

SERVICE CHARTER₂₀₂₀



THE 2020 SERVICE CHARTER

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TOSCANA AEROPORTI

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

Following the merger of the two airport companies, the integrated airport system of Tuscany was set up which, through the different specialisations of the Florence and Pisa Airports and their ongoing development thanks to important infrastructural investments, strives to satisfy the unmet demand for flights in this Region, today estimated as approximately 50%, and to create an authentic gateway into Tuscany. In the long term, Toscana Aeroporti intends to reach more than 114 destinations around the world by 2029, with 46 airline companies and 140 flights daily. 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 force for the economic development of the territory which is acclaimed as one of the most famous and appreciated regions in the world.

Toscana Aeroporti is responsible for the following activities:

- 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 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 four airline companies.



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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 2020 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 Corporate 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. Special attention is reserved for passen-

gers 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.). 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. The airport has parking spaces, open for 24 hours every day, divided into five large areas: a short-term parking area (P3), a multi-storey car park (P2), two parking areas for long-term parking (P1). and P4) and an area in the eastern part of the outer area dedicated to 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. For detailed information on how to reach the airport, the rates and timetables of car parks, the public services parking times and rates, public services (including taxis, chauffeur services, Sharing mobility and car rentals), please consult the “Guide to Services” attached to this Services”. For any other information, passengers may contact the airport directly on the following numbers:

Switchboard:

Tel: +39 050 849 111

Information office:

Tel: +39 050 849 300

INTEGRATED MANAGEMENT SYSTEM

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

QUALITY

- Pursuing continuous improvement of the service 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



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lity (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, employee-

es, 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.

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 and reducing to a maximum impact on the territory.

Thanks to adopting this system it is possible to ensure constant monitoring of the environmental aspects and relative impact of the airport activities, focussing attention on improving its own environmental performance in relation to aspects such as noise, sourcing and consumption of resources, waste, management of water, and atmospheric emissions. In terms of energy performance, Toscana Aeroporti is committed to improving and optimising the use of resources through the adopting of the latest technologies such as low-consumption lighting systems (e.g. LED technology, Building Management, photosensitive cells, etc.), and high-performance air-conditioning systems, as well as the production of alternative energy (cogeneration and trigeneration).

In relation to acoustic pollution, Toscana

Aeroporti has implemented a noise monitoring system for monitoring the noise levels around the airport and controlling compliance with the noise limitation parameters for aircraft taking off, with any deviations communicated to the relevant authorities.

Periodic reports with the results of the acoustic monitoring as well as information regarding the central units located around the airport, are published in a special section on the Toscana Aeroporti website. The company has presented the competent authorities with a specific noise reduction and limitation Plan.

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

The periodic reports with the results of the acoustic monitoring, as well as the information from the central units located around the airport are published in a specific section on the Toscana Aeroporti website. In terms of waste management, Toscana Aeroporti is committed to improving its waste management system and 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 providing instructions for the use of the areas allocated to waste storage.



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In 2019, the company concretely launched the PlasticFree project involving both airports, in the aim of becoming one of the first 100% plastic-free airport systems. The final project phase and subsequent installation of water fountains serving the passenger terminal with drinking water is underway, as well as the involvement and awareness raising of the commercial businesses in the terminal to act in such a way as to reduce the use of plastic containers. The company's goal in the medium term is to stop the sale of plastic in both airports.

Finally, with a view to continuously improving its environmental performance, Toscana Aeroporti is committed to guaranteeing open and collaborative relationships with local authorities and people who live near the airport, in order consolidate relationships of transparency, respect, mutual acceptance and trust, indispensable for the public air transport service to be able to synergistically integrate and comply with the requirements of environmental sustainability and development /enhancement of the territory.

QUALITY INDICATORS

The Service Charter includes a series of quality indicators applicable to all Italian airports, which describe and measure the performance of services through periodic, objective audits and by analysing passenger perception of quality. The following pages present the 2019 results and the objectives for 2020 in terms of qualitative and quantitative indicators, as laid out in the Airport Operator Service Charter, and in the GEN-06 and GEN-02A circulars and presented as per the ENAC procedure. Toscana Aeroporti has defined its objectives based on levels of passenger satisfaction recorded last year, measured through interviews with a representative sample of arriving and departing passengers carried out by a research organisation at intervals throughout the year.

When creating objectives for 2020, it has been kept in mind that indicators with a percentage of 95% or over are considered “excellent results”; the goals have also been increased compared to 2019 and in several cases taken up to values exceeding 95%.

While the final results did not reach the 2019 target, or reached it with limited margins, the targets of the previous year were mostly confirmed.

More specifically, for the assessed indicators nos. 1,2,9,11,12,20,25,27,28,31, and 34, after careful internal analysis of the trends of the Quality and Customer Satisfaction parameters, it has been decided not to increase these targets with respect to 2019 since they exceeded 95% or 96%

both in terms of the target and the final result for 2019, a result which in itself is already considered “par excellence”.

As regards indicator no. 3, a more negative performance was observed compared to the previous year, due to delay codes (mainly aircraft rotation, air traffic, and adverse weather conditions) not attributable to the direct responsibility of the Operator. Nevertheless, Toscana Aeroporti undertakes to place great focus on airport punctuality in 2020, confirming the 2019 target and constantly monitoring the performance of this indicator in the aim of identifying any areas requiring intervention by the Manager on its own organisation which could contribute to the improvement of airport punctuality.

The target for 2019 was also confirmed for indicators nos. 4 and 29: for the first, with a precautionary approach, following the downward trend in 2019 caused primarily by adverse weather conditions and broken cargo holds; for the second, the decision is linked to the effects of Ryanair’s policy which generated an increase in hold baggage and therefore also in the check-in operations for the boarding procedures.

A slightly lower target has been set for indicators nos. 5 and 6 for the same reason of increasing the baggage handling, also in anticipation of the impact of the BHS expansion works underway during the year. The management is however committed to considering the analytical satisfaction data for a more effective evaluation of the results of Customer Satisfaction.

With regard to the indicators relating to the service time of the handling activities, the 2020 objectives have been defined by



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Toscana Aeroporti on the basis of the real performance recorded during the year, after an analysis of the data collected and taking into account the traffic forecasts and the events that have had or will have an influence on the airport's operations in 2020. During the surveys, attention was paid to the service provided by Toscana Aeroporti as a whole, as well as the additional services provided by other companies at the airport. The 34 indicators assessed were grouped into the 9 following quality factors in line with the ENAC GEN-06 circular:

- Travel safety;
- Personal safety and safety of baggage/belongings;
- Punctuality of the service (and transport vehicles);

- Cleanliness and hygiene;
- Level of comfort at the airport;
- Additional services;
- Customer information;
- Checkpoint services (check-in, security, passport control);
- Integration/connection of public transport.

In this way Toscana Aeroporti commits to:

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

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	100,0	96,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	99,9	96,0
Regularity of service (and timeliness of transportation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	76,0	79,0
	4	Global amount of baggage wrongly handled at departure (baggage not boarded) by the airport	n. of baggage units wrongly handled/1,000 departing pax	0,4	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	20' 48"	20'
	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' 23"	25' 30"

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Regularity of service (and timeliness of transportation)	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	4' 32"	4' 45"
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	100,0	96,5
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	98,8	95,0
	10	Perception of global air terminal cleanliness	% of satisfied passengers	99,8	96,5
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	99,8	96,0
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	99,6	96,0
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	99,5	96,0
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	100,0	96,5
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	99,3	96,0
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	92,8	90,0
	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	na	n.d
	19	Perception of the availability of free drinking water dispensers, if available	% of satisfied passengers	na	n.d

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Additional services	20	Perception of availability/quality/prices of shops and newsagent's shops	% of satisfied passengers	99,8	96,0
	21	Perception of availability/quality/prices of bars and restaurants	% of satisfied passengers	99,7	95,0
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	99,9	96,5
Customer information	23	Easy to browse and updated website	% of satisfied passengers	99,7	95,0
	24	Perception of effectiveness of operating info points	% of satisfied passengers	97	94,0
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	99,9	96,0
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	99,9	96,5
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	99,9	96,0
Desk/Gate services	28	Perception of ticket office service	% of satisfied passengers	98,3	95,0
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	14' 49"	16' 00'
	30	Perception of waiting time at check-in	% of satisfied passengers	98,4	95,0
	31	Waiting time at security checkpoint lines	Waiting time (in minutes) in 90% of detected cases	8' 02"	7' 15"
	32	Perception of waiting time at passport control	% of satisfied passengers	99,0	96,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	100	96,5
	34	Perception of adequacy of city/airport connections	% of satisfied passengers	100	96,0

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 AS-

SOCIATION (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



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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 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 from 07:30 until 24:00) together with an ID document and their boarding pass to allow them to leave the parking area free of charge. Outside these hours, the ticket may be requested by sending an email to qualita@toscana-aeroporti.com at least two days before check-in. The following additional methods will be implemented in 2020: For holders of disability cards who have their own car equipped with Telepass, they will have the possibility of blocking payment of the parking by calling the number 050-849512 at the following times: 7.30 am until midnight, or by going to the Flight Info Office in the Arrivals Hall before leaving the airport. Disability card holders who have their own car not equipped with Telepass, will be able to block the payment of the parking by going directly to the Flight Info Office.
- 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 times could be longer.

At departure - staff are available at the airport to personally accompany passengers during the pre-boarding procedures, from the moment of arrival at check-in (or other designated 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.

rience 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)
- A series of brochures of so-called “Social Stories” to be delivered to the passenger upon arrival, which illustrate the path to be taken to arrive at departure time. The brochures come in different versions for “low functioning” subjects with the most serious dysfunctions, or “high functioning” for more autonomous subjects;

For information and requests:

qualita@toscana-aeroporti.com

COURTESY AREA

Toscana Aeroporti has fully renovated a special area for reduced mobility passengers and/or nursing mothers who require a reserved area for breastfeeding in a quiet atmosphere. The passengers who need to access this room are accompanied there

by dedicated personnel. The service 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.

QUALITY INDICATORS FOR PRM SERVICES: SIX FACTORS

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

- Conduct/behaviour.

Compared to the results obtained in 2019, the goals for 2020 have all been confirmed or increased.

It is not considered appropriate to increase the targets of the PRM indicators

nos. 1,3,7,9,12,13,14, and 16, even though they exceeded the target in the 2019 final statement, in view of the fact that the number of requests for assistance is on the constant rise each year.

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 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' 42"	8' 00"
	2	For departing PRM without pre-notification: Waiting time to receive assistance from one of the designated points in the airport, after notifying one's presence	Waiting time (in minutes) in 90% of cases	11' 08"	10' 00"
	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	4' 05'	8' 00"
	4	For arriving PRM without pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	9' 10"	10' 00"
Personal safety	5	Perception of the state and operating conditions of airport vehicles/equipment	% of satisfied PRM	100,0	96,5
	6	Perception of the adequacy of staff training	% of satisfied PRM	100,0	96,0
Information in the airport	7	Accessibility: amount of essential information accessible for sight, hearing and motor impaired persons over total amount of essential information	% of essential information accessible over total amount of essential information	95,0	95,0
	8	Completeness: amount of information and instructions on the services offered, available in an accessible format over total amount	% of essential information accessible over total amount of essential information	100,0	100,0
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	99,7	96,0

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Communication with passengers	10	Number of answers given within pre-established times over total number of requests of information received	% answers given within preset time over total number of requests	100,0	96,5
	11	Number of complaints received over total PRM traffic	% of complaints received over total PRM traffic	0,01	0,01
Comfort during stay in airport	12	Perception of effectiveness of PRM assistance	% of satisfied PRM	100,0	96,0
	13	Perception of the level of accessibility and usability of the airport infrastructure: parking, interphones, dedicated lounges, sanitary services, etc.	% of satisfied PRM	99,7	96,0
	14	Perception of spaces dedicated to PRM halls (e.g. dedicated lounge)	% of satisfied PRM	100,0	96,0
Relational and behavioural aspects	15	Perception of staff courtesy (infopoint, security, personnel dedicated to special assistance)	% of satisfied PRM	100,0	96,5
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM	% of satisfied PRM	100,0	96,0



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

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

- the form for suggestions and complaints, available in the Guide to the Services of this Service Charter, to be sent by mail to Toscana Aeroporti S.p.A., Piazzale d'Ascanio 1 - 56121 Pisa, or by email to qualita@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.

GETTING TO THE AIRPORT

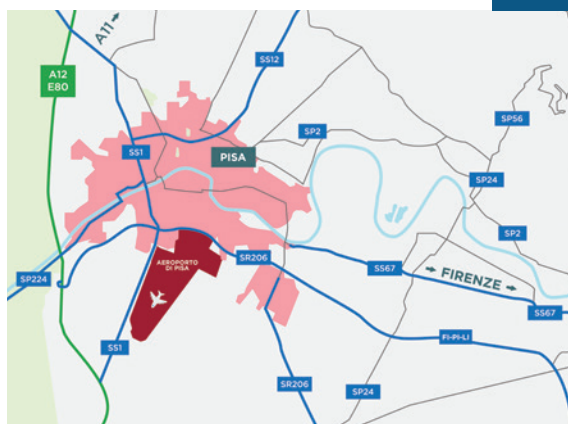
Located near the coast and only 1 km from the centre of Pisa, the airport is directly connected to the national motorway network and to European cargo transport networks. A large range of transport options are available at the airport: buses to and from the main destinations in Tuscany (with direct connections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

BY CAR

The airport is 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, an automatic shuttle that runs every 5/8 minutes (every day, including holidays, from 6:00 am to midnight <http://pisa-mover.com/>). For information on railway connections and to buy tickets: www.trenitalia.com.



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

TAXIS

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

CHAUFFEUR SERVICES

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



1

Pisa Shuttle (new online booking service)

Website www.pbapisa.it

Email: info@pbapisa.it

Limousine Oritour (arrival side of the airport).

Tel.: 050 21544 or 331 4698100.

Info: www.limousineoritour.it

Email: info@limousineoritour.it

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 (Tramvia T2 Guidoni Station and Airport), Montecatini, Pistoia, Prato, Lucca, Viareggio and Pietrasanta. Tickets for the various buses can also be purchased from the Information Office in the arrivals hall of Pisa Airport.

CAR HIRE

The terminal housing the car hire companies is only 500 metres from the passenger terminal, connected by shuttle bus which departs just outside the arrivals area of the passenger terminal. Otherwi-

se it only takes around 5 minutes to walk there. For passengers arriving on the last flight of the day there will be at least one hire company open to provide a service to passengers.

AUTO EUROPA / SICILY BY CAR

Telephone: 050 503654

Fax: 050 506883

Bookings: 800 33440



AVIS

Telephone: 050 42028

Fax: 050 46343

Bookings: 199 100133



EUROPCAR

Telephone: 050 41081

Bookings: 199307030



HERTZ

Telephone: 050 43220

Fax: 050 49156

Bookings: 199 112211



LOCAUTO / ENTERPRISE

Telephone: 050 24347



MAGGIORE

Telephone: 050 42574

**LIBERTY RENTALS**

Telephone: 050 48088

Fax: 050 49500

**LEASYS**

Telephone: 050 28101

Fax: 050 501281

Prenotazioni: 800 900666

**GOLDCAR**

Telephone: 050 2200061

**FIREFLY**

Telephone: 345 0250114

**SIXT**

Bookings: 02 94 757979

**JOY RENT**

Telephone: 338 2515518

**KARYM RENT**

Telephone: 333 6554149 - 050 24284

**ITALY CAR RENT**

Telephone: 0917773536 - 345 0662124

**BUDGET**

Telephone: 050 42028

Fax: 050 46343

Bookings: 199 100133





SUSTAINABLE MOBILITY

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

P

2

AIRPORT PARKING

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

Park your vehicle, take a ticket at the entrance barrier and keep it until you return. You can pay for parking at one of the 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).

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.



ces 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

Online booking available

Low-cost parking only 900 metres from the terminal, connected by a free shuttle bus (guaranteed a minimum of three times an hour) from 4.30 am until the arri-

val/departure of the last flight of the day. For info: www.pisa-airport.com

PM - LONG TERM

Online booking available

Parking Link exchanger, located 600 meters from the passenger terminal, is a structure connected to the terminal by a shuttle service that allows you to quickly reach the entrances located in near the check-in desks. The car parks are open 24 hours a day and the shuttle service runs from 06:00 am to midnight. The service is provided by PisaMover.

IN-AIRPORT INFORMATION

INFORMATION OFFICE

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

WEBSITE: www.pisa-airport.com

PISA AIRPORT FREE WI-FI

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

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

In 2017, the official "Toscana Aeroporti" App was launched, available on Android and iOS devices. The App provides information about Pisa and Florence Airports. Thanks to the App it is possible to:

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



AIRPORT SERVICES

AIR TRAVEL TICKET OFFICE

The ticket office, open every day from 5:00 am until 8.00 pm (including Sundays and public holidays), is located in Check-in Hall A and Check-in Hall B of the passenger terminal. There are also specific ticket offices for Qatar Airways and Turkish Airlines with opening times in line with flight operations.

LOST LUGGAGE

Ground floor, Arrivals Hall.

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

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

LEFT LUGGAGE

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

The daily rate for each piece of luggage is 7.00 euro. For information about this service: [+39 050 849300](tel:+39050849300).

LOST PROPERTY

The TIA & Lost Property Office of Toscana Aeroporti-Pisa S.p.A., on the first floor of the passenger terminal is open Monday to Friday (including Sundays & public holi-

days) from 8.00 am to 6.00 pm.

Telephone [+39 050 849538](tel:+39050849538)

Fax: [+39 050 916050](tel:+39050916050)

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

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

KIDS CORNER

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

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

Info: www.truestargroup.com

BAGGAGE TROLLEY SERVICE

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

VIP SERVICE

Galilei VIP Sala
Tel: +39 050 849 473

OTHER SERVICES

AIRPORT FIRST AID

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

NURSERY

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

11 FOOD & BEVERAGE OUTLETS

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

SNACK VENDING MACHINES

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

BANK

There is a bank on the first floor of the terminal open from Monday to Friday (not including public holidays) from 8.35 am until 4:30 pm.

For info: +39 050 41288

CASH MACHINES

BUSINESS CENTER

Tel: +39 050 849202

VIP ASSISTANCE

vip@toscana-aeroporti.com

AGENZIA MERCI

Tel: +39 050 849 350

1 ATM on the ground floor, 1 ATM on the first floor

CURRENCY EXCHANGE

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

SHOPPING GALLERY

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

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

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

- Pharmacy;
- Dance school and Fitness Centre

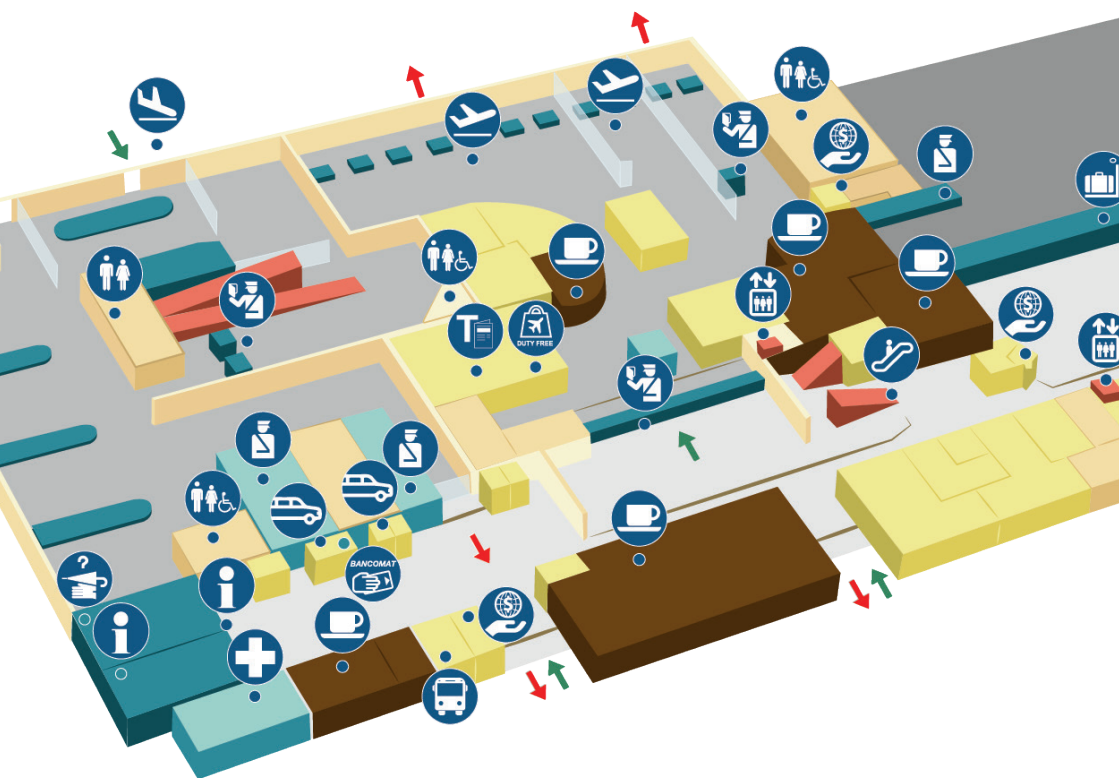
CHAPEL

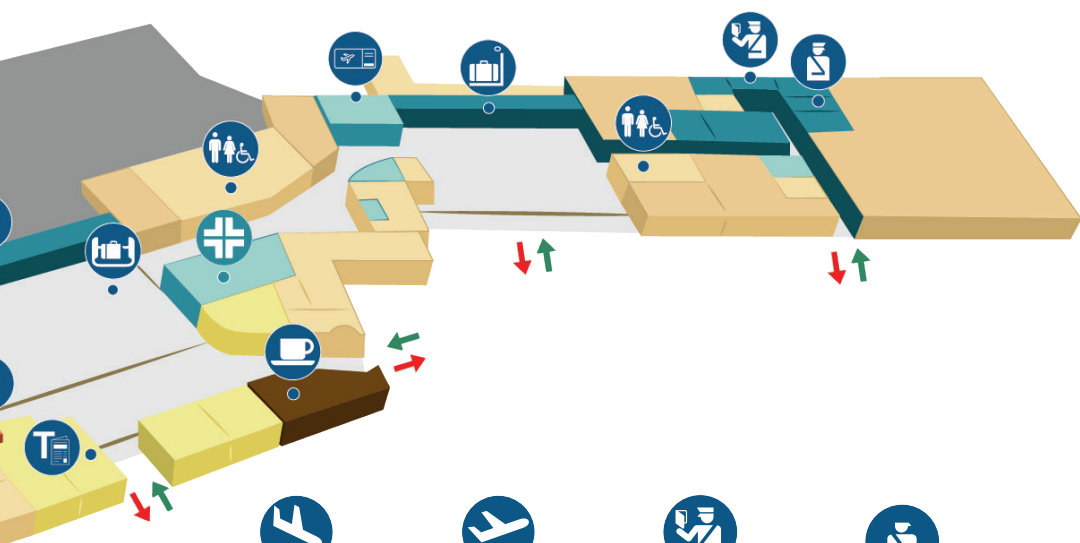
The Catholic chapel, on the first floor of the terminal, is open every day from 7:00 am until 8.00 pm.



5

GROUND FLOOR





ARRIVALS



DEPARTURES



PASSPORT
CONTROL



CUSTOMS



CURRENCY
EXCHANGE



TOURIST
INFORMATION



CHAUFFEUR
SERVICE



TOILETS



ESCALATOR



NEWSAGENT
& TOBACCO



BUS



RESTAURANT



PHARMACY



FIRST-AID



CHECK-IN
DESK



CASH
MACHINE



LIFT & STAIRS



LUGGAGE
WRAPPING

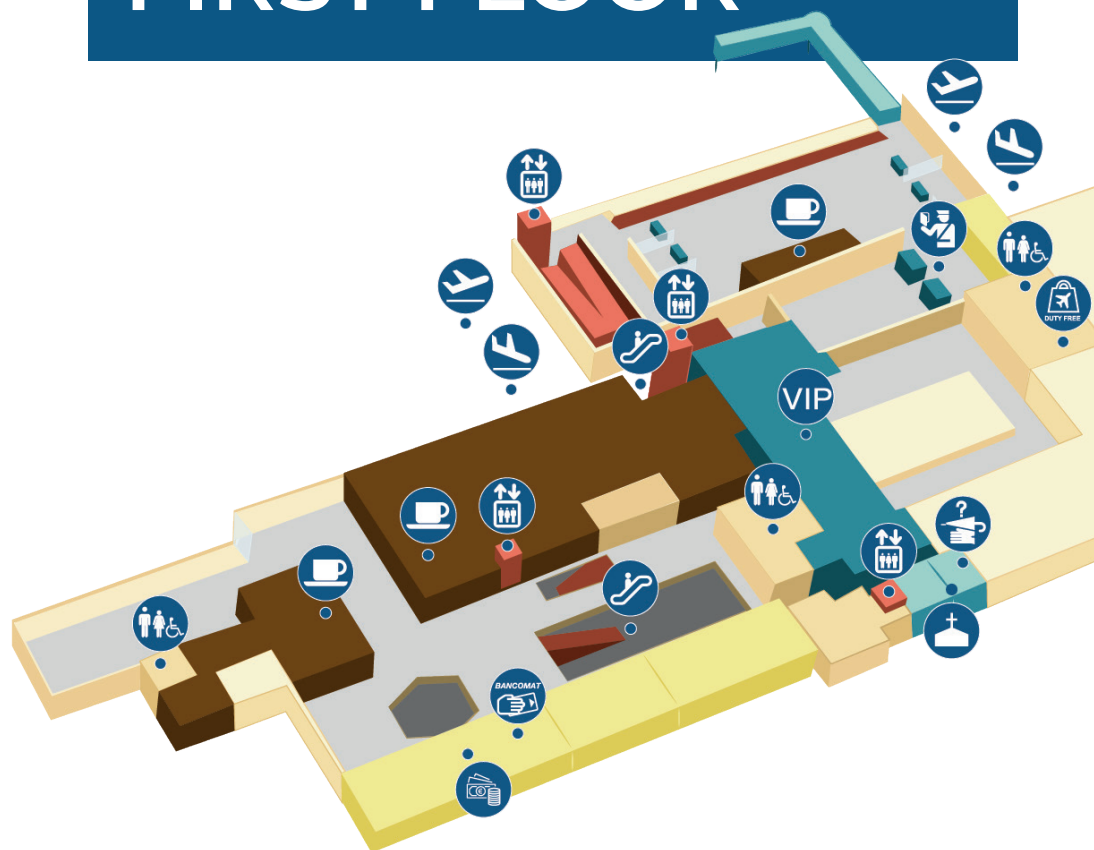


PASS & LOST
PROPERTY
OFFICE



TICKET OFFICE
AREA

FIRST FLOOR



ARRIVALS



DEPARTURES



PASSPORT
CONTROL



CASH
MACHINE



TOILETS



ELEVATOR



RESTAURANT



LIFT & STAIRS



PASS & LOST
PROPERTY
OFFICE



BANK



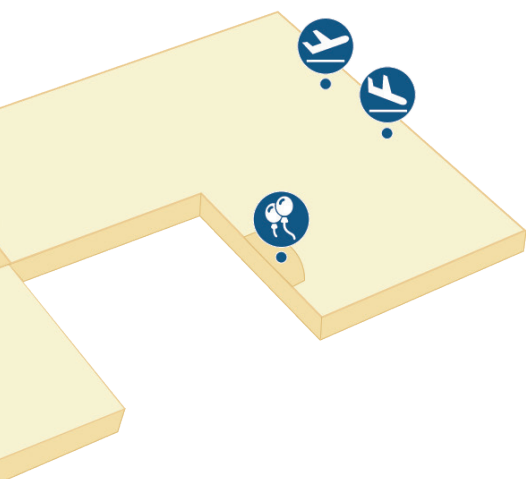
GALILEI VIP
LOUNGE



KIDS CORNER



CHAPEL



- Find out what kind of ID document is required for their destination
- Ensure that their ID document is valid and not damaged/defaced
- Ensure that they can display this document when they travel

TRAVELLING WITH CHILDREN UNDER 18

On 27 June 2012, legislation came into force stipulating that minors can no longer travel on one of their parents' passports. Since this date, minors can only travel within and beyond Europe with a valid, individual ID document. Passports which feature details of minors remain valid for the holder until their normal expiry date. All Italian citizens under 18 must be in possession of an individual valid ID document appropriate for travel to their destination. Therefore, either a passport or a valid ID card for travel within the EU.

TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

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

TRAVEL DOCUMENTS

All passengers must be in possession of valid identification documents suitable for travel (passport or identity card), according to the regulations of the destination country. It is the responsibility of every passenger to:

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.

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.viaggiaresicuri.it for the advice and pre-

cautions 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.](http://www.carabinieri.it)

[carabinieri.it](http://www.carabinieri.it) For information about docu-

ments required for travelling, visit the "La

Polizia di Frontiera" (Border Police) section

on the website [www. poliziadistato.it](http://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

Listed below are the airlines operating at Pisa Airport.

AEGEAN AIRLINES

INFO/BOOKINGS

Tel: +v39 069 7150532-33



AER LINGUS

INFO/BOOKINGS

Tel: +39 02 43458326



AIR DOLOMITI

INFO/BOOKINGS

Tel: 045 28 86 140



AIR ARABIA MAROC

INFO/BOOKINGS

Tel: 895 895 3311

(Calls charged at a specific rate)

The AirArabia logo is a red rectangular box containing the word "AirArabia" in white, bold, sans-serif font.

ALBA WINGS

INFO/BOOKINGS

Tel: +355 (0) 45 800 100

(Calls charged at a specific rate.

Monday-Saturday (8:00 am - 8:00 pm - in English)



ALITALIA

INFO/BOOKINGS

Tel: +39 892010

(Calls charged at a specific rate)

From outside Italy +39 06 65649



BRITISH AIRWAYS

INFO/BOOKINGS

Tel: +39 02 69633602

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

INFO/BOOKINGS

Tel: 199 201840

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

INFO/BOOKINGS

Tel: +49221 - 59988230

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

INFO/BOOKINGS

Tel: 199 404 023

(Calls charged at a specific rate)**NORWEGIAN AIR SHUTTLE**

INFO/BOOKINGS

Tel: +39 06 94 80 27 56

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

INFO/BOOKINGS

Tel: +7 (499) 215-2300

(Calls charged at a specific rate - in English)

QATAR AIRWAYS

INFO/BOOKINGS

Tel: +39 02 6797 6000



RYANAIR

INFO/BOOKINGS

Tel: 8955 8955 09 Italia

(Calls charged at a specific rate)



S7 AIRLINES

INFO/BOOKINGS

Tel: 800 123 567

(Calls charged at a specific rate – in English)



SCANDINAVIAN AIRLINES

INFO/BOOKINGS

Tel: 06 99 74 80 15

(Calls charged at a specific rate)



SKYUP AIRLINES

INFO/BOOKINGS

Tel: +39 0654242558



TRANSAVIA

INFO/BOOKINGS

Tel: 899 009901

(Calls charged at a specific rate)



TURKISH AIRLINES

INFO/BOOKINGS

Tel: +39 050 7846290 / Pisa Office
800 599 111 / Call Center

**VOLOTEA**

INFO/BOOKINGS

Tel: 895 895 4404
(Calls charged at a specific rate)

**VUELING**

INFO/BOOKINGS

Tele: 895 895 3333
(Calls charged at a specific rate)

**WIZZ AIR**

INFO/BOOKINGS

Tel: 895 895 4416
(Calls charged at a specific rate)



FORMS FOR SUGGESTIONS AND COMPLAINTS

Dear Customer,

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

Which airport are you contacting us about?

- ☐ AEROPORTO DI FIRENZE
☐ AEROPORTO DI PISA

Is this a:

- ☐ COMPLAINT
☐ SUGGESTION

Concerning:

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

Sent by:

NAME AND SURNAME

ADDRESS

TOWN/COUNTRY

TELEPHONE

EMAIL

Please describe the nature of your complaint/suggestion:

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

DATE AND SIGNATURE

Please return the filled in form back to us by:

Email:

qualita@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



7

Switchboard

Tel. 050.849.111

Address

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

Website

www.pisa-airpot.com