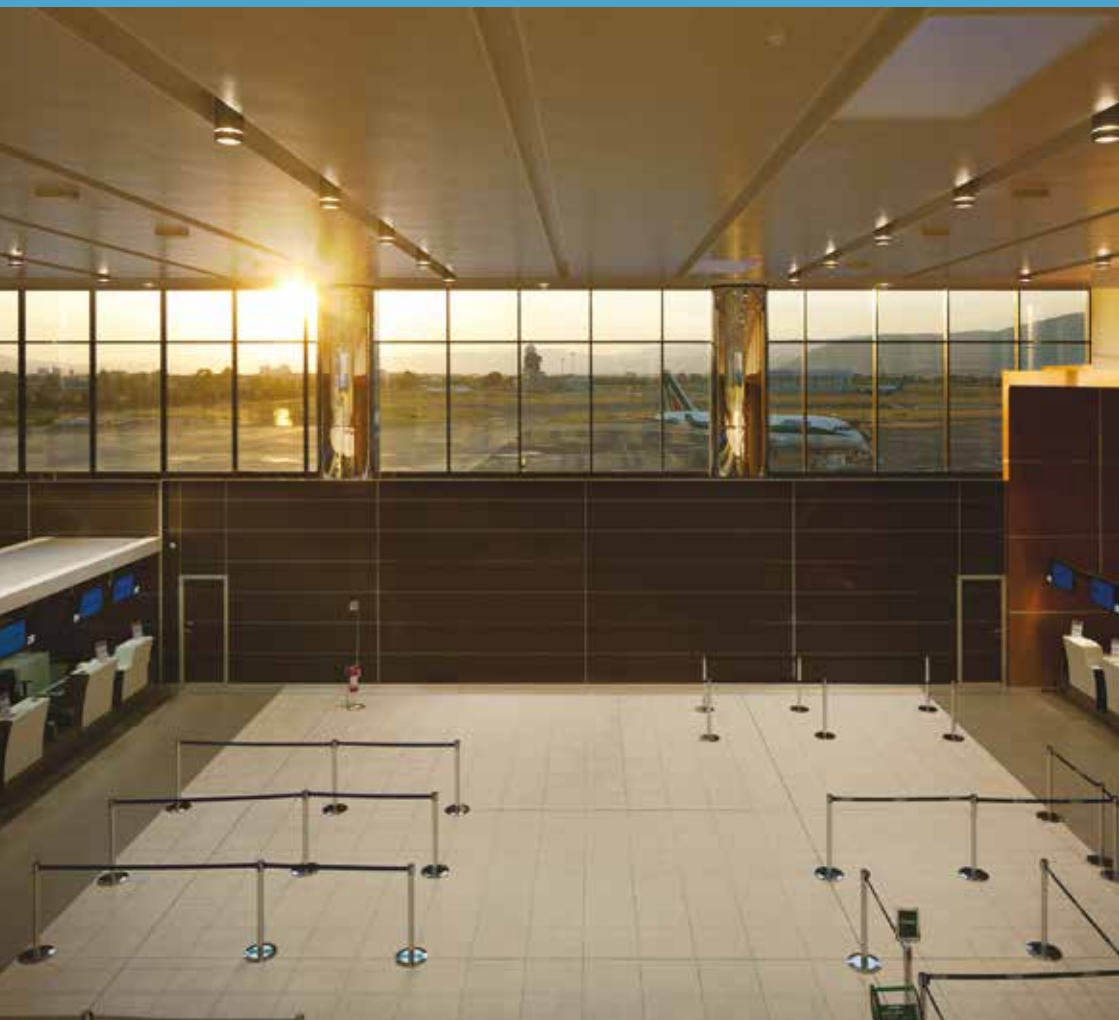


SERVICE CHARTER 2018



2018 SERVICE CHARTER

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TOSCANA AEROPORTI

Toscana Aeroporti S.p.A is the management company for Pisa and Firenze (Florence) airports. The company was founded on the 1st of June 2015 through the merger between two companies, AdF – Aeroporto di Firenze S.p.A and SAT - Società Aeroporto Toscano S.p.A.

Following the merger, an integrated airport management system was created with the aim of fully meeting the demand for flights in the region (currently only 50% of estimated demand is being met) and creating a gateway to Tuscany. This will be achieved via differentiation of services and continued growth via significant infrastructure investment across the two airports.

Over the long term, Toscana Aeroporti expects to connect with 130 world destinations through 45 airlines and 160 daily flights by 2029. Both airports will maintain their specific focus: Vespucci (Firenze) will continue to develop business and leisure traffic via full service carriers, connecting to main European hubs, while Galilei (Pisa) will prioritise tourist traffic with low cost airlines, cargo flights and developing inter-continental routes.

Tuscany is supported by one of the top

airport systems in the country, transporting 7.89 million passengers and reaching 97 destinations served by 38 airlines in 2017. The airport system is a key driving force for economic development in one of the most well-known and loved regions in the world.

Toscana Aeroporti is responsible for the following activities:

- Planning, implementation and maintenance of the airport infrastructure (runways, apron), the terminals and other infrastructure used by passengers and operators
- Providing ground handling services to airlines: check-in, boarding and disembarkation, loading and unloading baggage, cargo and post, aircraft assistance (cleaning and other necessary activities while the aircraft is on the ground)
- Managing security checks of passengers and baggage (both hold and cabin)
- Business development (shops, restaurants etc.)
- Other airport services managed by third parties (tourist information, tax claims, etc.).





1.2

OUR 2018 SERVICE CHARTER

Toscana Aeroporti's main objectives are to guarantee efficient and reliable services to passengers, to meet the needs of its stakeholders, and to interpret requirements and satisfy these fully and consistently. Guided by these objectives, Toscana Aeroporti has adopted international best practice as part of its commitment to corporate social responsibility, following the principles of equality, impartiality and anti-discrimination, including health and safety, security, environmental and service quality concerns.

Toscana Aeroporti commits to continuous

improving its performance and applies an integrated Quality management system in line with UNI EN ISO 9001 standards, and a Workplace Health and Safety system in line with the legislation BS OHSAS 18001. Its Corporate Social Responsibility policy adheres to the requirements of the Social Responsibility certification SA8000.

Toscana Aeroporti is also committed to obtaining the UNI EN ISO 14001 standard relating to environmental management. Firenze Airport's Service Charter is published by Toscana Aeroporti to inform passengers about the quality of its services (as part of its quality management system), in line with the Transport Service Charter (DPCM 30.12.1998).



1.3

SERVICES AND USEFUL INFORMATION FOR PASSENGERS

All information about Toscana Aeroporti services are available on the company website at www.toscana-aeroporti.com in the Firenze Airport section. Details can also be found in the Guide to Services attached to this Service Charter.

We provide special assistance to disabled or mobility impaired passengers - the website contains useful information about dedicated airport areas and services.

The airport has a Wi-Fi connection which is free for up to four hours. Airport users may connect to this network to view the

Service Charter, Guide to Services and real time flight information.

Leaflets about Passenger Rights (in line with EU regulations 261/2004 and 1107/2006) are available throughout the terminal, as well as information on air travel in accordance with current regulations (prohibited articles, Passengers with Reduced Mobility, passenger baggage, etc.) The airport is open to the public every day from 04:00 until 00:30, or until the arrival of the last flight of the day.

The airport has short-stay and long-stay parking. Short-stay parking is free for the first 10 minutes, long-stay parking for the first 15 minutes. Reserved parking spaces are available for Passengers with Reduced Mobility (PRM).

For detailed information on how to get

to the airport, parking times and charges, public services (including taxis, chauffeur services, car sharing schemes and car rental) please consult the Guide to Services.

For any other information, passengers may contact the airport directly on the following numbers:

Switchboard:

Tel: +39 055 30615

Customer Service:

Tel: +39 055 3061830

Tourist information:

Tel: +39 055 315874

INTEGRATED MANAGEMENT SYSTEM

Together with our integrated management system, we are committed to continuous improvement through the following key elements:

QUALITY

- Pursue continuous improvement of the service we offer in terms of internal and external customer satisfaction.
- Guarantee internal efficiency, by consolidating processes and organizational resources.
- Ensure satisfactory, efficient internal and external communication processes.
- Improve the visibility and image of Toscana Aeroporti within the market.
- Pursue consolidation and optimization of airport concessions, through managing the current infrastructure, identifying areas for expansion to both develop this infrastructure and satisfy stakeholder needs.

HEALTH AND SAFETY

- Protect the health and safety of all air-

port users, including passengers, and employees of Toscana Aeroporti, contractors, sub-concessions or other third parties.

- Prevent the occurrence of accidents within Toscana Aeroporti's area of responsibility (within the boundaries of the airport or on airport property) as part of carrying out its role as Airport Operator and Handling Agent.
- Act fully in line with mandatory and non-mandatory health and safety regulations relating to activities within the airport managed by Toscana Aeroporti.
- Promote the adoption of best practice to third parties operating at the airport, including the correct procedures and international standards to guarantee the health and safety of airport users.
- Commit to periodically evaluating performance to ensure the best results in terms of protecting the health and safety of any persons present at the airport, in whatever capacity, within Toscana Aeroporti's area of responsibility.
- Communicate the principles of the health and safety policy to all employees and airport users, including passengers, contractor staff, and sub-concession or third party employees.



1.4

- Provide information on organizational health and safety policies and procedures to relevant interested parties - for example health authorities, the Fire Service, INAIL (National Association for the Prevention of Accidents), municipality administration, etc.
- Review periodically health and safety commitments to ensure they are in line with the airport's organizational and infrastructure developments.
- Ensure a safe and hygienic working environment.
- Ensure that the management of working hours, disciplinary procedures and remuneration arrangements are in line with legislation, relevant employment contracts, union agreements and sector standards.
- Protect the right to freedom of association and collective bargaining.
- Ensure that contractors and third parties operating at the airport apply the same standards as Toscana Aeroporti.
- Aim for continuous improvement of the system to manage Corporate Social Responsibility, including adherence to national law, other legislation in force and international tools listed in the SA8000 standard.

CORPORATE SOCIAL RESPONSIBILITY

- Not use or support the use of child labour or forced labour.
- Ensure that employee selection, recruitment, training, remuneration and management are carried out without any kind of discrimination.

ENVIRONMENTAL POLICY

Toscana Aeroporti commits to observing the relevant applicable environmental legislation, preventing pollution, and continuously improving its environmental management system.

Over the 2017 financial year, Toscana Aeroporti has invested significantly in resources to reduce the environmental impact of the airport on the surrounding area as much as possible. With the aim of attaining ISO14001 environmental certification in the course of 2018, Toscana Aeroporti has carried out a detailed analysis of its environmental performance, evaluating environmental impact and identifying potential plans for improvements. During 2017, in collaboration with other relevant bodies, Toscana Aeroporti has continued to provide environmental awareness and training programmes to staff, focusing particularly on energy savings (water, electricity, heating and cooling), waste sorting and recycling (paper, plastic, glass and general waste) and other toxic and non-toxic waste products (toner, powder absorbents, batteries, medical waste,

etc.), including dealing with spills of fuel, oil, vehicle refrigeration liquid and removing non-efficient equipment from service (for example machinery with excessive noise or emissions). All Toscana Aeroporti offices and terminals have appropriate bins for sorting waste.

A system has been installed to collect rain water for flushing toilets in the terminal check-in area. During 2017 various works were carried out to locate and repair leakages in the main water pipes, achieving a reduction in consumption.

In terms of noise pollution, the airport has a system for monitoring noise levels at and around the airport, and for checking adherence to noise limitation parameters for incoming aircrafts. Any deviation from these parameters is communicated to the relevant authorities. To further reduce noise and emissions, Toscana Aeroporti uses electric vehicles and electric equipment for maneuvering aircraft on the apron (push-back tractors).

To help reduce electricity consumption, Toscana Aeroporti has installed new LED lighting in the new areas of the terminal.



1.5

QUALITY INDICATORS FOR THE SERVICE CHARTER

The Service Charter includes a series of quality indicators, applicable to all Italian airports, which describe and measure the performance of services through periodic, objective audits and through analysing passenger perception of quality.

The following pages present the 2017 results and the objectives for 2018 in terms of qualitative and quantitative quality indicators as laid out in the Airport Operator Service Charter and the GEN-02A circular as per ENAC procedure.

Toscana Aeroporti has defined its objectives based on levels of passenger satisfaction in the previous year, measured through interviews with departing and arriving passengers. The range of responses available to record passenger evaluations were divided into six categories: terrible, highly unsatisfactory, unsatisfactory, satisfactory, good, and excellent. The data collection process in 2017 was carried out by an appropriate research organization, with data collected from a representative sample of arriving and departing passengers at intervals throughout the year. When creating objectives for 2018, it has been kept in mind that indicators with a percentage of 95% or over are considered "excellent"; helping to achieve the aim of continuously improving the quality of services offered by the airport operator,

these have been maintained/improved, keeping the value of 95% as excellence target reference.

For the indicators n° 8-10-11-12-15-16-20-21-22-25-28-33-34, in parallel with the successful results achieved in 2017, objectives for 2018 have been increased compared with those of 2017, but not brought to the excellence value of 95%. This choice is based on the desire to monitor some corporate processes (service punctuality, external and internal signage, wi-fi connectivity, retails and restaurants, snacks machines, charging stations) that might be adversely affected by the enlargement and refurbishment interventions on the Passenger Terminal, scheduled in the course of the 2018. More specifically, these interventions will be focused on the realization of a new pavilion – that will host n° 6 new gates, plus a new commercial area and further passenger services - , the refitting of the Schengen-Extra Schengen gate area, the enlargement of the baggage reclaim area.

In the aim of the continuously improving of quality service, Toscana Aeroporti remains very committed to consolidate, in 2018, the excellent results already obtained in 2017, with the strong desire to further increase the objectives for the coming year. These interviews focused on both Toscana Aeroporti services, and those provided by other businesses operating at the airport.

The 34 quality indicators are grouped into the following 9 factors as per the ENAC circular GEN-06:

- Travel safety
- Personal safety and safety of



2.1

baggage/belongings

- Punctuality of service (and vehicles where applicable)
- Cleanliness and hygiene
- Level of comfort at the airport
- Additional services
- Customer information
- Checkpoint services (check-in, security, passport control)
- Integration/connection of public transport

Through this quality control process, Toscana Aeroporti commits to:

- Establishing and publishing its service levels
- Acting in pursuit of these levels
- Consistently monitoring service levels
- Informing customers of the results achieved by updating the Service Charter on an annual basis

In line with the primary objective of

offering passengers an efficient and reliable service, Toscana Aeroporti has implemented a significant programme of works aimed at improving the service offered to passengers in all areas. Over the course of 2017, the following have been increased:

- Total space for passengers (by 230 square metres)
- Number of seats in departure lounge (56 more seats)
- The number of toilets (4 more facilities)

In addition, significant improvements were made to the flow of passengers across the terminal, along with the opening of a new shopping area and the new VIP Club room, both located beyond the security area. During 2018 further seating will be added and improvements to the toilet fixtures and fittings will be made. Upgrades to the shopping area on the ground floor of the Gate building are also planned.

QUALITY FACTOR	NO.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Travel safety	1	Overall perception of security checkpoint service for passengers and baggage	% of passengers satisfied	100.0	96.0
In-airport personal safety and safety of belongings	2	Overall perception of the level of safety for persons and belongings in the airport	% of passengers satisfied	100.0	96.0
Punctuality of service (and vehicles where applicable)	3	Overall punctuality of flights	% of flights on time, total departing flights	74.6	77.0
	4	Overall number of misdirected baggage items (not loaded for departure) where the airport operator is responsible	No. of baggage items not loaded for departure per 1000 departing passengers	6.7	4.0
	5	Length of time to deliver 1st baggage item from the arrival time of the aircraft on stand	Time in minutes from aircraft arrival on stand to baggage reclaim in 90% of cases (data from IT systems)	23' 48"	24'

QUALITY FACTOR	NO.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Punctuality of service (and vehicles where applicable)	6	Length of time to deliver last baggage item from the arrival time of the aircraft on stand	Time in minutes from arrival time on stand to baggage reclaim in 90% of cases (data from IT systems)	28' 36"	29'
	7	On board waiting time for disembarkation of first passenger	Waiting time in minutes from arrival at gate in 90% of cases	5' 43"	6'
	8	Overall perception of punctuality of airport services	% of passengers satisfied	98.7	93.0
Cleanliness and hygiene	9	Perception of the cleanliness and functionality of toilets	% of passengers satisfied	99.5	95.0
	10	Perception of level of cleanliness in the terminal	% of passengers satisfied	99.5	93.0
Level of comfort at the airport	11	Perception of the availability of baggage trolleys	% of passengers satisfied	99.3	94.0
	12	Perception of the efficiency of passenger transport (e.g. escalators, lifts, shuttles, etc.)	% of passengers satisfied	98.5	92.0
	13	Perception of the efficiency of air conditioning	% of passengers satisfied	99.3	95.0
	14	Perception of the overall level of comfort in the terminal	% of passengers satisfied	88.9	87.0
Additional services	15	Perception of the wi-fi connection within the terminal	% of passengers satisfied	96.3	92.0
	16	Perception of the availability of locations to charge cell phones/ laptops in communal areas, where present	% of passengers satisfied	96.2	92.0
	17	Compatibility of bar opening hours with airport opening hours	% of passenger flights arriving/departing within bar opening times	100.0	100.0
	18	Perception of the suitability of the smoking area, where present	% of passengers satisfied	N/A	N/A
	19	Perception of the availability of free drinking water points, where present	% of passengers satisfied	N/A	N/A

2. SECTION II - SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	NO.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Additional services	20	Perception of availability/ quality/prices of shops and newsagents	% of passengers satisfied	99.7	94.0
	21	Perception of availability/quality/prices of bars and restaurants	% of passengers satisfied	99.1	92.0
	22	Perception of the availability of drinks/ snacks machines, where present	% of passengers satisfied	98.6	93.0
Customer information	23	Up-to-date and easy to use website	% of passengers satisfied	99.0	93.0
	24	Perception of the efficiency of information points in operation	% of passengers satisfied	92.5	92.0
	25	Perception of the clarity and effectiveness of signage within the terminal	% of passengers satisfied	98.7	92.0
	26	Perception of staff professionalism (info points, security)	% of passengers satisfied	99.4	95.0
	27	Overall perception of the effectiveness and accessibility of public information services (monitors, announcements, signage etc.)	% of passengers satisfied	99.6	95.0
Information at desks or checkpoints	28	Perception of ticketing service	% of passengers satisfied	95.6	90.0
	29	Waiting time at check-in	Waiting time in minutes in 90% of cases	10' 20"	10' 30"
	30	Perception of waiting time at check-in	% of passengers satisfied	99.1	94.0
	31	Waiting time at security	Waiting time in minutes in 90% of cases	4' 25"	5'
	32	Perception of waiting time at passport control	% of passengers satisfied	91.9	88.0
Transport links	33	Perception of the clarity and effectiveness of external signage	% of passengers satisfied	97.7	93.0
	34	Perception of the transport links between the airport and the city	% of passengers satisfied	96.7	92.0

SPECIAL ASSISTANCE

INTRODUCTION

The European regulation 1107/06 (from the DOC 30 ECAC and from the relevant ENAC circular) defines a person with a disability or a person with reduced mobility (PRM) as "any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers".

The EC Regulation 1107/2006 is based on the principle that these passengers have the same rights as non-disabled passengers – the right to free movement, freedom of choice and non-discrimination. It stipulates that disabled persons and persons with reduced mobility (whether due to a disability or other factors) can travel by air in the same or similar conditions as other passengers, without being excluded on the basis of their disability or physical condition, except for reasons which are justified on the grounds of safety and prescribed by law. The Regulation respects the fundamental rights of the European Union and observes the principles outlined in its Charter of fundamental rights.

Toscana Aeroporti offers special assistance without any additional cost, providing

trained staff and suitable equipment and methods of transport inside the airport terminal and around the aircraft.

INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) DISABILITY CODES

- WCHR (Wheel Chair Ramp): Passenger able to walk by him/herself inside the plane as well as walk up or down stairs, but who requires a wheelchair or other means of transport to move long distances inside the airport;
- WCHS (Wheel Chair Stair): Passenger able to walk by him/herself inside the plane, but who cannot walk up or down stairs and who requires a wheelchair or other means of transport to move inside the airport;
- WCHC (Wheel Chair Completely): 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 visual impairment;
- DEAF/BLIND: Passenger with visual and hearing disability who requires the assistance of an accompanying person to move about;
- STCR: Passenger who can only be transported on a stretcher;
- MEDA: Passenger who requires medical assistance;
- MAAS: All other passengers in need of special help not covered by other



2.2

points listed;

- DPNA: Passenger with intellectual or developmental disability requiring assistance.

SERVICES AVAILABLE IN THE TERMINAL

Firenze Airport provides the following dedicated facilities to disabled or reduced mobility passengers:

- 6 reserved, free-of-charge parking spaces (for disabled badge holders) next to the entrance/exit doors and two parking spaces near the taxi area;
- 13 reserved, free-of-charge parking spaces in the long-stay car park (for disabled badge holders);
- Wheelchairs available within the terminal;
- Airport first aid/medical service;
- Dedicated toilets;
- Accessible ATM;
- Alternative routes through security (to enable passengers with pacemakers and wheelchairs to carry out these checks);
- 'Ambulift' service - Elevating platform to enable aircraft boarding for wheelchair passengers, together with other special vehicles.

REQUEST FOR ASSISTANCE

Assistance is guaranteed to disabled or reduced mobility passengers within the waiting times outlined by legislation and without any additional cost. Assistance (for departures and arrivals) will be granted when it has been explicitly requested and specified by the passenger at the moment of booking the flight from the air-

line/travel agent/tour operator (or in any case at least 48 hours before the departure of the flight in question).

Passengers may advise the airport of their arrival at the terminal via the external call points or at check-in within the timescales required by the airline (or at least 1 hour before the departure of their flight). They will then be accompanied throughout the necessary pre-flight procedures and at arrival, in accordance with the timescales defined by legislation (DOC 30 ECAC). If assistance services have not been pre-booked (or have been booked later than the 48 hours stipulated), Toscana Aeroporti guarantees the same assistance services, but with longer waiting times (as long as there are suitable seats still available on board the flight).

ASSISTANCE

At departure - staff are available at the airport (at no additional cost) to personally accompany passengers during pre-boarding procedures, from the moment of arrival at check-in (or designated areas) through customs, security and during any potential periods of waiting (if required), and boarding the aircraft (including use of elevating platforms).

Staff are committed to meeting every reasonable request from passengers, to offer a complete, continuous and efficient service throughout the entire departure process within the terminal.

At arrival - staff are available at the airport to assist passengers during all the processes following arrival at the airport, from the moment of disembarkation (via elevating platform) to baggage reclaim,

and from customs to their ongoing transport at the arrivals area of the passenger terminal (or designated area).

CALL POINTS

Passengers should alert the airport to their presence using one of the following call points:

- Call points located in front of the terminal in departures and/or arrivals;
- Customer Service desk;
- Check-in desk;
- Lost & Found Office;
- Parking kiosk;
- Help phone in the area dedicated to PRM in the departure lounge.

Passengers requesting assistance from a call point will be met there by dedicated, trained staff to assist them throughout the pre-departure procedures.

Dedicated 'priority' seating is available to disabled or reduced mobility passengers within the terminal, identifiable by appropriate signage.

DISABLED MINORS

Minors with disabilities or reduced mobility will be provided with assistance as all other PRM. Procedures in place for unac-

companied minors will be put into action where necessary, in line with the passenger's requirements as verified by check-in (or other) airport staff.

TRAVELLING WITH A WHEELCHAIR

To ensure the best possible travel experience, reduced mobility passengers travelling with a wheelchair should let the airline know the type, weight and dimensions of the wheelchair at the time of booking, or least 48 hours prior to departure.

Batteries for electric wheelchairs must be disconnected prior to checking in the wheelchair as hold baggage in line with safety requirements.

For further information relating to special assistance, passengers may write to: tos.flr@toscana-aeroporti.com or call 055/3061709.

The following are the six quality indicators for services to PRM:

- Efficiency of assistance services;
- Safety of the person concerned;
- In-airport information;
- Communication with passengers;
- In-airport comfort;
- Conduct/behaviour.

2. SECTION II - SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	NO.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Efficiency of assistance services	1	For departing PRM where prior notification has been given: Waiting time to receive assistance from designated points in the airport (where pre-notified)	Waiting time in minutes in 90% of cases	5' 50"	8'
	2	For departing PRM where prior notification has not been given: Waiting time to receive assistance from one of the airport's designated PRM points, once they have let the airport know they have arrived	Waiting time in minutes in 90% of cases	5' 36"	8'
	3	For arriving PRM where prior notification has been given: Waiting time on-board for the PRM to disembark the aircraft after the last passenger has disembarked	Waiting time in minutes in 90% of cases	5' 03"	8'
	4	For arriving PRM where prior notification has not been given: Waiting time on-board for the PRM to disembark the aircraft after the last passenger has disembarked	Waiting time in minutes in 90% of cases	7' 11"	8'
Safety of the person concerned	5	Perception of the condition and functionality of the vehicles/equipment provided	% of PRM satisfied	100.0	95.0
	6	Perception of the training and competence of staff	% of PRM satisfied	100.0	95.0
In-airport information	7	Accessibility: amount of essential information accessible to visually impaired, hearing impaired or reduced mobility passengers in relation to the total amount of essential information	% of essential information which is fully accessible in relation to the total amount of information	97.9	95.0
	8	Completeness: information and instructions about services offered in accessible format	% of information/instructions about services offered in accessible format in relation to the total	97.9	95.0
In-airport information	9	Perception of the effectiveness and accessibility of in-airport information, communications and signage	% of PRM satisfied	99.4	95.0

QUALITY FACTOR	NO.	INDICATOR	UNIT OF MEASUREMENT	2017 RESULT	2018 OBJECTIVE
Communication with passengers	10	Number of responses given within the agreed timescales compared with the total number of requests for information	% of responses given within the agreed timescales in relation to the total number of requests for information	100.0	95.0
	11	Number of complaints received as proportion of total PRM traffic	% of complaints received as proportion of total PRM traffic	0.03	0.04
In-airport comfort	12	Perception of effectiveness of PRM assistance	% of PRM satisfied	100.0	95.0
	13	Perception of the accessibility and usability of the airport infrastructure: parking, call points, courtesy areas, toilets etc.	% of PRM satisfied	99.4	95.0
	14	Perception of dedicated waiting areas (or rooms) for PRM	% of PRM satisfied	94.1	93.0
Conduct/behaviour	15	Perception of politeness of staff (info points, security, special assistance staff)	% of PRM satisfied	100.0	95.0
	16	Perception of professionalism of special assistance staff	% of PRM satisfied	100.0	95.0

Firenze Airport has implemented a system to receive and reply to requests, suggestions and complaints from passengers and other customers in line with Toscana Aeroporti's integrated management system for quality assurance. All communications are given careful attention by company management.

Toscana Aeroporti has provided the following ways of contacting Firenze Airport:

- Via the suggestions/complaints form available inside the Guide to Services, sent by post to Toscana Aeroporti S.p.A, Piazzale d'Ascanio 1 – 56121 Pisa, or by email to ambiente@toscana-aeroporti.com
- Via the online form for suggestions and complaints, available on the Firenze Airport website in the 'Service Charter' section
- Via email at info@aeroporto.firenze.it for any other kind of communication.

Toscana Aeroporti will reply to clients who have left their contact details within 30 days of their initial communication.

With the aim of increasing the speed and effectiveness of verifying facts and providing responses, passengers are encouraged to provide a detailed account of events and copies of all documents relating to the communication (e.g. copies of air tickets, receipts etc.)

Each complaint will be dealt with individually by the appropriate Toscana Aeroporti office. After appropriate investigation, in cases where the airport operator is found to be responsible (for example for damage to property, injury, lack of PRM assistance, incorrect information provided to the public) the right to compensation will be assessed on a case-by-case basis,

including the amount and nature of compensation, taking any relevant insurance cover or airline involvement into account. With the aim of executing timely service quality control, Toscana Aeroporti will periodically provide summary reports of complaints received, listed by type and expanded to provide the most significant details. Passenger complaints relating to the violation of the Passenger Rights Charter should be forwarded directly to the airline with whom they have the transport contract.

Complaints about services provided by third parties will be forwarded by Toscana Aeroporti to the appropriate recipients. Toscana Aeroporti will monitor this process to guarantee a response for the passenger making the complaint.

In the case of criminal offences (for example theft or personal injury), Airport Police should be contacted.

COMMUNICATION

As part of protecting passengers, there is an ombudsman/conciliation office available in Florence. This office is a non-judiciary entity to resolve disputes between businesses and customers in an amicable manner. The advantages of this service include simple and informal procedures, a reduction in the time required to resolve disputes (maximum 60 days) and a reduction of the costs involved.

MEDIATION AND CONCILIATION OFFICE/FIRENZE CHAMBER OF COMMERCE

Tel: 055 2981268

Email: conciliazione@fi.camcom.it

OMBUDSMAN

Tel: 055 2387800

GETTING TO THE AIRPORT

Amerigo Vespucci (Firenze) airport is 4km from the centre of Firenze, and easily reachable from the city by car (taxi, chauffeured services and car sharing) and by bus. There is a half-hourly service ("Vola in bus") connecting the airport to the city centre. The journey between the airport and the "Sita" station (next to Firenze Santa Maria Novella rail station) takes around 20 minutes. The airport is well-connected to national road, motorway and rail networks.



BY CAR

The airport is only 4km from the city and is easy to get to by car. From the city take *viale Alessandro Guidoni* until you reach the motorway junction Firenze Nord/Firenze Mare (A1 and A11). The airport is well-linked to other locations in Tuscany, thanks to its location near the junction.

BY BUS



Bus stop (Firenze):

- via Santa Caterina da Siena, 17
- Tunnel FS



Weekday and Sunday/public holiday timetable:

From 05:00 to 20:00
(every 30 minutes),
from 20:00 to 24:00
(every 60 minutes)



Operator:

Busitalia Nord
800-373760
www.fsbusitalia.it



Journey time:

20 minutes



TAXI, CHAUFFEUR AND CAR SHARING SERVICES

TAXI

Taxi ranks are available close to the terminal, and local companies can also be booked by telephone on: **055 4242 - 055 4390 - 055 4798**.

There is a fixed rate for journeys between the airport and the city centre and main hotels, while other destinations are subject to the fees as displayed inside the taxi. The journey time between the airport and Firenze city centre may vary according to traffic conditions, but is on average around 15 minutes.

TAXI FEES	
From the AIRPORT to the CITY CENTRE and MAIN HOTELS	
fixed fee	€ 22.00
sunday and public holidays (daytime)	€ 24.00
night	€ 25.30
Luggage supplement (max 7 pieces)	€ 1.00
For other destinations please see the fees as displayed inside the taxi. For these destinations, there is an airport supplement of €2.20	
CALL	
055 4242 - 055 4390 - 055 4798	



CHAUFFEUR SERVICE

The following companies at the airport offer cars for hire with drivers:

CO.A.VE

Opening hours: 08:00 to 20:00 / Tel: 055 340159 / Fax: 055 318323

GIULIANI

Opening hours:

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

CAR SHARING

The car-sharing service is operated by **Car2Go** and **Share'ngo**. Cars are located in the short-stay P1 car park located in front of the terminal arrivals area.



CAR RENTAL

Car rental services are located close to the airport in *via Palagio degli Spini*. There is a free shuttle bus service between the terminal and car rental area which runs approximately every 20 minutes. The stop for the shuttle is in the short-stay car park, just outside the terminal.

You can also hire a car directly from the airport website.

The following companies provide car hire at Firenze Airport:

AUTO EUROPA / SICILY BY CAR

Opening hours: 08:00 to 23:00

Sunday 08:00 to 21:00

Tel: 055.3436031



3

AVIS

Opening hours: 08:00 to 23:00

Tel: 055.315588



SIXT

Tel: 199.291929



EUROPCAR

Opening hours: 09:00 to 23:00

Tel: 055.318609



HERTZ / DOLLAR / THRIFTY / FIREFLY

Opening hours: 08:30 to 22:30

Saturday and Sunday: 09:30 to 22:30

Tel: 055.307370



MAGGIORE

Opening hours: 08:30 to 22:40

Tel: 055.311256



WINRENT

Opening hours: 08:30 to 21:30

Sunday 08:30 to 13:00 and 16:00 to 20:00

Tel: 055.309790



GOLDCAR

Opening hours: 08:00 to 23:00

Tel: 199.151151



LOCAUTO / ENTERPRISE

NATIONAL / ALAMO

Opening hours: 08:00 to 23:00

Tel: 348.7815800



AIRPORT PARKING

There are short stay (P1) and long stay (P2) car parks in front of the passenger terminal.



You can pay for your parking using the automatic pay machines located in both car parks, or at the manned kiosk in P2. Free access is given to disabled parking spaces for disabled badge holders.

Parking costs vary according to the choice of car park and length of stay.

<div>P₂ LONG STAY CAR PARK</div>			
<div>FIRST 15 MINUTES FREE</div>	Up to 4 hours	Up to 2 days	
	€ 3 per hour	€ 40.00	
	From 4 to 12 hours	Up to 3 days	
	€ 12.00	€ 45.00	
	From 12 to 24 hours	From 4 days	
	€ 24.00	€ 12.00 per day	
<small>Apart from the first hour, the first four hours of the first 2 days and the first 2 hours of any day thereafter are calculated in 30 minute increments.</small>			

<div>P₁ SHORT TERM PARKING</div>			
Up to 10 minutes	Up to 1 hour		
Free	€ 4.00		
Up to 30 minutes	2-7 hours		
€ 3.00	€ 3.00/hour		
<hr/>			
1 st day & subsequent ones			
€ 30.00/day			

IN-AIRPORT INFORMATION

TOURIST INFORMATION

The tourist information desk (managed by APT Firenze) is located to the left of the arrivals area and is open to the public from Monday to Sunday from 09:00 until 19:00 (closed on Easter Day, Christmas Day and the 1st of January).

A large range of leaflets and printed material is available (guides, city and provincial maps, events calendars etc.) in addition to updates about flights.

TOURIST INFORMATION CONTACTS

Tel and Fax: 055 315874

Email: infoaeroporto@comune.fi.it

TOSCANA AEROPORTI CUSTOMER SERVICE OFFICE

Tel: 055 3061830

WEBSITE

www.toscana-aeroporti.com

For real-time flight status information, you can register your contact details on the

website – the system will send you messages about your flight.

WI-FI

There is a free Wi-Fi service for up to four hours available across the passenger terminal. To access the internet or download email, enable the wireless network search option on your Wi-Fi enabled device and connect to "Airport-Free-Wifi".

TOSCANA AEROPORTI APP (DOWNLOADABLE FROM PLAY STORE AND APPLE STORE)

The new official Toscana Aeroporti app has been launched, usable on Android and iOS devices. The app provides information about Pisa and Firenze airports, including:

- Real-time arrivals/departures information
- Transport information to and from the airport
- Information about services, shops and catering
- Airport and flight news



AIRPORT SERVICES

AIR TICKET OFFICE

The Alisud ticket office is located on the first floor of the passenger terminal. It is open from 04:30 until the departure of the last flight.

LOST LUGGAGE

For help with lost luggage, go to the Lost & Found desk situated in the baggage re-

claim area to begin locating your luggage. The Lost & Found service will endeavor to locate baggage for the first five days, delivering found luggage to the address required by the owner. Once the process has been initiated passengers will be kept up to date on progress via an SMS service. Beyond this 5-day period, passengers must approach the airline they travelled with for further information. Real time information on luggage location can also be

viewed by inserting a code on the appropriate website page.

LOST LUGGAGE

Tel: 055 3061300

Opening hours: 08:00 to 09:00 and 15:00 to 16:00

Fax: 055 3061664

LEFT LUGGAGE SERVICE

Not provided

BAGGAGE WRAPPING

This service is located on the first floor of the terminal in the check in area, operated by TrueStar SecureBag. It is available from the opening of the first check-in until closing of the last check-in.

BAGGAGE TROLLEY SERVICE

Free of charge

OUR VIP CLUB LOUNGE

This lounge provides guests with an area to relax or work before boarding their flight. It is located on the first floor of the terminal, in departures.

Guests may use the self-service open bar, browse a wide range of magazines and newspapers (In Italian, English, French,

German and Spanish). They also have use of the free Wi-Fi service and access to SKY TV. The lounge also provides a workstation equipped with an internet-enabled computer. Access to the lounge is restricted to those with boarding passes valid for this service, and to members of accredited programs (Priority Pass, Lounge Club, Lounge Pass, Diners Club International, LoungeKey, Dragon Pass and GIS). Passengers may also purchase one-off tickets to the VIP lounge from the Alisud ticket office, and from the Giunti bookshop located after security.

VIP ASSISTANCE

To organize assistance for VIPs contact vip@toscana-aeroporti.com

AIRPORT FIRST AID

This service is located on the ground floor of the terminal and is in operation during all airport opening hours.

CARGO

Situated next to the terminal on *Via del Termine*.

ALHA Air Lines Handling Agents S.P.A

Tel: 055 300559



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OTHER SERVICES

CATERING

In the retail area on the ground floor near check-in (also accessible to those not boarding flights), there are two bar/restaurants for customers. Bar Ristorante Baccanale Firenze offers coffee and a selection of quick meals with authentic Tuscan flavours (open throughout airport opening hours). PEZZOFORTE offers international cuisine and healthy food in a modern and sophisticated setting.



After check-in, a MyChef outlet offers lunches and dinners, with seating next to large windows offering views of the runway. The service is in operation during all airport opening hours, until the departure of the last flight.

MyChef

CASH MACHINES

There are two cash machines in the departures area next to Customer Service. One of these is accessible for passengers with reduced mobility.

There is one cash machine in the gate area.

CURRENCY EXCHANGE AND IVA (SALES TAX) REFUNDS

Best & Fast Change offers an in-airport currency exchange service, in the departures area on the ground floor. You can

also carry out tax refunds through Premier Tax Free. Global Blue (for sales tax refunds) is on the first floor, close to the check-in desks.

BEST AND FAST CHANGE

The in-airport branch offers various services:

- Buying and selling foreign currency in cash
- Purchase of traveller's cheques in euros and other currencies
- Currency exchange via the major credit cards
- Online currency booking
- B.Fast BUY BACK (repurchase of foreign currency)
- Premier Tax Free (sales tax refunds)

Tel: +39 055 341152 / +39 055 316083

Web: infoaeroporto@comune.fi.it



GLOBAL BLUE

Global Blue is a financial services company working with more than 270,000 tradespeople, brands and selected hotels in more than 40 countries throughout the world. It provides a range of services every day to over 38,000 travellers.

Tel: +39 055 375226

Web: www.globalblue.com



FACILITIES FOR BABY CHANGING

There are toilets and rooms at the airport with facilities for baby changing/nursing in the following locations:

- In the departures area on the ground floor next to Customer Service
- In the gates area next to the stairs up to the first floor of the terminal.

RETAIL AREA

The retail area at Firenze airport offers a selection of high-end travel retail brands. For information about shopping in the airport, please see the company's website.

PHONE/LAPTOP CHARGING POINTS

Inside the terminal there are many cell phone and laptop charging points available in the check-in area, at gates and at food and drink outlets.

SNACK VENDING MACHINES

There are several automatic snack and drink dispensers across the airport (in departures, arrivals and the boarding areas).

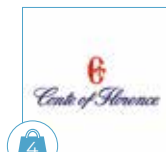
GROUND FLOOR

MARINA
MILITARE

+39

GIUNTI
AL PUNTO

INV OCCHIALI
INVISTA

CONTE OF
FLORENCE



DEPARTURES



ARRIVALS



CHAUFFEUR
CAR HIRE



CUSTOMS



LIFTS AND
STAIRS



BACCANALE
(BAR RESTAURANT)



FIRST AID



NON-SCHENGEN
PASSPORT CONTROL



TOILETS



CUSTOMER
SERVICE



TOURIST
INFORMATION (APT)



ESCALATORS



CASH MACHINES



LOST AND FOUND



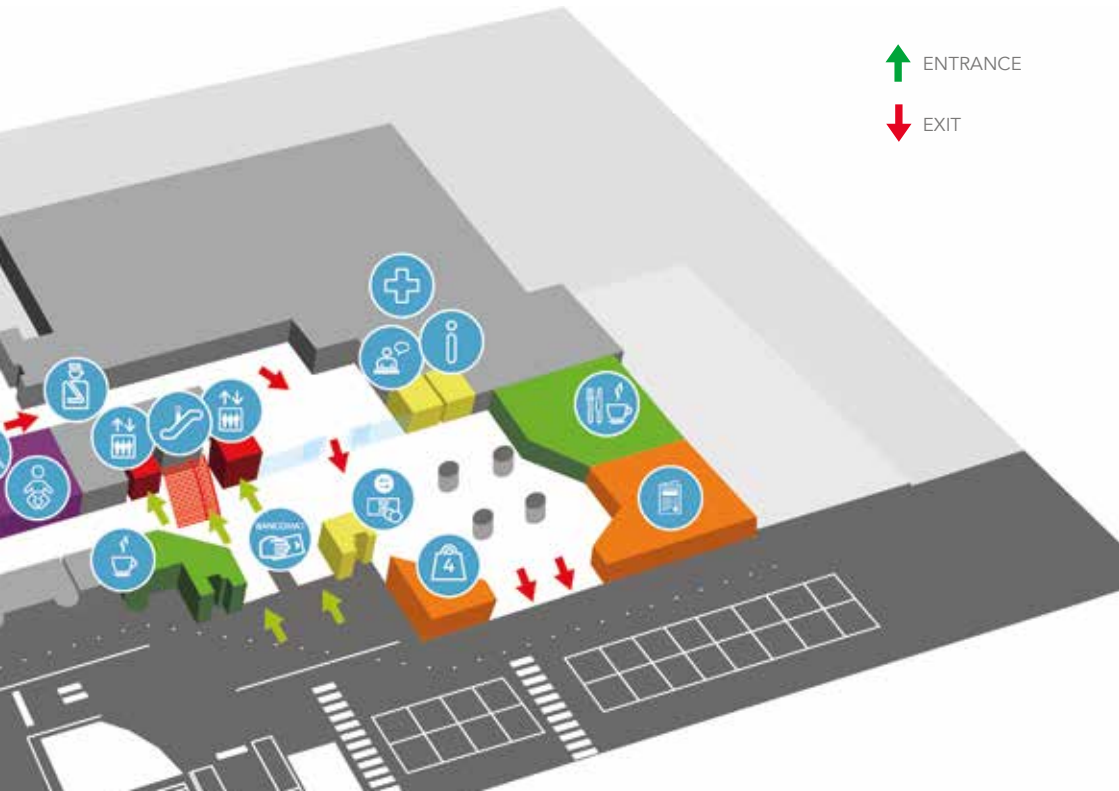
BABY CHANGING



ENTRANCE



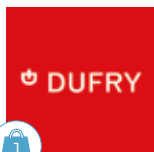
EXIT



FIRST FLOOR



GIUNTI
AL PUNTO



DUFY



SALVATORE
FERRAGAMO



ETRO



FURLA



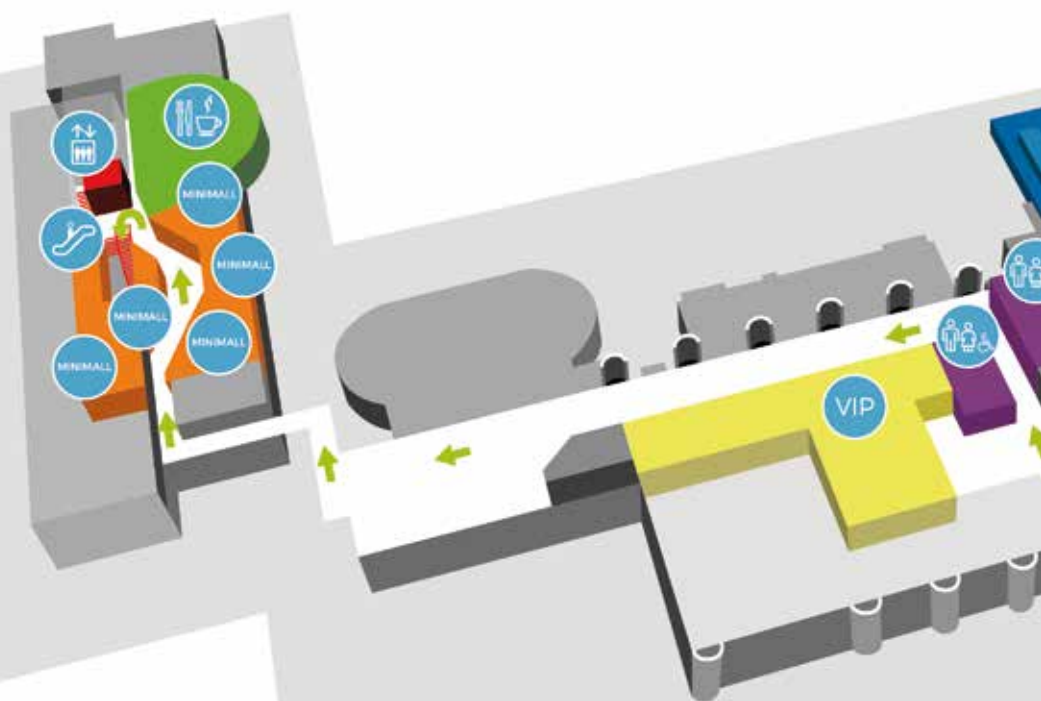
SWAROVSKI



MONNALISA



LEOPOLDA





CHECK-IN



BAGGAGE
WRAPPING
SERVICE



LIFTS AND
STAIRS



SECURITY
CONTROL



TOILETS



VIP CLUB ROOM



CUSTOMS



ESCALATORS



AIR TRAVEL
TICKET OFFICE



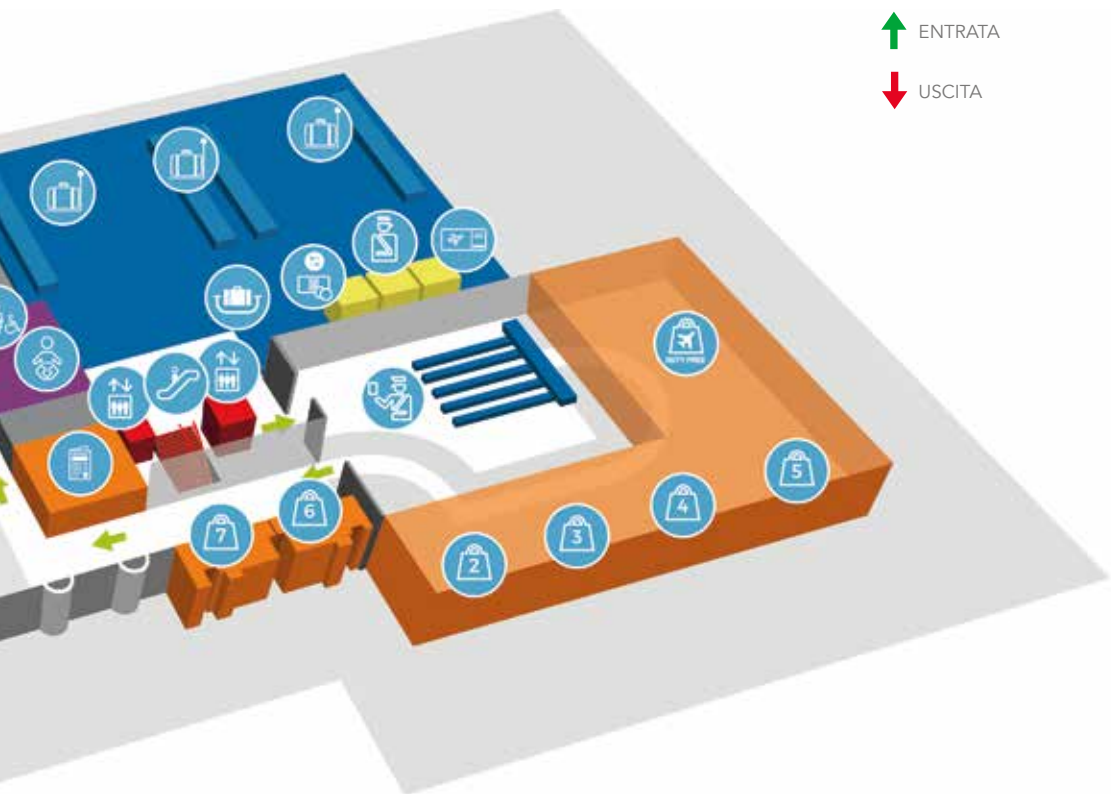
MY CHEF



GLOBAL BLUE
ITALIA



BEST AND
FAST CHANGE
(CURRENCY
EXCHANGE)



↑ ENTRATA

↓ USCITA



8

TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

The airport is open to the public every day from 04:00 until the arrival or departure of the last flight of the day. We suggest arriving at check-in with plenty of time to spare (as a general rule, at least 2 hours before scheduled departure), in line with instructions from the relevant airline.

AIR TICKETS AND ID DOCUMENTS

Make sure that you have correct, valid travel documents in accordance with the requirements of your destination: ID card, passport and any necessary visas. Check that the details on your ticket are correct (name, surname, destination, flight time and number). If there are any errors or if the flight destination has changed, let the relevant travel agent or airline know in advance.

TRAVEL DOCUMENTS

All passengers must be in possession of valid identification documents suitable for travel (passport or identity card), according to the regulations of the destination country.

It is the responsibility of every passenger to:

- Find out what kind of ID document is required for their destination;
- Ensure that their ID document is valid and not damaged/defaced;
- Ensure that they can display this document when they travel.

TRAVELLING WITH CHILDREN UNDER 18

From 27 June 2012, legislation came into force stipulating that minors can no longer

travel on one of their parents' passports. From this date, minors can only travel within and beyond Europe with a valid, individual ID document. Passports which feature details of minors remain valid for the holder until their normal expiry date. All Italian citizens under 18 must be in possession of an individual, valid ID document appropriate for travel to their destination – either a passport, or a valid ID card for travel within the EU.

UNACCOMPANIED MINORS

Minors travelling unaccompanied are subject to rules and restrictions outlined by individual airlines. For further information, see the relevant airline's website.

UNACCOMPANIED MINORS UNDER 14

On 4 June 2014, new procedures were introduced for minors under 14 travelling unaccompanied. In these cases, a parent or guardian responsible for the minor must sign a consent form provided by the area Police headquarters. The regulations require either a signed hard copy of the form, or the details of any relevant accompanying person on the minor's passport. For further information see the Italian State Police website. Before booking, parents/guardians should check whether the airline in question accept unaccompanied minors under 14.

HAND BAGGAGE AND SECURITY MEASURES FOR PASSENGERS

Each passenger may bring one piece of hand baggage on board. Weight restrictions vary according to individual airlines. Based on ENAC guidelines, the total

size (length) of hand baggage should not exceed 115cm. It is forbidden to carry prohibited articles in hand baggage, as per the regulations stipulated in Appendix 4-C of EU Regulation 1998/2015, and in the National Security Plan. It is prohibited to divide hand baggage, and to carry objects, packages and hold baggage for other people. For further information see www.enac.gov.it.

CHECKED-IN BAGGAGE

Checked-in baggage are pieces of luggage which the passenger presents at check-in to be placed in the aircraft hold. The permitted size of checked-in baggage (as per hand baggage) depends on each individual airline's regulations. In the case that baggage exceeds these maximum dimensions, an additional fee may be charged. We suggest contacting the airline directly for more information.

For safety reasons, no single piece of baggage must exceed 32kg.

TRANSPORTING ANIMALS

Pets brought into the airport must be kept on a lead and dogs should have a muzzle. Alternatively, they should be kept inside a suitable carrier.

Passengers should note that every airline has different regulations regarding the transport of animals. For further, detailed information, see the official websites of the relevant airline.

Passengers may transport animals in the cabin or the aircraft hold, in accordance with the regulations and restrictions of the airline and airport of arrival.

The number of animals allowed on each

aircraft is limited, and check-in staff should check the necessary travel documents, confirm bookings for all sections of the journey to the final destination, and deal with payments due for the service.

These restrictions are not applicable to guide dogs, hearing dogs or emotional support animals (ESAs).

Don't forget to bring the animal's health documents, vaccine records and any certification required from the destination country. It is obligatory for passengers in charge of pets to bring everything they need to clean up/remove any animal excrement.

PASSENGER HEALTH, CUSTOMS AND SAFETY PROCEDURES

For details of the main regulations in force, passengers should refer to the relevant government websites (Customs and Monopolies agencies, State Police and Ministry of Health).

We recommend the website www.viaggiare-sicuri.it for appropriate advice and precautions for each travel destination. For information about customs, see www.agenziadoganemonopoli.gov.it to read the Traveller's Customs Charter. For travel health advice, see the USMAF section of the Ministry of Health website www.salute.gov.it. For information about transporting plants or animals, check the website www.enac.gov.it.

For information about documents required for travel, visit the "Polizia di frontiera" (Border Police) section on the website www.poliziadistato.it.

USEFUL CONTACT NUMBERS - FIRENZE

ENAC: +39 055 31 71 23

AVIATION BORDER POLICE:

+39 055 30 33 61

REVENUE PROTECTION:

+39 055 27 45 334

AIR HEALTH OFFICE:

+39 055 30 61 622

CUSTOMS: +39 055 73 66 297

FIRE SERVICE: +39 055 24 901

CHECK-IN

WHERE

There are 40 check-in desks on the first floor of the passenger terminal. The check-in area is accessible via 3 lifts, an escalator and stairs from the ground floor in the departures area of the new terminal.

WHEN

Check-in times vary according to each air-

line and is usually indicated on the travel ticket. Normally, check-in is open from 2 hours to 2 hours and 30 minutes before the scheduled departure time. If you have not already printed your boarding pass, we suggest arriving at check-in 2 hours before departure to allow time for all the pre-departure procedures.

SELF CHECK-IN

Some airlines provide self-service check-in kiosks where you can print your boarding pass. You should report to the check-in desk of the relevant airline if you need to check in luggage.

WEB CHECK-IN

Most airlines provide online check-in. We suggest checking your airline's website for further information.

AIRLINES

Listed below are the airlines operating at Firenze airport:

AIR DOLOMITI

INFO/BOOKING

Tel: +39 045/288.614.0

**AIR FRANCE**

INFO/BOOKING

Tel: 848/884.466

(mon-fri 8.45-19.30/sat 9.00-13.00)

**AIR MOLDOVA**

INFO/BOOKING

Tel: 199/201.701

**ALBAWINGS**

INFO/BOOKING

Italy +39 06/98.956.666

Albany +355 44.500.130

Call Center (8.00-20.00)

**ALITALIA**

INFO/BOOKING

Tel: +39 06/222.2

**AUSTRIAN AIRLINE**

INFO/BOOKING

Tel: +39 02/896.342.96

(mon-fri 9.00-12.30/14.30-17.30)



BLUE AIR

INFO/BOOKING

Tel: 06/487.713.55

(mon-fri 9.00-18.00)



BRITISH AIRWAYS

INFO/BOOKING

Tel: 02/69.63.36.02

(mon-fri 9.00-18.00 sat 9.00-14.00)



BRUSSELS AIRLINES

INFO/BOOKING

Tel: 899.800.903



CITYJET

INFO/BOOKING

Tel: 848.88.44.66

(mon-fri 8.00-20.00 sat 9.00-17.30)



EUROWINGS

INFO/BOOKING

Tel: 199.257.013



IBERIA

INFO/BOOKING

Tel: 199/101.191

Italian: 9.00-20.00 Lt - Mon a Sun

Spanish: 00.00-24.00 Lt - Mon a Sun

English: 00.00-24.00 Lt - Mon a Sun



KLM

INFO/BOOKING

Tel: 892.057

(mon-fri 8.00-20.00 sat-sun 9.00-17.30)

**LUFTHANSA**

INFO/BOOKING

Tel: 199/400.044

**SWISS INTERNATIONAL AIRLINES**

INFO/BOOKING

Tel: +39 02/696.820.70

**TAP AIR PORTUGAL**

(Operativa dal 10 giugno 2018)

INFO/BOOKING

Tel: +39 02/696.823.34

**TUI FLY (Operativa dal 2 aprile 2018)**

INFO/BOOKING

Tel: +32 70.22.00.00

(mon-fri 8.00-22.00

sat 9.00-22.00 sun 10.00-22.00)

**VUELING**

INFO/BOOKING

Tel: 899.234.555



FORMS FOR SUGGESTIONS OR COMPLAINTS

Dear customer,
Thank you for contacting us. Your feedback helps us to identify ways to improve our service.
Please complete the form below.

Which airport are you contacting us about:

- ☐ FIRENZE AIRPORT
☐ PISA AIRPORT

Please tick to indicate the reason for contacting us:

- ☐ COMPLAINT
☐ SUGGESTION

Please indicate which service your complaint/suggestion is related to:

- ☐ Check-in/Boarding
☐ Level of comfort in the airport
☐ Security
☐ Cleanliness and toilets
☐ Lost property
☐ Airport operations
☐ Bar/Restaurant services
☐ Safety of persons and belongings
☐ Shops
☐ Environmental/social issues
☐ Transport to/from the airport
☐ Parking
☐ Services for Passengers with Reduced Mobility
☐ Customer information
☐ VIP room
☐ Airlines
☐ Car Rental

Personal Details:
NAME/SURNAME

ADDRESS

CITY/COUNTRY

TELEPHONE

E-MAIL

Please describe the nature of your complaint/suggestion:

I agree to the terms and conditions of the processing of personal data in line with article 7 of Legislative Decree 196/03

DATE AND SIGNATURE

Please send the completed form back to us via any of the following:

E-MAIL:

Qualita.ambiente@toscana-aeroporti.com

POST:

Toscana Aeroporti S.p.A.

FIRENZE AIRPORT – Aeroporto Amerigo Vespucci, Via del Termine 11, 50127, Firenze

PISA AIRPORT – Aeroporto Galileo Galilei, Piazzale D'Ascanio 1, 56121, Pisa



Switchboard

Tel. 055.3061.5

Address

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