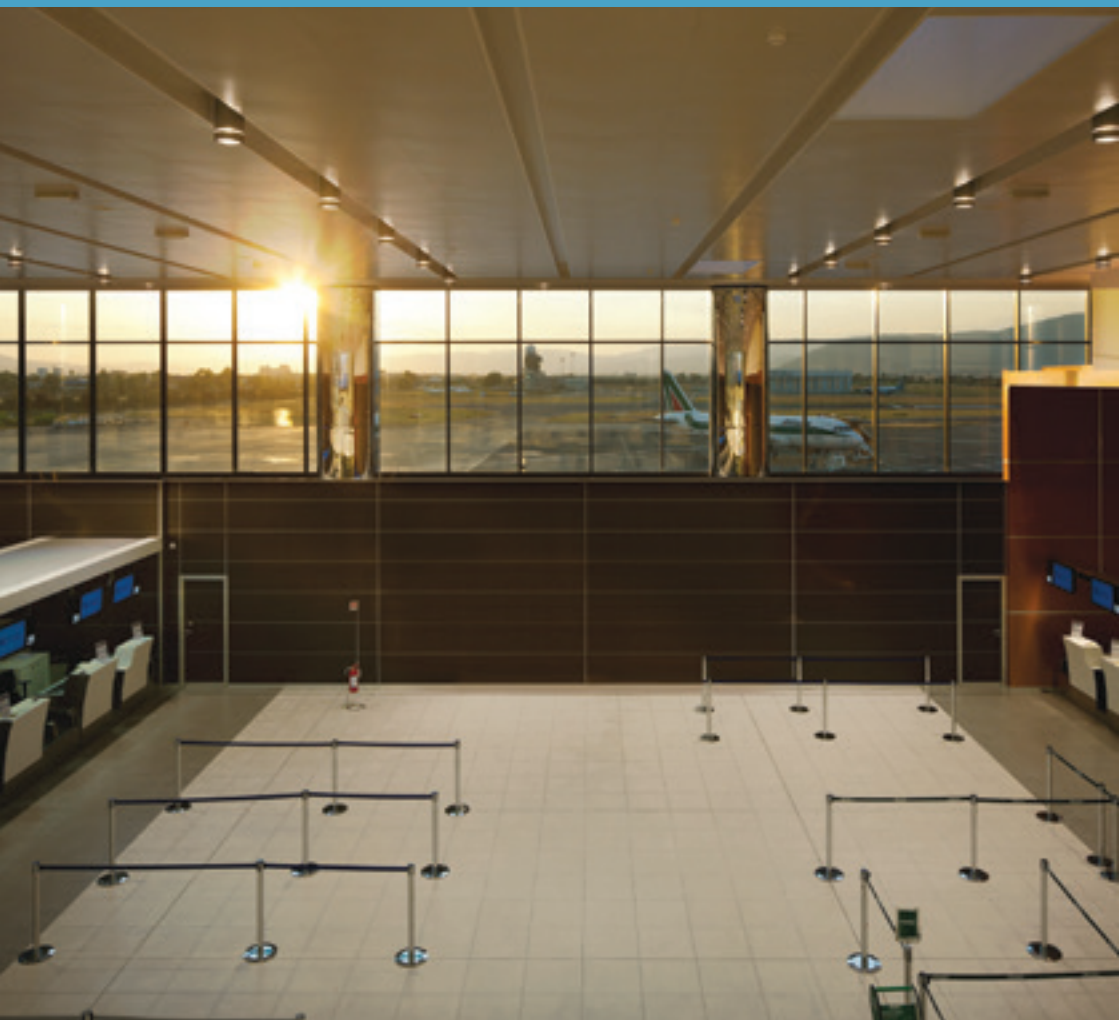


SERVICE CHARTER 2023



THE 2023 SERVICE CHARTER

1. SECTION I - MANAGEMENT COMPANY AND SERVICE CHARTER

1.1 Toscana Aeroporti	3
1.2 Our 2023 Service Charter	4
1.3 Services provided and useful information for passengers	5
1.4 Integrated management system	6
1.5 Environmental policy	8

2. SECTION II - SERVICE CHARTER QUALITY INDICATORS

2.1 Quality indicators	9
2.2 Special assistance	13

3. SECTION III - COMMUNICATION: SUGGESTIONS AND COMPLAINTS

19

GUIDES TO SERVICE

1. Getting to the Airport	21
2. Taxi and Chauffeur services	23
3. Car rental	24
4. Airport parking	26
5. In-airport information	27
6. Airport services	27
7. Other services	29
8. Travel advice	34
9. Forms for suggestions and complaints	40

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) and is characterised by the complementary nature of the two airports, each with its own specificity: 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 2022, the Tuscan Airport System recorded 6,722,846 passengers, up 137% on 2021. Despite the spread of the Omicron variant at the beginning of the year, the results of the following months allowed the Tuscan Airport System to close 2022 with 81.4% of the volumes of 2019, a record year for Toscana Aeroporti.

An even greater recovery was observed for flights, 68,893, which reached 87.3% of pre-pandemic levels.

In particular, in 2022, passengers on domestic flights reached 87.9% of the domestic passengers in 2019, while international passengers, historically prevalent in the Tuscan Airport System and most penalised by travel restrictions, reached 79.4% of pre-pandemic passenger numbers.

The load factor of scheduled flights also rose sharply (+11.7 percentage points), from 68.4% in 2021 to 80.1% in 2022, and was decidedly close to the 2019 figure (83.9%).

The cargo result was also significant, with 14,907 tonnes of cargo transported in 2022, +13.1% compared to the 2019 volumes.

Aeroporto Amerigo Vespucci di Firenze

A total of 2,228,999 passengers passed through Florence Airport in 2022, up 166.0% compared to 2021 and a recovery of 77.6% of 2019 traffic volumes.

In this regard, it should be noted that Florence airport was closed in February and March 2021 for maintenance work on the flight infrastructures. Growth compared to 2021 was sustained by the positive trend recorded in total flights (+93.1%) and the load factor of scheduled flights equal to 77.4% (+12.4 p.p.). In 2022, there was a more marked growth in international passenger traffic (+175.8%) than domestic (+91.4%), with the international component accounting for 92.1% of total traffic.



1.1

The foreign market, in fact, covered the top five destinations preferred in 2022 by passengers at the Florence airport and namely, Paris, London, Amsterdam, Munich and Barcelona.

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 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 (a company established in 2018 and 100% controlled by Toscana Aeroporti S.p.A. until 31.12.2022), 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, assistance to aircraft during parking cargo and mail) 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 infrastructures used by passengers and operators at the Florence and Pisa Airports.

OUR 2022 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 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 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 – Passengers with Reduced Mobility, passenger luggage info etc.).

The airport is open to the public every day from 4.00 am until 12.30 am or until the time of arrival/departure of the last flight of the day.

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



1.3

Mobility (PRM).

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

<https://www.aeroporto.firenze.it/en/the-passengers/parking.html> and to consult the FAQ section on the service in advance.

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

the Guide to the Services.

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

Switchboard:

Tel: +39 055 30615

Customer Service:

Tel: +39 055 3061830

Tourist informations:

Tel: +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.
- Pursuing the rationalisation and optimi-

sation of 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-contractors and third-party companies.
- 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 practices and adherence to international standards and procedures by all third parties operating at the airport, to ensure the health and safety of all airport users.
- Promoting moments of experiential exchange, sharing and discussion on the issues of prevention and safety in the workplace with the various Airport operators, through specific specialised inter-company coordination committees with the safety managers of the various entities.
- Implementing operational coordination on the various existing procedures - in particular, on the various emergency and evacuation plans - considering the participatory methods for ensuring their prompt and effective implementation.
- 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 Toscana Aeroporti's philosophy underlying their health and safety policies to all handling companies, airport users, including passengers, employees, contractors, subcontractors or third-party companies.
- 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 development.

CORPORATE RESPONSIBILITY

In line with the dictates of the SA8000 standard, Toscana Aeroporti goals include:

- 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 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 intends to apply the ISO 14001 standard also to the Group's subsidiaries as part of the broader and more extensive ESG (Environmental - Social - Governance) criteria compliance action it will be promoting. Compared to the previous two-year period deeply affected by the pandemic emergency, 2022 recorded a significant recovery from February onwards, both in terms of passenger and cargo traffic; the company continued to invest, during the pandemic period and not in resources in this sense, undertaking and successfully obtaining certification of the EMS adopted, in line with the ISO 14001:2015 standard.

In keeping with the ever-increasing sensitivity, both of the company and of the community itself, towards environmental issues, as well as in consideration of the start-up of the application of ESG criteria in all the activities carried out by Toscana Aeroporti and in coherence with ESG guidelines, the company has introduced two new environmental aspects and relative impacts associated with airport activities and subject to monitoring:

- 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 in implementation of the guidelines of the Habitat Directive 92/43/EEC' formally taken into account in the company's Environmental Policy.

Toscana Aeroporti is focusing attention on improving and optimise its own environmental performance in relation to aspects such as noise, sourcing and consumption of resources, waste, management of water, and atmospheric emissions, protection of biodiversity, and the environmental improvement projects/interventions are oriented in this direction that the company annually plans, evaluates and, subject to special conditions and/or boundary restrictions, implements.

As regards acoustic pollution, the airport has an 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.

The periodic reports containing the results of noise monitoring and the processing of noise indicators (and their trend) indicated by the current regulations on this sector, 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.

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.

In 2022, following the positive upturn in air traffic, and in accordance with the provisions of ENAC, the activity of monitoring quality factors (both through interviews with passengers and through the collection of objective data on airport performance) returned to full swing, with the aim of maintaining a punctual and continuous observation of the quality level of the services offered. In this document, the results of the 34 indicators valued, as well as their objectives for the year 2023, are therefore once again published.

In general, the targets were set following the analysis of the results achieved in the last reliable three-year period (2018-2019-2022, excluding the two-year period 2020/2021, as it was derived from the Covid and post-Covid period with related traffic reduction), in order to propose a target value that was in line with the general trend, rather than the proposed target in 2022.

The data collection process in 2022 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 simply 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;



2.1

1. SECTION I – MANAGEMENT COMPANY AND SERVICE CHARTER

- 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	2022 RESULT	PROPOSAL 2023 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	99,7	96,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	99,9	97,0
Regularity of service (and timeliness of anspotation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	63,4	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	0,03	0,2
	5	Time to first baggage claim from aircraft block on	Time in minutes from aircraft block-on to delivery of first baggage in 90% of cases	23' 23"	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	26'50"	25'59"
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	7'11"	5'29"
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	93,8	94,0
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	89,3	95,0
	10	Perception of global air terminal cleanliness	% of satisfied passengers	99,1	96,0

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2022 RESULT	PROPOSAL 2023 OBJECTIVE
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	98,1	96,0
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	99,9	98,0
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	97,3	96,0
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	97,4	94
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	95,0	95,0
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	88,1	89,0
	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	97,6	94,0
	21	Perception of availability/quality/prices of bars and restaurant	% of satisfied passengers	96,3	93,5
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	99,0	97,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2022 RESULT	PROPOSAL 2023 OBJECTIVE
Customer information	23	Easy to browse and updated website	% of satisfied passengers	99,7	96,0
	24	Perception of effectiveness of operating info points	% of satisfied passengers	99,6	96,0
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	98,4	94,0
	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	95,0
Desk/Gate services	28	Percezione sul servizio biglietteria	% of satisfied passengers	92,0	93,0
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	19'33"	19'30"
	30	Perception of waiting time at check-in	% of satisfied passengers	90,7	90,0
	31	Waiting time at security checkpoint lines	Tempo di attesa in minuti nel 90% dei casi rilevati	6'27"	5'30"
	32	Perception of waiting time at passport control	% of satisfied passengers	97,7	89,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	99,1	95,0
	34	Perception of adequacy of city/airport connections	% of satisfied passengers	99,9	96,0

SPECIAL ASSISTANCE

INTRODUCTION

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

Toscana Aeroporti offers special assistance without any additional cost, to Passengers with Reduced Mobility without any additional cost, in accordance with the provisions of Regulation (EC) No. 1107/2006.

This service is guaranteed through a third-party Company with many years of experience in this sector, which employs qualified and specialized personnel, as well as equipment and means suitable for every type of need.

INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) DISABILITY CODES

- WCHR (Wheelchair Ramp): 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.
- WCHS: (Wheelchair Stair): 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.

- WCHC (Wheelchair Carry): 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 the above points.
- DPNA: Passenger with intellectual or developmental disability requiring assistance.

SERVICES AVAILABLE IN THE TERMINAL

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

- 6 reserved, free-of-charge parking spaces (for disabled badge holders) next to the entrance/exit doors and two parking spaces near the taxi area.
- 13 reserved, free-of-charge parking spaces in the long-stay car park (for disabled badge holders).



2.2

- Wheelchairs available within the terminal.
- Airport first aid/medical service.
- Dedicated toilets.
- Accessible ATMs.
- Alternative routes through security (to enable passengers with pacemakers and wheelchairs to carry out these checks).
- 'Ambulift' service - Elevating platform to enable aircraft boarding for wheelchair passengers, together with other special vehicles.

REQUEST FOR ASSISTANCE

Assistance is guaranteed to disabled or reduced mobility passengers (PRM) within the waiting times indicated by legislation and without additional costs. Assistance (for departures and arrivals) will be granted when it has been explicitly requested and specified by the passenger when booking the flight from the airline/travel agent/tour operator (or in any case at least 48 hours before the departure of the flight in question).

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

ASSISTANCE

At departure - staff are available at the airport (at no additional cost) to personally accompany passengers during pre-boarding procedures, from the moment of arrival at check-in (or designated areas) through customs, security and during any potential waiting periods (if required) and boarding the aircraft (including use of elevating platforms). Staff are committed to meeting every reasonable request from passengers, offering a complete, continuous and efficient service throughout the entire departure process within the terminal.

At arrival - staff are available at the airport to assist passengers during all the procedures following arrival at the airport, from the moment of disembarkation (via stairs/elevating platform) to baggage reclaim, and from customs to their ongoing transport at the arrivals area of the passenger terminal (or designated area).

CALL POINTS

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

- Call point columns located in front of the departures and/or arrivals terminal, or the tram stop.
- Customer Service desk.
- Check-in desks.
- Lost & Found Office.
- Parking kiosk.

- Help phone in the area dedicated to PRM in the departure hall

PRM who have booked assistance and notified their arrival from one of the above call points, will be met there by trained staff to assist them throughout the pre-departure procedures. Dedicated 'priority' seating is available to disabled or reduced mobility passengers inside the terminal, identified with appropriate signage.

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 Authority (ENAC) if necessary.

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

tos.flr@toscana-aeroporti.com

or call 055/3061709.

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

Florence Airport adheres to the ENAC "Autism - traveling through the airport" project set up by ENAC in collaboration with Assaeroporti - the Italian association of airport managers - and airport management companies.

For autistic people, traveling by air can be a very difficult experience, and in most cases, a completely new experience. The goal of the project is to facilitate access to the airport for autistic individuals and their families, helping them to experience air travel in all tranquillity.

The Florence airport welcomes autistic subjects thanks to implementing an integrated project based on the implementation of various tools and adequate travel preparation. More specifically, the project includes:

- A digital version of the questionnaire downloadable from the Toscana Aeroporti website in the PRM section to be filled in by parents for profiling the passenger with autism (low functioning/high functioning) and help Toscana Aeroporti understand the next steps to

be taken;

- The possibility of visiting the airport in advance and the route to follow, based on a scheduled meeting with Toscana Aeroporti and escorted by suitably trained airport staff.

DEDICATED HALL

The Friendly Area was inaugurated on October 31, 2022, with the aim of making waiting at the airport more comfortable and inclusive for passengers with disabilities and reduced mobility (PRM). The area, manned by staff specifically dedicated to PRM assistance, is located at the end of the main access corridor to the gate lounges, opposite the “Beercode” refreshment point.

ARCHITECTURAL BARRIERS

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.

PRM INDICATORS

In general, the 2022 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. It should also be mentioned that during the year a new, fully digitalised PRM passenger management software was introduced, in order to constantly upgrade performance and service standards.

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	2022RESULT	PROPOSAL 2023 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	5'11"	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	5'15"	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	5'45"	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	6'07"	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
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	98,25	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	98,25	96,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2022 RESULT	PROPOSAL 2023 OBJECTIVE
Information in the airport	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	99,0	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	0,0002	0,0100
Comfort during stay in airport	12	Perception of effectiveness of PRM assistance	% of satisfied PRM	99,0	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	99,0	96,0
	14	Perception of spaces dedicated to PRM halls (e.g. dedicated lounge)	% of satisfied PRM	93,0	95,0
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	99,0	97,0

COMMUNICATION: SUGGESTIONS AND COMPLAINTS

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

Toscana Aeroporti has implemented the following contact methods for the 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.

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 customers in an amicable manner. The advantages of this service include simple and informal procedures, a reduction in the time required to resolve disputes and a reduction of the costs involved.

MEDIATION AND CONCILIATION SERVICE/ FLORENCE CHAMBER OF COMMERCE

Tel: 055 2392134

Email: conciliazione@fi.camcom.it

OMBUDSMAN

Tel: 055 2387800

Numero Verde: 800018488

Email:

difensorecivico@consiglio.regione.toscana.it

GETTING TO THE AIRPORT

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



1

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



Company:
GEST
800.964424
199.229300 (mobile)
www.gestramvia.com



Transit time:
20 minutes

Frequency:
[See the Website](#)

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

BY BUS

The "Fly by bus" Airport - city centre service operated by Busitalia is currently suspended.

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 € 2,70

Calling:

0554242 - 055 4390 - 055 4798

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

TAXI TARIFFE	
da AEROPORTO per CENTRO CITTÀ e principali ALBERGHI	
importo fisso	€ 22,00
festiva diurna	€ 24,00
notturna	€ 25,30
supplemento bagagli (max 7) ognuno	€ 1,00
Per le altre destinazioni fare riferimento al tariffario a bordo del Taxi. Supplemento partenza aeroporto €2,70	
CHIAMATA 055 4242 - 055 4390 - 055 4798	



LIMOUSINE SERVICE



CO.A.V.E.

Opening hours:

8.00 am – 8.00 pm

Tel: 055 340159

e-mail: info@coave.it



GIULIANI

Opening hours:

9.00 am – 9.00 pm

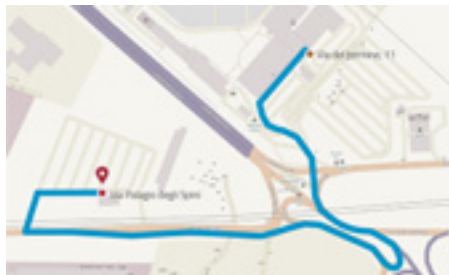
Tel and Fax: 055 5001552

Mobile: 330 271646



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 15 minutes. The shuttle bus stops in the short-stay car park just outside the terminal.



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



AVIS-BUDGET

Phone: 055.315588



AUTOVIA

Phone: 055.373933



EUROPCAR

Phone: 055.318609



**HERTZ / DOLLAR /
THRIFTY / FIREFLY**
Phone: 055.307370



LEASYS
Phone: 055.3438754



**LOCAUTO / ENTERPRISE
NATIONAL / ALAMO**
Phone: 348.7815800



MAGGIORE
Phone: 055.311256



NOLEGGIARE
Phone: +39 347 0796283
Book: 800 947 447



SICILY BY CAR
Phone: 055.3436031

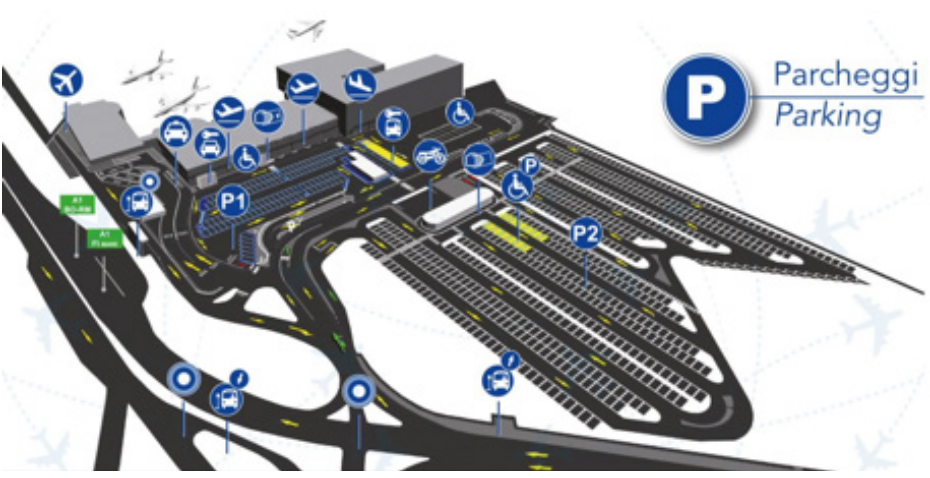


SIXT
Phone: 02.4757979



SRC RENT A CAR
Phone: 055.8028257
Book: 091.203374

AIRPORT PARKING



The parking lots of the Florence Airport are open 7x24 and include two areas: a for short-term parking area (P1, 141 parks, 8 of which reserved for PRM) and an external area for long-term parking (P2, 613 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 the 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.

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

P ₁ SHORT STAY CAR PARK	
First 10 minutes	FREE
Up to 30 minutes:	€ 3,00
Up to 1 hour:	€ 4,00
From 1 to 7 hours:	€ 3,00/hour
1 st day and subsequent ones	€ 30,00/day

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 (guides, city and provincial maps, events calendars etc.) in addition to updates about flights.

TOURIST INFORMATION

Tel e fax: 055.315874

Email: infoaeroporto@comune.fi.it

TOSCANA AEROPORTI CUSTOMER SERVICE

For information on airport activity or the passenger terminal

Tel: 055.3061830

WEBSITE

www.toscana-aeroporti.com

For real-time flight status information, you can register your contact details on the website – the system will send you messa-

ges about your flight.

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". On 1 August 2019 the Wi-Fi network enhancing operation was terminated in the airport.

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

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

Thanks to the App it is possible to:

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

AIRPORT SERVICES

AIR TRAVEL TICKET OFFICE:

The Alisud ticket office is located on the first floor of the Passenger Terminal. 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).

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 bagga-

ge reclaiming area to start up the search procedure.

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

If the airline you travelled with uses the World Tracer baggage tracing system, you can track the status of your case in real time.

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 8:00 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

Tel: 055 300559

AGENZIA MERCI - TOSCANA AEROPORTI S.P.A.

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

Tel. (+39) 055.3061232

Fax. 055.3061234

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 Mychef bar-cafeteria, or have a meal at the restaurant located on the ground floor, near the arrivals area.

After check-in, security and the duty free area, stop off at Beercode or, at the ground floor, in front of the boarding gate, at Buoni & Belli restaurant.



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, 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, as well as the purchase of Traveller's Checks, the sale of urban transport tickets for the city of Florence and for the national and international rail and bus transport, the sale of telephone services, tourist services in general such as the sale of plans, maps and tourist guides, reservations for museums, events and hotels, etc., money transfer and cash advance services.

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/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).

GROUND FLOOR



DEPARTURES



ARRIVALS



CHAUFFEUR
SERVICE



CUSTOMS



LIFTS AND
STAIRS



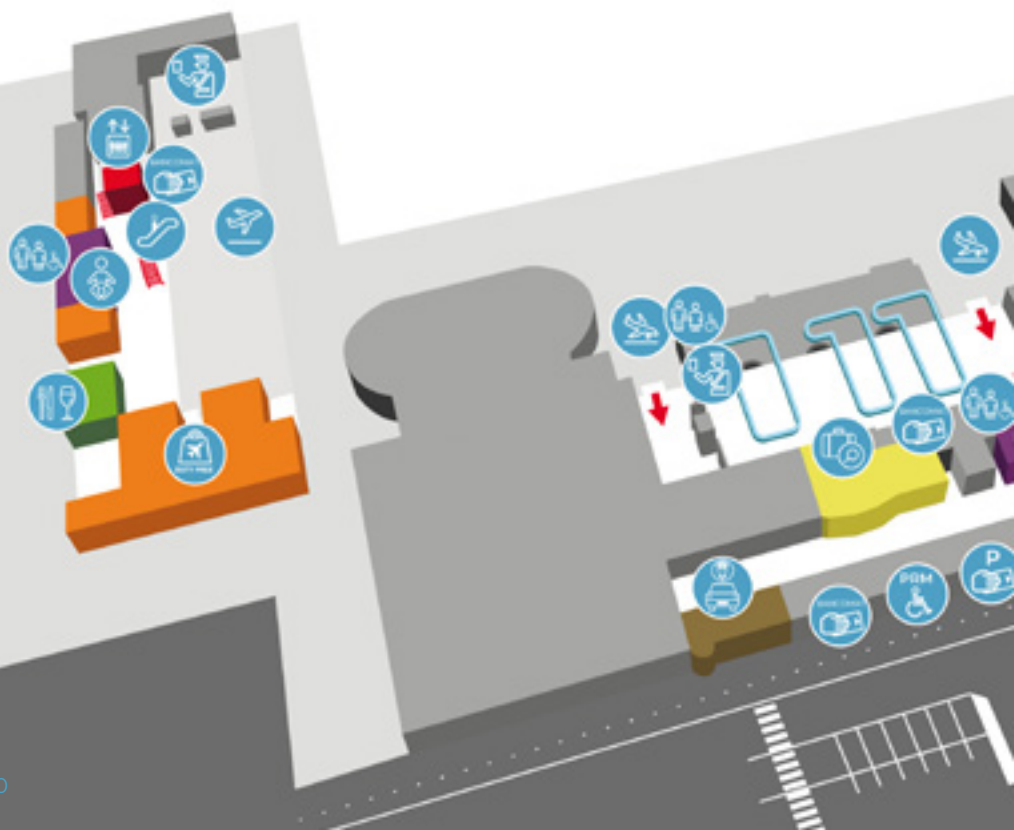
MEDICAL
SERVICE



NON-SCHENGEN
PASSPORT CONTROL



TOILETS





CUSTOMER
SERVICE



TOURIST
INFORMATION (APT)



ESCALATOR



CASH MACHINE



LOST AND
FOUND



BABY CHANGING



CASSA AUTOMATICA
PARCHEGGI



LOST
LUGGAGE



CHANGE

■ BAR - RISTORANTI

■ NEGOZI

■ SERVIZI

■ TOILETTE

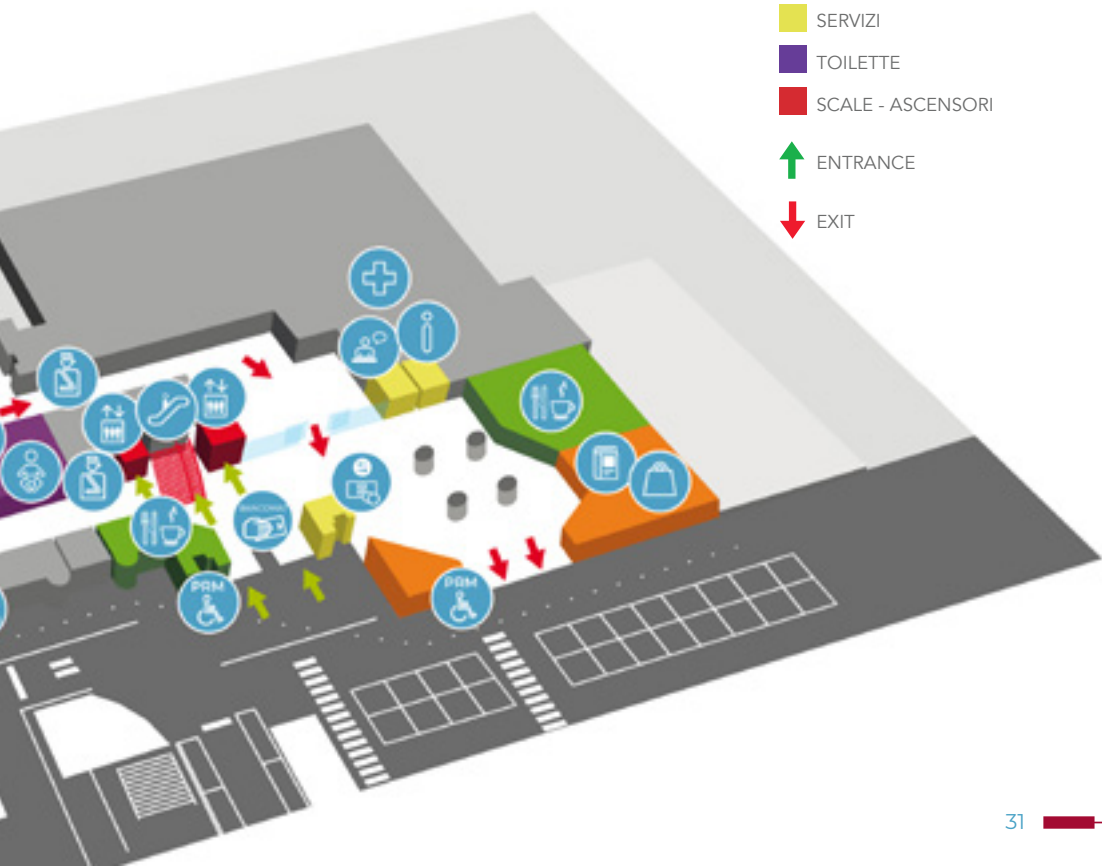
■ SCALE - ASCENSORI



ENTRANCE



EXIT



FIRST FLOOR



CHECK-IN



LIFT AND
STAIRS



SECURITY
CONTROL



TOILETS



MY CHEF



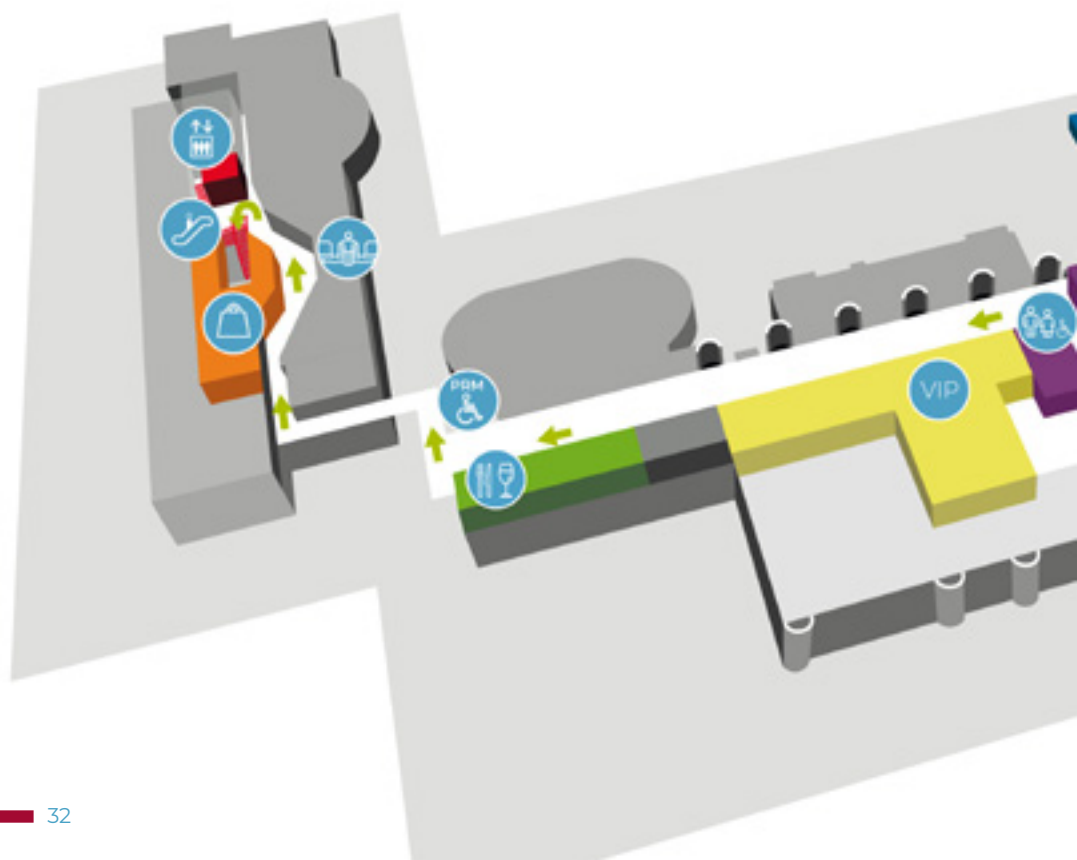
BEERCODE



VIEW-SITTING



SHOPPING





VIP CLUB
LOUNGE



CUSTOMS



ESCALATOR

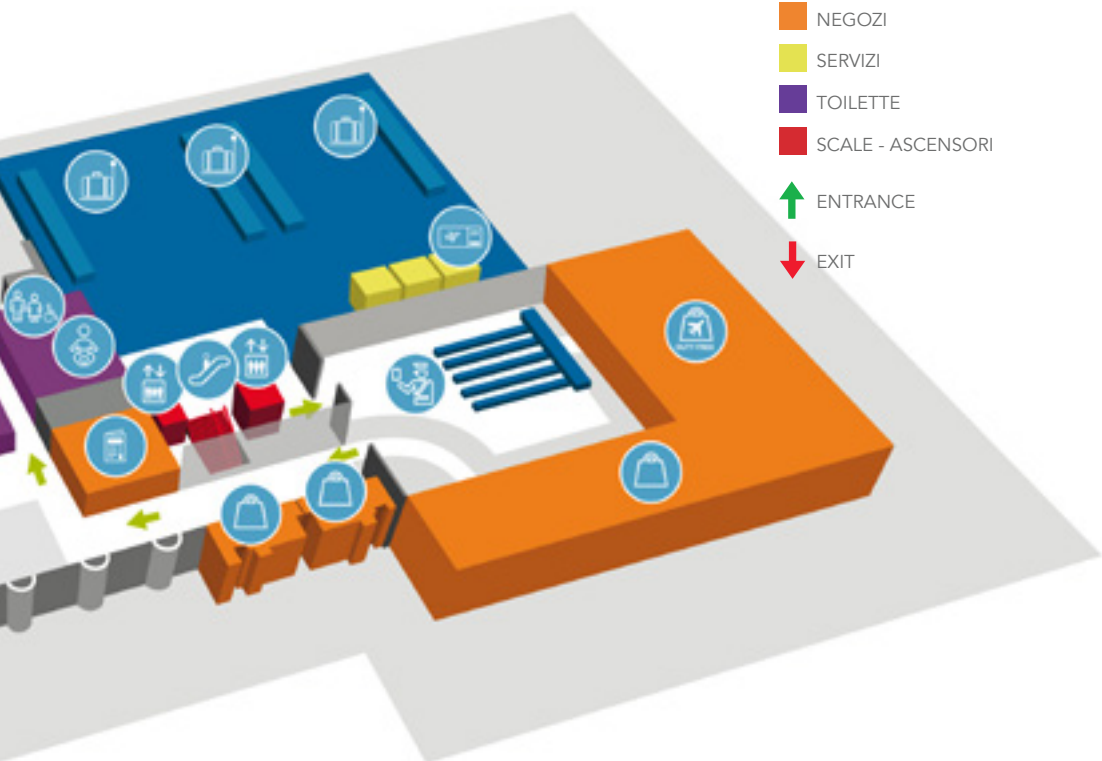


AIR TRAVEL
TICKET OFFICE

- BAR - RISTORANTI
- NEGOZI
- SERVIZI
- TOILETTE
- SCALE - ASCENSORI

↑ ENTRANCE

↓ EXIT





8

TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

For all useful information for passengers and for frequently asked questions, it is recommended to refer to the information on www.aeroporto.firenze.it, consult the FAQ, or contact to the services operating 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 (OR NOT ACCOMPANIED BY AT LEAST ONE PARENT OR GUARDIAN)

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 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: +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](mailto:dogane.firenze.aeroporto@adm.gov.it)

Cargo Department - 055 3061268

Passenger Department - 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 al-

lows 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 2023:



AEGEAN AIRLINES

INFO/BOOKINGS

Phone: +39 06 97 150 532
(Toll number)



AEROITALIA

INFO/BOOKINGS

callcenter@aeroitalia.com



AIR DOLOMITI

INFO/BOOKINGS

Phone: +39 045 28 86 140
(Toll number)



AIR FRANCE

INFO/BOOKINGS

Phone.: +39 02 38 59 12 72
(Mon-Fri 8.00 a.m. - 8.00 p.m. /
Sat-Sun 9.00 a.m. - 5.30 p.m.)
(Toll number)



AIR SERBIA

INFO/BOOKINGS

Tel.: 06 681 00034
(Toll number)



ALBAWINGS

INFO/BOOKINGS

Albania +355 (0) 45 800 100
Call Center (8.00 a.m. - 8.00) p.m.
(Toll number)



AUSTRIAN AIRLINE

INFO/BOOKINGS

Phone: +39 010 974 83 30
(Mon-Sat 9.00 a.m. - 6.30 p.m.)
(Toll number)



BINTER

INFO/BOOKINGS

Phone: +39 06 54 242 546
(Mon-Sun 6.00 a.m. - 10.00 p.m.)
(Toll number)



BRITISH AIRWAYS

INFO/BOOKINGS

Phone: 02 69 63 36 02
(Toll number)



BRUSSELS AIRLINES

INFO/BOOKINGS

Phone: +41 44 51 18 305
(Toll number)



IBERIA

INFO/BOOKINGS

Phone: 02 913 87 051
Italian: 9.00 a.m. - 8.00 p.m.
(Toll number)



ITA AIRWAYS

INFO/BOOKINGS

Phone: +39 06 85 96 00 20
800 93 60 90
(Toll number)



KLM

INFO/BOOKINGS

Phone: 02 358 23 45 618
(Toll number)
(Toll number)



LUXAIR

INFO/BOOKINGS

Phone: 02 913 87 051
Italian: 9.00 a.m. - 8.00 p.m.
(Toll number)



LUFTHANSA

INFO/BOOKINGS

Phone: 089 91 98 000
(Toll number)



SCANDINAVIAN AIRLINES

INFO/BOOKINGS

Phone: 06 99 74 80 15
(Mon-Fri 9.00 a.m. - 7.00 p.m., Sat 9.00 a.m. - 5.00 p.m., Sun 9.00 a.m. - 6.00 p.m.)
(Toll number)



SILVER AIR

INFO/BOOKINGS

Phone: +39 0565 971030
+39 333 5209158
(Mon-Sat 9.00 - 12.30 a.m. - 2.30 - 5.00 p.m.)



SWISS INTERNATIONAL AIRLINES

INFO/BOOKINGS

Tel.: +39 02 38 59 42 83
(Toll number)

**TAP AIR PORTUGAL**

INFO/BOOKINGS

*Phone: +39 06 45 23 02 08**(Mon-Sun 9.00 a.m. - 1.00 a.m.)**(Toll number)***VOLOTEA**

INFO/BOOKINGS

*Phone: 895 895 4404**(Toll number)***VUELING**

INFO/BOOKINGS

*Phone: 199 20 66 21**(Toll number)***WIDEROE**

INFO/BOOKINGS

*Phone: +47 75 53 50 10**(Mon-Fri: 7.00 a.m. - 10.00 p.m.)**(Toll number)*



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

AEROPORTO DI PISA – Aeroporto
Galileo Galilei, Piazzale D’Ascanio 1,
56121, Pisa

Centralino

Tel. 055.3061.5

Indirizzo

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