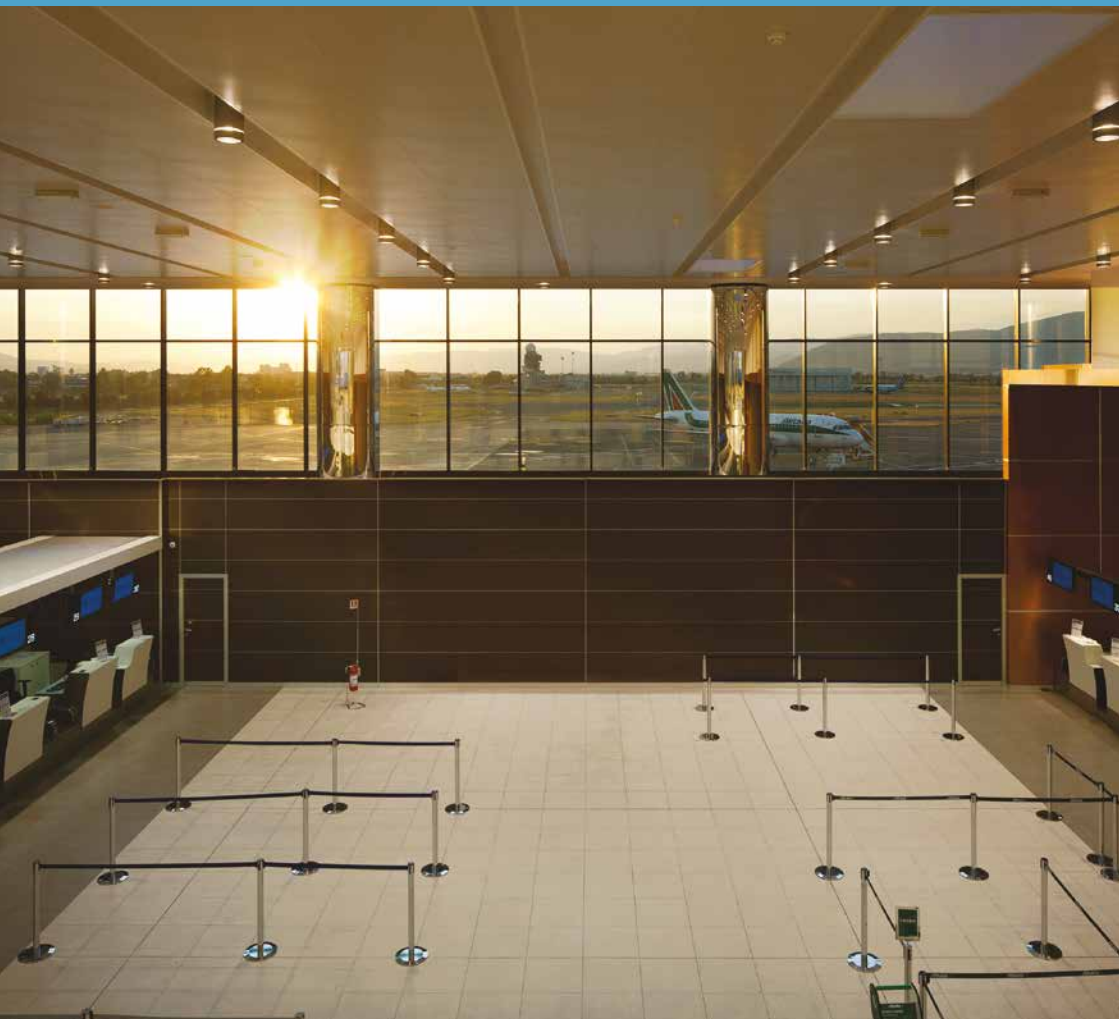


SERVICE CHARTER 2019



THE 2019 SERVICE CHARTER

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TOSCANA AEROPORTI

Toscana Aeroporti S.p.A., the company that manages the **Florence** and **Pisa Airport**, was incorporated on 1 June 2015 through the merger of AdF - Aeroporto di Firenze S.p.A. (the company managing the Amerigo Vespucci Airport of Florence) with SAT - Società Aeroporto Toscano S.p.A. (the company managing the Galileo Galilei Airport of Pisa).

Following the merger of the two airport companies, the integrated airport system of Tuscany was set up which, through the different specialisations of the Florence and Pisa Airports and their ongoing development thanks to important infrastructural investments, strives to satisfy the unmet demand for flights in this Region, today estimated as approximately 50%, and to create an authentic gateway into Tuscany.

In the long term, Toscana Aeroporti intends to reach more than 130 destinations around the world by 2029, with 45 airline companies and 160 flights daily. Both airports will maintain their specific air traffic specialisation: the Vespucci airport continues to develop business and leisure traffic through the full-service carriers, connecting up to the main European hubs; the Galilei airport gives priority to tourist traffic operated by low-cost carriers, and cargo flights, and it will also concentrate on the development of intercontinental flights. With 8,1 million passengers

transported in 2017 and 95 destinations served by 37 airline companies, Tuscany can count on one of the most important airport systems in the country, capable of acting as a driving force for the economic development of the territory which is acclaimed as one of the most famous and appreciated regions in the world.

Toscana Aeroporti is responsible for the following activities:

- Planning, implementation and maintenance of the airport infrastructures (runways, aprons), the terminals and the other infrastructures used by passengers and operators;
- The development of commercial activities (stores, bars and restaurants, etc.);
- Other airport services operated by third parties (tourist information, VAT reimbursement service, etc.).

In both the Pisa and Florence airports, the handling activities are carried out by Toscana Aeroporti Handling Srl, a company established in 2018 and 100% controlled by Toscana Aeroporti SpA, in the aim of providing ground handling services to airlines (acceptance, boarding and disembarking of passengers, loading and unloading of baggage, loading and unloading of cargo and mail, assistance to aircraft during parking) in line with the quality standards set by the companies, and ensuring the highest level of quality of the services, constantly verified by audits and



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inspections by both customers-carriers and by Toscana Aeroporti itself.

Finally, Toscana Aeroporti Engineering is active in the design and construction of

airport infrastructures (runways, aircraft aprons), terminals and other infrastructures used by passengers and operators at the Florence and Pisa Airports

OUR 2019 SERVICE CHARTER

The main objective of Toscana Aeroporti is to guarantee efficient and reliable services for passengers, as well as to interpret the needs expressed by its stakeholders, and grasp their implicit needs, taking steps to constantly satisfy them in full. Guided by this objective, Toscana Aeroporti adopts the principles, standards and solutions that constitute the international "best business practices" for social responsibility, equality, impartiality and non-discrimination, as well as for the protection of health, safety, the environment, and for the quality management of the services provided. Toscana Aeroporti intends to consolidate its own com-

mitment for the continual improvement of its performance, and for this reason it applies an integrated Quality System in compliance with the provisions established by the UNI EN ISO 9001:2015 standard, and BSI OHSAS 18001 standard of Social Responsibility, in compliance with the SA8000 standard of environmental management in compliance with the requirements of the UNI EN ISO 14001 standard.

The Service Charter of the Florence Airport is published by Toscana Aeroporti to communicate to passengers the quality levels of the services offered in the context of its quality management system and in compliance with the general reference framework set out in the Service Charter of the Transport sector (DPCM 30.12.1998).

SERVICES AND USEFUL INFORMATION FOR PASSENGERS

All information regarding the services offered by Toscana Aeroporti are available on the Company's website at www.tosca-na-aeroporti.com, in the Florence Airport section. The complete list of the services offered can be found in the "Guide to the Services" attached to this Service Charter. Special attention is reserved for passengers with disabilities or reduced mobility: on the website there is a specific section containing all the useful information re-

garding the dedicated areas and airport services.

At the airport there is a free Wi-Fi connection service for 12 hours of navigation, via which it is possible to connect to the airport website to view the Service Charter and the Service Guide and to access the flight information in real time.

In the airport, information brochures on Passenger Rights are available for users in accordance with Regulations (EU) 261/2004 and 1107/2006, as well as all the information required by current legislation on air transport (prohibited items, internal signage for PRM – Passenger Reduced Mobility, passenger baggage info etc.).

The airport is open to the public every day

from 4.00 am until 12.30 am or until the time of arrival/departure 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 rates, public services (including taxis, chauffeur-services, car sharing and car rental) please consult the Guide to Service.

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



TEGRATED MANAGEMENT SYSTEM

Together with our Integrated Management System, we are committed to continuous improvement through the following key elements:

QUALITY

- Pursuing continuous improvement of the service we offer in terms of internal and external customer satisfaction.
- Ensuring internal efficiency through streamlining of the processes and organisational resources.
- Guaranteeing suitable and effective internal and external communications.
- Improving Toscana Aeroporti's visibility and image within the market.
- Consolidating and optimising airport

concessions through effective management of the existing infrastructures, identifying areas for expansion and infrastructure development to meet the needs of stakeholders

HEALTH AND SAFETY

- Preventing, through the Health and Safety Management system, the occurrence of accidents and injuries in the Toscana Aeroporti's area of responsibility (airport site and related areas under ownership) in performing the airport activities.
- Committing to acting fully in line with mandatory and non-mandatory regulations for health and safety relating to activities within the airport site managed by Toscana Aeroporti.
- Promoting best practice and adherence to international standards and procedures to third parties operating at

the airport, to ensure the health and safety of all airport users.

- Committing to periodic performance reviews to improve results in terms of protecting the health and safety of any persons present at the airport, whatever capacity, within Toscana Aeroporti's area of responsibility.
- Communicating the Toscana Aeroporti health and safety policies to all airport users, including passengers, employees, contractors and third parties.
- Providing the relevant organizational health and safety information to all interested parties: the National Health Service (ASL), the Fire Brigade (VVF), and the National Institute for the Prevention of Accidents (INAIL), public administrations, etc..
- Carrying out periodic revisions of the health and safety commitments to ensure they are in line with the airport's organisational and infrastructure development.

CORPORATE RESPONSIBILITY

- Not using or supporting the use of child labour or forced labour.
- Selecting, hiring, training, remunerating and managing employees without any discrimination.
- Ensuring a safe and healthy work environment.
- Guaranteeing that working hours, disciplinary procedures and remuneration systems are in line with legislation, relevant employment contracts, union agreements and industry standards.
- Protecting the right of freedom of association and the right to collective bargaining.
- Ensuring that suppliers, contractors and third parties adopt the same standards as Toscana Aeroporti whilst on the airport site.
- Aiming for continuous improvement of the system to manage Corporate Responsibility, adhering to national legislation and other international norms and procedures as listed in the SA8000 standard.

ENVIRONMENTAL POLICY

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

Over the 2018 financial year, Toscana Aeroporti 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 2019, Toscana Aeroporti has been implementing the Environmental Management System (EMS), for ensuring a correct monitoring system of the environmental aspects, preventing pollution and reducing the impact of the airport infrastructures under concession in the territory as much as possible. In fact, the EMS involves the measuring of environmental impact



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generated by the airport and aeronautical activities (including noise, energy consumption, waste), via the use of appropriate numerical indicators able to quantify the extent of the impact and adopt internal procedures to guarantee the implementation of appropriate actions in case of potential or effective onset of significant environmental impact.

The main objective of the company is to protect the environment, minimising its impact through the adopting of the latest technology and optimising the use of resources. Toscana Aeroporti is also committed to constantly improving its energy performance via the use of low-consumption lighting systems (e.g. LED technology, Building Management, photosensitive cells, etc.) as well as high-performance air conditioning systems. In relation to acoustic pollution, the airport has a system for monitoring noise levels at and around the airport and controlling compliance with for checking adherence to the noise limitation parameters for aircraft taking off, with any deviations communicated to the relevant authorities. Periodic reports with

the results of the acoustic monitoring as well as information regarding the central units located around the airport, are published in a special section on the Toscana Aeroporti website.

In terms of waste management, Toscana Aeroporti is committed to improving its waste management system and implementing differentiated collection. The company confirms its commitment to improve the waste collection and storage areas as well as the disposal methods and implementation of measures aimed at raising awareness of all the subjects operating within the airport environment. In fact, the company has involved in monitoring the production of waste by the food and retail sub-concessions, in relation to their observance of the instructions issued by Toscana Aeroporti concerning differentiated waste collection, requesting that all new contracts include an appropriate clause and providing instructions for the use of the areas allocated to waste storage. All special, dangerous and non-dangerous waste produced in the airport is managed in accordance with the legal provisions.

QUALITY INDICATORS

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 by analysing passenger perception of quality.

The following pages present the 2018 results and the objectives for 2019 in terms of qualitative and quantitative indicators, as laid out in the Airport Operator Service Charter, and in the GEN-06 and GEN-02A circulars as per the ENAC procedure.

Toscana Aeroporti has defined its objectives based on levels of passenger satisfaction in the previous year, measured through interviews with arriving and departing 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 2018 was carried out by an appropriate research organisation, with data collected from a representative sample of arriving and departing passengers.

Objectives for 2019 have been defined by taking into account that, for indicators showing actual values well above 95% - which is already an excellent result itself - objectives have been increased compared to 2018, and in some cases brought to values of over 95%. The indicators for which

we publish a 2019 objective exceeding 95% (indicators n. 1, 2, 26), i.e. an even greater objective than the "excellent" result of 95%, are indicators whose objective was already equal to, if not exceeding, 95% in 2018. For other indicators, such as n. 10, 11, 12, and 23, due to a very positive 2018 result, but with a 2018 objective below 95% (excellence), the 2019 objective was raised up to 95% compared to the previous year for indicators n. 10, 11, and 12, and to 94% for indicator n. 23. Where actual results have not reached the 2018 objective or have reached with reduced margins, the objectives of the previous year have still been confirmed. The management company agrees to consider the analytical data on satisfaction for a more effective assessment of the results of the Customer Satisfaction survey. As regards handling service time indicators, 2019 objectives have been defined by Toscana Aeroporti based on the actual performance recorded during the year, after analysing the data surveyed and in consideration of both traffic forecasts and the events that affected or will affect airport operations in the course of 2019.

During the survey, attention was paid to the global service provided by Toscana Aeroporti, as well as the additional services provided by other companies in the airport structure. The 34 indicators assessed were grouped into the 9 following quality factors, in line with the ENAC GEN-06 circular:

- Travel safety;
- Personal safety and safety of baggage/belongings;



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- Punctuality of the 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.
- Informing customers of the results achieved by updating the Service Charter on an annual basis.

In this way Toscana Aeroporti commits to:

-
- Establishing and publishing its service levels;
- Acting in pursuit of these levels;
- Consistently monitoring the service levels;

Completing the operations for revamping the airport areas for passengers after the security checks, in 2018 the availability of seating has been increased by 124 units in gate-access areas, with the installation of sofas also fitted with phone recharging points. In addition, the seating in the boarding areas has been replaced with seats fitted with phone recharging points. In relation to the toilets, in 2018 the Family Room was set up with 1 toilet for adults, 1 toilet for small children and a changing table.

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	PROPOSAL 2019 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	99,1	96,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	99,6	96,0
Regularity of service (and timeliness of anspotation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	68,2	77,0
	4	Global amount of baggage wrongly handled at departure (baggage not boarded) by the airport, only under the Operator's responsibility	n. of baggage units wrongly handled/1,000 departing pax	0,2	0,2
	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	24' 14"	24'

2. SECTION II - SERVICE CHARTER QUALITY INDICATOR

FATTORE DI QUALITÀ	NUM. INDIC.	INDICATORE	UNITÀ DI MISURA	RISULTATO 2018	OBIETTIVO 2019
Regularity of service (and timeliness of ansporation)	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	28'56"	29'
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	5' 11"	5' 45"
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	97,8	95,0
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	94,7	95,0
	10	Perception of global air terminal cleanliness	% of satisfied passengers	99,4	95,0
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	97,4	95,0
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	97,6	95,0
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	96,8	95,0
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	96,6	93
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	69,9	85,0
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	78,5	92,0
	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	100,0	100,0
	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.

2. SECTION II - SERVICE CHARTER QUALITY INDICATOR

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	PROPOSAL 2019 OBJECTIVE
Additional services	20	Perception of availability/ quality/prices of shops and newsagent's shops	% of satisfied passengers	95,5	94,0
	21	Perception of availability/ quality/prices of bars and restaurant	% of satisfied passengers	92,4	92,0
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	95,2	94,0
Customer information	23	Easy to browse and updated website	% of satisfied passengers	97,7	94,0
	24	Perception of effectiveness of operating info points	% of satisfied passengers	86,4	92,0
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	95,2	93,0
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	98,9	96,0
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	96,7	95,0
Desk/Gate services	28	Percezione sul servizio biglietteria	% of satisfied passengers	95,1	92,0
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	22' 38"	23'
	30	Perception of waiting time at check-in	% of satisfied passengers	97,0	94,0
	31	Waiting time at security checkpoint lines	Tempo di attesa in minuti nel 90% dei casi rilevati	5'49"	5'
	32	Perception of waiting time at passport control	% of satisfied passengers	86,4	88,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	88,0	93,0
	34	Perception of adequacy of city/airport connections	% of satisfied passengers	77,9	93,0

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 transport inside the airport terminal and around the airport.

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 and 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): immobilised 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 difficulties 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 around;
- 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 but not covered by other 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 (PRM) within the waiting times outlines by legislation and without an additional cost. Assistance (for departures and arrivals) will be granted when it has been explicitly requested and specified by the passenger when booking the flight from the airline/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 airport staff within the time-scales 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 onboard 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 hall.

PRM who have booked assistance and notified their arrival from one of the above call points, 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 inside the terminal, identifiable by appropriate signage.

DISABLED MINORS

Minors with disabilities or reduced mobility will be provided with the same assistance as all other PRM, Procedures in force for unaccompanied minors will be implemented where necessary, depending on the passenger's disability 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 at least 48 hours prior to departure. This information must be supplied to the airline company at the same time as making the booking.

In addition, if the wheelchair is battery-operated, during check-in the passenger must take care of disconnecting the power supply cables and the wheelchair must be arranged to ensure loading in the hold 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 passenger;
- In-airport information;
- Communication with passengers;
- In-airport comfort;
- Conduct/behaviour.

2. SECTION II - SERVICE CHARTER QUALITY INDICATOR

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	PROPOSAL 2019 OBJECTIVE
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	10' 21"	7' 30"
	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	11' 23"	8'
	3	For arriving PRM with pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	7' 10"	8'
	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	7' 02"	8'
Personal safety	5	Perception of the state and operating conditions of airport vehicles/equipment	% of satisfied PRM	99,7	96,0
	6	Perception of the adequacy of staff training	% of satisfied PRM	100,0	96,0
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	98,1	98,0
	8	Completeness: amount of information and instructions on the services offered, available in an accessible format over total amount	% information/ instructions concerning services in an accessible format over total amount of information/ instructions	98,1	98,0

FATTORE DI QUALITÀ	NUM. INDIC.	INDICATORE	UNITÀ DI MISURA	RISULTATO 2018	OBIETTIVO 2019
Information in the airport	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	98,6	95,0
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	100,0	97,0
	11	Numero di reclami ricevuti rispetto al traffico totale di PRM	% of complaints received over total PRM traffic	0,04	0,04
Comfort during stay in airport	12	Perception of effectiveness of PRM assistance	% of satisfied PRM	98,7	96,0
	13	Perception of the level of accessibility and usability of the airport infrastructure: parking, interphones, dedicated lounges, sanitary services, etc.	% of satisfied PRM	92,8	95,0
	14	Perception of spaces dedicated to PRM halls (e.g. dedicated lounge)	% of satisfied PRM	90,9	93,0
Relational and behavioural aspects	15	Perception of staff courtesy (infopoint, security, personnel dedicated to special assistance)	% of satisfied PRM	99,7	96,0
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM	% of satisfied PRM	99,7	96,0

Florence Airport has implemented the collection and response system for requests, comments and complaints from passengers and customers, in compliance with the Quality Integrated Management System of Toscana Aeroporti. All the communications are examined with the utmost attention by the top management of the company.

Toscana Aeroporti has implemented the following contact methods for the Pisa Airport:

- the form for suggestions and complaints, available in the Guide to the Services of this Service Charter, to be sent by mail to: Toscana Aeroporti S.p.A, Firenze, Via del Termine no. 11, or by email to ambiente@toscana-aeroporti.com;
- Online form to be filled in on the website of the Florence Airport in the section "Service Charter".
- The email info@aeroporto.firenze.it for every other type of communication.

Toscana Aeroporti will reply to clients who have left their contact details within 30 working 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 related to the communication useful for objective confirmation of the contents of the claim

(e.g. copy of airline tickets, receipts, etc.). Each complaint is analysed individually by the designated offices of Toscana Aeroporti; if the technical investigation reveals the responsibility of the Operator (e.g. damage to property, injury, lack of PRM assistance, incorrect information to the public) the same will evaluate, on a case-by-case basis, the individual cases giving entitlement to compensation, the different methods and amount of reimbursement, involving its own insurance reference, where applicable, and possibly the Airline company.

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 which they have stipulated 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 in order to guarantee a response for the passenger making the complaint.

In the case of criminal offences (e.g. theft or personal injury) the Airport Police should be contacted.

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 and a reduction of the costs involved.

MEDIATION AND CONCILIATION SERVICE/ FLORENCE CHAMBER OF COMMERCE

Tel: 055 2392134

Email: conciliazione@fi.camcom.it

OMBUDSMAN

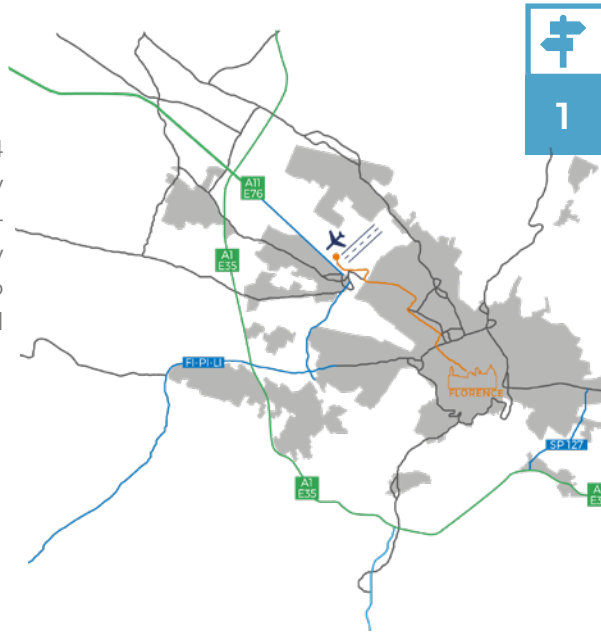
Tel: 055 2387800

Fax: 055 210230

Email: difensorecivico@consiglio.regione.toscana.it

GETTING TO THE AIRPORT

Amerigo Vespucci (Florence) airport is 4 km from the centre of Florence and easily reachable from the city by car (taxi, chauffeured services and car sharing) and by bus. The airport is also well connected to the main national road, motorway and rail networks.



BY CAR

The airport is only 4 km 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 proximity to the road junction.

BY BUS



Bus stop (Florence):
Santa Maria Novella
Station;
SITA Bus station



**Weekday, Sunday/
public holiday
timetable**
(every 30 minutes)
8:00 pm / midnight
(every 60 minutes)



Operator:
Busitalia Nord
800-424500
(from landline)
199-104245
(from mobile
against payment)
www.fsbusitalia.it



Journey time:
approx. 25 minutes

BUY TRAMWAY

From February 11th 2019 the new tramway connection T2 between the Florence airport and the City Centre is operational.

The new tramway service represents a comfortable and ecologic way of connection thanks to the stop close to the airport terminal, to the frequency and to the speed of the rides.

Airport - Florence Centre



Terminal at Florence
Airport
Airport terminal



Monday - Tuesday Timetable:

05.06 am - 11.59 pm

Friday - Saturday Timetable:

05.06 am - 01.44 am

Sunday and Holiday Timetable:

05.06 am - 11.59 pm

Frequency:

www.gestramvia.com



Company:

GEST

800.964424

199.229300 (mobile)

www.gestramvia.com



Transit time:

20 minutes

Florence Centre - Airport



Terminal in Florence
Piazza dell'Unità Italiana



Monday - Tuesday Timetable:

05.00 am - 00.25 pm

Friday - Saturday Timetable:

05.00 am - 02.00 am

Sunday and Holiday Timetable:

05.00 am - 00.25 pm

Frequency:

www.gestramvia.com



Company:

GEST

800.964424

199.229300 (mobile)

www.gestramvia.com



Transit time:

20 minutes

TAXI, CHAUFFEUR AND CAR SHARING SERVICES



2

TAXIS

Taxi ranks are located in front of the airport and can be called on "RadioTaxi" at the phone numbers of the various companies operating in the territory: [055 4242](tel:0554242) / [055 4390](tel:0554390) / [055 4798](tel:0554798).

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 on average is 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](tel:0554242) - [055 4390](tel:0554390) - [055 4798](tel:0554798)



CHAUFFEUR SERVICE

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

CO.A.VE

Opening hours: 8.00 am – 8.00 pm / Tel: [055 340159](tel:055340159) / Fax: [055 318323](tel:055318323)

GIULIANI

Opening hours: 9.00 am – 9.00 pm / Tel: [055 5001552](tel:0555001552) / Fax: [055 5001552](tel:0555001552) / Mobile: [330 271646](tel:330271646)

CAR SHARING

The car-sharing service is operated by Car2Go and Share'ngo.

Cars are located in the short-stay P1 car park in front of the arrivals area of the terminal.



3

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 which runs approximately every 15 minutes. The stop for the shuttle is in the short-stay car park, just outside the terminal.

In 2018, the area of Palagio degli Spini underwent important development of the new offices of the car rental companies which was completed in September, covering an overall surface area of 420 sqm. The goal was to improve the services to passengers and the work environment.

In 2019 further works will be carried out involving the renovation of the parking areas, increasing the parking spaces to 200 units, plus a new access control system and new signage.

It is also possible to hire a car directly from the airport website. The following compa-



nies provide car rental at the Florence Airport:

AUTO EUROPA / SICILY BY CAR

Opening hours: 8.00 am/11.00 pm

Sunday 8.00 am/9.00 pm

Telefono: 055.3436031



AVIS

Opening hours: 8.00 am/11.00 pm

Telefono: 055.315588



SIXT

Telefono: 199.291929



EUROPCAR

Opening hours: 9.00 am/11.00 pm

Telefono: 055.318609



HERTZ / DOLLAR / THRIFTY / FIREFLY

Opening hours: 08.30/22.30

Sat. & Sun. 9.30 am-10.30 pm

Telefono: 055.307370



MAGGIORE

Opening hours: 8.30 am/10.40 pm

Telefono: 055.311256



WINRENT

Opening hours: 8.30 am/9.30 pm

Sunday 8.30 am-1.00 pm/4.00-8.00 pm

Telefono: 055.309790



GOLDCAR

Orario: 8.00 am/11.00 pm

Telefono: 199.151.151



LOCAUTO / ENTERPRISE

NATIONAL / ALAMO

Opening hours: 8.00 am/11.00 pm

Telefono: 348.7815800



P

AIRPORT PARKING

4

There are short-term (P1) and long-stay (P2) car parks in front of the Passenger Terminal.



Per 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.

P₂ LONG STAY
CAR PARK

FIRST 15 MINUTES FREE 	Up to 4 hours: € 4,00/hour
	From 4 to 24 hours: € 24,00
	Up to 2 days: € 48,00
	From 3 days: € 12,00/day

P₁ SHORT STAY
CAR PARK

First 10 minutes	FREE
Up to 30 minutes:	€ 3,00
Up to 1 hour:	€ 4,00
From 1 to 7 hours:	€ 3,00/hour
1 st day and 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 9:00 am until 7:00 pm (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

Tel e fax: 055.315874

Email: infoaeroporto@comune.fi.it

TOSCANA AEROPORTI CUSTOMER SERVICE

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 12 hours available across the passenger terminal. To access the internet or download emails, enable the wireless network search option on your Wi-Fi enabled device and connect to the "Airport-Free-Wifi".

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

It is possible to download the official "Toscana Aeroporti App", available on both Android and iOS devices. The App provides information about the Florence and Pisa airports.

Thanks to the App it is possible to:

- Monitor departing/arriving flights from and to both airports;
- Obtain information about transport to and from the airports;
- Discover all the services, shops and bars and restaurants in the airports;
- Receive news about the airports and the flights.

AIRPORT SERVICES

AIR TRAVEL TICKET OFFICE:

The Alisud ticket office is located on the first floor of the Passenger Terminal, open from 4.30 am until the departure of the last flight for the day.

LOST LUGGAGE

For help with lost luggage, go to the Lost & Found desk situated in the baggage reclaim area to being locating your luggage. The Lost & Found service will endeavour to locate baggage for the first five days, delivering found luggage to the address indicated by the owner.

Once the process has been initiated, passengers will be updated via a text service. After this 5-day period, passengers must contact the airline they travelled for further information. They can monitor the progress of the search in real time by entering a code on the appropriate website page

LOST LUGGAGE

Tel: 055 3061300

Opening hours: 8.00 am - 9.0 am / 3.00 pm - 4.00 pm

Fax: 055 3061664

LEFT LUGGAGE SERVICE

Not available

BAGGAGE WRAPPING

Operated by Truestar SecureBag, this service is located on the first floor of the terminal in the check-in area. It is available from the opening of the first check-in until closing of the last check-in for the day.

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 organise 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 the airport opening hours.

CARGO

Situated next to the terminal in Via del Termine.

ALHA Air Lines Handling Agents S.P.A

Tel: 055 300559

OTHER SERVICES

BARS AND RESTAURANTS

In the retail area on the ground floor near the check-in desk (also accessible to those not boarding flights), there are two bars/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.

PEZZOFORTE



BACCANALE FIRENZE

After check-in, while waiting for your flight, a MyChef on the first floor, serves lunches and dinners while comfortably seated by the large windows overlooking the runway.

MyChef

ALocated in front of the boarding gate on the ground floor is the Buoni & Belli restaurant: the exaltation of typical Tuscan dishes from breakfast to snacks and lunches, with focaccia, antipasto platters, bruschetta, hot rolls and classical truffle rolls. Tuscan Italian wine-list. Open during

the airport opening hours until the departure of the last flight for the day.

Buoni & Belli
TUSCANY WINE BAR GOURMET

TOBACCO AND NEWSAGENT

Located before the security checks on the ground floor is the "Relay" convenience store, whereas the sales outlet "Giunti al Punto" is on the first floor after security where you can buy national and foreign newspapers magazines, as well as tobacco and cigarettes (currently only available at Giunti).

CASH MACHINES

There are two cash machines in the departure area. One of these is accessible for passengers with reduced mobility. Another cash machine is located in the gate area.

EXCHANGE AND VAT REFUNDS

Best & Fast Change offers an in-airport exchange service in the departure area on the ground floor. You can also obtain tax refunds with Premier Tax Free. Global Blue, for VAT refunds) is on the first floor near the check-in counters.

BEST AND FAST CHANGE

The in-airport services include:

- Buying and selling foreign currency in cash;
- Purchase of traveller's cheques in euro and other currencies;
- Currency exchange with the main credit cards;



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- Online currency booking;
- B.Fast BUY BACK repurchase of foreign currency;
- VAT refund service for Premier Tax Free;

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



BABY CHANGING AND NURSERY

The toilets on the ground floor in the departure and the gate areas are equipped with changing tables. There is also a nursery room in the toilets located in the check-in hall on the first floor.

COMMERCIAL GALLERY

The commercial gallery of the Florence Airport offers a selection of high-end travel retail brands. For information please see the company's website.

PHONE/LAPTOP RECHARGING POINTS

Inside the terminal there are many mobile phone and laptop recharging points available in the check-in hall, at the gates and in the food and drink outlets.

SNACK AND DRINK VENDING MACHINES

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

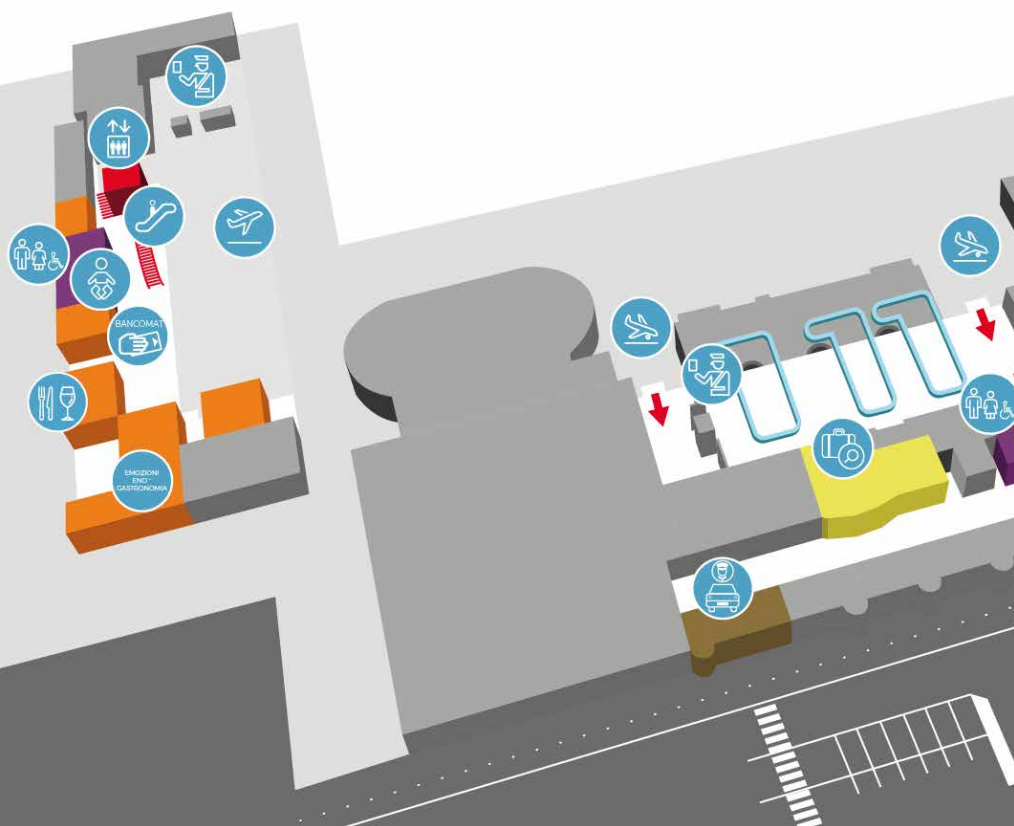
GROUND FLOOR



CONTE OF
FLORENCE



RELAY





DEPARTURES



ARRIVALS



CHAUFFEUR
SERVICE



CUSTOMS



LIFTS &
STAIRS



BACCANALE



MEDICAL
SERVICE



NON-SCHENGEN
PASSPORT CONTROL



TOILETS



CUSTOMER
SERVICE



TOURIST
INFORMATION(APT)



ESCALATOR



CASH
MACHINES



LOST AND FOUND



BABY CHANGING



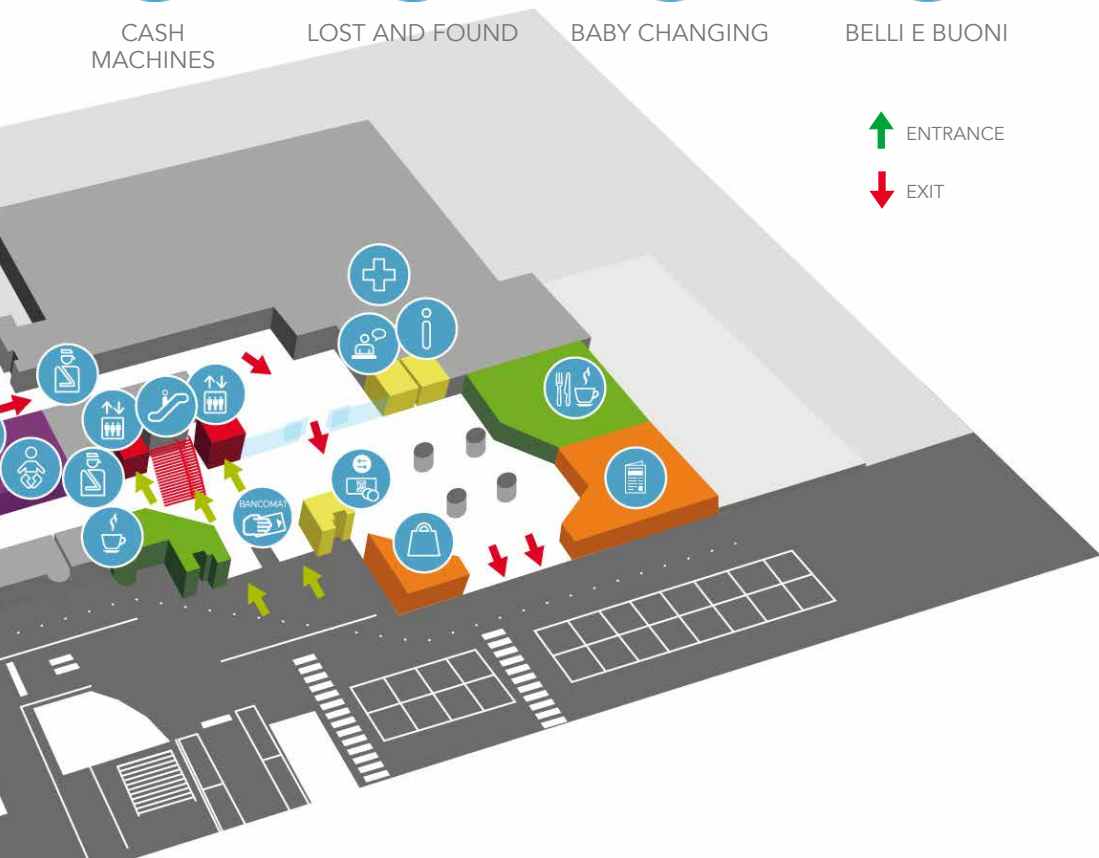
BELLI E BUONI



















ENTRANCE

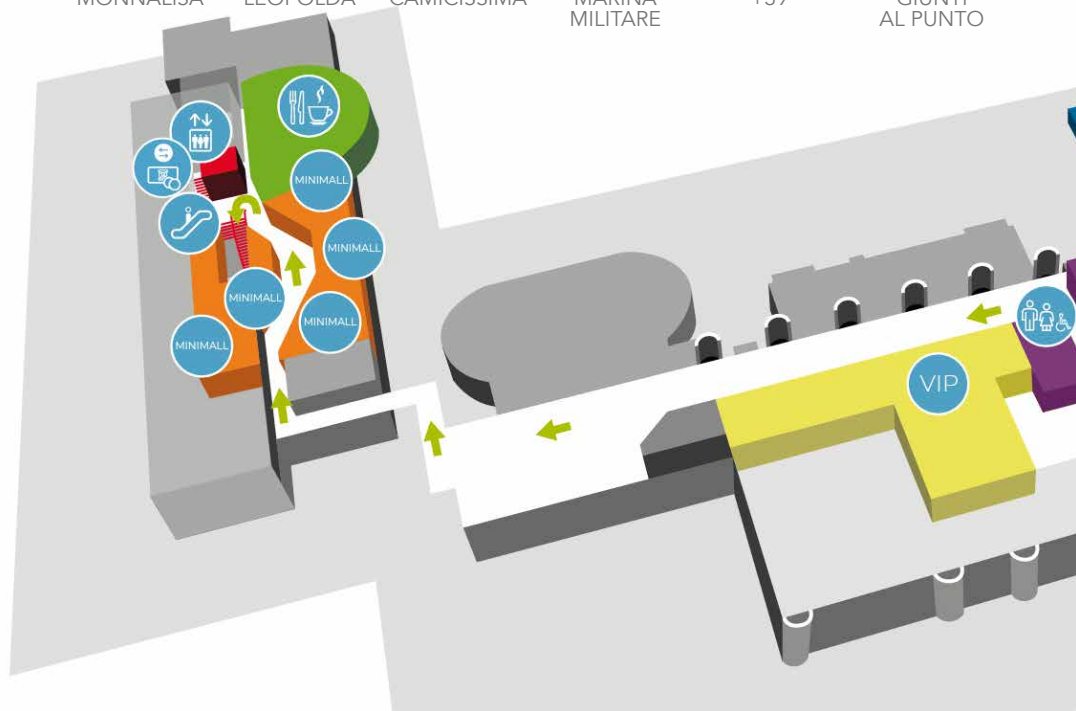


EXIT



FIRST FLOOR

 SALVATORE FERRAGAMO	 MAXMARA	 ETRO	 FURLA	 SWAROVSKI	 FOSSIL
 MONTBLANC	 TIMEBOX	 TUMI	 COCCINELLE	 SUNCATCHER	 BRIC'S
 MONNALISA	 LEOPOLDA	 CAMICISSIMA	 MARINA MILITARE	 +39 made in Italy LeatherGoods	 GIUNTI AL PUNTO





CHECK-IN



BAGGAGE
WRAPPING
SERVICE



LIFT AND
STAIRS



SECURITY
CONTROL



TOILET



VIP CLUB ROOM



CUSTOMS



ESCALATOR



AIR TRAVEL
TICKET OFFICE



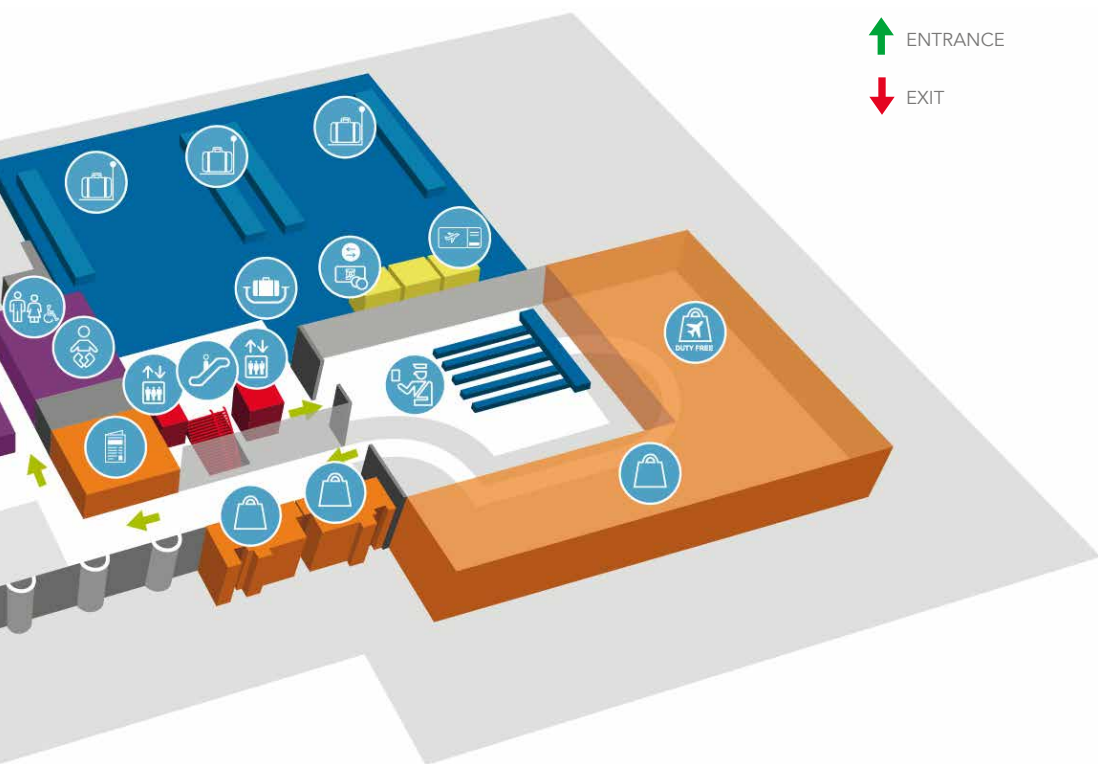
MY CHEF



GLOBAL BLUE
ITALIA



BEST AND
FAST CHANGE
(CURRENCY
EXCHANGE)



↑ ENTRANCE

↓ EXIT



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TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

The airport is open to the public every day from 4.00 am until the arrival or departure of the last flight of the day. We recommend arriving at the check-in well in advance (usually at least 2 hours before the scheduled departure time) of the opening of the boarding gate, as per the instructions of the relative 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 your 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

On 27 June 2012, legislation came into force stipulating that minors can no longer travel on one of their parents' passports. Since 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 therefore either a passport or a valid ID card for travel within the EU.

UNACCOMPANIED MINORS

Air travel of unaccompanied minors is subject to restrictions and regulations established by the individual airline companies. Please visit the official website of the relative company to obtain all information.

UNACCOMPANIED MINORS UNDER 14

Since the 4 June 2014, there are new procedures 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 only one piece of hand baggage on board, the maximum permitted weight of which varies according to the individual airlines. Based on the ENAC guidelines, the total size (length) of the hand baggage should not exceed 115 cm. It is forbidden to carry prohibited items in hand baggage as per the regulations in Appendix 4-C of EU regulation 185/2010 and the National Security Plan. It is prohibited to separate yourself from your hand baggage or to take items or packages in hand baggage or hold baggage for other people. For further information: www.enac.gov.it.

CHECKED-IN BAGGAGE

Checked-in baggage are understood as 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. If baggage exceeds these maximum dimensions, an additional fee may need to be paid. We suggest contacting the airline directly for more information.

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

TRANSPORTING ANIMALS

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

TRAVELLING WITH PETS

Passengers should note that every airline has different regulations about transporting animals. For more detailed information visit the official website of the relative airline. Passengers may transport animals in the cabin or the aircraft hold, in accordance with the regulations and restrictions of the relative airline and the 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 certificates required by 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 and procedures in force, passengers should refer to the relevant government websites (Customs and Monopolies Agencies, State Police and Ministry of Health).

We recommend visiting the website www.viaggiaresicuri.it for the advice and precautions regarding disease prevention in each travel destination. For information about customs visit the website 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 visit the website www.Enac.gov.it.

For information about documents required for travelling, visit the "La Polizia di Frontiera" (Border Police) section of the website www.poliziadistato.it

USEFUL CONTACT NUMBERS INF FLORENCE

ENAC: +39 055 31 71 23

AVIATION BORDER POLICE:
+39 055 30 33 61

GUARDIA DI FINANZA (Finance Police):
+39 055 27 45 334

AVIATION HEALTH SERVICE:
+39 055 30 61 622

CUSTOMS: +39 055 73 66 297

FIRE BRIGADE: +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 airline company and they are normally indicated on the air ticket. The check-in desks are usually open from 2 hours to 2 and a half hours prior to 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 airline companies operating at the Florence Airport:

AIR DOLOMITI

INFO/BOOKING

Tel.: +39 045/288.614.0

(Calls charged at a specific rate)



AIR FRANCE

INFO/BOOKING

Tel.: 848/884.466

(Mon-Fri 8.00 am-8.00 pm / Sat-Sun 9.00 am-5.30 pm)

(Calls charged at a specific rate)



AIR MOLDOVA

INFO/BOOKING

Tel.: 199/201.701

(Calls charged at a specific rate)



ALBAWINGS

INFO/BOOKING

Italy +39 06/98.956.666

Albania +355 44.500.130

Call Centre (8.00 am-8.00 pm)

(Calls charged at a specific rate)



ALITALIA

INFO/BOOKING

Tel: +89 20 10 (Italia)

+06 65649 (from abroad)

(Calls charged at a specific rate)



AUSTRIAN AIRLINE

INFO/BOOKING

Tel: +39 02/896.342.96

(Mon-Fri 9.00 am-7.00 pm / Sat 9.00 am-5.00 pm)

(Calls charged at a specific rate)



BLUE AIR

INFO/BOOKING

Tel: 06/487.713.55

(Mon-Fri 9.00 am-6.00 pm)



BRITISH AIRWAYS

INFO/BOOKING

Tel: 02/69.63.36.02

(Calls charged at a specific rate)



BRUSSELS AIRLINES

INFO/BOOKING

Tel: 0041 44 511 8305



EUROWINGS

INFO/BOOKING

Tel: +49221 - 59988230

(Calls charged at a specific rate)



IBERIA

INFO/BOOKING

Tel: 199/101.191

Italian: 9.00 am-8.00 pm Lt Monday to Sunday

Spanish: 24 hours Lt Monday to Sunday

English: 24 hours Lt Monday to Sunday



KLM

INFO/BOOKING

Tel: 02 38534998



LUFTHANSA

INFO/BOOKING

Tel: 0899198000

(Calls charged at a specific rate)

**SCANDINAVIAN AIRLINES**

INFO/BOOKING

Tel: 199 259 104

(Calls charged at a specific rate)

**SWISS INTERNATIONAL AIRLINES**

INFO/BOOKING

Tel: +39 02/696.820.70

+41 44 511 14 47

**TAP AIR PORTUGAL**

INFO/BOOKING

Tel: +39 02/696.823.34

**TUI FLY**

INFO/BOOKING

Tel: +32 70.22.00.00

(Mon-Fri 8.00 am-10.00 pm / Sat 9.00 am-10.00 pm/

Sun 10.00 am-10.00 pm)

**VUELING**

INFO/BOOKING

Tel: 199206621

(Calls charged at a specific rate)



FORMS FOR SUGGESTIONS AND COMPLAINTS

Dear Customer,

Thank you for contacting us. Your Feedback back helps us to identify aspects our service and to take steps to improve it more. Please fill in every part of the form below.

Which airport are you contacting us about?

- ☐ AEROPORTO DI FIRENZE
☐ AEROPORTO DI PISA

Is this a:

- ☐ COMPLAINT
☐ SUGGESTION

Concerning:

- ☐ Check-in/boarding services
☐ Level of airport comfort
☐ Security
☐ Cleanliness and hygiene Lost & Found
☐ Airport operations
☐ Bar/Restaurant services
☐ Safety of persons and belongings
☐ Shops
☐ Environmental/social issues
☐ Commercial services
☐ Transport to/from the airport
☐ Parking
☐ Reduced-Mobility Passengers
☐ Customer information
☐ VIP room
☐ Airline Companies
☐ Car rental

Sent by:

NAME AND SURNAME

ADDRESS

TOWN/COUNTRY

TELEPHONE

EMAIL

Please describe the nature of your complaint/suggestion:

I agree with the terms and conditions of the data processing in accordance with art. 13 of the Code regarding the Protection of Personal Data Protection (EU Regulation 2016/679)

DATE AND SIGNATURE

Please return the filled in form back to us by:
EMAIL:

qualita.aeroporti@toscana-aeroporti.com

POST:

Toscana Aeroporti S.p.A.

AEROPORTO DI FIRENZE – Aeroporto
Amerigo Vespucci, Via del Termine 11,
50127, Florence

AEROPORTO DI PISA – 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-Florence