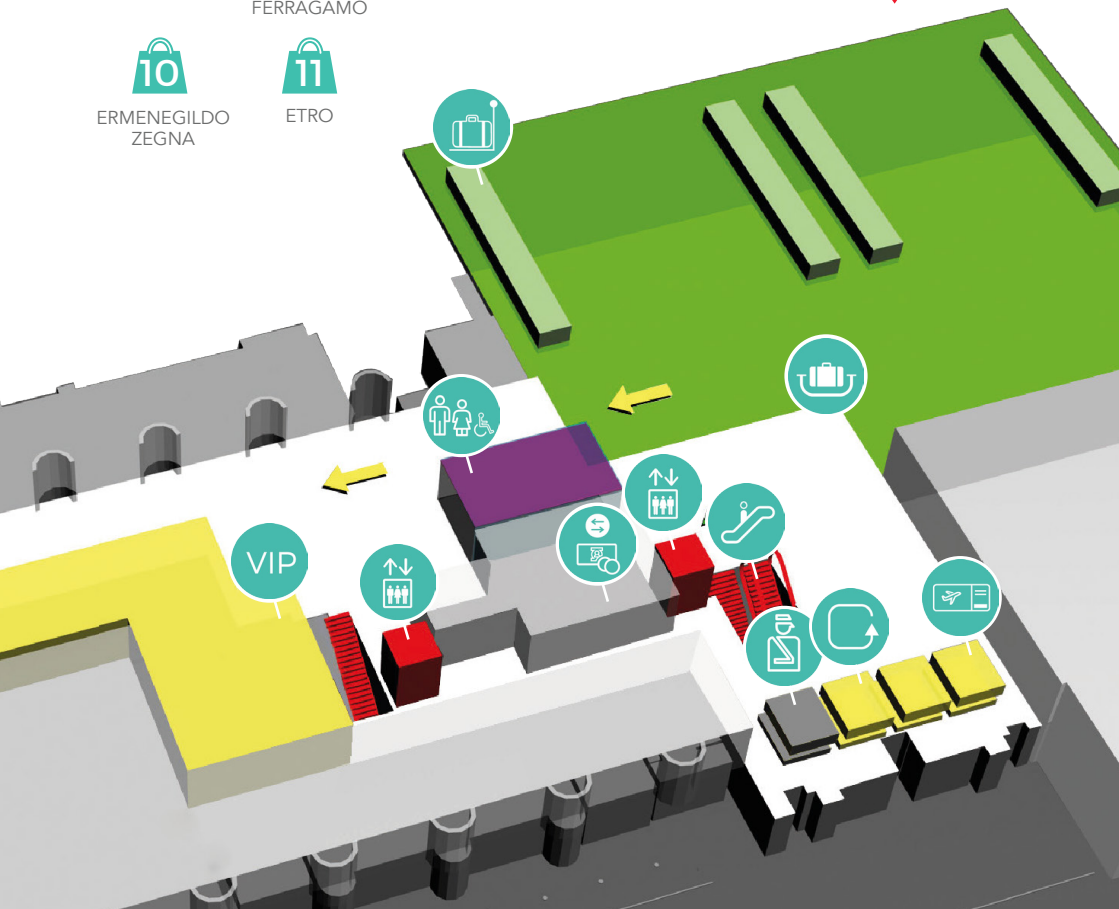
9 SALVATORE FERRAGAMO

10 ERMENEGILDO ZEGNA

11 ETRO

ENTRANCE

EXIT



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TRAVEL TIPS

DOCUMENTS AND THE AIR TICKET

Passengers are kindly requested to check their travel documents like ID cards, passports or a visas, depending on their destination, and the related expiry date.

They should also check that the details on the flight ticket are correct (name and surname, destination, flight time and number). In case of an error or a change of destination, they should contact the travel agent or the airline as soon as possible.

HAND BAGGAGE

Passengers are not permitted to carry the following articles in their hand baggage: guns, fire arms and other devices that discharge projectiles; stunning devices; objects with a sharp point or sharp edge; workmen's tools; blunt instruments; explosives and incendiary substances and devices.

- *Permitted articles in the hand baggage are: admitted liquids and creamy substances (drinks, creams, gels, pastes, lotions, foams, sprays, fluid cosmetics) in containers capable of containing max 100 ml (100 gr inserted in a re-sealable clear plastic envelope. The envelope must not have a capacity exceeding one litre (18x20 cm). Objects must be easily contained in the envelope, which must be closed and shown to the security staff separately from the hand baggage (the envelope must be taken out of the baggage and introduced separately in the X-ray machine);*

- *Medicinal products and special dietary products, including baby food, can be carried in the hand baggage. In quantities exceeding 100 ml, they will be further controlled with a LED machine beyond the X-ray checkpoint. In any case, the amount of these products must be consistent with the length of the journey and, upon request, the passenger will have to provide evidence o the actual need to carry these articles;*

- *Carrying the following articles is strictly forbidden by the Airport Authority: arms (except for sporting arms carried in the hold and according to the related procedures and ammunition, explosives, fireworks and rockets, compressed (flammable, non-flammable, refrigerants, irritating and poisonous) gases such as camping gases, self-defence sprays, rocket launchers and starter guns, (liquid and solid) flammable substances, including alcohol over 70°, infectious and poisonous substances, corrosive substances, radioactive substances, oxidants, magnetizing substances, alarm devices, dive torches with inserted batteries, objects classified as weapons (scissors, knives, etc.);*

- *It is also forbidden to carry sealed envelopes on account of third parties without knowing the content and*

leave one's baggage unguarded for the entire permanence in the airport;

- *The complete lists of prohibited articles in the hand and checked baggage are available in the departures area and at the check-in counters. In case of doubt, before departure, ask the airport staff, the airline or the vendor for further information.*

BAGGAGE TO BE BOARDED

Baggage to be boarded is any baggage unit the passenger consigns upon check-in for transport inside the aircraft hold. The size of the hold baggage, as well as the cabin or hand baggage, depend on the specific airline's regulations.

If the baggage exceeds certain predefined limits, the payment of an additional tax might be requested. We invite passengers to contact their airline for further information.

For security reasons, no baggage unit with a weight exceeding 32 kg will be accepted.

PROHIBITED ARTICLES

Articles admitted in the cabin over the passenger or in his/her hand baggage or articles carried in the hold baggage (to be boarded) are restricted by international security regulations.
Please, visit ENAC's information pages concerning prohibited articles by using the links provided in the specific dedicated section of our website.

ANIMAL TRANSPORT

Pets are allowed in the airport only on a leash and dogs must wear a muzzle or be kept in appropriate travelling containers.

TRAVELLING WITH ANIMALS

Passengers should remember that each airline has its own policy concerning animal transport. To obtain accurate information, it is advisable to consult the official websites of the relevant airline.
Passengers are allowed to transport animals in the cabin or in the hold in compliance with the airline's and arrival airport's policies and restrictions.

The number of animals that can be carried during a flight is limited for each aircraft. It is the check-in staff's responsibility to check the travel documentation required, the booking confirmation for all the flights until final destination and that payment of the service has been made.
Restrictions do not apply to guide dogs for blind or deaf persons and to emotional support and therapy dogs.

We remind passengers to always take the animal's health book and check the vaccinations and certificates requested in the destination country.
The persons that will take care of the pets during the journey must compulsorily be provided with all the necessary items for ready cleaning and removal of their dejections.

TRAVEL DOCUMENTS

It is important to check which identity and

health documents are required by the destination country, under penalty of not being allowed to cross the border.
For an updated check of the required documents, see the website Viaggiare Sicuri (Travelling safe) of the Ministry of Foreign Affairs.

IDENTITY CARD

The identity card allows passengers to travel around the European Union. For some non-EU countries the identity card may suffice only for travels organized by Tour Operators.
The driving licence is not considered as a valid document to exit Italy and is not valid as ID document abroad. For further details, consult the section on the country concerned in the website Viaggiare sicuri.

PASSPORT

The passport allows access to all the countries of the world whose governments are recognised by the Italian Government; in some cases, an entry visa is also required and must be requested from the Embassy of the destination country.
The passport has a validity of ten years. The annual renewal of the revenue stamp is no longer requested if the passport is used to travel in European Union countries.

TRAVELLING WITH MINORS (< 18 YEARS)

Since 27 June 2012, minors are no longer registered on their parents' passport, but can travel around Europe and abroad only with an individual travel document. Existing parent passports with minor children registered shall remain valid only for the owner of the passport until natural expiry.
All Italian minors are permitted to expatriate with a personal document valid for expatriation and with a passport or, for EU countries, also with a identity card valid for expatriation.

UNACCOMPANIED MINORS

Travelling unaccompanied minors are subjected to the restrictions and policies of each individual airline.
Passengers should consult the official websites of the airlines to obtain all the necessary information.

UNACCOMPANIED CHILDREN UNDER 14 YEARS OF AGE

New policies have been defined since 4 June 2014 for unaccompanied travelling children under 14 years of age.

The parent or guardian of the minor must sign a "Declaration of Accompaniment" that will be filed with the Police records.
According to the new procedure, a paper declaration will be issued or a mention will be directly added on the minor's passport.
For further information, visit the website of the State Police.
In any case, before purchasing the ticket from the airline, passengers should check that the airline accepts unaccompanied children under 14 years of age.

CHECK-IN

WHERE

The airport has 40 check-in counters at the first floor of the passenger terminal. The check-in hall can be reached with 2 lifts, an escalator and a start, all located at

the ground floor of Departures area of the new terminal.

WHEN
The opening times of the check-in area varies for each airline and is usually indicated on the travel ticket. Usually check-in counters open from 2 to 2.5 before the scheduled departure time.
However, we suggest passengers without a boarding pass to arrive at the check-in counters 2 hours before flight departure to complete all the necessary operations.

SELF-SERVICE CHECK-IN KIOSKS
Some airlines offer a self-check-in service for passengers to print out their boarding pass by themselves. If passengers have to embark baggage, they must use the main check-in counters of the airlines.

WEB CHECK-IN
Most airlines allow passengers to complete their check-in process online through their website. We suggest consulting the website of each airline for further information.

HEALTH, CUSTOMS AND SECURITY FORMALITIES FOR TRAVELLERS

For information on the main applicable provisions and procedures, see the respective government websites (Customs and Monopoly Agencies, State Police and Ministry of Health).

Visit the website www.viaggiaresicuri.it for prophylaxis and prevention measures to be adopted for the destination selected.

For customs information, visit the website www.agenziadoganemonopoli.gov.it, where the "Traveller's Customs Charter" is available.
As regards health-related formalities, we recommend visiting the USMAF section of the del website of the Ministry of Health www.health.gov.it.

For information on animal and plant transport, visit the special section on protected species – CITES at www.corpoforestale.it

For information concerning the documents required to travel, we recommend visiting the website www.poliziadistato.it, at the section "La Polizia di frontiera" (the Border Police).

AIRLINES

A list of the airlines operating in the Florence Airport is provided below.

AIR BERLIN
INFO/BOOKING
Telephone: 055.3436031

AIR DOLOMITI
INFO/BOOKING
Telephone: 055.3436031

AIR FRANCE
INFO/BOOKING
Telephone: 055.3436031

ALITALIA
INFO/BOOKING
Telephone: 055.3436031

AUSTRIAN AIRLINE
INFO/BOOKING
Telephone: 055.3436031

BRITISH AIRWAYS
INFO/BOOKING
Telephone: 055.3436031

KLM
INFO/BOOKING
Telephone: 055.3436031

LUFTHANSA
INFO/BOOKING
Telephone: 055.3436031

MERIDIANA
INFO/BOOKING
Telephone: 055.3436031

FLY NIKI
INFO/BOOKING
Telephone: 055.3436031

SWISS INTERNATIONAL AIRLINES
INFO/BOOKING
Telephone: 055.3436031

SILVER AIR
INFO/BOOKING
Telephone: 055.3436031

VUELING
INFO/BOOKING
Telephone: 055.3436031

IBERIA
INFO/BOOKING
Telephone: 055.3436031

BRUSSELS AIRLINES
INFO/BOOKING
Telephone: 055.3436031

CITYJET
INFO/BOOKING
Telephone: 055.3436031

ETIHAD REGIONAL
INFO/BOOKING
Telephone: 055.3436031

HOP!
INFO/BOOKING
Telephone: 055.3436031

SUGGESTIONS AND COMPLAINTS FORM

Dear Customer,
We thank you for your suggestion, which helps us identify issues and continuously improve our service.

Please, fill this form.

This form refers to:
☐FLORENCE AIRPORT
☐ PISA AIRPORT

Please, indicate the purpose of this form:
☐ COMPLAINT
☐ SUGGESTION

The complaint / suggestion concerns:
☐ Check-in / Boarding Services
☐ Comfort in the airport
☐ Security
☐ Cleanliness and hygiene
☐ Lost & Found
☐ Airport operation
☐ Bar / Catering
☐ Personal and property security
☐ Shops
☐ Social/Environmental issue
☐ Commercial Services
☐ Transports to/from the airport
☐ Parking lots
☐ Passengers with Reduced Mobility
☐ Customer information
☐ VIP Lounge
☐ Airlines
☐ Car rentals

Sent by:
NAME AND SURNAME

ADDRESS

CITY/COUNTRY

TELEPHONE

E-MAIL

Please, describe here the reasons of your complaint / suggestion:

In the awareness of its implications, I hereby express my consent to the processing of my persona data pursuant to art. 7 of Leg. Dec. no. 196/03

DATA AND SIGNATURE

Would you please return this filled form by:
E-MAIL:
qualita.aeroporti@toscana-aeroporti.com
BY MAIL TO:
Toscana Aeroporti S.p.A.
AEROPORTO DI FIRENZE – Aeroporto Amerigo Vespucci, Via del Termine 11, 50127, Firenze
AEROPORTO DI PISA – Aeroporto Galileo Galilei, Piazzale D'Ascanio 1, 56121, Pisa

Call Center
Tel. 055.3061.5

Address
Aeroporto di Firenze S.p.A.
Via del Termine, 11, 50127-Firenze

E-mail
info@areoporto.firenze.it

Toscana Aeroporti
FIRENZE