

SERVICE CHARTER 2021



THE 2021 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. 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.

Toscana Aeroporti - a company that manages the Pisa and Florence airports - transported 1,984,552 passengers in 2020, down 76% compared to 2019 because of the effects of the health emergency caused by the spread of Covid-19.

After the positive start in the first two months of the year (+2.7%), the consequences of the Covid-19 pandemic led to the near-zeroing of air traffic in the second quarter (-99%) followed by a partial recovery in the second half of the year, albeit far from the pre-Covid figures.

Passenger flights decreased by 61.8% during the year, dropping to 30,158, while cargo traffic remained in line with 2019 (-0.4%), with a total of 13,000 tonnes.

Galileo Galilei Airport of Pisa

In 2020, traffic at the Pisa airport reached 1.31 million passengers (-75.6%). This figure is the result of the traffic trend in the first two months of the year, in line with 2019, which was followed by the near-zeroing of traffic in the second quarter of 2020 and a partial recovery, albeit far from the pre-Covid figures, in the second half of the year.

With 13,000 tonnes transported, cargo traffic remained at 2019 levels (-0.1%), which highlights the resilience of cargo traffic during the pandemic.

International traffic represented around 58% of the total scheduled traffic compared to around 42% of domestic traffic. The main international destinations were London (both Heathrow and Stansted) and



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Tirana (Albania).
Palermo and Catania were among the domestic destinations.

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 four 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 2021 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 com-

municate 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 the number and times of flight departures and arrivals, are published on the airport's website.

During 2020, in compliance with the regulations in force, access to the Terminal was only allowed to passengers departing and arriving and in specific cases of need, also to any accompanying persons (e.g., those accompanying minors or passengers with reduced mobility).

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



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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 (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 strongly characterised by the Covid-19 pandemic emergency, particularly in terms of prevention, monitoring, and management of the pandemic risk. The primary

effort is 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 constantly 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 Re-

sponsibility, 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.

In 2020, despite the particular historical period related to the Covid-19 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 2020, 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 its own environmental per-

formance in relation to aspects such as noise, sourcing and consumption of resources, waste, management of water, and atmospheric emissions.

As regards acoustic pollution, the airport has a system that allows for monitoring noise levels at and 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.

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.

With the target to become one of the first 100% plastic-free airport Systems, the PlasticFree project, started in 2019, suffered

a temporary slowdown as a consequence of the management priorities arised during 2020. In view of a continuous improvement of its own environmental performances, Toscana Aeroporti continues to maintain active and efficient the producti-

ve 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 2020, in consideration of the strong reduction in traffic at the airport due to the pandemic emergency, monitoring of quality factors was continued, but the results are not comparable with the objectives set at the beginning of the year, which obviously did not take into account the pandemic emergency and its effects on traffic data. Similarly, given the continuing uncertainty surrounding the entire sector, and due to the impossibility of making reliable forecasts on next year's traffic figures, no specific objectives have been set for individual quality indicators, without prejudice, however, to the

monitoring of quality parameters, both through interviews with passengers and the collection of objective data on airport performance.

The data collection process in 2020 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.



2.1



SPECIAL ASSISTANCE

2.2

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 in the car parks near the passenger terminal. Please be informed that, at the time of writing this document, Telepass service at P3 is temporarily suspended. 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 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 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;

ASSISTANCE DURING THE COVID-19 EMERGENCY

In 2020, despite the reduction in passenger traffic, 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.

Furthermore, if necessary, staff also accompany the PRMs during the triage phase for temperature control and sanitisation. The same personnel are also in charge of sanitising the sanitary equipment after each use. Finally, in relation to the regulations governing the rules of entry into the passenger terminal during the pandemic period, accompanying persons of PRMs are allowed to enter even if they are not departing.

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.



3

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

From 14 March 2020 to 03 May 2020, Florence Airport was closed due to the pandemic emergency caused by the spread of Covid-19. The airport of Pisa, while remaining formally open, was only connected with two daily flights to and from Rome by the airline Alitalia.

During the summer period, operations gradually resumed, although at a much lower rate than the previous year. A further slow-down began in mid-October 2020, coinciding with the second wave of the pandemic that affected the entire country, as well as all of Europe and, in general, most of the planet.

Since the beginning of the emergency, TA 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 who continue to fly at this particular time in history.

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 adopted 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 (with a subdivision between arrivals and departures) for ensuring a safe distance at all times, the sanitation and hygienisation of all areas of the terminal several times a day depending on the volume of traffic, the reorganisation of seating to ensure a safe distance, the installation of sneeze guards at the check-in desks, the introduction of hand-sanitising liquid dispensers located at the airport entrance and in various points throughout the terminal, and the implementation of information campaigns on correct behaviour inside 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.

Another important measure that has been introduced concerns the control of body temperature for all passengers passing through the airport, on arrival by means of thermo-scanner devices, and on departure by means of contactless digital thermometers

In addition, as of June 2020, a specific "Triage" area has been set up at the Airport Entrance, supervised by the Misericordia staff, who are responsible for carrying out body temperature checks on passengers. Moreover, on a voluntary basis, the possibility of carrying out serological tests (and from December 2020, rapid antigenic tests) was introduced, with a practically immediate response (about 15 minutes). In



compliance with current legislation, only passengers arriving at or departing from the airport were allowed access to the terminal, with some exceptions where access was also allowed to accompanying passengers (e.g., disabled passengers, or those under the age of 18).

The opening hours of the terminal have also been adjusted according to the actual flight departure times, as have all the commercial activities at the airport (shops, restaurants, etc.). For details on this last point, please consult the Service Guide.







PRM PASSENGERS

4.2

Despite possible structural or temporary changes to the layout of the Passenger Terminal due to the implementation of the measures foreseen by Toscana Aeroporti's

Covid-19 Anti-Contagion Protocol, the assistance procedures for passengers with reduced mobility (PRMs) remain unchanged. For further information on PRM services, please refer to the relevant section of this Service Charter.

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. At the time of drafting this Service Guide, the frequency of services has been adjusted to take into account the reduction of flights due to the pandemic emergency. <http://pisa-mover.com/>. For information on train connections and

to purchase 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 (Info at +39 050 849 300). 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:

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.

Due to the consequences of the Pandemic emergency, the service is conducted on a reservation basis. In view of this, users are invited to consult in advance, for the destinations of Florence, Montecatini, Pistoia and Prato:

<https://www.caronnatour.com/>

Lucca, Viareggio and Pietrasanta:

<https://lucca.cttnord.it/>

Tickets for the various companies can also be purchased during opening hours from the Information Office in the Arrivals Hall of Pisa Airport.

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 sign-posted pedestrian pathway. At the time of writing, the Shuttle Bus service between the Passenger Terminal and the Rent a Car

Terminal has been temporarily suspended. 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



KARYM RENT

Telephone: 333 6554149 - 050 24284



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 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).

Due to the pandemic period, all car parks are currently open and bookable, except

for P4. For detailed information on timetables, availability and any further requirements, users are invited to visit the Parking section of the Pisa airport website or contact the following telephone number: +39 050 849 300.

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

Please be informed that at the time of wri-



ting this document the Telepass service at P3 is temporarily suspended.

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

Attention: the P4 car park is currently closed. During the summer season, we kindly invite customers to periodically con-

sult the Toscana Aeroporti website to see when the car park is open.

For info: www.pisa-airport.com

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 arrival/departure of the last flight of the day.

For info: www.pisa-airport.com

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IN-AIRPORT INFORMATION

Attention: at the time of drafting this Service Guide, some services may have suspended or rescheduled their offer due to the pandemic emergency. Users are invited to monitor the airport situation on the Pisa Airport website.

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.

RECHARGING STATIONS

Inside the Terminal there are several mobile phone/laptop recharging stations available to users.



AIRPORT SERVICES

For terminal opening times during the current phase of reduced activity caused by the pandemic, please refer to the home page of the airport website. 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).

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)

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

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

LOST PROPERTY

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

Opening hours to the public:

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

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

(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

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

This service is located in the Check-in A area and operated by TrueStar Secure-bag, 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 Lounge

(At the time of writing this document, the VIP Lounge is still closed as a precautionary measure to avoid possible gatherings).

Tel: +39 050 849 473

BUSINESS CENTER

Tel: +39 050 849202

VIP ASSISTANCE

vip@toscana-aeroporti.com

AGENZIA MERCI

Tel: +39 050 849 350

OTHER SERVICES

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. For 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

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.

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

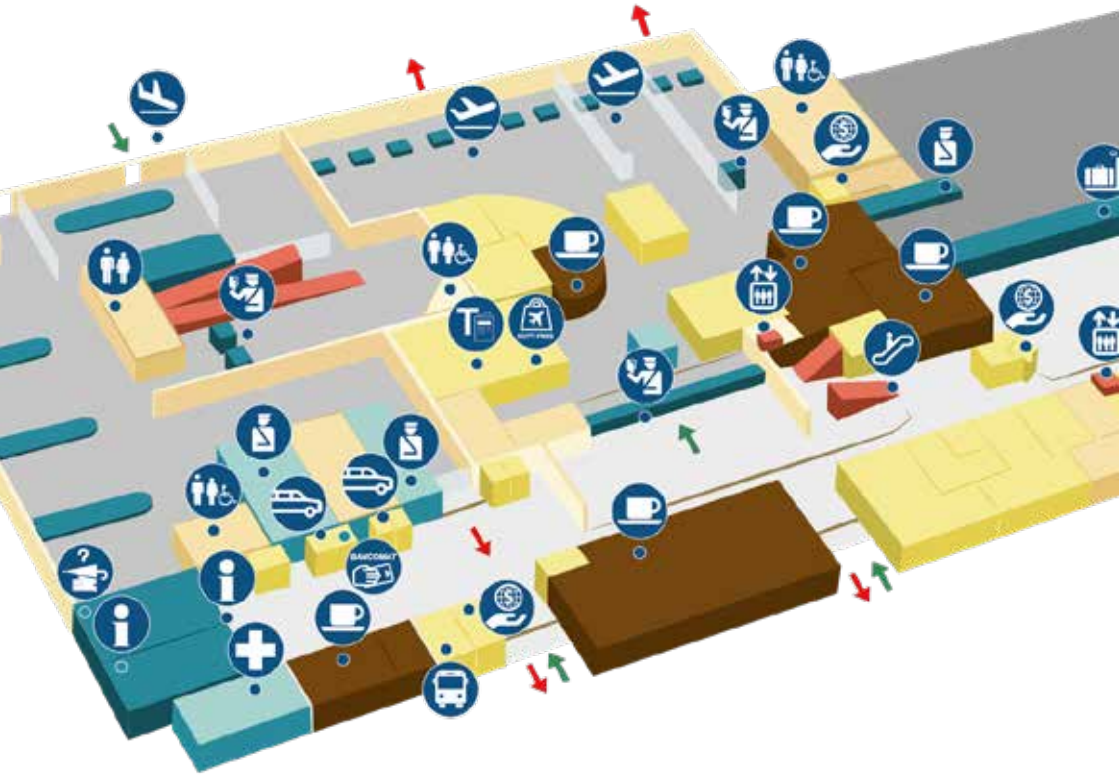
(At the time of writing, this area has been closed due to the measures adopted by Toscana Aeroporti to prevent and contain the Sars-Cov-2 infection).

The Catholic chapel, on the first floor of the terminal, is open every day from 7:00



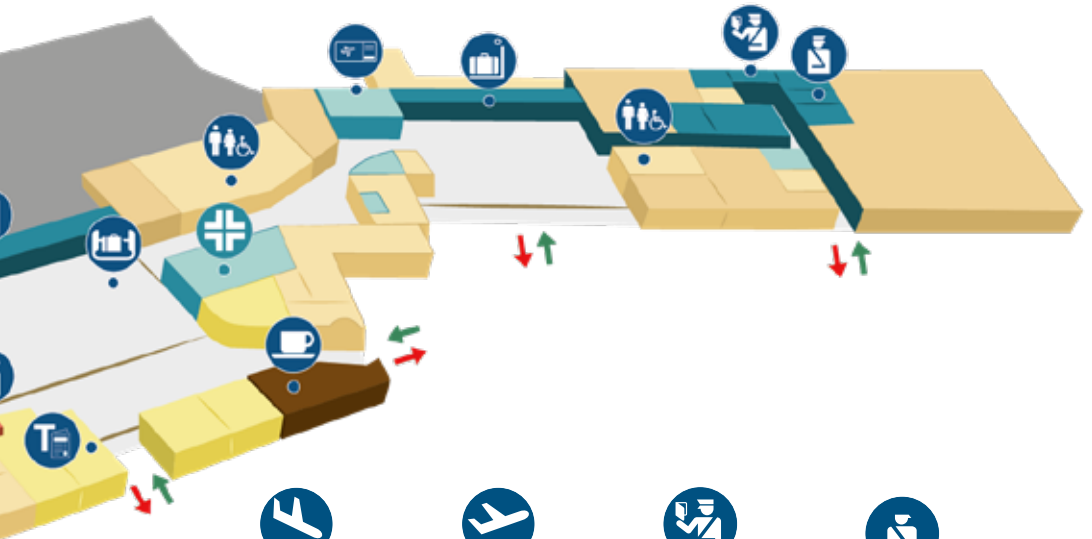
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GROUND FLOOR



↑ ENTRANCE ↓ EXIT

■ SHOPS



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

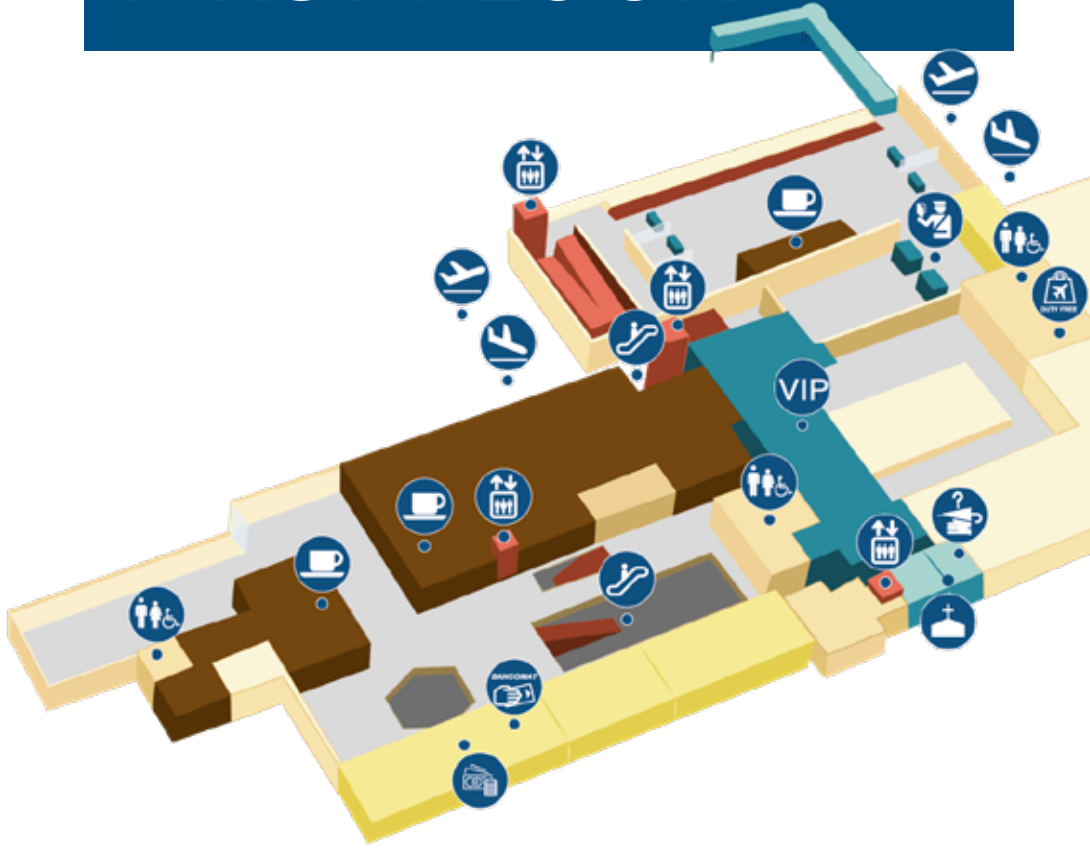


PASS & LOST PROPERTY OFFICE



TICKET OFFICE AREA

FIRST FLOOR



ARRIVALS



DEPARTURES



PASSPORT
CONTROL



CASH
MACHINE



TOILETS



ELEVATOR



RESTAURANT



LIFT & STAIRS



PASS & LOST
PROPERTY
OFFICE



BANK



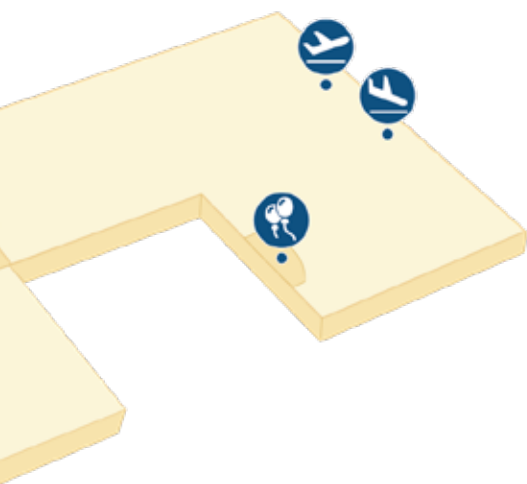
GALILEI VIP
LOUNGE



KIDS CORNER



CHAPEL



TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

For terminal opening times during the current phase of reduced activity caused by the pandemic, please refer to the home page of the airport website. 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.

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

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 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.viaggiare Sicuri.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 2021.

AEGEAN AIRLINES

INFO/BOOKINGS

Tel: +v39 069 7150532-33



AER LINGUS

INFO/BOOKINGS

Tel: +39 02 43458326



AIR ALBANIA

INFO/BOOKINGS

Tel: +355 4 224 60 00



AIR ARABIA MAROC

INFO/BOOKINGS

Tel: 895 895 3311

(Calls charged at a specific rate)



AIR DOLOMITI

INFO/BOOKINGS

Tel: 045 28 86 140



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)**LUFTHANSA**

INFO/BOOKINGS

Tel: 089 919 80 00

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

NORWEGIAN AIR SHUTTLE

INFO/BOOKINGS

Tel: +39 06 94 80 27 56

(Calls charged at a specific rate)

norwegian



POBEDA

INFO/BOOKINGS

Tel: +7 (499) 215-2300

(Calls charged at a specific rate - in English)

pobeda

QATAR AIRWAYS

INFO/BOOKINGS

Tel: +39 02 6797 6000



RYANAIR

INFO/BOOKINGS

Tel: 8955 8955 09 Italia

(Calls charged at a specific rate)

 **RYANAIR**

S7 AIRLINES

INFO/BOOKINGS

Tel: 800 123 567

(Calls charged at a specific rate - in English)

 **S7 Airlines**

SCANDINAVIAN AIRLINES

INFO/BOOKINGS

Tel: 06 99 74 80 15

(Calls charged at a specific rate)



SILVER AIR

INFO/BOOKINGS

Tel: +39 0565 971030

+39 333 5209158

**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

Switchboard

Tel. 050.849.111

Address

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

Website

www.pisa-airpot.com