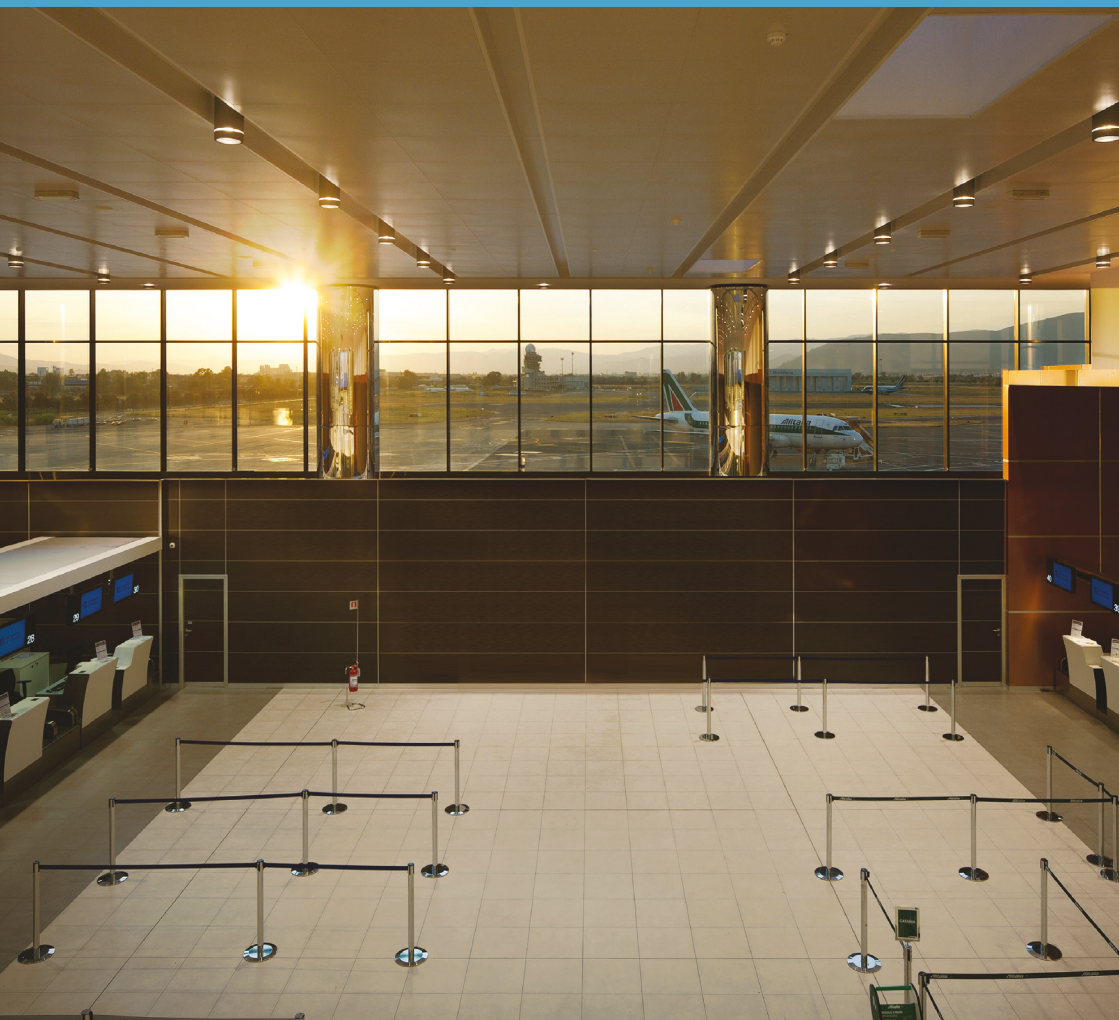


SERVICE CHARTER₂₀₂₄



THE 2024 SERVICE CHARTER

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TOSCANA AEROPORTI

Toscana Aeroporti S.p.A. is the management company of the airports of Florence and Pisa. It was created on 1 June 2015 from the merger of AdF - Aeroporto di Firenze S.p.A. (managing company of the A. Vespucci airport in Florence) and SAT - Società Aeroporto Toscano S.p.A. (managing company of the G. Galilei airport in Pisa) the two airports, each with its own specificity, are complementary.

The Vespucci airport concentrates on the development of business and leisure traffic through full-service carriers, connecting the main European hubs; the Galilei airport, on the other hand, favours tourist traffic managed by low-cost carriers, cargo flights and with a particular focus on continental flights. The Tuscan airport is one of the most important airport systems in the country and represents an essential economic development flywheel for one of the best known and best loved regions in the world.

In 2023, the Tuscan Airport System handled 8,187,603 passengers overall, with a +21.8% increase on 2022 and a 99.1% recovery compared to 2019 pre-Covid traffic levels, a record year for Toscana Aeroporti. The number of flights grew compared to 2022 (+13.1%), as did the load factor (+3.6 pps), which rose from 80.1% in 2022 to 83.7%. July, August, September and October 2023 recorded each the respective all-time record of monthly traffic.

A total of 947,497 passengers were handled in July 2023, which stood out as the best month ever in the Tuscan Airport System's history.

Aeroporto Amerigo Vespucci di Firenze

Florence Airport hit an all-time record in 2023, exceeding 3 million passengers for the first time.

With 3,077,921 passengers handled, Florence airport grew by +38.1% compared to 2022 and by +7.1% on the 2019 pre-Covid year. The increase compared to 2022 was driven by the performance in terms of total flights (+21.8%) and load factor (79.8%; +2.4 pps).

In 2023, national passenger traffic grew (+170.2%), as did international traffic (+28.2%), in a context where international traffic accounted for 85.9% of total traffic.

The top five most popular destinations among Florence airport's passengers in 2023 were all served by international flights, namely Paris, London, Amsterdam, Barcelona and Zurich.

Toscana Aeroporti is responsible, as airport operator, for the following activities:

- passenger assistance activities:
 - VIP Lounge;
 - special assistance (Passengers with Reduced Mobility service);
 - passenger ticketing service;
 - passenger information service;
- commercial space management activities:
 - sub-concession activities (commercial



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- activities, catering services, etc.);
- direct management activities (advertising, car parks, business centres, etc.);
- infrastructure control and management activities (buildings- aprons-runways);
- maintenance (heating/cooling plants, vehicles, installations,...);
- cleaning;
- utilities;
- security service management activities;
- hold luggage control;
- passenger and hand luggage control;
- cargo and courier parcel screening;
- aircraft apron access control;
- video surveillance system management;
- night-time surveillance and patrolling of airport-owned or leased assets and daytime patrolling (sterile/critical areas and areas open to the public).

In both the Florence and Pisa airports, the

handling activities are actually carried out by Toscana Aeroporti Handling Srl, and by Consulta S.p.A., in the aim of providing ground handling services to airlines (acceptance, boarding and disembarking of passengers, loading and unloading of luggage, 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 aprons), terminals and other key infrastructures at the two airports of Pisa and Florence.

OUR 2024 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 corporate responsibility, equality, impartiality, freedom of choice, participation and non-discrimination, right to information even in accessible formats, efficiency and effectiveness, protection of health, safety and environment, 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 Qua-

lity System in compliance with the provisions established by the UNI EN ISO 9001:2015 standard for Quality, the UNI ISO 45001:2018 standard for Health and Safety in the Workplace, the SA8000 standard for Corporate Responsibility and the UNI EN ISO 14001:2015 standard for environmental management. 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.toscana-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".

For updates on any health and documentation requirements for travelers, it is recommended to consult the relevant government websites, both the Italian ones and those of their country of origin and/or destination.

Special attention is reserved for passengers with disabilities or reduced mobility: on the website there is a specific section containing 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 travellers persons with disabilities or reduced mobility). 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).

Users are advised to read the Parking Regulations, published on the airport's website under the link:

www.aeroporto.firenze.it/en/the-passengers/parking.html

For detailed information on how to get to the airport, times and rates of public services and parking, including taxis, chauffeur



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services, and car rentals, please consult the "Guide to the Services" attached to this "Service Charter".

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

Switchboard:

Phone: (+39) 055 30615

Customer Service:

Phone: (+39) 055 3061830

Tourist informations:

Phone: (+39) 055 315874



1.4 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 offered 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 on the reference 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 incidents and accidents from occurring in the areas under TA's responsibility (i.e., the airport sites and other related directly managed areas of the Pisa and Florence airports).
- Ensuring full compliance with the health and safety regulations that govern the activities carried out in TA-operated airport sites and implementing good industry practices.
- Promoting - within the organization and to the benefit of all those who operate in the airport sites, under whatever agreement or contract - the adoption of good practices, appropriate procedures and international standards to ensure the health and safety of all airport users.
- Promoting opportunities for sharing and discussion on occupational safety and prevention issues through specialized inter-company coordination committees that also involve safety managers.
- Coordinating existing procedures, and particularly emergency and evacuation plans, with a view to making the measures contained therein effective and

enforceable through practical application.

- Periodically reviewing our performance to ensure the best results in terms of health and safety protection for any person using the airport in the areas under the responsibility of Toscana Aeroporti.
- Communicating the principles that inspire our health and safety policy to all the TA staff, handling companies, employees of contractors, sub-concessionaires, carriers, third parties or related companies, as well as to passengers and users, to promote a prevention-focused culture of participation and engagement.
- Ensuring transparency and collaboration by disclosing all the necessary information relating to the policies adopted to protect the health and safety of the entire organization to regulatory and supervisory bodies and authorities.
- Scheduling a periodic review of our commitments in order to ensure that they are always adequate for the orga-

nizational and infrastructure developments of the airport.

CORPORATE RESPONSIBILITY

- 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 actively committed to observing the multiple forms and methods and procedures of environmental legislation applicable to the airport operation, including the implementation and adopting of the Environmental Management System (EMS) aimed, inter alia, at preventing pollution, planning and carrying out appropriate control activities and minimising impact on the territory.

The Company confirms its general objective of also applying the ISO 14001 standard to Group subsidiaries (with particular regard to the Company operating in the construction sector, concerned to a greater extent by potentially material environmental aspects) as part of the broader action aimed at complying with the ESG (Environmental – Social – Governance) criteria which Toscana Aeroporti actively promotes. In particular, the Company is concretely active in improving its environmental performance in relation to aspects considered most significant such as noise and acoustic emissions, procurement and consumption of resources, waste production and management, water management, atmospheric emissions, and the environmental improvement projects/interventions that the company annually plans, evaluates and implements are oriented in this direction.

Moreover, in accordance with the new ESG criteria adopted by the Company, the cor-

porate environmental policy has recently been supplemented with two new aspects associated with airport activities:

- emissions into the atmosphere, with the objectives of energy efficiency and reduction of climate-altering emissions;
- protection of biodiversity, with the objectives of monitoring and conservation of habitats and/or environmental compensation.

During 2023, the Company obtained certification of adherence to the protocol for reporting its GHG emissions (GreenHouse Gas inventory).

The Florence and Pisa airports have also adopted the Airport Carbon Accreditation protocol, by promoting at the Airport Council International the relevant Level 1 and Level 2 accreditation (Scope 1 and Scope 2 emissions).

In the short to medium term, the company aims to self-produce electricity from renewable sources, either through the construction of photovoltaic installations or through the conversion/new construction of cogeneration plants powered by bio-fuel.

As regards acoustic pollution, each airport has its own automatic system that allows for monitoring noise levels at and around the airport and controlling and recording compliance with the noise limitation parameters for aircraft taking off, with any deviations communicated to the relevant authorities.

All monitoring data and results are published in a special section of the Toscana Aeroporti website, where a specific form is also available for the reporting of any complaints from citizens.

At the Florence Airport (where almost all overflights involve densely populated areas), starting from Summer 2024, particular attention will be devoted to the efficient environmental management of delayed night flights, so as to contain and minimize the related inconvenience caused to the resident population.

As of the 2024 summer season, particular attention will be devoted to efficient environmental management of delayed night flights, so as to limit and minimise the related inconvenience caused to the population residing in the areas most di-

rectly affected by arrival and departure flight paths.

In addition to this, Toscana Aeroporti monitors the use of water resources, monitoring the integrity of the network, promoting the progressive reduction of consumption and ensuring compliance with the waste water quality parameters in accordance with the provisions of current regulations. In addition, the Company works to increase the percentage of separate waste management collection, both with regard to waste generated by the activities of direct management (offices) and those of third parties (ex. handlers, subconcessionaires, entities, etc.) through auditing and awareness-raising actions of those involved. Finally, it operates in close cooperation with territorial stakeholders in full transparency, collaboration and sharing.

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 2023 results of the 34 indicators valued, as well as their objectives for the year 2024, are published herein.

In 2023 the data collection process was

entrusted to a qualified research organisation, with data collected from a sample of arriving and departing passengers during the year.

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.

In addition, in the aim of encouraging passengers to fill in the Customer Satisfaction questionnaires, totems for self-administration of these questionnaires are located in the Terminal. In this way, passengers can assess their own levels of satisfaction sim-



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ply by following the instructions on the totem pole and filling in the questionnaire themselves.

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 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	2023 RESULT	2024 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	100,0	96,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	100,0	97,0
Regularity of service (and timeliness of ansportation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	62,2	75,0
	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	0,14	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	25' 56"	23'
	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	29'44"	25'59"
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	6'48"	5'29"
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	95,2	94,0
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	86,9	95,0
	10	Perception of global air terminal cleanliness	% of satisfied passengers	99,0	96,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2023 RESULT	2024 OBJECTIVE
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	95,8	96,0
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	99,7	98,0
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	95,6	96,0
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	96,7	95,0
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	88,5	92,0
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	90,6	91,0
	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.d.	n.d.
	19	Perception of the availability of free drinking water dispensers, if available	% of satisfied passengers	n.d.	n.d.
	20	Perception of availability/quality/prices of shops and newsagent's shops	% of satisfied passengers	99,4	95,0
	21	Perception of availability/quality/prices of bars and restaurant	% of satisfied passengers	97,4	94,0
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	100,0	97,0

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2023 RESULT	2024 OBJECTIVE
Customer information	23	Easy to browse and updated website	% of satisfied passengers	99,9	96,5
	24	Perception of effectiveness of operating info points	% of satisfied passengers	99,6	96,5
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	96,8	95,0
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	100,0	98,0
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	99,7	96,0
Desk/Gate services	28	Percezione sul servizio biglietteria	% of satisfied passengers	100,0	95,0
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	15'18"	18'
	30	Perception of waiting time at check-in	% of satisfied passengers	94,4	92,0
	31	Waiting time at security checkpoint lines	Tempo di attesa in minuti nel 90% dei casi rilevati	7'10"	6'30"
	32	Perception of waiting time at passport control	% of satisfied passengers	96,5	92,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	100,0	96,0
	34	Perception of adequacy of city/airport connections	% of satisfied passengers	100,0	96,0



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SPECIAL ASSISTANCE

INTRODUCTION

EU 1170/2006 Regulation ensures accessibility to air transport in all airports of the European Union, without discrimination and without additional costs, to people with disabilities or reduced mobility.

No one can refuse a booking or boarding on the basis of a disability or mobility problem. The only exception concerns potential safety related problems, justified by national or international regulations or technical impediments, like the size of the aircraft for instance.

For flights within the EU, unless technically impossible, and subject to notification 48 hours prior to departure, airline companies are required to carry medical equipment and 2 mobility aids, such as wheelchairs or crutches, at no additional cost.

Toscana Aeroporti offers special assistance without any additional cost, providing trained staff and suitable transport inside the airport terminal and onboard the aircraft.

HOW TO REQUEST ASSISTANCE IN ADVANCE

Assistance must be requested in advance from the airline, travel agency or tour operator at the time of booking or at least 48 hours before departure. It is the responsibility of the airline to forward the request to the airport in question.

Failure or a delayed request of the service results in/may lead to longer waiting times

at the airport.

Request of the service in advance is essential to enable the airport to provide the passenger with appropriate assistance.

EU 1170/2006 Regulation guarantees accessibility to air transport in all airports of the European Union without discrimination and without additional costs, for people with disabilities or reduced mobility.

TYPES OF ASSISTANCE

When making the request, the passenger should specify his needs from the following scenarios:

- Passenger able to walk by him/herself inside the aircraft 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;
- Passenger able to walk by him/herself inside the aircraft, but who cannot walk up or down stairs and who requires a wheelchair or other transport means to move inside the airport;
- 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;
- Passenger with hearing difficulties or hearing and speaking disability;
- Passenger with visual impairment;
- Passenger with intellectual or developmental disability requiring assistance.

ARRIVING AT THE AIRPORT

It is important to arrive at the airport's contact points at least two and a half hours prior to your flight's scheduled departure time (if the airline company indicates earlier arrival times, these must be respected):

- Call points located in front of the departures and/or arrivals Terminal and at the tramway;
- Information and Customer Service desk;
- Check-in desks;
- Parking station;
- Help Phone: designated phones in the Sala Amica lounge.

Please note that the request for assistance in advance is essential to enable the airport and the airline to provide the best service throughout all stages of the journey and to organize the necessary staff to ensure adequate passenger assistance. Without a request in advance, there is the risk of having to wait longer for assistance, and also of compromising the service for those passengers who requested assistance in advance.

HOW TO GET AROUND THE AIRPORT

At our airport, passengers with disabilities who prefer to reach the gate on their own have priority access to security controls. Please note that, if a wheelchair is needed, boarding the aircraft must be carried out with assistance and with a special dedicated vehicle. Accessibility to all areas of the airport is guaranteed by the presence of ramps and lifts located in various points of the building, which are also wheelchair-accessible.

DEDICATED SERVICES

- 6 reserved and free parking spaces (for those with a disability badge) in the short-stay car park;
- 13 reserved and free parking spaces (for those with a disability badge) in the long-stay car park;
- Tramway to the city centre: the service can be requested at the designated call points;
- Assistance Waiting Area: waiting area for Passengers with Reduced Mobility, located on the ground floor, in front of the Customer Service desk;
- Sala Amica: lounge located on the first floor, after security checks in the Schengen boarding area;
- Wheelchairs available within the terminal.
- Airport first aid/medical service.
- Wheelchairs: available in various areas of the terminal at the disposal of staff dedicated to Passenger with Reduced Mobility assistance, both on arrival and departure;
- Lifts: wheelchair-friendly access;
- Arriving passengers: accompaniment provided to the taxi area, tourist bus stops, rent-a-car shuttle, tramway, and short and long-stay car parks;
- Ambulifts: available for boarding and disembarking passengers on the aircraft.

COURTESY LOUNGE

The area is located at the end of the main access corridor to the gate lounges, opposite the "Beercode" refreshment point. In the hall, passengers with disabilities and reduced mobility (PRM) can

wait for their flight. The area, equipped with information screens, is permanently manned by qualified staff, which undertake reception and coordination activity for PRM passengers during all airport operations.

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 least 48 hours prior to departure. This information must be supplied to the airline company at the same time as making the booking.

In the event of any possible issue occurring during the boarding of a passenger with reduced mobility (PRM), boarding staff are required to promptly inform the PRM staff and the Airport Operator. The same is responsible for verifying that adequate assistance is provided in compliance with the regulations in force, and for implementing actions aimed at resolving any criticality, also informing the Airport Department (ENAC) if necessary.

For further information relating to special assistance, passengers may write to:

tos.flr@toscana-aeroporti.com

or call (+39) 055 306 1709.

EVACUATION IN THE EVENT OF AN EMERGENCY

In the presence of emergency situations, the dedicated staff will be able to provide the necessary assistance for eventual evacuation of the Terminal or part thereof. Evacuation from the upper floors, in the event of the non-usability of the elevators, is guaranteed by special "Evac-Chairs"

which allow use of the stairs.

The staff is trained on the escape routes and emergency exits within the airport infrastructures, in accordance with the provisions of the Internal Emergency Plan.

AUTISM PROJECT

The Florence 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 the plane, is also illustrated in a series of brochures with pictures and simple texts that help people to get to know the airport locations and processes in advance, thus reducing the emotional impact that such a new situation entails, in order to face the journey with greater peace of mind.

The visits will be organised from Monday to Friday between 9.00 am and 04.00 pm.

For information and requests:

qualita@toscana-aeroporti.com.

Moreover, it is possible to fill out a survey for the profiling of the passenger affected by autism. The survey is helpful in order to allow Toscana Aeroporti to understand how to implement the following steps.

PRM - SERVICE QUALITY INDICATORS

In general, the 2023 results of the PRM indicators were satisfactory and tended to be in line with the results achieved in previous years, confirming a strengthening of the quality level of the service offered. In addition, the use of fully digitalised PRM

passenger management software, aimed at constantly upgrading performance and service standards, has now become established.

Below are the quality indicators of the PRM divided into the following 6 quality factors:

- Efficiency of assistance services;
- Safety of the passenger;
- In-airport information;
- Communication with passengers;
- In-airport comfort;
- Relational and behavioural aspects.

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2023 RESULT	2024 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	5'47"	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	6'10"	9'30"
	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	5'42"	7'30"
	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	9'54"	9'30"
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	100,0	98,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2023 RESULT	2024 OBJECTIVE
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	98,00	96,0
	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	98,00	96,0
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	100,0	96,0
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	98,0
	11	Numero di reclami ricevuti rispetto al traffico totale di PRM	% of complaints received over total PRM traffic	0,01	0,10
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	100,0	96,0
Relational and behavioural aspects	15	Perception of staff courtesy (infopoint, security, personnel dedicated to special assistance)	% of satisfied PRM	100,0	98,0
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM	% of satisfied PRM	100,0	97,0

COMMUNICATION: SUGGESTIONS AND COMPLAINTS

Florence Airport has adopted a collection and response system for claims and suggestions received by the passengers and, more generally, by all the airport users, 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 Florence 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 qualita@toscana-aeroporti.com;
- online form to be filled in on the website of the Florence Airport in the section "Service Charter";
- online form to be filled in on the website of the Florence Airport in the section "Company - Contacts", for every other type of communication;
- 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 after 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 company, where applicable, and if necessary, also 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 Reg. (CE) 261/2004 should be forwarded directly to the Airline with which they have stipulated the transport contract. ADR (Alternative Dispute Resolution) - Passengers suffering disservices for violation of Reg. (CE) n. 261/2004 for denied boarding, flight cancellation or long delay, and of Reg. (CE) n. 1107/2006 related to protection of Passengers with Reduced Mobility, may submit requests for dispute settlement through the ConciliaWeb platform on the "Dispute Settlement Service" section of the ART website.



te, without prejudice to the possibility to send a claim to Enac, solely for sanctions purposes.

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. In order to protect passengers, there is an ombudsman/conciliation office available in Florence. This office is a non-judiciary entity for resolving disputes between businesses and custo-

mers 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

Phone: (+39) 055 2392134

Email: conciliazione@fi.camcom.it

OMBUDSMAN

Phone: (+39) 055 2387800

Numero Verde: 800018488

Email:

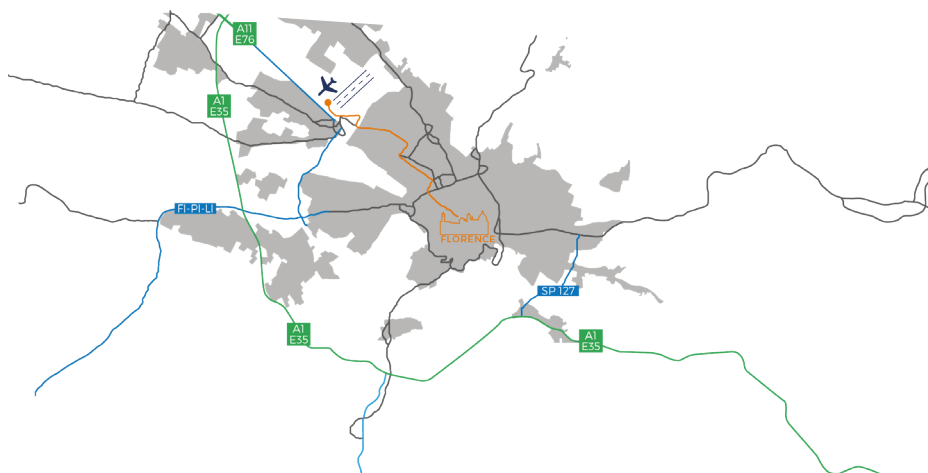
difensorecivico@consiglio.regione.toscana.it

GETTING TO THE AIRPORT



1

Amerigo Vespucci (Florence) airport is 4 km from the centre of Florence and easily reachable from the city by car (taxi and chauffeur services), bus and tram. 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 TRAM

The airport of Florence is connected to the city centre by the Tramway T2 line. Thanks to the stop in the immediate vicinity of the airport terminal, and to the frequency and the speed of travel, the new tramway is a convenient and environmentally friendly way of connecting with the city.

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:

[See the Website](#)



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 am

Friday - Saturday Timetable:

05.00 am - 02.00 am

Sunday and Holiday Timetable:

05.00 am - 00.25 am

Frequency:

[See the Website](#)



Company:

GEST

800.964424

199.229300 (mobile)

www.gestramvia.com



Transit time:

20 minutes

For further information about frequencies, lines and ticket cost, please visit the tramway service [official webpage](#).

From airport to Pisa

Sky Bus Lines Caronna (T2 Guidoni tramway stop)



Bus stop in Pisa:
Pisa Airport



**Weekday/Holiday
Timetables:**

[See the website](#)



Company:

Caronna Tour s.r.l.

www.caronnatour.it



Transit time

anbout 1 hour

TAXI AND CHAUFFEUR SERVICES

TAXIS

Taxi ranks can be found in front of the airport and can be called on "RadioTaxi".

For other destinations see the Taxi Fares on the Taxi. Supplement for trip beginning from airport € 3,00

Calling:

0554242 - 055 4390 - 055 4790

Taxi journey time from the airport to Florence city center is about 15 minutes

TAXI TARIFFE

da **AEROPORTO** per **CENTRO CITTÀ** e principali **ALBERGHI**

fixed rate € **28,00**

daytime holiday rate € **30,00**

night rate € **32,00**

additional rate for
luggages (max 7) and
passengers over the third € **1,20**

additional max € **14,40**

additional rate for
departures from the airport € **3,00**

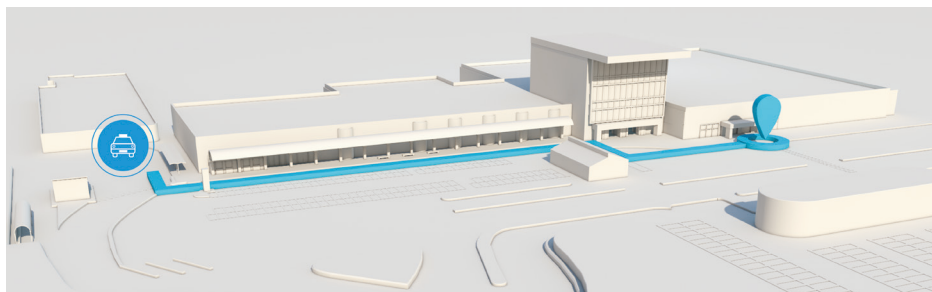
For other destinations see the Taxi Fares on the Taxi.

PHONE CONTACTS

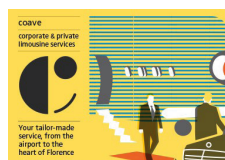
055 4242 - 055 4390 - 055 4790



2



LIMOUSINE SERVICE



CO.AVE
Opening hours:
8.00 am – 8.00 pm
Ph: (+39) 055 340159
Email: info@coave.it



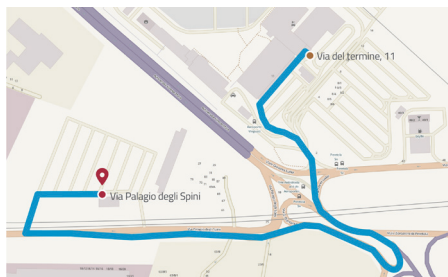
GIULIANI
Opening hours:
9.00 am – 9.00 pm
Ph: (+39) 055 5001552
Mobile: 330 271646



3

CAR RENTALS

The car rentals are located close to the airport, in Via Palagio degli Spini, and are connected to the airport by a free shuttle service departing every 20 minutes. The shuttle bus stops in the short-stay car park just in front of the entrance of the Departures Terminal



The car rental companies are listed below. It is also possible to rent a car directly from the airport website:

www.aeroporto.firenze.it/en/the-passengers/transport/car-rentals.html



AUTOVIA

Phone: (+39) 055 373933



AVIS-BUDGET

Phone: (+39) 055 315588



DRIVALIA

Phone: (+39) 055 0736366

Phone: (+39) 345 3661726

Prenotazioni: (+39) 06 652111

**EUROPCAR**

Phone: (+39) 055 318609

**HERTZ / DOLLAR /
THRIFTY / FIREFLY**

Phone: (+39) 055 307370

**LOCAUTO / ENTERPRISE
NATIONAL / ALAMO**

Phone: (+39) 348 7815800

**MAGGIORE**

Phone: (+39) 055 311256

**NOLEGGIARE**

Phone: (+39) 347 0796283
Prenotazioni: 800 947 447

**SICILY BY CAR**

Phone: (+39) 055 3436031

**SIXT**

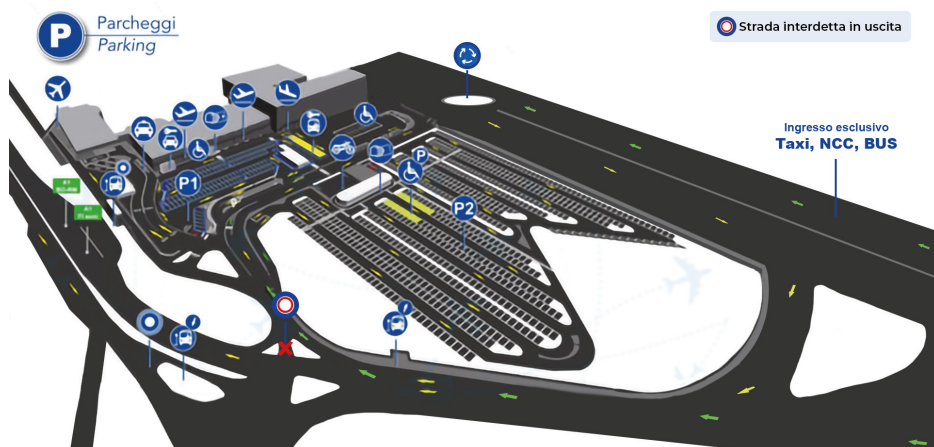
Phone: (+39) 02 4757979

**SRC RENT A CAR**

Phone: (+39) 055 8028257
Prenotazioni: 091.203374

P AIRPORT PARKING

4



The parking lots of the Florence Airport are open 7x24 and include two areas: a for short-term parking area (P1, 164 parks, 6 of which reserved for PRM) and an external area for long-term parking (P2, 615 parks, 13 of which reserved for PRM).

At the entrance of these parking areas, users can collect a ticket, which must be kept till the end of the parking period because it will be used to pay for the service at one of the 6 available automatic machines before collecting the car.

As an alternative, users can access parking lots by using the Telepass system, thus avoiding waiting times for payment.

The fees currently applied can be found on the website at:

www.aeroporto.firenze.it/en/the-passengers/parking.htm

Moreover, parking users are invited to consult the Parking Regulations, published on the airport website in the special "Parking Lot" section.

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 1 January).

A large range of leaflets and printed material is available (city and provincial maps, Firenze Cards and other tourist information, including those relating to the urban and extra-urban transport services)

Phone: (+39) 055 315874

Email: infoaeroporto@comune.fi.it

TOSCANA AEROPORTI CUSTOMER

SERVICE

For information on airport activity or the passenger terminal:

Phone: (+39) 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.

AIR TRAVEL TICKET OFFICE

The Alisud ticket office is located on the first floor of the Passenger Terminal. Opening hours: from 4:30 am until 8:00 pm. (Closing times may vary depending on whether or not there are flights departing in the evening).

AIRPORT SERVICES

WI-FI

There is a free Wi-Fi service for up to 12 hours available throughout the passenger terminal. To access the internet or download emails while waiting for flights, enable the wireless network search option on your Wi-Fi enabled device and connect to the "Airport-Free-Wifi".

LOST LUGGAGE

Baggage claim is managed by the airline company you travelled with.

In case of lost baggage please go to the

Lost & Found office located in the baggage reclaiming area to start up the search procedure.

Passengers will be contacted by the airline for the baggage tracking and delivery to the desired address.

If the airline of reference with uses the World Tracer baggage tracing system, it is possible to follow in real time the progress of the procedure.

For more information on lost baggage, please contact the airline company directly.

LEFT LUGGAGE SERVICE

Not available

BAGGAGE WRAPPING

Not present.

BAGGAGE TROLLEY SERVICE

Free of charge

OUR "VIP CLUB" LOUNGE

The VIP Lounge is open from 5:00 am. to 9:00 pm. However, opening times may vary according to the flight schedules.

It is located on the first floor of the terminal, in the departure area.

Guests may use the self-service open bar. They also have use of the free Wi-Fi service and access to SKY TV. The lounge 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 and Priority Lane from the Alisud ticket office, and just access to the VIP Lounge from the Giunti bookshop located after security.

PRIORITY LANE - PRIORITY ACCESS

TO SECURITY CHECKS

The Priority Lane service is provided for passengers of participating airlines or can be purchased in the airport at the Alisud ticket office at a cost of € 10.00 per access.

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 AGENCY

Situated next to the terminal in Via del Termine.

ALHA Air Lines Handling Agents S.P.A

Phone: 055 300559

AGENZIA MERCI - TOSCANA AEROPORTI S.P.A.

Via del Termine, 11 – 50127 FLORENCE _
Aeroporto Amerigo Vespucci FLORENCE

Phone: (+39) 055.3061232

Fax: (+39) 055.3061234

Email:

agenzia.merciFLR@toscana-aeroporti.com

OTHER SERVICES

BARS AND RESTAURANTS

Just at the entrance to the airport, passengers can stop for a coffee at the "Pezzo Forte" bar-cafeteria (opened from 04:00 am to 06:00 pm) or have a meal at the restaurant located on the ground floor, (opened from 07:00 am until the arrival of the last evening flight) near the arrivals area. After check-in, security and the duty free area, stop off at the "Beercode", the "Briciole" restaurant with panoramic terrace or, at the ground floor, in front of the boarding gate, at "Buoni & Belli" restaurant all opened from 05:00 am until the boarding of the last departing flight.



beercode



TOBACCO AND NEWSAGENT

Near the passenger exit on the arrivals side, there is the Hudson Newsstand, with a wide range of newspapers, books, sweets, snacks, drinks, a mix of health and beauty products in travel sizes and a large selection of local souvenirs. After the security checkpoint, tobacco and newspapers can be found on the first floor at the airport bookshop "Giunti al Punto".

CASH MACHINES

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

1 counter at the exchange office on the ground floor, 1 counter in the area outside the airport, 1 counter in the gate area and 1 counter in the baggage reclaim area.

EXCHANGE AND VAT REFUNDS



The ForeExchange office, (open every day from 5 am to 9 pm), located at the entrance to the terminal departures on the ground floor, carries out the currency Exchange and VAT refund activities, also on behalf of third parties, cash advance services, (such as the sale of SIM cards) the sale of telephone services, tourist services in general such as the sale of plans, maps and tourist guides.

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 and near the toilets by Gate 10.

SHOPPING GALLERY

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

PHONE AND LAPTOP RECHARGING POINTS

Inside the terminal there are numerous 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).



7

GROUND FLOOR



DEPARTURES



ARRIVALS



CHAUFFEUR
SERVICE



CUSTOMS



LIFTS AND
STAIRS



MEDICAL
SERVICE



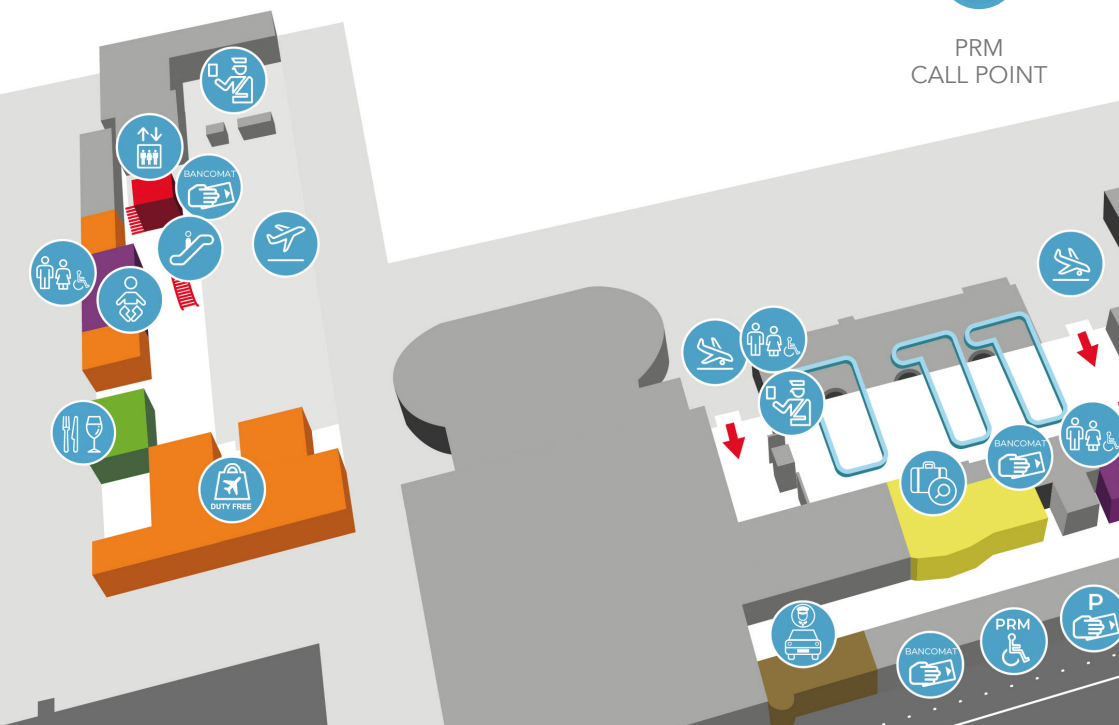
NON-SCHENGEN
PASSPORT CONTROL



TOILETS



PRM
CALL POINT





CUSTOMER
SERVICE



TOURIST
INFORMATION (APT)



ESCALATOR



CASH MACHINE



LOST AND
FOUND



BABY CHANGING



CASSA AUTOMATICA
PARCHEGGI



LOST
LUGGAGE

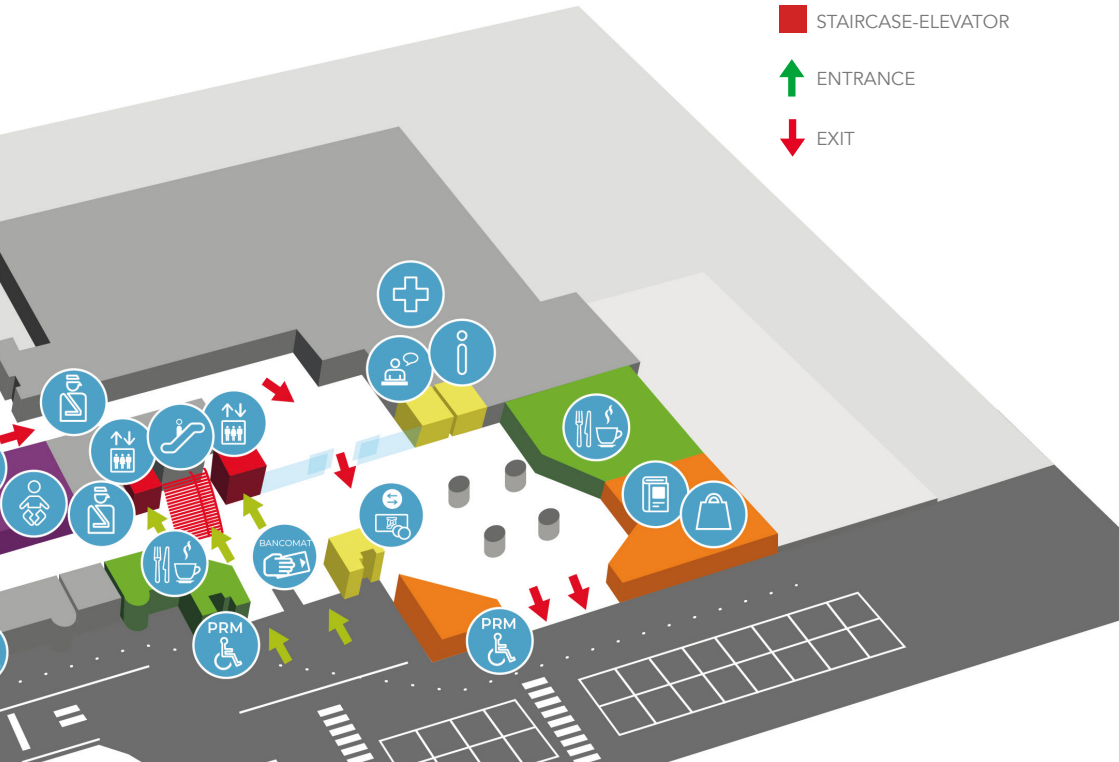


CHANGE



PRM
CALL POINT

- BAR - RESTAURANT
- SHOPS
- SERVICES
- TOILETTE
- STAIRCASE-ELEVATOR
- ↑ ENTRANCE
- ↓ EXIT



FIRST FLOOR



CHECK-IN



LIFT AND
STAIRS



SECURITY
CONTROL



TOILETS



MY CHEF



BEERCODE



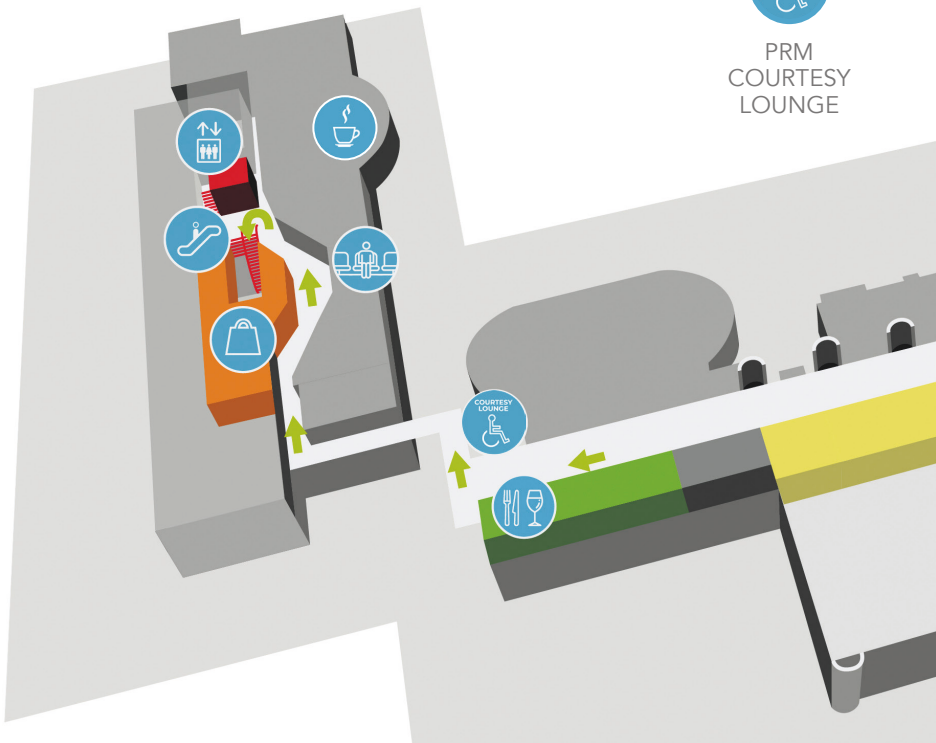
VIEW-SITTING



SHOPPING



PRM
COURTESY
LOUNGE





SALA
VIP CLUB



CUSTOMS

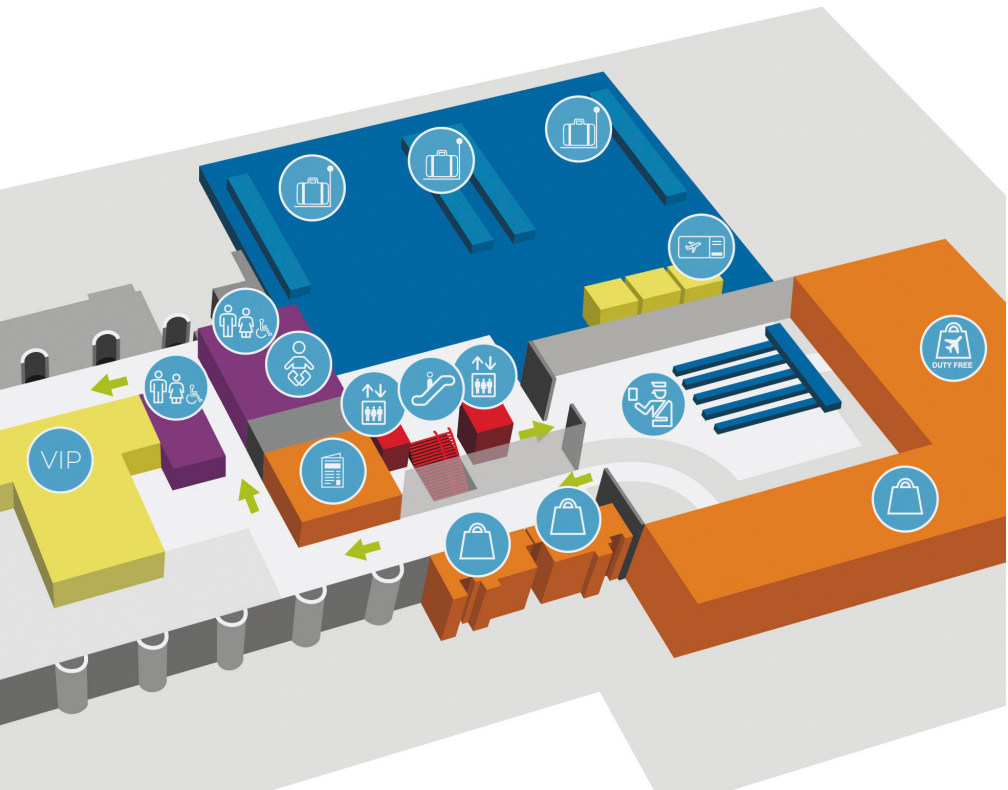


ESCALATOR



AIR TRAVEL

- BAR - RESTAURANT
- SHOPS
- SERVICES
- TOILETTE
- STAIRCASE-ELEVATOR
- ENTRANCE
- EXIT





8

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.

AUTOMATED BORDER CONTROL

Those in possession of a new generation

electronic (biometric) passport can use the E-Gates located in the Passport Control area.

TRAVELLING WITH CHILDREN UNDER 18

A passenger under 18 years of age may only travel in Europe and abroad if in possession of an individual travel document. To travel abroad, all minors with Italian citizenship must be in possession of a personal document valid for travel abroad, i.e., a passport or for EU countries, also an identity card valid for travel abroad.

It is advisable to check with your airline whether it is necessary for minors (and if so, from what age) to be accompanied on the flight by an adult. Passengers are recommended to ask their airline whether minors (and – if so – from what age) must travel accompanied by an adult.

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 which will be filed by the 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.

In any case, before purchasing a ticket from the airline for an unaccompanied minor, it is necessary to check that the airline allows minors to minor travel unaccompanied.

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 ruling 1998/2015 and the National Security Plan hazardous goods according to the IATA provisions. It is prohibited to separate yourself from your hand baggage or to accept 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 is 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 hold luggage exceeds the maximum dimensions, there may be a surcharge. We suggest

contacting the airline directly for more information. For safety reasons, no single piece of baggage must exceed 32 kg.

It is forbidden to carry prohibited items in hold baggage as per the regulations in Appendix 5-B of EU ruling 1998/2015 and the National Security Plan and those regarding hazardous goods according to the IATA provisions.

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.

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 aspects 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 IN FLORENCE

ENAC - Florence Airport Department
(+39) 055 31 71 23

AVIATION BORDER POLICE:
(+39) 055 30 33 61

GUARDIA DI FINANZA (Finance Police):
(+39) 055 30 61 615

AVIATION HEALTH SERVICE:
(+39) 055 30 61 222

CUSTOMS - Airport Section:
Email:dogane.firenze.aeroporto@adm.gov.it
Cargo Department - (+39) 055 3061268

Passenger Department - (+39) 055 3061629
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 2 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.

SELF BAG DROP

For airlines that adopt it, it is possible to use the Self Bag Drop service, which allows passengers already in possession of a boarding pass to label and embark hold luggage in complete autonomy.

The kiosks are located in the check-in area on the first floor, adjacent to the other check-in desks.

AIRLINES

Below is the list of airlines that are planning to operate at Florence Airport in 2024:

AEGEAN AIRLINES

INFO/PRENOTAZIONI

Phone: (+39) 06 97 150 532

(Servizio a tariffazione specifica)



AIR DOLOMITI

INFO/PRENOTAZIONI

Phone: (+39) 045 28 86 140

(Servizio a tariffazione specifica)



AIR FRANCE

INFO/PRENOTAZIONI

Phone: (+39) 02 38 59 12 72

(lun - ven 08.00 - 20.00/ sab - dom 09.00 - 17.30)

(Servizio a tariffazione specifica)



AIR SERBIA

INFO/PRENOTAZIONI

Phone: 06 681 00034

(Servizio a tariffazione specifica)



ALBAWINGS

INFO/PRENOTAZIONI

Albania +355 (0) 45 800 100

Call Center (08.00 - 20.00)

(Servizio a tariffazione specifica)



AUSTRIAN AIRLINE

INFO/PRENOTAZIONI

Phone: (+39) 010 974 83 30

(lun - sab 09.00-18.30)

(Servizio a tariffazione specifica)



BINTER

INFO/PRENOTAZIONI

Phone: (+39) 06 54 242 546

(Lun - Dom 6.00/22:00)

(Servizio a tariffazione specifica)

Binter

BRITISH AIRWAYS

INFO/PRENOTAZIONI

Phone: 02 69 63 36 02

(Servizio a tariffazione specifica)

BRITISH AIRWAYS 

BRUSSELS AIRLINES

INFO/PRENOTAZIONI

Phone: +41 44 51 18 305

(Servizio a tariffazione specifica)

 **brussels airlines**

EUROWINGS

INFO/PRENOTAZIONI

Phone: +49 221 599 88 230

(Servizio a tariffazione specifica)

Eurowings 

IBERIA

INFO/PRENOTAZIONI

Phone: 02 913 87 051

Italiano: 09.00 - 20.0

(Servizio a tariffazione specifica)

IBERIA 

ITA AIRWAYS

INFO/PRENOTAZIONI

Phone: (+39) 06 85 96 00 20

Phone: 800 93 60 90

(Servizio a tariffazione specifica)

ITA
AIRWAYS

KLM

INFO/PRENOTAZIONI

*Phone: 02 38 53 49 98**(Servizio a tariffazione specifica)***LUXAIR**

INFO/PRENOTAZIONI

*Phone: +35 22 45 61**(08.00-19.00)**(Servizio a tariffazione specifica)***LUFTHANSA**

INFO/PRENOTAZIONI

*Phone: 089 91 98 000**(Servizio a tariffazione specifica)*



9

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@toscana-aeroporti.com

POST:

Toscana Aeroporti S.p.A.

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

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