

SERVICE CHARTER 2022



THE 2022 SERVICE CHARTER

1. SECTION I – MANAGEMENT COMPANY AND SERVICE CHARTER	
1.1 Toscana Aeroporti	3
1.2 Our 2022 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	10
3. SECTION III - COMMUNICATION: SUGGESTIONS AND COMPLAINTS	14
4. SECTION IV - COVID-19	
4.1 Activities introduced because of the COVID-19 pandemic	15

GUIDE TO SERVICES

1. Getting to the Airport	18
2. Airport parking	21
3. In-airport information	22
4. The airport services	23
5. Other services	24
6. Travel advice	28
7. Forms for suggestions and complaints	35

TOSCANA AEROPORTI

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

Following the merger of the two airport companies, the integrated airport system of Tuscany was set up which, through the different specialisations of the Florence and Pisa Airports and their ongoing development thanks to important infrastructural investments, strives to satisfy the unmet demand for flights in this Region, today estimated as approximately 50%, and to create an authentic gateway into Tuscany. The Tuscan airport system is characterized by the perfect integration of the two airports which are distinguished by the differentiation of the market segments in which they operate and by the different specialization of their air traffic: the Vespucci airport in fact develops business and leisure traffic through the full-service carriers, connecting up to the main European hubs; the Galilei airport gives priority to tourist traffic operated by low-cost carriers, and cargo flights. With 8.3 million passengers transported in 2019 and 96 destinations served by 34 airline companies, Tuscany can count on one of the most important airport systems in the country, capable of acting as a driving for-

ce for the economic development of the territory which is acclaimed as one of the most famous and appreciated regions in the world.

In 2021, the travel restrictions applied by the various countries to limit the spread of the pandemic continued to significantly affect the performance of passenger traffic in the Tuscan Airport System – a system that has always been characterized by a strong prevalence of international incoming tourism – which thus closed the year with 2,837,162 units, down 66% compared to 2019, the last pre-Covid year, but up sharply (+ 43%) compared to 2020.

After the nearly total zeroing of air traffic recorded in the first 5 months of the year (-93.5% compared to the same period of 2019) following the spread of the pandemic and further conditioned by the closure of the Florence airport in the months of February and March 2021 due to works on the runway, starting from June a progressive recovery was recorded (-74.7% compared to June 2019) which reached its peak in November (-34.6% compared to the same month of 2019) and then settled in the last month of the year (-42.9% compared to December 2019) following the spread of the so-called Omicron variant. Overall aircraft movements in 2021 were 39,573, up by 31.2% on 2020 and down by 49.9% on 2019. Cargo traffic, with 15,356 tons of carried goods and mail in 2021, showed a growth of 14.0% compared to 2020 and 16.5% compared to 2019.

Galileo Galilei Airport of Pisa

In 2021, the Pisa airport handled



1.1

1,999,137 passengers, with a growth of 52.0% over 2020 and a decrease of 62.9% compared to 2019. This result is due to the increase in flight passengers of both national lines (+ 62.2%) and international lines (+ 44.5%). Contrary to what happened in the pre-Covid years, there was a recovery in the percentage of the domestic market (44.9%) compared to the international market (55.1%). Confirming this trend, the preferred destinations in 2021 were the Italian ones. With the exception of Tirana, indeed, Palermo, Catania, Cagliari and Brindisi fall into the top five. As for the cargo sector, the Pisa airport recorded a 17.3% growth over 2020 and a 17.2% growth compared to 2019, driven by the excellent performance of couriers and all cargo operations in New York.

Today Toscana Aeroporti is responsible for the following activities:

- Maintenance of the airport infrastructures (runways, aircraft aprons), the terminals and the other infrastructures used by the passengers and operators;
- Development of commercial activities (stores, bars and restaurants, etc.);

- Other airport services operated by third parties (tourist information, VAT reimbursement service, etc.).

In both the Pisa and Florence airports, the handling activities are mainly carried out by Toscana Aeroporti Handling Srl, a company established in 2018 and 100% controlled by Toscana Aeroporti SpA, in the aim of providing ground handling services to airlines (acceptance, boarding and disembarking of passengers, loading and unloading of baggage, 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.

Also present at Pisa Airport since March 2019 is Consulta Handling Service that offers assistance to several airline companies. Finally, Toscana Aeroporti Engineering is active in airport infrastructure design and construction of (runways, aircraft parking aprons), terminals and other infrastructures used by passengers and operators at Pisa and Florence 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 social responsibility, equality, impartiality and non-discrimination, as well as for the protection of health, safety, the



environment, and for the quality management of the services provided.

Toscana Aeroporti intends to consolidate its own commitment for the continual improvement of its performance, and for this reason it applies an integrated Quality System in compliance with the provisions established by the UNI EN ISO 9001:2015 standard, and UNI ISO 45001:2008 standard for Health and Safety in the Workplace, the SA8000:2014 standard for Corpo-

rate Responsibility, and the UNI EN ISO 14001 standard for environmental management.

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

SERVICES AND USEFUL INFORMATION FOR PASSENGERS

All information regarding the services offered by Toscana Aeroporti are available on the Company's website at www.toscana-aeroporti.com, in the Pisa Airport section. The complete list of the services offered can be found in the "Guide to the Services" attached to this Service Charter.

In view of the particular time in history linked to the pandemic emergency, all passengers are strongly recommended to consult the relevant government websites, both the Italian ones and those of their country of origin and/or destination, for updates on the health and documentation regulations envisaged for travellers.

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 access the flight information in real time.

In the airport, information brochures on Passenger Rights are available for users in accordance with Regulations (EU) 261/2004 and 1107/2006, as well as all the information required by current legislation on air transport (prohibited items, internal signage for PRM – Passenger Reduced Mobility, passenger baggage info etc.). In fully operational airport condition, the airport is open to the public every day from 4.00 am to 12.30 am, or to the time of arrival/departure of the last flight of the day. In view of the pandemic emergency still in progress at the time of writing, the Terminal's opening hours, which are adjusted week by week according to times of flight arrivals, all users after measuring their body temperature.

The airport has parking spaces, open for 24 hours every day, divided into five lar-



ge areas: a short-term parking area (P3), a multi-storey car park (P2), two parking areas for long-term parking (P1). and P4) and an area in the eastern part of the outer area dedicated to buses (P6). Parking lots P2 and P3 are free for the first 10 minutes; PRM passengers can use the parking area free of charge upon presentation of the appropriate voucher.

Users are recommended to read the Parking Regulations, published on the airport website at this link: <https://www.pisa-airport.com/it/i-passeggeri/parcheggio.html> and to consult the relevant FAQ section in advance about this service.

For detailed information on how to reach the airport, the rates and timetables of car parks, the public services parking times and rates, public transport and other services, please consult the “Guide to Services” attached to this Services”.

For any other information, passengers may visit the website www.pisa-airport.com/it/i-passeggeri/trasporti or contact the airport directly on the following numbers:

Switchboard:

Tel: +39 050 849 111

Information office:

Tel: +39 050 849 300



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 within the market.

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

HEALTH AND SAFETY

- Protecting the health and safety of all airport users, including passengers, employees of Toscana Aeroporti, or subsidiaries, contractors, sub-contractors or 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 the best practices and adherence to international standards and procedures by 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 effective 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 the Toscana Aeroporti health and safety policies to all airport users, including passengers, employees, contractors, sub-contractors or third parties.
- Providing the relevant organizational health and safety information to all

interested parties: the National Health Service (ASL), the Fire Brigade (V.V. FF), and the National Institute for the Prevention of Accidents (INAIL), public administrations, etc.,

- Carrying out periodic revisions of the health and safety commitments to ensure they are in line with the airport's organisational and infrastructure developments.

As of January 2020, operations were characterised by the Covid-19 pandemic emergency, particularly in terms of prevention, monitoring, and management of the pandemic risk. The primary effort was that of constantly interfacing with the authorities in charge of supporting all operational departments in the continuity of airport activities, ensuring "compliance" with the various DPCMs (Decrees of the President of the Council of Ministers) and verifying the necessary technical and regulatory conditions. In this regard, since May 2020, as required by specific regional ordinances, Toscana Aeroporti has drawn up and verified in terms of compliance with the sector guidelines and national regulations, a Covid-19 Anti-Contagion Protocol, applied to all company divisions and monitored by the competent internal entities. Particular attention has been paid to safeguarding and protecting the health of users.

CORPORATE RESPONSIBILITY

- Not using or supporting the use of child labour or forced labour.

- Selecting, hiring, training, remunerating and managing employees without any discrimination.
- Ensuring a safe and healthy work environment.
- Guaranteeing that working hours, disciplinary procedures and remuneration systems are in line with legislation, relevant employment contracts, union agreements and industry standards.
- Protecting the right of freedom of association and the right to collective bargaining.
- Ensuring that suppliers, contractors and third parties adopt the same standards as Toscana Aeroporti whilst on the airport site.
- Aiming for continuous improvement of the system to manage Corporate Responsibility, adhering to national legislation and other international norms and procedures as listed in the SA8000 standard.



ENVIRONMENTAL POLICY

Toscana Aeroporti is actively committed to observing the relevant environmental legislation applicable to the airport operation, including the implementation and adopting of the Environmental Management System (EMS), in accordance with the provisions of the ISO 14001:2015 standard with which it has been certified since 2004, aimed, inter alia, at preventing pollution planning and carrying out the appropriate control activities and reducing to a maximum impact on the territory.

Also in the year 2021, conditioned as the previous one by the peculiar historical period linked to the pandemic emergency, the Company invested significantly in resources in this sense, undertaking and successfully obtaining certification

of the EMS adopted, in line with the ISO 14001:2015 standard. Thanks to adopting this system it can ensure constant monitoring of the environmental aspects and relative impact of the airport activities that, even if reduced during 2021, were present in any case, being intrinsically linked to the kind of activities carried out by the Company.

Toscana Aeroporti is focussing attention on improving and optimizing its own environmental performance in relation to aspects such as noise, sourcing and consumption of resources, waste, management of water, and atmospheric emissions and the environmental enhancement projects / interventions that the Company annually plans, evaluates and – except for particular external conditioning and / or restrictions – carries out are directed at this.

As regards acoustic pollution, the airport has automatic system that allows for mo-

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.

In terms of waste management, Toscana Aeroporti is committed to improving its waste management system and implementing differentiated collection. In fact, the company constantly monitors the production of waste from its own activities and those of third parties operating in the airport, with the inclusion of specific clauses in new contracts and the providing of

instructions for the use of the areas allocated to waste storage.

The PlasticFree project, which was launched by the Company in 2019 and is aimed at becoming a forefront airport system, completely free of plastic products sold and distributed, underwent a temporary slowdown as a consequence of the management priorities resulting from the pandemic emergency in the 2020-2021 two-year period, but it is fully confirmed and largely already implemented.

In view of a continuous improvement of its own environmental performances, Toscana Aeroporti continues to maintain active and efficient the productive relationship with the competent bodies and people who live closed to the airport, so that the commercial air traffic can become integrated and combined with environment sustainability needs, and the territorial promotion.



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.

During 2021, despite the still strongly reduced traffic volumes due to the persistence of the pandemic emergency, the monitoring of the quality factors continued (both through interviews with passengers and the collection of objective data on airport performance), with the aim of maintaining a timely and continuous observation of the quality level of the services provided, also in the light of the evolution of the epidemiological situation. Consistently with what was already decided at the beginning of 2021, in this edition the results of these indicators are once again not published, as they would reflect a situation still strongly impacted

by the pandemic emergency and, for this reason, in continuous evolution and far from the traffic standards – which, however, our airports wish to recover as soon as possible.

The data collection process in 2021 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 have been introduced 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.



SPECIAL ASSISTANCE

INTRODUCTION

The European regulation 1107/06 (from the DOC 30 ECAC and from the relevant ENAC GEN 02A circular) defines a person with a disability or a person with reduced

mobility (PRM) as “any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made

available to all passengers”.

It stipulates that disabled persons and persons with reduced mobility (whether due to a disability, age or other factors) can travel by air in the same or similar conditions as other passengers, without being excluded on the basis of their disability or physical condition, except for reasons which are justified on the grounds of safety and prescribed by law. The Regulation respects the fundamental rights of the European Union and observes the principles outlined in its Charter of fundamental rights.

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

INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) DISABILITY CODES

- **WCHR (Wheelchair Ramp):** Passenger able to walk by him/herself inside the plane as well as walk up and down stairs, but who requires a wheelchair or other means of transport to move long distances inside the airport.
- **WCHS: (Wheelchair Stair):** Passenger able to walk by him/herself inside the plane, but who cannot walk up or down stairs and who requires a wheelchair or other means of transport to move inside the airport.
- **WCHC (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

The Pisa Airport provides dedicated facilities to disabled or reduced mobility passengers:

- **Reserved disabled parking spaces:** there are reserved spaces available for PRM, P2-12 parks, P3-10 parks, in the car parks near the passenger terminal. The reduced mobility passenger may also choose to park their vehicle in any other available space in the car park, displaying the appropriate disability badge. If the vehicle has a Telepass, we suggest that PRM users avoid using the Telepass entrances, or that they remove/shield

the Telepass (taking a regular ticket upon entrance to the car park) to ensure they are not charged automatically. The disabled badge holder should show this ticket at the parking payment point (open every day depending on the daily schedule of the airport) together with an ID document and their boarding pass to allow them to leave the parking area free of charge. Outside these hours, the ticket may be requested by sending an email to qualita@toscana-aeroporti.com at least two days before check-in.

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

- Wheelchairs to facilitate moving around the terminal, only to be used with the help of dedicated staff;
- Dedicated seating throughout various areas of the terminal with signage indicating “PRM priority of use”;
- Priority routes through security (to facilitate these checks for passengers with pacemakers and wheelchairs);
- Special ramps – mobile lounge – with lifting platform to facilitate boarding of wheelchair passengers.

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

ASSISTANCE AT THE AIRPORT

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

mes could be longer.

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

At arrival - staff are available at the airport to accompany passengers during all the procedures following arrival at the airport, from the moment of disembarkation (via elevating platform) to baggage reclaim, and from customs to their ongoing transport at the arrivals area of the passenger terminal (or designated area). Staff are committed to meeting every reasonable request from passengers, to offer a complete, continuous and efficient service throughout the boarding/disembarkation process within the terminal.

DISABLED MINORS

Minors with disabilities or reduced mobility will be provided with the same assistance as all other PRM. Procedures in force for unaccompanied minors will be implemented where necessary, depending on the passenger's disability as verified by check-in or other airport staff.

AUTISM PROJECT

The Pisa International Airport adheres to the ENAC "Autism - traveling through the airport" project devised 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 live the experience of air travel in all tranquillity. The airport welcomes autistic subjects thanks to implementing an integrated project that is based on the activation 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 to 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 (visiting times: 9.00 am to 4.00 pm Monday to Friday)

ASSISTANCE DURING THE COVID-19 EMERGENCY

Also during the year 2021, despite the reduction in passenger traffic due to the pandemic emergency the staff dedicated to PRMs was kept operational in order to maintain the assistance service unchanged from the time of presentation at the airport to the time of boarding the aircraft.

For information and requests:

qualita@toscana-aeroporti.com

COURTESY AREA

Pisa Airport offers a special area for reduced mobility passengers and/or other special needs (such as nursing mothers who require a reserved area for breastfeeding in a quiet atmosphere). The passengers who need to access this room are accompanied there by dedicated personnel. The service can be requested from the assistance personnel or the airport staff.

FIRST AID AT THE AIRPORT

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

ARCHITECTURAL BARRIERS

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

EMERGENCY EVACUATION

In emergency situations, assistance personnel will provide the necessary help to evacuate all or part of the terminal.

Evacuation of the upper floors, in case of lifts out of order, is provided via the "Evac-Chair" which allows use of the stairs. Assistance staff are familiar with the evacuation routes and the location of the emergency exits at all the airport buildings in line with the instructions in the Internal Emergency Plan.



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

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

- the form for suggestions and complaints, available in the Guide to the Services of this Service Charter, to be sent by mail to Toscana Aeroporti S.p.A., Piazzale d'Ascanio 1 - 56121 Pisa, or by email to qualita@toscana-aeroporti.com;
- Online form to be filled in on the website of the Pisa Airport in the section "Company - Contacts";
- Online form to be filled in on the website of the Pisa Airport in the section "Company - Quality – Comments and indications"

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

With the aim of increasing the speed and effectiveness of verifying facts and providing responses, passengers are encouraged to provide a detailed account

of events and copies of all documents related to the communication useful for objective confirmation of the contents of the claim (e.g. copy of airline tickets, receipts, etc.).

Each complaint is analysed individually by the designated offices of Toscana Aeroporti; if the technical investigation reveals the responsibility of the Operator 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 Passenger Rights Charter should be forwarded directly to the Airline with which they have stipulated the transport contract.

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

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



ACTIVITIES INTRODUCED AS A RESULT OF THE COVID-19 PANDEMIC

Since the beginning of the emergency, Toscana Aeroporti has taken steps to draft and approve the Anti-Contagion Protocol and has also implemented a series of measures to ensure maximum safety for passengers and airport users in general.

The steps taken by TA to combat Covid-19 for making the airports as “covid-safe” as possible, where passengers can travel in complete safety and security, have also been certified by the certification body SGS Italia.

The measures include the implementation of information signs for passengers (infographics, information totems, audio messages, messages on monitors) and

those relating to spacing and queuing, the redefinition of passenger flows within the terminal for ensuring a safe distance at all times, the sanitation and hygienisation of all areas of the terminal, the reorganisation of seating to ensure a safe distance, the presence of sneeze guards at the check-in desks, hand-sanitising liquid dispensers located at the airport entrance and in various points throughout the terminal.

All TA staff have been trained on the Anti-Contagion Protocol, both for their own safety and to guarantee complete availability for answering any questions and/or requests for information by passengers.

In addition, there is a unit at the airport available to users where the Misericordia staff allows passengers to carry out molecular swabs, rapid antigenic and serological tests. For more information on bookings, costs and types of tests that can be carried out, it is advisable to consult the special page on the airport’s website, in the “Covid-19” section.







1

GETTING TO THE AIRPORT

Located near the coast and only 1 km from the centre of Pisa, the airport is directly connected to the national motorway network and to European cargo transport networks.

BY CAR

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

BY TRAIN (PISA MOVER)

Pisa Airport is connected directly to the Pisa Centrale Station by the Pisa Mover. Mover shuttle, which runs periodically. For information on timetables and frequency <http://pisa-mover.com/>.

For information on train connections and to purchase tickets: www.trenitalia.com.

TAXIS

The taxi service is managed by CO. TA. Pl. - Cooperativa Pisana Tassisti. Taxis are available in front of the terminal exit on the arrivals side. The Radio Taxi service operates every day on +39 050 541600. For further information and booking: www.cotapi.it



CHAUFFEUR SERVICES

To book car hire services with driver, contact the following companies:

Pisa Shuttle (new online booking service)

Website www.pbapisa.it

Email: info@pbapisa.it

Tuscany Travelling Srl

Tel.: +39 335 6538642

iDrive Italy

Tel. +39 050 28368 - 366 5827046

e-mail: info@libertylimousine.it

Info: www.idriveitaly.it

BUSES FROM/TO OTHER TUSCAN CITIES

By taking one of the buses that leave from the Pisa Airport it is possible to travel directly to Florence (with stops in Montecatini, Pistoia, Prato upon reservation).

Hours and contacts:

Firenze, Montecatini, Pistoia e Prato:
<https://www.caronnatour.com/>

Further information and contacts: www.pisa-airport.com/it/i-passeggeri/trasporti/bus

CAR RENTALS

The Rent-a-Car Terminal is easily accessible on foot (approx. 5 minutes) via a signposted pedestrian pathway. Shuttle Bus service between the Passenger Terminal and

the Rent a Car Terminal is also available. For up-to-date information on the opening hours of the Rent-a-Car offices, please contact the car rental companies directly.

AUTO EUROPA / SICILY BY CAR

Telephone: 050 503654
 Fax: 050 506883
 Bookings: 800 33440

**AVIS**

Fax: 050 46343
 Bookings: 199 100133

**EUROPCAR**

Telephone: 050 41081
 Bookings: 199307030

**HERTZ**

Telephone: 050 43220
 Fax: 050 49156
 Bookings: 199 112211

**LOCAUTO / ENTERPRISE**

Telephone: 050 24347

**MAGGIORE**

Telephone: 050 42574

**LIBERTY RENTALS**

Telephone: 050 48088
 Fax: 050 49500



LEASYS

Telephone: 050 28101

Fax: 050 501281

Bookings: 800 900666



GOLDCAR

Telephone: 050 2200061



FIREFLY

Telephone: 345 0250114



SIXT

Bookings: 02 94 757979



ITALY CAR RENT

Telephone: 0917773536 - 345 0662124



BUDGET

Telephone: 050 42028

Fax: 050 46343

Bookings: 199 100133



AUTOVIA

Telefono: 050 20122 - 333 6401818



NOLEGGIARE

Telefono: 393 5904751

Prenotazioni: 800 947 447



SUSTAINABLE MOBILITY

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

AIRPORT PARKING

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

Park your vehicle, take a ticket at the entrance barrier and keep it until you return. You can pay for parking at one of the 4 automatic machines open 24 hours/day, or at the manned payment counter every day from 7.30 am until midnight as well as at the exit columns from the parking station (only with credit or debit cards).

For reservations, information, updates and further needs, users can consult the

Pisa airport website or call the following telephone number: +39 050 849 300.

Users are recommended to read the Parking Regulations, published on the airport website at this link: <https://www.pisa-airport.com/it/i-passeggeri/parcheggio.html>, and to consult the relevant FAQ section in advance about this service.

P1 - LONG TERM PARKING

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

P2 - LONG-TERM MULTI-STOREY

Online booking available

A multi-storey parking station a few steps



from the terminal with 1,000 parking spaces over three levels.

P3 - SHORT-TERM PARKING

Parking with the first 10 minutes free. Located directly in front of the terminal it is suitable for passenger pick-up/drop-off or for purchasing from the shops.

P4 - LOW COST

During the summer season, we kindly invite customers to periodically consult the Toscana Aeroporti website for all updates on the service.

For info: www.pisa-airport.com

Online booking available

For info: www.pisa-airport.com

i

3

IN-AIRPORT INFORMATION

INFORMATION OFFICE

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

Tel: 050 849 300.

WEBSITE: www.pisa-airport.com

"TOSCANA AEROPORTI" APP (DOWNLOADABLE FROM PLAY

STORE AND APPLE STORE)

"Toscana Aeroporti" App is available on Android and iOS devices. The App provides information about Pisa and Florence Airports.

Thanks to the App it is possible to:

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

AIRPORT SERVICES

For all useful information for passengers and for frequently asked questions regarding the measures taken and the behaviour to adopt because of the current situation, please refer to the specific Covid-19 section of the Pisa airport website, where you can consult the FAQ and monitor the situation of the services operating at the airport.

AIR TRAVEL TICKET OFFICE

The ticket office, is located in Check-in Hall A and Check-in Hall B of the passenger terminal with opening times in line with Passenger Terminal and flights operations (www.pisa-airport.com).

PISA AIRPORT FREE WI-FI

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

LOST LUGGAGE

Ground floor, Arrivals Hall.

The luggage reclaim desk is open every day with opening times in line with Passenger Terminal and flights operations (www.pisa-airport.com).

- 24-hour lost luggage helpline: 050 849 400;
- You can also track your luggage reclaim process in real time (if you flew

with an airline that uses the World Tracer service).

LEFT LUGGAGE

(At the time of writing this document, the service is temporarily suspended).

For up-to-date information:

+39 050 849300.

LOST PROPERTY

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

Opening hours may be subject to changes. Further information:

www.pisa-airport.com

Telephone +39 050 849538

Fax. +39 050 916050

E-mail: Ufficio.Permessi.PSA@toscana-aeroporti.com

PRIORITY LANE – ACCESS TO THE SECURITY CHECKPOINT

The Priority Lane is reserved for passengers of affiliated airline companies or access can be purchased at the Toscana Aeroporti ticket office for 10.00 euro per single access.

The service is free for children under the age of 2 accompanied by an adult in possession of Priority Lane access.

For further information visit the website:

www.pisa-airport.com.

COURTESY LOUNGE

Pisa Airport offers a special area for reduced mobility passengers and/or other special needs (such as nursing mothers who require a reserved area for breastfeeding).



4

ding in a quiet atmosphere). The passengers who need to access this room are accompanied there by dedicated personnel. The service can be requested from the assistance personnel or the airport staff.

KIDS CORNER

(At the time of writing, this area has been closed due to the measures adopted by Toscana Aeroporti to prevent and contain the Sars-Cov-2 infection).

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

BAGGAGE WRAPPING SERVICE

Not available

BAGGAGE TROLLEY SERVICE

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

VIP SERVICE

Galilei VIP Lounge

At the Pisa Airport, the VIP Lounge is available for participating airlines or – for a fee – at the request of the user.

Tel: +39 050 849 473

BUSINESS CENTER

Tel: +39 050 849209

VIP ASSISTANCE

vip@toscana-aeroporti.com

AGENZIA MERCI

Tel: +39 050 849 350



5

OTHER SERVICES

At the time of writing, some activities may have suspended or rescheduled their offer due to the pandemic emergency. For information on the Food & Retail points currently open and for any other updates regarding the Shopping Mall, users are invited to monitor the airport situation on the Pisa Airport website

AIRPORT FIRST AID

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

NURSERY

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

FOOD & BEVERAGE OUTLETS

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

SNACK VENDING MACHINES

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

CASH MACHINES

1 ATM on the ground floor, 1 ATM on

the first floor.

CURRENCY EXCHANGE

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

Info and currency booking:

www.forexchange.it

CHARGING STATIONS

In the Terminal there are numerous mobile phone/laptop charging stations available to users, located in the various areas.

SHOPPING GALLERY

The commercial gallery of the airport has numerous shops and outlets.

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

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

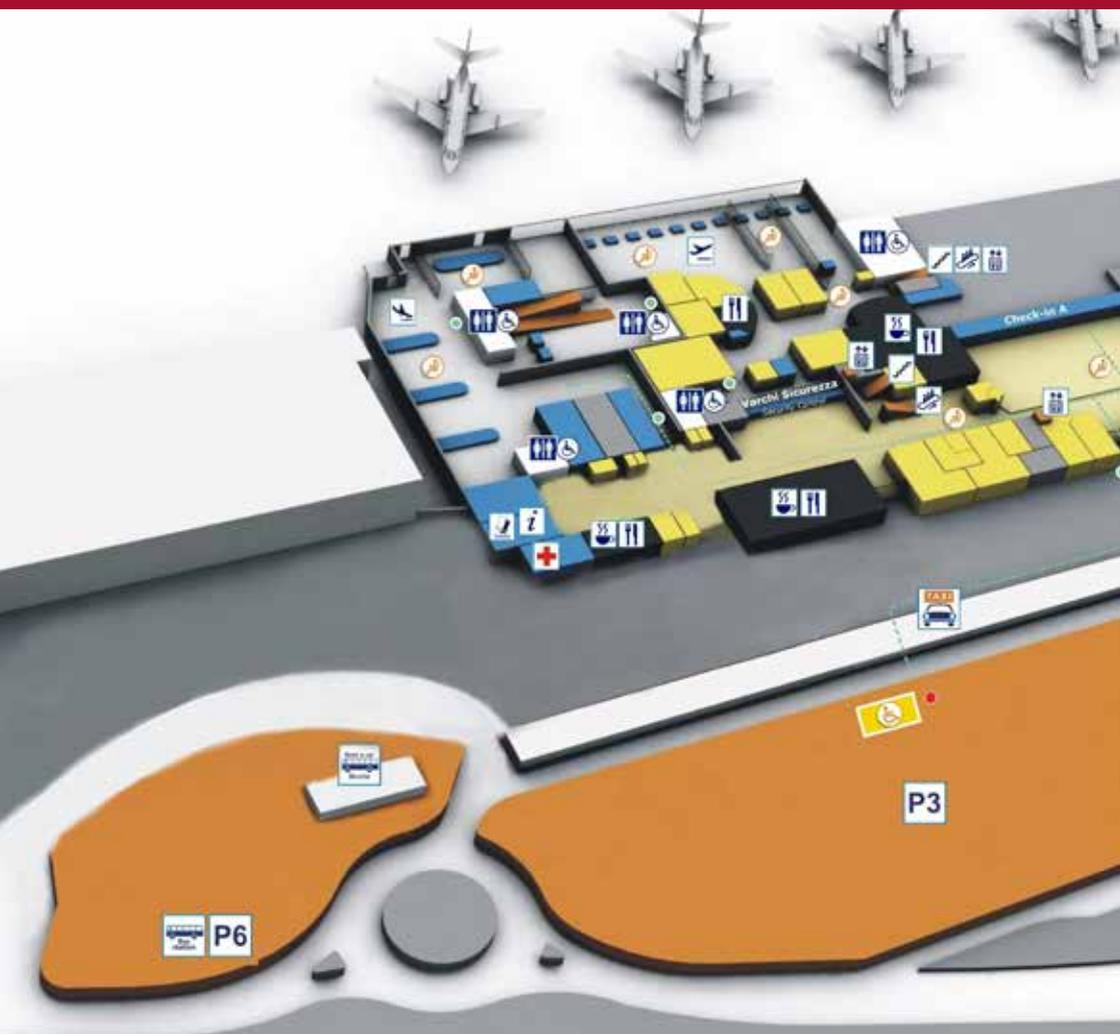
- Pharmacy;
- Dance school and Fitness Centre

CHAPEL

A Catholic chapel, on the first floor of the terminal, is available to customers.

PHARMACY

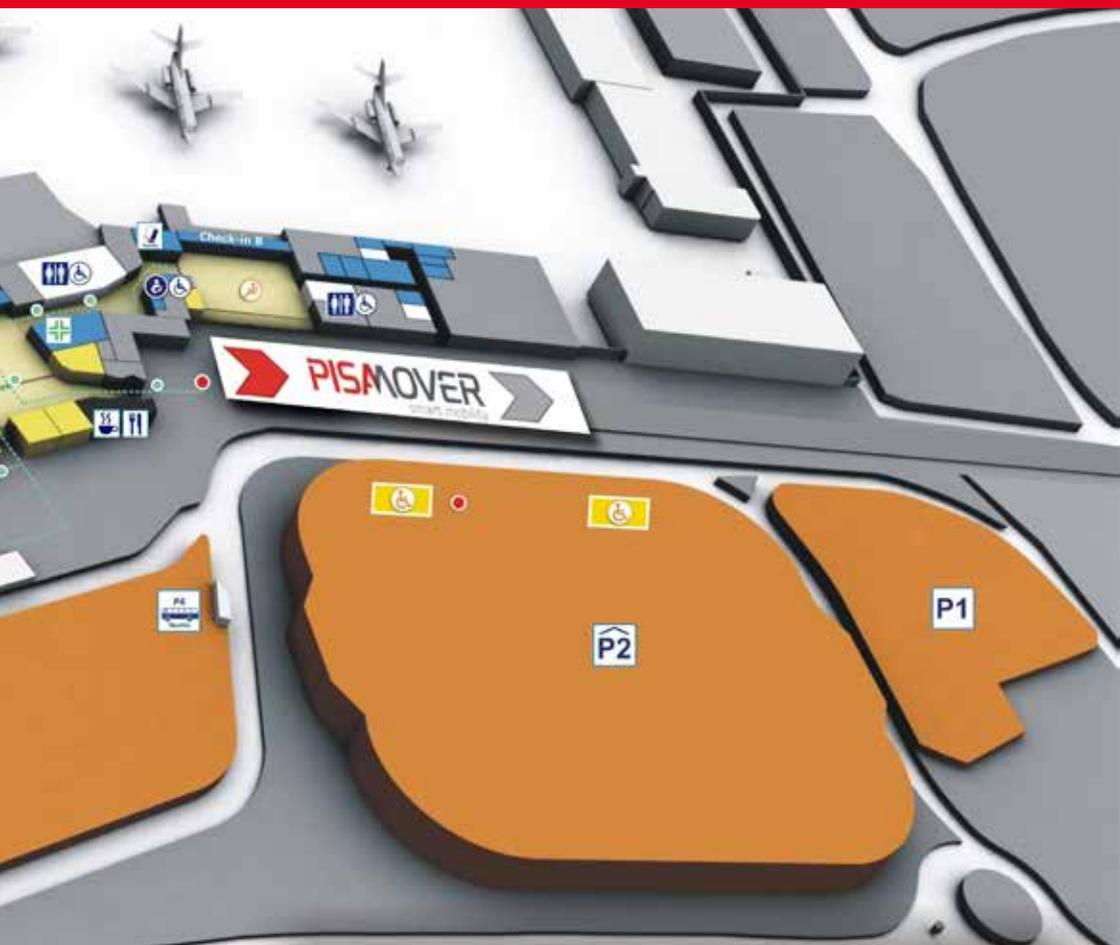
DANCE SCHOOL & FITNESS CENTER



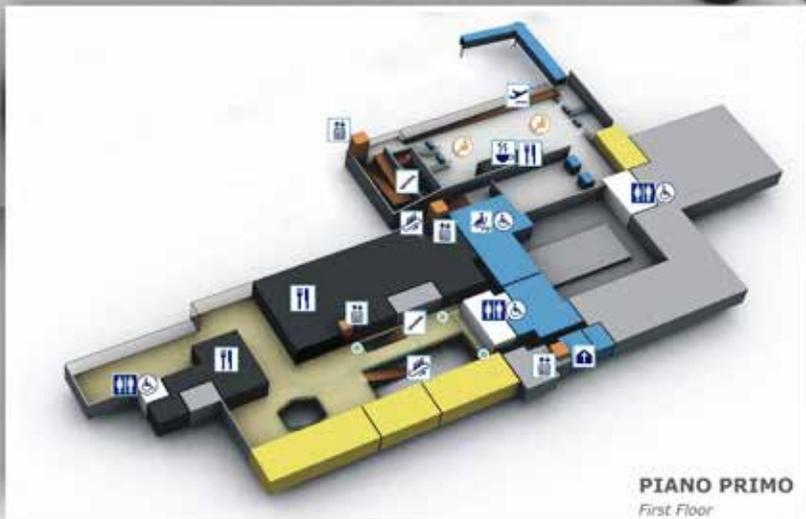
PLANIMETRIA GENERALE_PIANO TERRA

External Layout_Ground Floor

	Partenze Departure		Ascensore Lift		Cappella Chapel		Noleggio con conducente Rent a Car with driver		Servizi Disabili PRK services
	Arrivi Arrival		Pronto Soccorso First Aid		Toilette Toilette		Taxi Taxi		Sedute Dedicare Priority Seats
	Ufficio Informazioni Information Office		Bar/Caffetteria Bar/Cafe		Autobus Città City Bus		Sosta Breve Short Stay Car Park		Sala Dedicata Family Room and first aid
	Biglietteria Ticket Office		Ristorazione Restaurant		Stazione Autobus Air Station		Multipiano Multi-level Car Park		Punto di Chiamata PRK PRK Call Point
	Scale Stairs		Farmacia Chemist's		Shuttle Rent a Car Shuttle Bus Rent a Car		Sosta Lunga Long Stay Car Park		Mappe Tattile Tactile Map
	Scale Mobile Escalator		Sala VIP VIP Lounge		Shuttle P4 Shuttle Bus P4		Autobus Gran Turismo Tourist Coaches		Percorso Tattile Tactile System



-  Parcheggio Disabili
Hot Car Park
-  Parcheggio
Car Park
-  Servizi ai passeggeri
Airport Services
-  Toilette
Toilets
-  Ristorazione
Food Services
-  Shopping
Shopping



PIANO PRIMO
First Floor



6

TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

For all useful information for passengers and for frequently asked questions regarding the anti-covid measures taken, please refer to the specific section of the Pisa airport website, where you can consult the FAQ and monitor the situation of the services operating at the airport.

For information on the documentation required for travelling and updates on health matters or related to the Covid-19 pandemic, passengers are invited to consult in advance the reference institutional websites of the country of origin and destination.

We recommend arriving at the check-in well in advance (usually at least 2 hours before the scheduled departure time) of the opening of the boarding gate, as per the instructions of the relative airline.

TRAVEL DOCUMENTS

All passengers must be in possession of a valid and current travel document: passport or identity card depending on the country of destination. It is the responsibility of each passenger:

- to find out what kind of documents are required and their validity depending on the country of destination and necessary for departing from Italy.
- 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

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 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 that will remain in the records of the Police headquarters. The new procedure requires 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 185/2010 and the National Security Plan. It is prohibited to separate yourself from your hand baggage or to accept to carry 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 these 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.

TRANSPORTING ANIMALS

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

TRAVELLING WITH PETS

Passengers should note that every airline has different regulations about transporting animals. For more detailed information visit the official website of the relative airline. Passengers may transport animals in the cabin or the aircraft hold, in accordance with the regulations and restrictions of the relative airline and the airport of arrival.

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

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

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

PASSENGER HEALTH, CUSTOMS AND SAFETY PROCEDURES

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

We recommend visiting the website

www.viaggiasesicuri.it for the advice and precautions regarding disease prevention in each travel destination.

For information about customs visit the website

www.agenziadoganemonopoli.gov.it

to read the Traveller's Customs Charter.

For travel health advice, see the USMAF section of the Ministry of Health website www.salute.gov.it. For information about transporting plants or animals, check the

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

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

USEFUL CONTACT NUMBERS

ENAC – Airport Management
+39 050 40132 / 500496

BORDER POLICE
+39 050 931 711

GUARDIA DI FINANZA (Finance Police)
+39 050 49574

AVIATION HEALTH OFFICE
+39 050 43076

CUSTOMS
+39 050 91661/ 916608

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

FIRE BRIGADE
+39 050 502034

AIRLINES

Below is the list of airlines that are planning to operate at Pisa Airport in 2022.

AER LINGUS

INFO/BOOKINGS

Telephone: 0333 004 5000 (UK)

(01) 761 7834 (Ireland)

**AIR ALBANIA**

INFO/BOOKINGS

Telephone: +39 06 4381022

(Edograp Helpfly Intl Group)

**AIR ARABIA MAROC**

INFO/BOOKINGS

Tel: 895 895 3311

(Toll number)

**AIR BLTIC**

INFO/BOOKINGS

Telephone: 0037167006006

(Toll number)

**AIR DOLOMITI**

INFO/BOOKINGS

Tel: 045 28 86 140

**ALBA WINGS**

INFO/BOOKINGS

Telephone: +39 041 8130000

(Toll number. Mon-Sat 08:00 a.m. - 08:00 p.m. English language)



BRITISH AIRWAYS

INFO/BOOKINGS

Telephone: +39 02 69633602

(Toll number)



EASYJET

INFO/BOOKINGS

Tel: 199 201840

(Toll number)



EDELWEISS

INFO/BOOKINGS

Telephone: +41 (0) 848 333 593

(calls from abroad)

(Toll number – English language)



EUROWINGS

INFO/BOOKINGS

Telephone: +49221 - 59988230

(Toll number - in English)



FLYDUBAI

INFO/BOOKINGS

Telephone: (+971) 600 54 44 45

(Toll number)



FLYR

INFO/BOOKINGS

Telephone: +47 40 00 00 63

(Toll number)



JET2.COM

INFO/BOOKINGS

Tel: 199 404 023

(Calls charged at a specific rate)**jet2.com**
The low cost airline

NORWEGIAN AIR SHUTTLE

INFO/BOOKINGS

Telephone: +39 06 94 80 27 56

(Toll number)**norwegian**

RYANAIR

INFO/BOOKINGS

Telephone: 8955 8955 09 Italia

(Toll number)**RYANAIR**

SCANDINAVIAN AIRLINES

INFO/BOOKINGS

Telephone: 06 99 74 80 15

(Toll number)**SAS**

TRANSAVIA

INFO/BOOKINGS

Telephone: 899 009901

(Toll number)**t transavia**

VOLOTEA

INFO/BOOKINGS

Telephone: 895 895 4404

(Toll number)**VOLOTEA**

VUELING

INFO/BOOKINGS

Telephone: 199 20 66 21

(Toll number)



WIZZ AIR

INFO/BOOKINGS

Telephone: 895 895 4416

(Toll number)



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



Switchboard

Tel. 050.849.111

Address

Aeroporto di Pisa
Piazzale d'Ascanio, 1, 56121 - Pisa

Website

www.pisa-airport.com