

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:

- The maintenance of the airport infrastructures (runways, aircraft aprons) of the airport terminals and the other infrastructures used by the 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 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 parking aprons), terminals and other infrastructures used by passengers and operators at the two airports of Pisa and Florence.



1.1



OUR 2019 SERVICE CHARTER

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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 commitment 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 Pisa 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

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All information regarding the services offered by Toscana Aeroporti are available on the Company's website at www.toscana-aeroporti.com, in the Pisa 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 contain-

ing all the useful information regarding 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 to the time of arrival/departure of the last flight of the day.

The airport has parking spaces, open for 24 hours every day, divided into five large areas: a short-term parking area (P3), a multi-storey car park (P2), two parking areas for long-term parking (P1) and P4) and an area in the eastern part of the outer area dedicated to coaches (P6). Parking lots P2 and P3 are free for the first 10 minutes; PRM passengers can use the parking area free of charge upon presentation of the appropriate voucher. For

detailed information on how to reach the airport, the rates and timetables of car parks, the public services parking times and rates, public services (including taxis, chauffeur services and car rental), please consult the "Guide to Services" attached to this Services". For any other information, passengers may contact the airport directly on the following numbers:

Switchboard:

Tel: +39 050 849 111

Information office:

Tel: +39 050 849 300

INTEGRATED 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

- Protecting the health and safety of all airport users, including passengers, employees of Toscana Aeroporti, or subsidiaries, contractors, sub-concessions and third parties.
- 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 (V.V. FF), 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 developments.

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.

The ISO 14001 Certification has allowed Pisa Airport to adopt an environmental management system to monitor environmental data, avoid pollution and reduce the environmental impact of the airport infrastructure under concession in the territory.

In fact, the EMS involves the measuring of environmental impact 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.

In 2018 the company Toscana Aeroporti confirmed its commitment to the implementation of the Environmental Management System at the Pisa airport through the adoption of the new environmental standards required by the ISO 14001: 2015 standard.

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 through the use of low-consumption lighting systems (e.g. LED technology, Building Management, photosensitive cells, etc.) and via the production of alternative energy (cogeneration and trigeneration).

The activities to limit the use of finite or precious resources has been further expanded in 2018, with interventions for increasing the use of bore water for toilets and reducing the overall fresh-water consumption per passenger.

In relation to acoustic pollution, Toscana Aeroporti has implemented a noise monitoring system that allows for monitoring the noise levels around the airport.

The periodic reports with the results of the acoustic monitoring, as well as the information from the central units located around the airport are published in a specific section on the Toscana Aeroporti website.

In terms of waste management, Toscana Aeroporti is committed to improving its waste management system and to maintain and improve its annual objectives established regarding differentiated collection as agreed with the Airport management. 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.

Moreover, since 2015, the company has been involved in monitoring the pro-



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duction 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 a representative sample of arriving and departing passengers carried out by a research organisation at intervals throughout the year.

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, 8, 10, 11, 12, 14, 22, 25, 26, 27, 33, and 34), 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 indicator

n°20, considering a 2018 objective of 92%, a 2019 objective of 96% was published. For other indicators, such as n°13, 21, 23, 28, and 32, 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°13, 28, and 32, to 94% for indicator n°23, and to 92% for indicator n°21. As regards indicator n°30 - "Perception of waiting time at check-in" - the 2019 objective has remained equal to that of 2018 (7'15"), considered the worst performance on the objective data of "Waiting times at check-in" (indicator n°29).

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 surveys, attention was paid to the service provided by Toscana Aeroporti as a whole, and also the additional services provided by other companies at the airport.



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2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

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;
- Punctuality of the service (and of the transport vehicles);
- 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.

In this way Toscana Aeroporti commits to:

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

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	2019 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	99,8	96,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	99,9	96,0
Regularity of service (and timeliness of transportation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	72,0	79,0
	4	Global amount of baggage wrongly handled at departure (baggage not boarded) by the airport	n. of baggage units wrongly handled/1,000 departing pax	0,13	0,20
	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' 11"	19'
	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	31' 32"	24' 30"
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	5' 17"	5' 00"

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	2019 OBJECTIVE
Regularity of service (and timeliness of transportation)	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	99,6	96,0
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	95,8	95,0
	10	Perception of global air terminal cleanliness	% of satisfied passengers	99,2	96,0
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	99,9	96,0
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	98,8	96,0
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	98,7	95,0
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	99,9	96,0
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	95,7	95,0
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	80,1	85,0
	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/a	n/a
	19	Perception of the availability of free drinking water dispensers, if available	% of satisfied passengers	n/a	n/a
	20	Perception of availability/quality/prices of shops and newsagent's shops	% of satisfied passengers	99,9	96,0
	21	Perception of availability/quality/prices of bars and restaurants	% of satisfied passengers	98,5	92,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	2019 OBJECTIVE
Additional services	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	99,9	96,0
Customer information	23	Easy to browse and updated website	% of satisfied passengers	99,4	94,0
	24	Perception of effectiveness of operating info points	% of satisfied passengers	92	92,0
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	99,8	96,0
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	99,8	96,0
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	99,6	96,0
Desk/Gate services	28	Perception of ticket office service	% of satisfied passengers	99,1	95,0
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	16' 06"	16'
	30	Perception of waiting time at check-in	% of satisfied passengers	98,3	94,0
	31	Waiting time at security checkpoint lines	Waiting time (in minutes) in 90% of detected cases	8' 37"	7' 15"
	32	Perception of waiting time at passport control	% of satisfied passengers	99,4	95,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	99,9	96,0
	34	Perception of adequacy of city/ airport connections	% of satisfied passengers	99,9	96,0

SPECIAL ASSISTANCE

INTRODUCTION

The EC Regulation 1107/2006 on the rights of passengers with reduced mobility (PRM) travelling by air 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, age 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.

Assistance to PRM should be carried out at no additional cost to the passenger by appropriately trained staff, with suitable equipment and methods of transport inside the airport terminal and around the aircraft. The airport infrastructure must have dedicated spaces and methods to facilitate movement and communication within the terminal.

Toscana Aeroporti provides a complete and connected assistance service at Pisa Airport, using a company specializing in assistance services.

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.



2.2

DEDICATED SERVICES FOR DISABLED OR REDUCED MOBILITY PASSENGERS (PRM)

In line with European Regulation 1107/06 (in force since 26 July 2008) and the relevant ENAC circulars, Toscana Aeroporti has improved its assistance to disabled or reduced mobility passengers (PRM) at Pisa Airport. The European regulation 1107/06 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”.

SERVICES AVAILABLE IN THE TERMINAL

Galilei (Pisa) Airport provides dedicated facilities to disabled or reduced mobility passengers:

- Reserved disabled parking: there are reserved spaces available for PRM in the car parks near the passenger terminal. The reduced mobility passenger may also choose to park their vehicle in any other available space in the car park, displaying the appropriate disabled badge. If the vehicle has Telepass equipment, we suggest that PRM users avoid using the Telepass entrances, or that they remove/shield the Telepass equipment (taking a regular

ticket upon entrance to the car park) to ensure they are not charged automatically. The disabled badge holder should show this ticket at the parking payment point (open every day from 07:30 until 24:00) together with an ID document and their boarding pass to allow them to leave the parking area free of charge. Outside these hours, the ticket may be requested by emailing qualita.ambiente@toscana-aeroporti.com at least two days before check-in.

- Call points to request special assistance, located close to the main access points to the terminal (Pisa Mover, taxi, bus, P2 Car Park). It is also possible to request assistance directly from airport staff or from the Information Office inside the terminal).
- Bathrooms with sanitary fixtures specifically for the disabled, the positioning of which is indicated on both braille maps and on airport information signs;
- Tactile itineraries for blind or visually impaired users, created with elements in relief, starting from the pavement around the call points and continuing inside the terminal allowing to reach all the main services (ticket office, check-in desks and security checkpoints);
- Braille/tactile maps describing the location of the services inside the Terminal;
- Ramps and lifts (with Braille on lift buttons) to reach the services on the first floor of the airport;
- Wheelchairs to facilitate moving

around the terminal, only to be used with the help of dedicated staff;

- Dedicated seating throughout various areas of the terminal with signage indicating “PRM priority of use”;
- Priority routes through security (to facilitate these checks for passengers with pacemakers and wheelchairs);
- Special ramps – mobile lounge – with lifting platform to facilitate boarding of wheelchair passengers;

It is also possible to board electric wheelchairs belonging to disabled or reduced mobility passengers as hold luggage (except for those with wet-cell batteries). If a wheelchair is damaged in the hold during the flight, passengers may hire a wheelchair free of charge provided by the airport upon request at the ticket office. A deposit is required, which will be returned to the passenger upon return of the wheelchair (once it has been checked).

ASSISTANCE AT THE AIRPORT

Reduced mobility passengers should request assistance from their airline/travel agent/tour operator (with whom they have organized their travel) at least 48 hours before their flight and should present themselves for check-in two hours before departure. Waiting times for the assistance service (upon departure and arrival) are indicated in the relevant regulations. If assistance is not booked (or is booked late), Toscana Aeroporti will still guarantee the same assistance service (as long as suitable seats are available on board the flight). In this case, waiting times could be longer.

At departure - staff are available at the airport to personally accompany passengers during the pre-boarding procedures, from the moment of arrival at check-in (or other designated area), through customs, security and during any potential periods of waiting, and boarding the aircraft (including via elevating platform).

At arrival - staff are available at the airport to accompany passengers during all the procedures 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). Staff are committed to meeting every reasonable request from passengers, to offer a complete, continuous and efficient service throughout the boarding/disembarkation process within the terminal.

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.

AUTISM PROJECT

The Pisa International Airport adheres to the ENAC project “Autism. Travelling through the airport” aimed at facilitating moving around the airport and the flight for autistic persons.

With the assistance of appropriately trained personnel, it is possible to visit the

airport on the days before flying. The route, from arrival at the airport to boarding the aircraft is also illustrated in a series of brochures with photos and simple texts that help getting to know the airport processes, thus reducing the emotional impact that the new situation involves, in order to cope with the flight with greater serenity (the visits will be organised from Monday to Friday between 9.00 am and 04.00 pm).

It is possible to download a questionnaire for profiling the passenger suffering from disorders in the autistic spectrum, which will help Toscana Aeroporti understand the following steps to be implemented from the Toscana Aeroporti website.

For information and requests:
qualita.ambiente@toscana-aeroporti.com

COURTESY AREA

On the ground floor of the passenger terminal, Toscana Aeroporti have provided a special area for reduced mobility passengers and/or nursing mothers who require a reserved area for breastfeeding in a quiet atmosphere. The passengers who need to access this room are accompanied there by dedicated personnel.

The service may be requested both from assistance staff and from airport staff.

FIRST AID AT THE AIRPORT

An airport medical emergency service is in operation from 04:00 am until the arrival of the last flight of the day, situated inside the passenger terminal next to the Information Office and Left Luggage desk.

ARCHITECTURAL BARRIERS

All areas of the airport are accessible, free from architectural barriers, and equipped with wheelchair-accessible ramps and lifts in various points.

EMERGENCY EVACUATION

In emergency situations, assistance personnel will provide the necessary help to evacuate all or part of the terminal. Evacuation of the upper floors, in case of lifts out of order, is provided via the "Evac-Chair" which allows use of the stairs. Assistance staff are familiar with the evacuation routes and the location of the emergency exits at all the airport buildings in line with the instructions in the Emergency Plan.

QUALITY INDICATORS FOR PRM SERVICES: SIX FACTORS

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

Considering the excellent results achieved in 2018, 2018 objectives have all been confirmed or increased in 2019. For indicator n°6, having seen a 2018 result lower than the 2018 target, we confirmed the same objective. For indicators n°1, 2, 3, 4, the same objectives of 2018 are re-proposed, fully compliant

with the applicable legislation, without proposing an improvement objective, in the light of continuing high percentages of unreserved passengers that, in some cases, caused criticalities in the

service throughout 2018. The operator’s commitment to implement the necessary measures to prevent criticality in the service remains unchanged.”

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	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	4' 50"	8'
	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	8' 05"	10'
	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	3' 57'	8'
	4	For arriving PRM without pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	3' 57"	10'
Personal safety	5	Perception of the state and operating conditions of airport vehicles/equipment	% of satisfied PRM	100,0	96,0
	6	Perception of the adequacy of staff training	% of satisfied PRM	94,0	95,0
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	95,0	95,0
	8	Completeness: amount of information and instructions on the services offered, available in an accessible format over total amount	% of essential information accessible over total amount of essential information	100,0	100,0
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	100,0	96,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2018 RESULT	2019 OBJECTIVE
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	96,0
	11	Number of complaints received over total PRM traffic	% of complaints received over total PRM traffic	0,01	0,01
Comfort during stay in airport	12	Perception of effectiveness of PRM assistance	% of satisfied PRM	100,0	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	100,0	96,0
	14	Perception of spaces dedicated to PRM halls (e.g. dedicated lounge)	% of satisfied PRM	99,2	96,0
Relational and behavioural aspects	15	Perception of staff courtesy (infopoint, security, personnel dedicated to special assistance)	% of satisfied PRM	100,0	96,0
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM	% of satisfied PRM	100,0	96,0



Pisa 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., Piazzale d'Ascanio 1 - 56121 Pisa, or by email to qualita.ambiente@toscana-aeroporti.com;
- Online form to be filled in on the website of the Pisa Airport in the section "Contact us";
- Online form to be filled in on the website of the Pisa Airport in the section Company - Quality – Comments and indications.

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, re-

ceipts, 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 contact.

GETTING TO THE AIRPORT

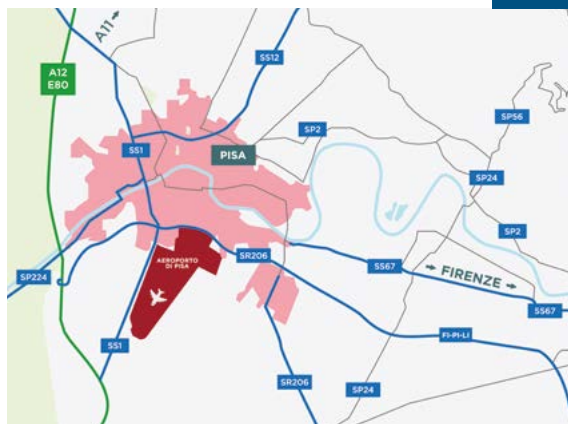
Located near the coast and only 1 km from the centre of Pisa, the airport is directly connected to the national motorway network and to European cargo transport networks. A large range of transport options are available at the airport: buses to and from the main destinations in Tuscany (with direct connections to Firenze, Siena, Lucca, Pietrasanta and Viareggio) and taxi services. There is also a sustainable transport bike sharing service ("CicloPi") in operation at the airport.

BY CAR

The airport is connected to the Tuscany motorway network. It has direct access to the Firenze-Pisa-Livorno highway (via the Pisa Centro-Aeroporto exit), the A12 Genova–Rosignano motorway (Pisa Centro exit), the A11 Firenze-Pisa Nord motorway (via the Pisa Nord/A12 interchange) and the SS1 Aurelia trunk road. Traffic normally flows well on all these road networks.

BY TRAIN (PISA MOVER)

LPisa Airport is connected directly to the Pisa Centrale Station by the Pisa Mover, an automatic shuttle that runs every 5/8 minutes (every day, including holidays, from 6:00 am to midnight <http://pisa-mover.com/>). For information on railway connections and to buy tickets: www.trenitalia.com. It is also possible to purchase train



tickets (combined with the Pisa Mover) at the Information Office in the Arrivals Hall of Pisa Airport. One-way tickets can also be purchased from the automatic machines before boarding.

TAXI

The taxi service is managed by CO. TA. PI. - Cooperativa Pisana Tassisti. Taxis are available in front of the terminal exit on the arrivals side.

The Radio Taxi service operates every day on +39 050 541600. For further information and booking:

www.cotapi.it

CHAUFFEUR SERVICES

Parking for chauffeured hire cars is in front of the arrivals exit. To book car hire services with driver, contact the following companies:



Pisa Shuttle (new online booking service)

Sitoweb: www.pbapisa.it

Indirizzo e mail: info@pbapisa.it

Limousine Oritour (arrival side of the airport).

Tel.: 050 21544 oppure 331 4698100.

Info: www.limousineoritour.it

Indirizzo e mail: info@limousineoritour.it

iDrive Italy

Tel. +39 050.48088

Info: www.idriveitaly.it

BUSES FROM/TO OTHER TUSCAN CITIES

By taking one of the buses that leave from the Pisa Airport it is possible to travel di-

rectly to Florence (Santa Maria Novella Station and Airport), Montecatini, Pistoia, Prato, Lucca, Viareggio and Pietrasanta. Tickets for the various buses can also be purchased from the Information Office in the arrivals hall of Pisa Airport.

CARHIRE

Terminal housing the car hire companies is only 500 metres from the passenger terminal, connected by shuttle bus which departs just outside the arrivals area of the passenger terminal. Otherwise it only takes around 5 minutes to walk there. For passengers arriving on the last flight of the day there will be at least one hire company open to provide a service to passengers.

CAR HIRE COMPANIES

AUTO EUROPA / SICILY BY CAR

Telephone: 050 503654

Fax: 050 506883

Bookings: 800 33440



AVIS

Telephone: 050 42028

Fax: 050 46343

Bookings: 199 100133



EUROPCAR

Telephone: 050 41081

Bookings: 199307030



HERTZ

Telephone: 050 43220

Fax: 050 49156

Bookings: 199 112211



LOCAUTO / ENTERPRISE

Telephone: 050 24347

**MAGGIORE**

Telephone: 050 42574

**LIBERTY RENTALS**

Telephone: 050 48088

Fax: 050 49500

**WIN RENT**

Telephone: 050 28101

Fax: 050 501281

Bookings: 800 900 666

**GOLDCAR**

Telephone: 050 2200061

**FIREFLY**

Telephone: 345 0250114

**SIXT**

Bookings: 02 94 75797

**JOY RENT**

Telephone: 338 2515518

**KARYM RENT**

Telephone: 333 6554149 - 050 24284

**ITALY CAR RENT**

Telephone: 091773536 - 345 0662124



BUDGET

Telephone: 091773536 - 345 0662124

**SUSTAINABLE MOBILITY**

The CicloPi Pisa bike sharing station is located near the P3, in front of the passenger terminal. For info and rates: www.ciclopi.eu

P**2****AIRPORT PARKING**

Pisa Airport provides over 2,500 parking spaces. For info and rates: www.pisa-airport.com, Pisa Airport, in the website sections dedicated to each individual parking area where you will find the one most suited to your needs depending on the length of stay.

Park your vehicle, take a ticket at the entrance barrier and keep it until you return. You can pay for parking at one of the 3 automatic machines open 24 hours/day, or at the manned payment counter every day from 7.30 am until midnight.



P1

This parking area is located on the WEST side of the airport, 200 metres from the passenger terminal. There are 160 spaces available, providing good value for money for passengers parking for several days.

P2 - MULTIPIANO**Online booking available**

A multi-storey parking station a few steps from the terminal with 1,000 parking spaces over three levels.

P3 – SHORT-TERM PARKING

Parking with the first 10 minutes free. Located directly in front of the terminal it is suitable for passenger pick-up/drop-off of for making shop purchases.

P4 - LOW COST**Online booking available**

Low-cost parking only 900 metres from the terminal, connected by a free shuttle bus (guaranteed a minimum of three times an hour) from 5.00 am until the arrival/departure of the last flight of the day. For info: www.pisa-airport.com

IN-AIRPORT INFORMATION

INFORMATION OFFICE

Information about arriving/departing flights and the airport services is available at the information desk located on the arrivals side of the terminal, which is open every day from 4.00 am until 12.30 am. Tel: 050 849 300.

WEBSITE

www.pisa-airport.com

PISA AIRPORT FREE WI-FI

Free Wi-fi is available for 12 hours throughout the passenger terminal. To access the internet or download emails while waiting for your flight enable the wireless network of your Wi-Fi device and connect the Airport-Free-Wi-fi.

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

In 2017, the official “Toscana Aeroporti” App was launched available on device Android and iOS devices. The App provides information about Pisa and Florence 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 ticket office, open every day from 5:00 am until 8.00 pm (including Sundays and public holidays), is located in Check-in Hall and Check-in Hall B of the passenger terminal. There are also specific ticket offices for Qatar Airway and Turkish Airlines with opening times in line with flight operations.

LOST LUGGAGE

Ground floor, Arrivals Hall.

The luggage reclaim desk is open every day (including Sundays and public holidays) from 9:00 am to 9.00 pm)

- 24-hour lost luggage helpline: **050 849 400**;
- You can also track your luggage reclaim process (if you flew with an airline that uses the World Tracer service).

LEFT LUGGAGE

There is a left luggage service available at the Information Office. You can drop off luggage every day from 9.00 am until 7.00 pm and collect it between 8.00 am and 8.00 pm (including Sundays and public holidays).

The daily rate for each piece of luggage is 7.00 EURO. For information about this service: **+39 050 849300**.

LOST PROPERTY

The TIA & Lost Property Office of Toscana Aeroporti-Pisa S.p.A., on the first floor of

the passenger terminal is open Monday to Friday (including Sundays & public holidays) from 8.00 am to 6.00 pm.

Telephone: **+39 050 849538**

Fax. **+39 050 916050**

Email: Ufficio.Permessi.PSA@toscana-aeroporti.com

PRIORITY LANE – ACCESS TO THE SECURITY CHECKPOINT

The Priority Lane is reserved for passengers of affiliated airline companies or access can be purchased at the Toscana Aeroporti ticket office for 10.00 euro per single access. The service is free for children under the age of 2 accompanied by an adult in possession with Priority Lane access. For further information visit the website: www.pisa-airport.com.

COURTESY LOUNGE

Toscana Aeroporti has fully renovated the Dedicated Room reserved for reduced-mobility passengers and/or mothers who need a quiet place to breastfeed. The passengers who need to access this room are accompanied there by dedicated personnel.

KIDS AREA

An area has been set up for children on the first floor of the Departure Hall where they can play while waiting for their flight.

BAGGAGE WRAPPING

This service is located in the Check-in A area and operated by TrueStar Securebag, a world leader in this sector. Info: www.truestargroup.com

BAGGAGE TROLLEY SERVICE

There are 290 baggage trolleys available in the airport. The cost is 2.00 euro per trolley.

VIP SERVICE

Galilei VIP Sala

Tel: +39 050 849 473

BUSINESS CENTER

Tel: +39 050 849202

VIP ASSISTANCE

vip@toscana-aeroporti.com

AGENZIA MERCI

Tel: +39 050 849 350

OTHER SERVICES

AIRPORT FIRST-AID

Open every day, including Sundays and public holidays, the airport medical service is located on the ground floor of the terminal and is available during all airport opening hours.

NURSERY

The airport has 21 toilets with baby-changing facilities located in or next to all the toilet areas.

11 FOOD & BEVERAGE OUTLETS

These are located in all the airport areas. Per info and contact numbers see www.pisa-airport.com in the Pisa Airport or download the free Pisa Airport APP.

SNACK VENDING MACHINES

There are numerous drink and snack dispensers throughout the airport (check-in, arrivals, departure gates, parking and car hire shuttle bus stop).

BANK

There is a bank on the first floor of the terminal open from Monday to Friday

(not including public holidays) from 8.35 am until 4:30 pm.

For info: +39 050 41288

BANCOMAT

1 ATM on the ground floor

1 ATM on the first floor

CURRENCY EXCHANGE

Operated by ForexChange, passengers can buy and sell currency, purchase travellers cheques, receive cash advances on credit and debit cards, send money, request VAT, top up and purchase phone cards. ForexChange has three counters in the terminal before and after security.

Info and currency booking:

www.forexchange.it

SHOPPING GALLERY

The commercial gallery of the airport has numerous shops and outlets, many of which are accessible to passengers and accompanying persons.

For information about the airport shops, visit the website or download the official Pisa Airport App.

The services offered in the shopping gallery also include the following:



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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.

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



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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.viaggiasesicuri.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, check the CITES section in the Citizen services of the Carabinieri (military police) website www.carabinieri.it

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

USEFUL CONTACT NUMBERS

ENAC – Airport Management
+39 050 40132 / 44325

BORDER POLICE
+39 050 931 711

GUARDIA DI FINANZA (Finance Police)
+39 050 49574

AVIATION HEALTH OFFICE
+39 050 43076

CUSTOMS
+39 055 7366707

AIRPORT FIRST AID/EMERGENCY
MEDICAL SERVICE
+39 050 849 647/533

FIRE BRIGADE
+39 050 502034

AIRLINES

Listed below are the airlines operating at Pisa Airport.

AEGEAN AIRLINES

INFO/BOOKINGS

Tel: +v39 069 7150532-33



AER LINGUS

INFO/BOOKINGS

Tel: +39 02 434583



AIR ARABIA MAROC

INFO/BOOKINGS

Tel: 895 895 3311

(Calls charged at a specific rate)



ALBA WINGS

INFO/BOOKINGS

Tel: +355 (0) 45 800 100

(Calls charged at a specific rate. Monday-Saturday (8:00 am - 8:00 pm))



ALITALIA

INFO/BOOKINGS

Tel: +39 802010

(Calls charged at a specific rate)

From outside Italy +39 06 65649



BRITISH AIRWAYS

INFO/BOOKINGS

Tel: +39 02 69633602

(Calls charged at a specific rate)**EASYJET**

INFO/BOOKINGS

Tel: 199 201840

(Calls charged at a specific rate)**FLY ERNEST**

INFO/BOOKINGS

Tel: (+39) 02 897 30 660 / Italia

(+355 (0) 44 810 810 / Albania

(Calls charged at a specific rate)**GERMANWINGS/EUROWINGS**

INFO/BOOKINGS

Tel: +49221 - 59988230

(Calls charged at a specific rate)**JET2.COM**

INFO/BOOKINGS

Tel: 199 404 023

(Calls charged at a specific rate)**LAUDA MOTION**

INFO/BOOKINGS

Tel: +491806908070 Germany

+43072883861 Austria

+410445423119 Switzerland

(Calls charged at a specific rate)

LUFTHANSA

INFO/BOOKINGS

Tel: 199 400 044

(Calls charged at a specific rate)



NORWEGIAN AIR SHUTTLE

INFO/BOOKINGS

Tel: +39 06 94 80 27 56

(Calls charged at a specific rate)



POBEDA

INFO/BOOKINGS

Tel: +7 (499) 215-2300

(Calls charged at a specific rate)



QATAR AIRWAYS

INFO/BOOKINGS

Tel: +39 02 6797 6000



RYANAIR

INFO/BOOKINGS

Tel: 8955 8955 09 Italia

(Calls charged at a specific rate)



S7 AIRLINES

INFO/BOOKINGS

Tel: 800 123 567

(Calls charged at a specific rate – in English)



SCANDINAVIAN AIRLINES

INFO/BOOKINGS

Tel: 199 259 104

(Calls charged at a specific rate)**TRANSAVIA**

INFO/BOOKINGS

Tel: 899 009901

(Calls charged at a specific rate)**TURKISH AIRLINES**

INFO/BOOKINGS

Tel: +39 051 3764222 / 800 599 111

**VOLOTEA**

INFO/BOOKINGS

Tel: 895 895 4404

(Calls charged at a specific rate)**VUELING**

INFO/BOOKINGS

Tel: 895 895 3333

(Calls charged at a specific rate)**WIZZ AIR**

INFO/BOOKINGS

Tel: 895 895 4416

(Calls charged at a specific rate)



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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.ambiente@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. 050.849.111

Address

Aeroporto di Pisa S.p.A.
Piazzale D'ascanio, 1, 56121 - Pisa

Website

www.pisa-airpot.com