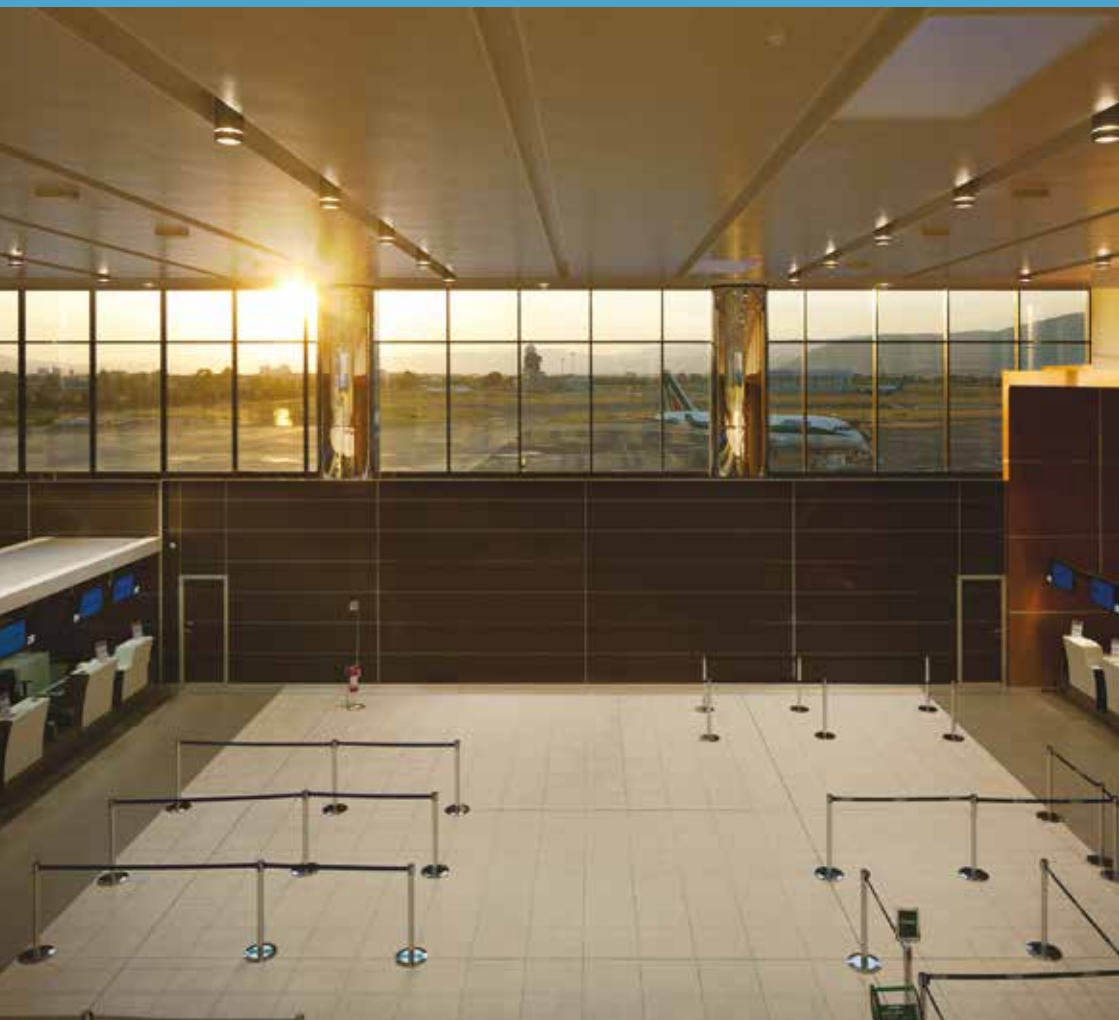


# SERVICE CHARTER<sub>2020</sub>



# THE 2020 SERVICE CHARTER

## 1. SECTION I - MANAGEMENT COMPANY AND SERVICE CHARTER

1.1 Toscana Aeroporti	3
1.2 Our 2020 Service Charter	5
1.3 Services provided and useful information for passengers	5
1.4 Integrated management system	6
1.5 Environmental policy	8

## 2. SECTION II - SERVICE CHARTER QUALITY INDICATORS

2.1 Quality indicators	9
2.2 Special assistance	13

## 3. SECTION III - COMMUNICATION: SUGGESTIONS AND COMPLAINTS

19

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## GUIDES TO SERVICE

1. Getting to the Airport	21
2. Taxi and Chauffeur services	23
3. Car rental	24
4. Airport parking	26
5. In-airport information	27
6. Airport services	27
7. Other services	29
8. Travel advice	36
9. Forms for suggestions and complaints	43

## TOSCANA AEROPORTI

Toscana Aeroporti S.p.A., the company that manages the Florence and Pisa Airports, 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 characterised by the perfect integration of both airports that are distinguished by the differentiation of the market segments in which they operate and their specific air traffic specialisation: the Vespucci airport continues to develop 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, in-

tercontinental flights and cargo flights. With 8,3 million passengers transported in 2019 and 96 destinations served by 34 airline companies, Toscana Aeroporti is 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, aprons), the terminals and the other infrastructures used by 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 the Florence airport, 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.



1.1

Finally, Toscana Aeroporti Engineering is active in the design and construction of airport infrastructures (runways, aircraft

aprons), terminals and other infrastructures used by passengers and operators at the Florence and Pisa Airports.

## OUR 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 corporate responsibility, equality, impartiality and non-discrimination, as well as for the protection of health, safety, the environment, and for the quality management of the services provided. Toscana Aeroporti intends to consolidate its own commitment

for the continual improvement of its performance, and for this reason it applies an integrated Quality System in compliance with the provisions established by the UNI EN ISO 9001:2015 standard for Quality, the UNI ISO 45001:2018 standard for Health and Safety in the Workplace, the SA8000 standard for Corporate Responsibility and the UNI EN ISO 14001:2015 standard for environmental management.

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

## SERVICES AND USEFUL INFORMATION FOR PASSENGERS

All information regarding the services offered by Toscana Aeroporti are available on the Company's website at [www.toscana-aeroporti.com](http://www.toscana-aeroporti.com), in the “Florence Airport” section. The complete list of the services offered can be found in the “Guide to the Services” attached to this Service Charter. Special attention is reserved for passengers with disabilities or reduced mobility: on the website there is a specific section containing all the useful information re-

garding the dedicated areas and airport services.

At the airport there is a free Wi-Fi connection service for 12 hours of navigation, via which it is possible to connect to the airport website to view the Service Charter and the Service Guide and to access the flight information in real time.

In the airport, information brochures on Passenger Rights are available for users in accordance with Regulations (EU) 261/2004 and 1107/2006, as well as all the information required by current legislation on air transport (prohibited items, internal signage for PRM – Passengers with Reduced Mobility, passenger baggage info etc.). The airport is open to the

public every day from 4.00 am until 12.30 am or until the time of arrival/departure of the last flight of the day.

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

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

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

Switchboard:

Tel: +39 055 30615

Customer Service:

Tel: +39 055 3061830

Tourist informations:

Tel: +39 055 315874



## 1.4 INTEGRATED MANAGEMENT SYSTEM

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

### QUALITY

- Pursuing continuous improvement of the service offered in terms of internal and external customer satisfaction.
- Ensuring internal efficiency through streamlining of the processes and organisational resources.
- Guaranteeing suitable and effective internal and external communications.
- Improving Toscana Aeroporti's visibility and image on the reference market.
- Pursuing the rationalisation and optimisation of airport concessions through

effective management of the existing infrastructures, identifying areas for expansion and infrastructure development to meet the needs of stakeholders.

### HEALTH AND SAFETY

- Protecting the health and safety of all airport users, including passengers, employees of Toscana Aeroporti, or subsidiaries, contractors, sub-contractors and third-party companies.
- Preventing, through the Health and Safety Management system, the occurrence of accidents and injuries in the Toscana Aeroporti's area of responsibility (airport site and related areas under ownership) in performing the airport activities.
- Committing to acting fully in line with mandatory and non-mandatory regulations for health and safety relating to activities within the airport site managed by Toscana Aeroporti.
- Promoting best practices and adherence

to international standards and procedures by all third parties operating at the airport, to ensure the health and safety of all airport users.

- Promoting moments of experiential exchange, sharing and discussion on the issues of prevention and safety in the workplace with the various Airport operators, through specific specialised inter-company coordination committees with the safety managers of the various entities.
- Implementing operational coordination on the various existing procedures - in particular, on the various emergency and evacuation plans - considering the participatory methods for ensuring their prompt and effective implementation.
- Committing to periodic performance reviews to improve results in terms of protecting the health and safety of any persons present at the airport, whatever capacity, within Toscana Aeroporti's area of responsibility.
- Communicating Toscana Aeroporti's philosophy underlying their health and safety policies to all handling companies, airport users, including passengers, employees, contractors, subcontractors or third-party companies.
- Providing the relevant organizational health and safety information to all interested parties: the National Health Service (ASL), the Fire Brigade (V.V.FF), and the National

Institute for the Prevention of Accidents (INAIL), public administrations, etc.

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

### **CORPORATE RESPONSIBILITY**

- Not using or supporting the use of child labour or forced labour.
- Selecting, hiring, training, remunerating and managing employees without any discrimination.
- Ensuring a safe and healthy work environment.
- Guaranteeing that working hours, disciplinary procedures and remuneration systems are in line with legislation, relevant employment contracts, union agreements and industry standards.
- Protecting the right of freedom of association and the right to collective bargaining.
- Ensuring that suppliers, contractors and third parties adopt the same standards as Toscana Aeroporti whilst on the airport site.
- Aiming for continuous improvement of the system to manage Corporate Responsibility, adhering to national legislation and other international norms and procedures as listed in the SA8000 standard.



## ENVIRONMENTAL POLICY

Toscana Aeroporti is actively committed to observing the multiple forms and methods and procedures of environmental legislation applicable to the airport operation, including the implementation and adopting of the Environmental Management System (EMS) aimed, inter alia, at preventing pollution and minimising impact on the territory.

In 2019, 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, 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.) as well as high-performance air-conditioning systems.

In relation to the containment of greenhouse gas emissions in the atmosphere related to specific airport activities, in autumn 2019 TA registered both the Florence and Pisa airports with the Airports

Council International ACA Accreditation programme.

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.

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 im-



proving 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 to consolidate relationships of transparen-

cy, 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 illustrate 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-02A circular 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 arriving and departing passengers. The range of responses used to record passenger evaluations were divided into six categories: terrible, highly unsatisfactory, unsatisfactory, satisfactory, good, and excellent. The data collection process in 2019 was entrusted to a qualified research organisation, with data collected from a representative sample of arriving and departing passengers. In general, when creating objectives for 2020, it has been kept in mind that indica-

tors with a percentage of 95% or over are considered “excellent”; the goals have also been taken up to values equal to or over 95%. While the final results failed to reach the 2019 target, or reached it with limited margins, the targets of the previous year were mostly confirmed. 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. 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:



2.1

## 2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

- 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.

During 2019, new toilets were installed both at gate 10, non-Schengen departures (which also include a new Nursery) and in the non-Schengen arrival hall. Furthermore, in the latter, in order to speed up document control operations and reduce waiting times for passengers, 2 e-gate stations have been opened, with the possibility of carrying out the control independently by scanning your own identity document.

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	PROPOSAL 2020 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	99,8	96,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	100	96,0
Regularity of service (and timeliness of anspotation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	71,4	77,0
	4	Global amount of baggage wrongly handled at departure (baggage not boarded) by the airport, only under the Operator's responsibility	n. of baggage units wrongly handled/1,000 departing pax	0,2	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	25' 10"	25'
	6	Time to last baggage claim from aircraft block on	Time in minutes from aircraft block-on to delivery of last baggage in 90% of cases	29'26"	29'
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	5' 03"	5' 30'
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	98,4	95,5

## 2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	PROPOSAL 2020 OBJECTIVE
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	96,4	95,5
	10	Perception of global air terminal cleanliness	% of satisfied passengers	99,8	96,0
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	96,9	95,0
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	99,1	96,0
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	98,3	95,0
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	99,3	95
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	88,8	86,0
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	74,4	92,0
	17	Compatibility of coffee shop opening times with airport opening times	% of arriving/departing passenger flights compatible with the opening times of coffee shops in the respective areas	100,0	100,0
	18	Perception of the adequacy of smoking areas, if available	% of satisfied passengers	n.d.	n.d.
	19	Perception of the availability of free drinking water dispensers, if available	% of satisfied passengers	n.d.	n.d.
	20	Perception of availability/quality/prices of shops and newsagent's shops	% of satisfied passengers	91,3	94,0
	21	Perception of availability/quality/prices of bars and restaurant	% of satisfied passengers	91,9	92,5
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	99,6	96,0

## 2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	PROPOSAL 2020 OBJECTIVE
Customer information	23	Easy to browse and updated website	% of satisfied passengers	100	96,0
	24	Perception of effectiveness of operating info points	% of satisfied passengers	93,9	92,0
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	99,1	95,0
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	99,5	96,0
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	99,2	96,0
Desk/Gate services	28	Percezione sul servizio biglietteria	% of satisfied passengers	97,4	94,0
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	16' 57"	18'
	30	Perception of waiting time at check-in	% of satisfied passengers	95,0	94,0
	31	Waiting time at security checkpoint lines	Tempo di attesa in minuti nel 90% dei casi rilevati	5' 39"	5' 15"
	32	Perception of waiting time at passport control	% of satisfied passengers	86,3	88,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	97,6	94,0
	34	Perception of adequacy of city/airport connections	% of satisfied passengers	98,1	95,0

## SPECIAL ASSISTANCE

### INTRODUCTION

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

The EC Regulation 1107/2006 is based on the principle that these passengers have the same rights as non-disabled passengers – the right to free movement, freedom of choice and non-discrimination. It stipulates that disabled persons and persons with reduced mobility 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 and observes the principles outlined the EU's 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 aircraft as well as walk up and down stairs, but who requires a wheelchair or other means of transport to move long distances inside the airport.
- WCHS: (Wheelchair Stair): Passenger able to walk by him/herself inside the aircraft, but who cannot walk up or down stairs and who requires a wheelchair or other transport means to move inside the airport.
- WCHC (Wheelchair Carry): immobilised passenger requiring a wheelchair to move about and assistance from the time of arrival in the airport until the end of the flight, as well as to exit from the airport.
- DEAF: Passenger with hearing difficulties or hearing and speaking disability.
- BLIND: Passenger with visual impairment.
- DEAF/BLIND: Passenger with visual and hearing disability who requires the assistance of an accompanying person to move around.
- STCR: Passenger who can only be transported on a stretcher.
- MEDA: Passenger who requires medical assistance.
- MAAS: all other passengers in need of special help but not covered by the above points.
- DPNA: Passenger with intellectual or developmental disability requiring assistance.



### SERVICES AVAILABLE IN THE TERMINAL

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

- 6 reserved, free-of-charge parking spaces (for disabled badge holders) next to the entrance/exit doors and two parking spaces near the taxi area.
- 13 reserved, free-of-charge parking spaces in the long-stay car park (for disabled badge holders).
- Wheelchairs available within the terminal.
- Airport first aid/medical service.
- Dedicated toilets.
- Accessible ATMs.
- Alternative routes through security (to enable passengers with pacemakers and wheelchairs to carry out these checks).
- 'Ambulift' service - Elevating platform to enable aircraft boarding for wheelchair passengers, together with other special vehicles.

### REQUEST FOR ASSISTANCE

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

Passengers may advise the airport of their arrival at the terminal from the external call points or at check-in within the time-

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

### ASSISTANCE

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

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

### CALL POINTS

Passengers should alert the airport of

their presence using one of the following call points:

- Call point columns located in front of the departures and/or arrivals terminal, or the tram stop.
- Customer Service desk.
- Check-in desks.
- Lost & Found Office.
- Parking kiosk.
- Help phone in the area dedicated to PRM in the departure hall

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

### **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.

### **TRAVELLING WITH A WHEELCHAIR**

To ensure the best possible travel experience, reduced mobility passengers travelling with a wheelchair should let the airline know the type, weight and dimensions of the wheelchair at least 48

hours prior to departure. This information must be supplied to the airline company at the same time as making the booking. In addition, if the wheelchair is battery-operated, during check-in the passenger must take care of protecting the battery terminals to prevent short circuits, disconnecting the power supply cables and arranging the wheelchair to ensure loading in the hold in line with safety requirements.

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

[tos.flr@toscana-aeroporti.com](mailto:tos.flr@toscana-aeroporti.com)

or call 055/3061709.

### **EVACUATION IN THE EVENT OF AN EMERGENCY**

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

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

### **AUTISM PROJECT**

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

For autistic people, traveling by air can

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

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

More specifically, the project includes:

- A digital version of the questionnaire downloadable from the Toscana Aeroporti website in the PRM section to be filled in by parents for profiling the passenger with autism (low functioning/high functioning) and help Toscana Aeroporti understand the next steps to be taken;
- The possibility of visiting the airport in advance and the route to follow, based on a scheduled meeting with Toscana Aeroporti and escorted by suitably trained airport staff;

- 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](mailto:qualita@toscana-aeroporti.com)

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

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



QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	PROPOSAL 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	6'59"	7' 30"
	2	For departing PRM without pre-notification: Waiting time to receive assistance from one of the designated points in the airport, after notifying one's presence	Waiting time (in minutes) in 90% of cases	6'59"	7' 30"
	3	For arriving PRM with pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	6'53"	7' 30"
	4	For arriving PRM without pre-notification: Waiting time on board for disembarkation of PRM, after disembarkation of the last passenger	Waiting time (in minutes) in 90% of cases	7'09"	7' 30"
Personal safety	5	Perception of the state and operating conditions of airport vehicles/equipment	% of satisfied PRM	99,6	96,0
	6	Perception of the adequacy of staff training	% of satisfied PRM	99,7	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	97,0	98,0
	8	Completeness: amount of information and instructions on the services offered, available in an accessible format over total amount	% information/ instructions concerning services in an accessible format over total amount of information/ instructions	97,0	98,0

## 2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	PROPOSAL 2020 OBJECTIVE
Information in the airport	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	99,0	96,0
Communication with passengers	10	Number of answers given within pre-established times over total number of requests of information received	% answers given within preset time over total number of requests	100,0	100,0
	11	Numero di reclami ricevuti rispetto al traffico totale di PRM	% of complaints received over total PRM traffic	0,01	0,02
Comfort during stay in airport	12	Perception of effectiveness of PRM assistance	% of satisfied PRM	98,3	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	95,7	95,0
	14	Perception of spaces dedicated to PRM halls (e.g. dedicated lounge)	% of satisfied PRM	88,9	93,0
Relational and behavioural aspects	15	Perception of staff courtesy (infopoint, security, personnel dedicated to special assistance)	% of satisfied PRM	99,7	96,0
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM	% of satisfied PRM	99,7	96,0

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

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

- the form for suggestions and complaints, available in the Guide to the Services of this Service Charter, to be sent by mail to: Toscana Aeroporti S.p.A, Firenze, Via del Termine no. 11, or by email to [ambiente@toscana-aeroporti.com](mailto:ambiente@toscana-aeroporti.com);
- Online form to be filled in on the website of the Florence Airport in the section "Service Charter".
- The email [info@aeroporto.firenze.it](mailto:info@aeroporto.firenze.it) for every other type of communication.

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

With the aim of increasing the speed and effectiveness of verifying facts and providing responses, passengers are encouraged to provide a detailed account of events and copies of all documents related to the communication useful for objective confirmation of the contents of the claim (e.g. copy of airline tickets, receipts, etc.). Each complaint is analysed

individually by the designated offices of Toscana Aeroporti; if the technical investigation reveals the responsibility of the Operator (e.g. damage to property, injury, lack of PRM assistance, incorrect information to the public) the same will evaluate, on a case-by-case basis, the individual cases giving entitlement to compensation, the different methods and amount of reimbursement, involving its own insurance company, where applicable, and if necessary, also the Airline company.

With the aim of executing timely service quality control, Toscana Aeroporti will periodically provide summary reports of complaints received, listed by type and expanded to provide the most significant details.

Passenger complaints relating to the violation of the 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. In order to protect passengers, there is an ombudsman/conciliation office available in Florence. This office is a non-judiciary entity for resolving disputes between businesses and customers in an amicable manner. The

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

#### **MEDIATION AND CONCILIATION SERVICE/ FLORENCE CHAMBER OF COMMERCE**

Tel: 055 2392134

Email: [conciliazione@fi.camcom.it](mailto:conciliazione@fi.camcom.it)

#### **OMBUDSMAN**

Tel: 055 2387800

Numero Verde: 800018488

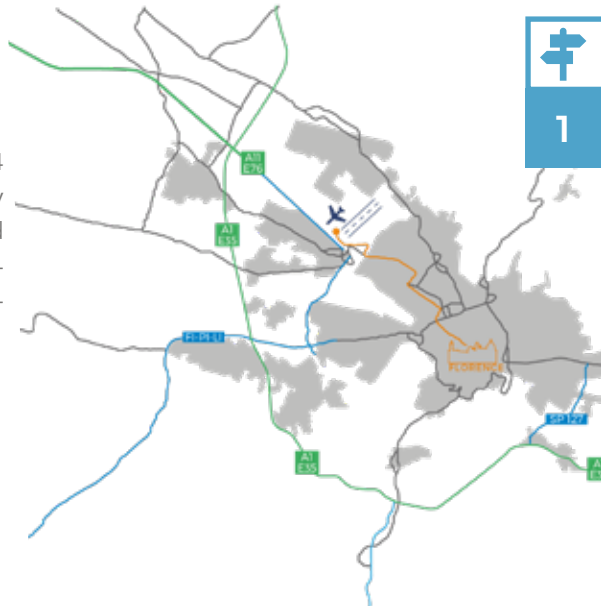
Fax: 055 210230

Email:

[difensorecivico@consiglio.regione.toscana.it](mailto:difensorecivico@consiglio.regione.toscana.it)

## GETTING TO THE AIRPORT

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



### BY CAR

The airport is only 4 km from the city and is easy to get to by car. From the city take Viale Alessandro Guidoni until you reach the motorway junction Firenze Nord/Firenze Mare (A1 and A11). The airport is well-linked to other locations in Tuscany, thanks to its proximity to the road junction.

### BY TRAM

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

### Airport - City Centre



**Airport terminus**  
Airport terminal



**Timetable:**  
First departure: 5.00 am  
Last departure  
(Mon-Thurs) 12.02 am  
Last departure  
(Fri-Sat) 1.32 am  
Last departure  
(Sunday) 12.12 am



**Company:**  
GEST  
800.964424 (landline)  
199.229300 (mobile)  
[www.gestramvia.com](http://www.gestramvia.com)



**Journey time**  
22 minutes

## City Centre - Airport

**Florence terminus**

Piazza dell'Unità

**Timetable:**

First departure 5.00 am

Piazza dell'Unità

Last departure

(Sun-Thurs) 12.29 am

Last departure

(Fri-Sat.) 2.00 am

**Company:**

GEST

800.964424 (landline)

199.229300 (mobile)

[www.gestramvia.com](http://www.gestramvia.com)

**Journey time:**

22 minutes

## BY BUS

**Bus stop  
(Florence):**

Santa Maria  
Novella Station;  
SITA Bus station

**Weekday, Sunday/  
public holiday  
timetable**

(every 30 minutes)

8:00 pm / midnight

(every 60 minutes)

**Operator:**

Busitalia Nord

800-424500

(from landline)

199-104245

(from mobile against  
payment)

[www.fsbusitalia.it](http://www.fsbusitalia.it)

**Journey time**

approx. 25 minutes

# TAXI AND CHAUFFEUR SERVICES

## TAXIS

Taxi ranks can be found in front of the airport and can be called on "RadioTaxi" at the phone numbers of the various companies operating in the territory:

055 4242 / 055 4390 / 055 4798.

There is a fixed rate for journeys between the airport and the city centre and main hotels, while other destinations are subject to the fees as displayed inside the taxi. The journey time between the airport and Florence city centre may vary according to traffic conditions, but on average is around 15 minutes.

<b>TAXI</b> <b>TARIFFE</b>	
da <b>AEROPORTO</b> per <b>CENTRO CITTÀ</b> e principali <b>ALBERGHI</b>	
importo fisso	<b>€ 22,00</b>
festiva diurna	<b>€ 24,00</b>
notturna	<b>€ 25,30</b>
supplemento bagagli (max 7) ognuno	<b>€ 1,00</b>
Per le altre destinazioni fare riferimento al tariffario a bordo del Taxi. Supplemento partenza aeroporto <b>€ 2,20</b>	
<b>CHIAMATA</b> 055 4242 - 055 4390 - 055 4798	



2



## CHAUFFEUR SERVICE

The following companies at the airport offer cars for hire with drivers:

CO.A.VE

Opening hours: 8.00 am – 8.00 pm / Tel: 055 340159 / Fax: 055 318323

GIULIANI

Opening hours: 9.00 am – 9.00 pm / Tel: 055 5001552 / Fax: 055 5001552 / Mobile: 330 271646



3

## CAR RENTALS

Car rental services are located close to the airport in Via Palagio degli Spini. There is a free shuttle bus service between the terminal which runs approximately every 15 minutes. The stop for the shuttle is in the short-stay car park, just outside the terminal.

In 2019, the restructuring works of the Palagio degli Spini area were terminated entailing the new offices of the rental companies located in the Rent A Car Terminal and the area set up for returning vehicles, as well as the parking spaces assigned to each operator. The increased number of parking spaces, together with the renewed work areas and signage, as well as the access control system has given rise to a marked increase in the quality level of the services offered to the user. Following is a list of the car rental companies. For passengers arriving with the last flight there is always at least one company open to meet their various needs. It is also possible to hire a car directly from the airport website. The following companies provide car rental at the Florence Airport:



### AUTO EUROPA / SICILY BY CAR

Telephone: 055.3436031

**Sicily by Car**  
auto  europa

### AVIS

Telephone: 055.315588

**AVIS**

**Budget**



**SIXT**

Telephone: 02.4757979

**EUROPCAR**

Telephone: 055.318609

**HERTZ / DOLLAR / THRIFTY / FIREFLY**

Telephone: 055.307370

**MAGGIORE**

Telephone: 055.311256

**LEASYS**

Telephone: 055.3438754

**GOLDCAR**

Telephone: 199.151.151

**LOCAUTO / ENTERPRISE NATIONAL / ALAMO**

Telephone: 348.7815800

**BRENT**

Telephone: 366.4193111

**AUTOVIA**

Telephone: 055.373933

**JOYRENT**

Telephone: 055.0154160



## P AIRPORT PARKING

4

There are short-term (P1) and long-term (P2) car parks in front of the Passenger Terminal.



You can pay for parking using the automatic pay machines located in both car parks, or at the manned kiosk in P2. Free access to disabled parking spaces is permitted for disabled badge holders. Parking costs vary according to the choice of car park and length of stay.

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

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

# IN-AIRPORT INFORMATION

## TOURIST INFORMATION

The tourist information desk (managed by APT Firenze) is located to the left of the arrivals area and is open to the public from Monday to Sunday from 9:00 am until 7:00 pm (closed on Easter Day, Christmas Day and the 1 January).

A large range of leaflets and printed material is available (guides, city and provincial maps, events calendars etc.) in addition to updates about flights.

## TOURIST INFORMATION

Tel e fax: 055.315874

Email: [infoaeroporto@comune.fi.it](mailto:infoaeroporto@comune.fi.it)

## TOSCANA AEROPORTI CUSTOMER SERVICE

Tel: 055.3061830

## WEBSITE

[www.toscana-aeroporti.com](http://www.toscana-aeroporti.com)

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

## WI-FI

There is a free Wi-Fi service for up to 12 hours available throughout the passenger terminal. To access the internet or download emails while waiting for flights, enable the wireless network search option on your Wi-Fi enabled device and connect to the "Airport-Free-Wifi". On 1 August 2019 the Wi-Fi network enhancing operation was terminated in the airport.

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

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

Thanks to the App it is possible to:

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

# AIRPORT SERVICES

## AIR TRAVEL TICKET OFFICE:

The Alisud ticket office is located on the first floor of the Passenger Terminal, open from 4.30 am until the departure of the last flight for the day.

## LOST LUGGAGE

For help with lost luggage, go to the Lost & Found desk situated in the baggage reclaim area to activate the search procedure. The Lost & Found service will endeavour to locate baggage for the first five days, delivering found luggage to the address indicated by the owner.

Once the process has been initiated, passengers will be updated via a text service. After a 5-day period, passengers must contact the airline they travelled with for further information. They can monitor the progress of the search in real time by entering a code on the appropriate website page

### **LOST LUGGAGE**

Tel: 055 3061300

Opening hours: 8.00 am - 9.0 am / 3.00 pm - 4.00 pm

Fax: 055 3061664

### **LEFT LUGGAGE SERVICE**

Not available

### **BAGGAGE WRAPPING**

Operated by Truestar SecureBag, this service is located on the first floor of the terminal in the check-in area. It is available from the opening of the first check-in until closing of the last check-in for the day.

### **BAGGAGE TROLLEY SERVICE**

Free of charge

### **OUR "VIP CLUB" LOUNGE**

This lounge provides guests with an area to relax or work in before boarding their flight. It is located on the first floor of the terminal, in the departure area.

Guests may use the self-service open bar,

and a wide range of magazines and newspapers are available (in Italian, English, French, German and Spanish)

They also have use of the free Wi-Fi service and access to SKY TV. The lounge provides a workstation equipped with an internet-enabled computer. Access to the lounge is restricted to those with boarding passes valid for this service, and to members of accredited programs (Priority Pass, Lounge Club, Lounge Pass, Diners Club International, LoungeKey, Dragon Pass and GIS). Passengers may also purchase one-off tickets to the VIP lounge and Priority Lane from the Alisud ticket office, and just access to the VIP Lounge from the Giunti bookshop located after security.

### **VIP ASSISTANCE**

To organise assistance for VIPs contact [vip@toscana-aeroporti.com](mailto:vip@toscana-aeroporti.com).

### **AIRPORT FIRST AID:**

This service is located on the ground floor of the terminal and is in operation during all the airport opening hours.

### **CARGO AGENCY**

Situated next to the terminal in Via del Termine.

ALHA Air Lines Handling Agents S.P.A

Tel: 055 300559



## OTHER SERVICES

### BARS AND RESTAURANTS

In the retail area on the ground floor near the check-in desk (also accessible to those not boarding flights), there are two bars/restaurants for customers. Bar Ristorante Baccanale Firenze for a coffee or quick meal (open during airport opening hours), and the Pezzoforte lounge bar.



After check-in, security and the duty free area, stop off at Beercode, or after the mini commercial hall, at MyChef for lunch or dinner while comfortably seated by the large windows overlooking the runway.



Instead, on the ground floor in front of the boarding gate is the Buoni & Belli restaurant: the exaltation of typical Tuscan

dishes from breakfast to snacks and lunches, with focaccia, antipasto platters, bruschetta, hot rolls and classical truffle rolls. Tuscan Italian wine-list. Open during the airport opening hours until the departure of the last flight for the day.



### TOBACCO AND NEWSAGENT

Just before security on the ground floor is the "Relay" convenience store, while the "Giunti al Punto" is on the first floor after security where you can buy national and foreign newspapers, magazines, plus tobacco and cigarettes (only from Giunti).

### CASH MACHINES

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

### EXCHANGE AND VAT REFUNDS

Best & Fast Change offers an in-airport exchange service in the departure area on the ground floor. You can also obtain tax refunds with Premier Tax Free. Global Blue, for VAT refunds) is on the first floor near the check-in counters.

### BEST AND FAST CHANGE

The in-airport services include:

- Buying and selling cash in foreign

currency;

- Purchase of traveller's cheques in euro and other currencies;
- Currency exchange with the main credit cards;
- Online currency booking;
- B.Fast BUY BACK repurchase of foreign currency;
- VAT refund service for Premier Tax Free;

Tel: +39 055 341152 / +39 055 316083

Web: [infoaeroporto@comune.fi.it](mailto:infoaeroporto@comune.fi.it)



### GLOBAL BLUE

Global Blue is a financial services company working with more than 270,000 tradespeople, brands and selected hotels in more than 40 countries throughout the world. It provides a range of services every day to over 38,000 travellers.

Tel: +39 055 375226

Web: [www.globalblue.com](http://www.globalblue.com)



### BABY CHANGING AND NURSERY

The toilets on the ground floor in the departure and the gate areas are equipped with changing tables. There is also a nursery room in the toilets located in the check-in hall on the first floor and near the toilets by Gate 10.

### SHOPPING GALLERY

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

### PHONE/LAPTOP RECHARGING POINTS

Inside the terminal there are numerous mobile phone and laptop recharging points available in the check-in hall, at the gates and in the food and drink outlets.

### SNACK AND DRINK VENDING MACHINES

There are several automatic snack and drink dispensers throughout the airport (in departures, arrivals and boarding areas).



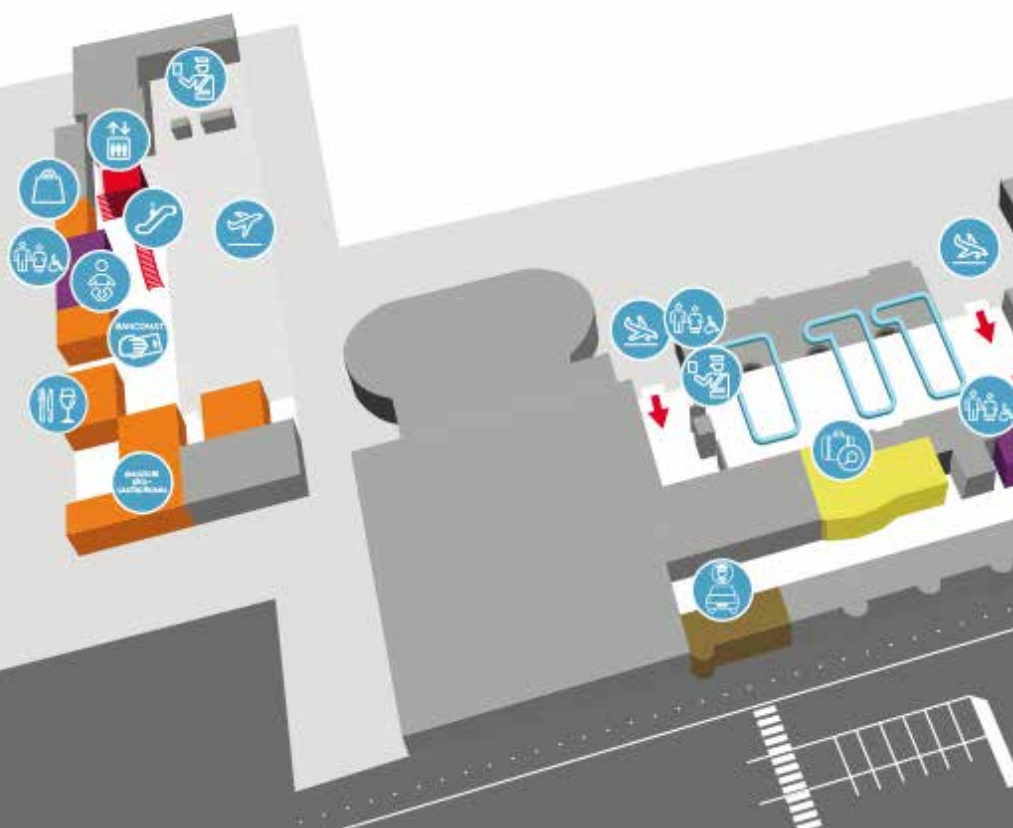
# GROUND FLOOR



FIORENTINA  
STORE



RELAY







DEPARTURES



ARRIVALS



CHAUFFEUR  
SERVICE



CUSTOMS



LIFTS AND  
STAIRS



PEZZO FORTE



MEDICAL  
SERVICE



NON-SCHENGEN  
PASSPORT CONTROL



TOILETS



CUSTOMER  
SERVICE



TOURIST  
INFORMATION (APT)



ESCALATOR



CASH MACHINE



LOST AND FOUND



BABY CHANGING



BELLI E BUONI



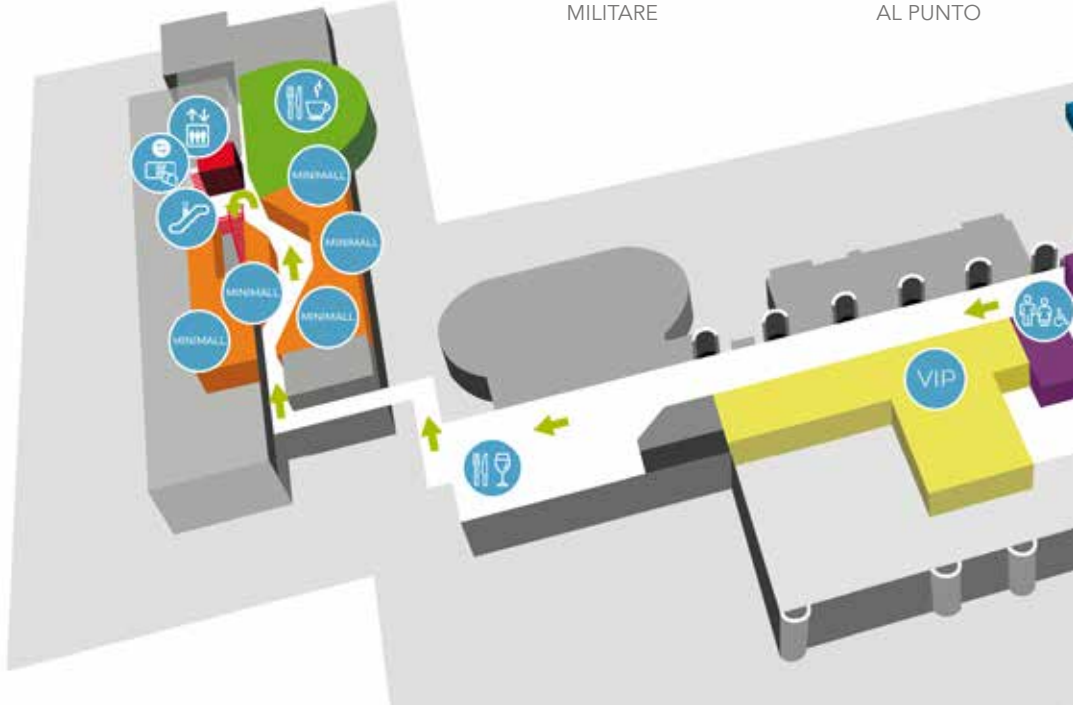
ENTRANCE



EXIT



# FIRST FLOOR





CHECK-IN



BAGGAGE  
WRAPPING  
SERVICE



LIFT AND  
STAIRS



SECURITY  
CONTROL



TOILETS



VIP CLUB  
LOUNGE



CUSTOMS



ESCALATOR



AIR TRAVEL  
TICKET OFFICE



MY CHEF



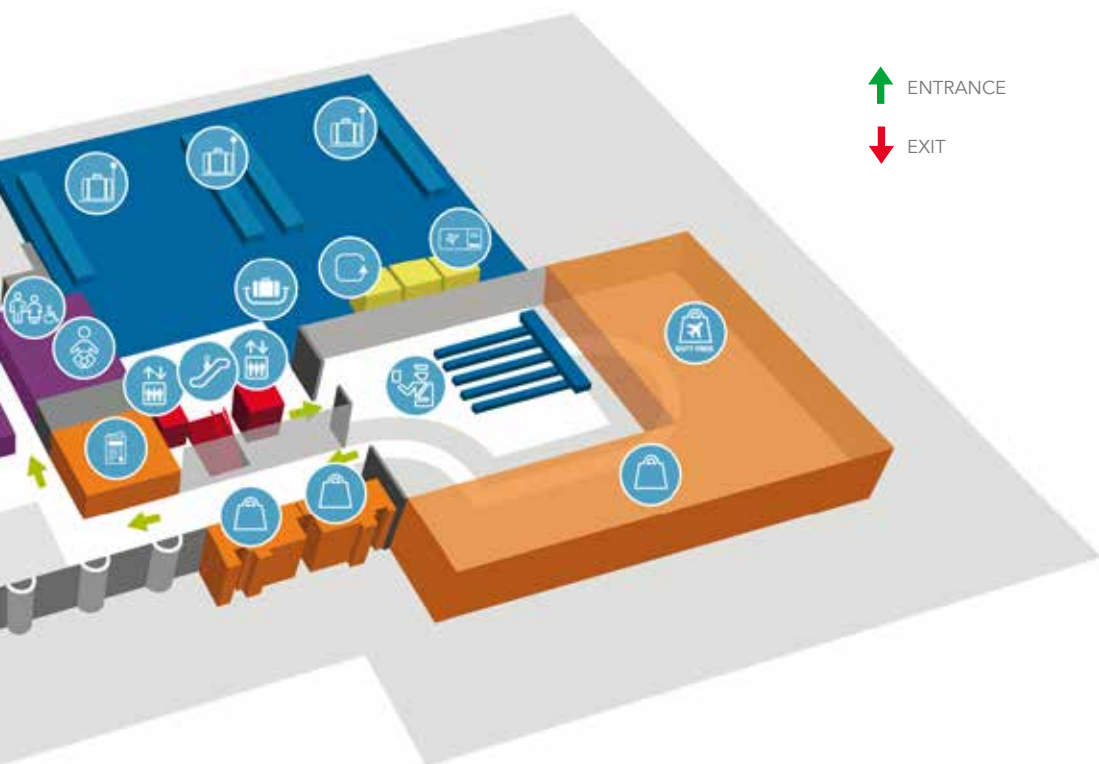
GLOBAL BLUE  
ITALIA



BEST AND  
FAST CHANGE



BEERCODE



↑ ENTRANCE

↓ EXIT



8

## TRAVEL ADVICE

### WHEN TO ARRIVE AT THE AIRPORT

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

### AIR TICKETS AND ID DOCUMENTS

Make sure that you have correct, valid travel documents in accordance with the requirements of your destination: ID card, passport and any necessary visas. Check that the details on your ticket are correct (name, surname, destination, flight time and number). If there are any errors or if the flight destination has changed, let your travel agent or airline know in advance.

### TRAVEL DOCUMENTS

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

It is the responsibility of every passenger to:

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

### 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.

### UNACCOMPANIED MINORS

Air travel of unaccompanied minors is subject to restrictions and regulations established by the individual airline companies. Please visit the official website of the relative company to obtain all information.

### UNACCOMPANIED MINORS UNDER 14 (OR NOT ACCOMPANIED BY AT LEAST ONE PARENT OR GUARDIAN)

Since the 4 June 2014, there are new procedures for minors under 14 travelling unaccompanied. In these cases, a parent or guardian responsible for the minor must sign a consent form which will be filed by the Police headquarters. The regulations require either a signed hard copy of the form, or the details of any relevant accompanying person on the minor's passport. For further information see the Italian State Police website. Before booking, parents/guardians should check whether the

airline in question accept unaccompanied minors under 14.

## **HAND BAGGAGE AND SECURITY MEASURES FOR PASSENGERS**

Each passenger may bring only one piece of hand baggage on board, the maximum permitted weight of which varies according to the individual airlines. Based on the ENAC guidelines, the total size (length) of the hand baggage should not exceed 115 cm. It is forbidden to carry prohibited items in hand baggage as per the regulations in Appendix 4-C of EU ruling 1998/2015 and the National Security Plan hazardous goods according to the IATA provisions.

It is prohibited to separate yourself from your hand baggage or to accept items or packages in hand baggage or hold baggage for other people. For further information: [www.enac.gov.it](http://www.enac.gov.it).

## **CHECKED-IN BAGGAGE**

Checked-in baggage is understood as pieces of luggage which the passenger presents at check-in to be placed in the aircraft hold. The permitted size of checked-in baggage (as per hand baggage) depends on each individual airline's regulations. If hold luggage exceeds the maximum dimensions, there may be a surcharge. We suggest contacting the airline directly for more information. For safety reasons, no single piece of baggage must exceed 32 kg.

It is forbidden to carry prohibited items in hold baggage as per the regulations in Appendix 5-B of EU ruling 1998/2015

and the National Security Plan and those regarding hazardous goods according to the IATA provisions.

## **TRANSPORTING ANIMALS**

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

## **TRAVELLING WITH PETS**

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

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

These restrictions are not applicable to guide dogs, hearing dogs 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](http://www.viaggiare Sicuri.it) for the advice and precautions regarding disease prevention in each travel destination. For information about customs aspects visit the website [www.agenziadoganemonopoli.gov.it](http://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](http://www.salute.gov.it). For information about transporting plants or animals visit the website [www.Enac.gov.it](http://www.Enac.gov.it).

For information about documents required for travelling, visit the "La Polizia di Frontiera" (Border Police) section of the website [www.poliziadista-to.it](http://www.poliziadista-to.it).

### USEFUL CONTACT NUMBERS IN FLORENCE

ENAC: +39 055 31 71 23

AVIATION BORDER POLICE:

+39 055 30 33 61

GUARDIA DI FINANZA (Finance Police):

+39 055 27 45 334

AVIATION HEALTH SERVICE:

+39 055 30 61 622

CUSTOMS: +39 055 73 66 297

FIRE BRIGADE: +39 055 24 901

### CHECK-IN

#### WHERE

There are 40 check-in desks on the first floor of the passenger terminal. The check-in area is accessible via 2 lifts, an escalator and stairs from the ground floor in the departures area of the new terminal.

#### WHEN

Check-in times vary according to each airline company and they are normally indicated on the air ticket. The check-in desks are usually open from 2 hours to 2 and a half hours prior to the scheduled departure time. If you have not already printed your boarding pass, we suggest arriving at check-in 2 hours before departure to allow time for all the pre-departure procedures.

#### SELF CHECK-IN

Some airlines provide self-service check-in kiosks where you can print your boarding pass. You should report to the check-in desk of the relevant airline if you need to check in luggage.

#### WEB CHECK-IN

Most airlines provide online check-in. We suggest checking your airline's website for further information.

## AIRLINES

Listed below are the airline companies operating at the Florence Airport:

### AIR DOLOMITI

INFO/BOOKING

Tel: +39 045 28 86 140

(Calls charged at a specific rate)



### AIR FRANCE

INFO/BOOKING

Tel: 848/884.466

(Mon-Fri 8.00 am-8.00 pm / Sat-Sun 9.00 am-5.30 pm)

(Calls charged at a specific rate)



### ALBAWINGS

INFO/BOOKING

Italy +39 06/98.956.666

Albania +355 44.500.130

Call Centre (8.00 am-8.00 pm)

(Calls charged at a specific rate)



### ALITALIA

INFO/BOOKING

Tel: +89 20 10 (Italia)

+06 65649 (From abroad)

(Calls charged at a specific rate)



### AUSTRIAN AIRLINE

INFO/BOOKING

Tel: +39 02 89 63 42 96

(Mon-Fri 9.00 am-7.00 pm / Sat 9.00 am-5.00 pm)

(Calls charged at a specific rate)



**BLUE AIR**

INFO/BOOKING

Tel: 06 48 77 13 55

(Mon-Fri 9.00 am-6.00 pm)



**BRITISH AIRWAYS**

INFO/BOOKING

Tel: 02 69 63 36 02

(Calls charged at a specific rate)



**BRUSSELS AIRLINES**

INFO/BOOKING

Tel: +41 44 51 18 305



**EUROWINGS**

INFO/BOOKING

Telefono: +49 22 15 99 88 230

(Calls charged at a specific rate)



**IBERIA**

INFO/BOOKING

Tel: 199/101.191

Italian: 9.00 am-8.00 pm Lt Monday to Sunday

Spanish: 24 hours Lt Monday to Sunday

English: 24 hours Lt Monday to Sunday



**KLM**

INFO/BOOKING

Tel: 02 38 53 49 98





**LUFTHANSA**

INFO/BOOKING

Tel: 089 91 98 000

(Calls charged at a specific rate)

**SCANDINAVIAN AIRLINES**

INFO/BOOKING

Tel: 199 259 104

(Calls charged at a specific rate)

**SWISS INTERNATIONAL AIRLINES**

INFO/BOOKING

Tel: +39 02 69 68 20 70

+41 44 511 14 47

**TAP AIR PORTUGAL**

INFO/BOOKING

Tel: +39 02 69 68 23 34

**VUELING**

INFO/PRENOTAZIONI

Tel: 199 20 66 21

(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:

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9

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