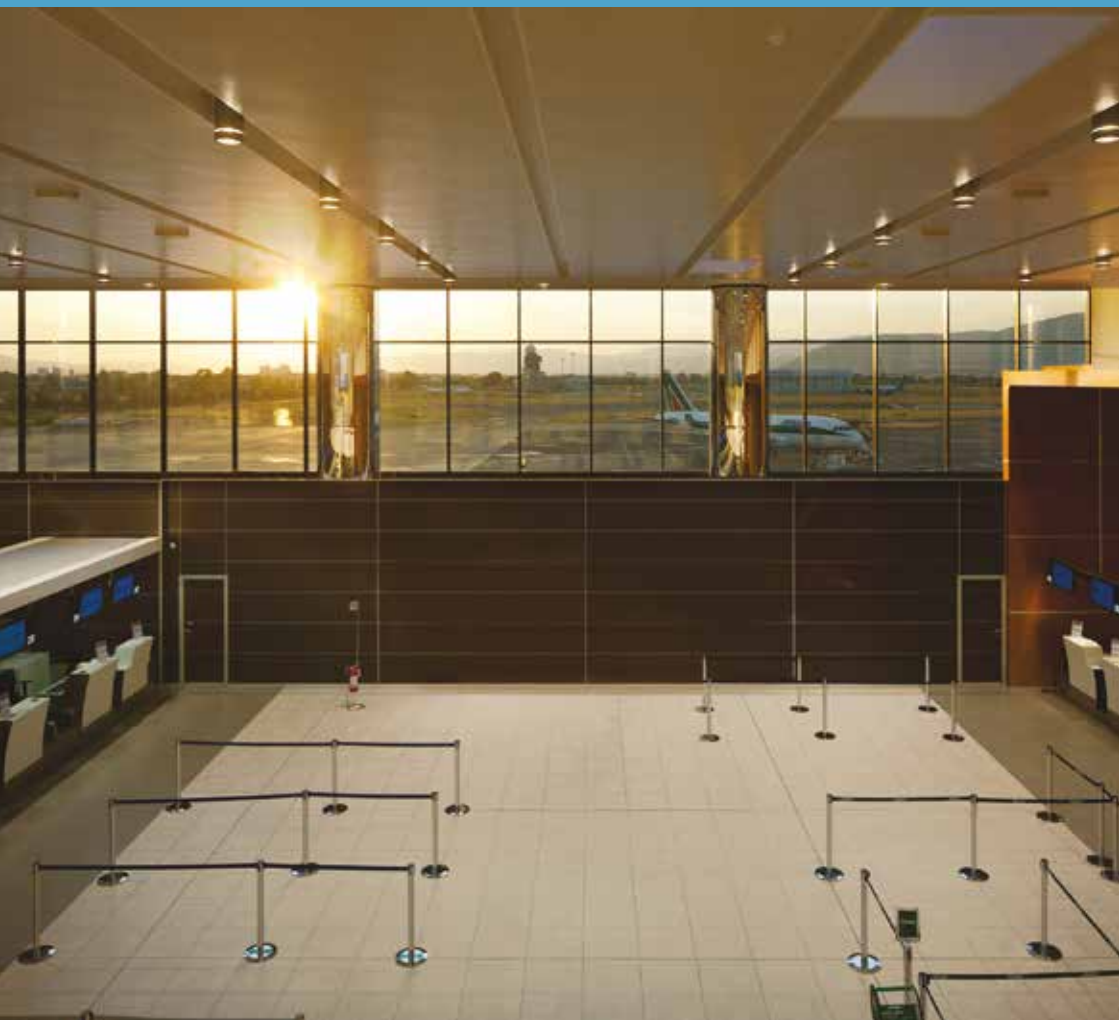


# SERVICE CHARTER<sub>2021</sub>



# THE 2021 SERVICE CHARTER

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## 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.

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, intercontinental 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.

In 2020, Toscana Aeroporti transported 1,984,552 passengers, 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.

Amerigo Vespucci Airport of Florence  
With approximately 669,000 passengers passing through in 2020, passenger traffic at the Florence airport fell by 76.7% compared to 2019. This result was due to the increase in traffic recorded in the first two months of 2020 (+8.2%), followed by a drastic reduction (-98.6%) in the second quarter of the year (in application of Decree no. 112/2020 of the MIT, operations at Florence airport were temporarily suspended on 14 March 2020 and subsequently resumed again on 4 May 2020), with a partial recovery in the second half of 2020, albeit far from the pre-Covid data.

International airline operations accounted for about 83% of scheduled traffic compa-



1.1

red to about 17% of domestic traffic. The main international destinations were Paris and Amsterdam, while, at a national level, they were Rome and Catania.

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 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.

As regards commercial traffic, the handling company Consulta also operates at the airport.

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 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 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.

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 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.). In fully operational airport conditions, 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.

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 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).



1.3

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



## 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 (VVF), 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 organizational and infrastructure development.

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 regu-

latory 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 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 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 performance 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 arising during 2020.

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



## QUALITY INDICATORS

The Service Charter includes a series of quality indicators applicable to all Italian airports, which describe and measure the performance of services through periodic, objective audits and by analysing passenger perception of quality.

During 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 indi-

cators, 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



## 2.2

## 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**

IMinors 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)

### **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.



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)



## 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 slowdown 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 thermoscanner devices, and on departure by means of contactless digital thermometers.

In addition, as of June 2020, a specific "Triage" area has been set up in the short-stay car park in front of the terminal, 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.





### 4.2

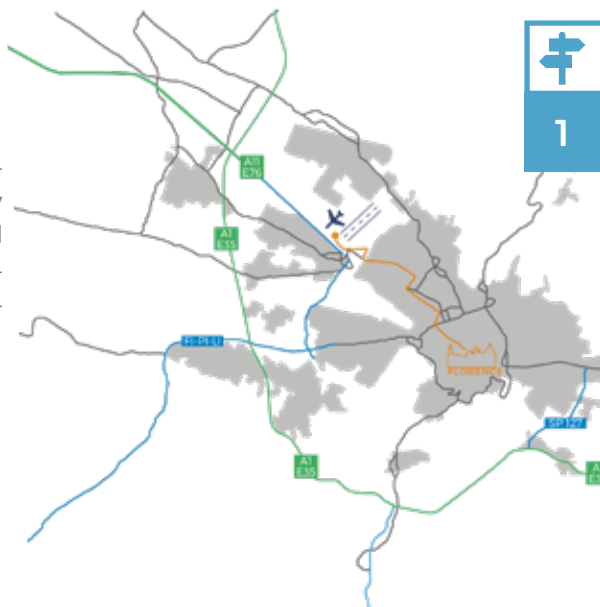
## PRM PASSENGERS

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

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:**  
<https://www.gestramvia.com/orari>



**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:**

<https://www.gestramvia.com/orari>

**Company:**

GEST

800.964424 (landline)

199.229300 (mobile)

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

**Journey time:**

22 minutes

### BY BUS

(The service is temporarily suspended due to pandemic emergency and it is planned to restart in April 2021)

**Bus stop****(Florence):**

Santa Maria  
Novella Station;  
SITA Bus station

**Timetable:**

<http://www.fsbusitalia.it/content/fsbusitalia/it/turismo/servizi-speciali/collegamento-aeroporto-di-firenze---volainbus.html>

**Operator:**

Busitalia Nord

800.424500

199.104245

[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 FEES</b>	
From the <b>AIRPORT</b> to the <b>CITY CENTRE</b> and <b>MAIN HOTELS</b>	
fixed fee	<b>€ 22.00</b>
sunday and public holidays (daytime)	<b>€ 24.00</b>
night	<b>€ 25.30</b>
Luggage supplement (max 7 pieces)	<b>€ 1.00</b>
For other destinations please see the fees as displayed inside the taxi. For these destinations, there is an airport supplement of €2.20	
<b>CALL</b>	
<b>055 4242 - 055 4390 - 055 4798</b>	



## CHAUFFEUR SERVICE

The following companies at the airport offer cars for hire with drivers (At the time of writing, the timetables listed below have been reduced, or in any case rescheduled in view of the reduction in flights due to the pandemic emergency):

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



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## CAR RENTALS

The car rentals are located close to the airport, in Via Palagio degli Spini, and are connected to the airport by a free shuttle service departing every 15 minutes. Since 2020, due to the reduction in traffic caused by the pandemic emergency, this frequency has been adjusted according to the daily flight schedule. The shuttle bus stops in the short-stay car park just outside the terminal. The rent-a-car area was totally refurbished in 2019, with an increase in the number of parking spaces, combined with the renovation of the working spaces and signage, as well as the access control system. The car rental companies are listed below. It is also possible to rent a car directly from the airport website:



### AUTO EUROPA / SICILY BY CAR

Telephone: 055.3436031



### AVIS

Telephone: 055.315588



**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

**AUTOVIA**

Telephone: 055.373933



## AIRPORT PARKING

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. Opening hours (at the moment reduced because of the pandemic emergency): 08:00 – 12:00

## 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 (the service is temporarily suspended because of the reduced airport activity due to Covid-19 emergency).

### **BAGGAGE TROLLEY SERVICE**

Free of charge

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

(While writing the present document, the Lounge is still closed, as a precautionary measure to avoid possible gatherings). 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

After check-in, security and the duty free area, stop off at Beercode, or after the mini commercial hall, at MyChef (whose service is temporarily suspended due to the reduced airport activity) 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 service is temporarily suspended due to the reduced airport activity).

Open during the airport opening hours until the departure of the last flight for the day.

**beercode**

**MyChef**

**Buoni & Belli**  
TUSCANY WINE BAR GOURMET

### TOBACCO AND NEWSAGENT

After security, at the first floor is the "Giunti al Punto".

### 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

Global Blue (whose service is temporarily suspended due to the reduced airport activity), for VAT refunds, is on the first floor near the check-in counters.



### 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).



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# GROUND FLOOR



FIORENTINA  
STORE



RELAY





DEPARTURES



ARRIVALS



CHAUFFEUR  
SERVICE



CUSTOMS



LIFTS AND  
STAIRS



MEDICAL  
SERVICE



NON-SCHENGEN  
PASSPORT CONTROL



TOILETS



CUSTOMER  
SERVICE



TOURIST  
INFORMATION (APT)



ESCALATOR



CASH MACHINE



LOST AND FOUND



BABY CHANGING

















ENTRANCE



EXIT



# FIRST FLOOR

 SALVATORE FERRAGAMO	 MAXMARA	 ETRO	 FURLA	 SWAROVSKI	 FOSSIL
 MONTBLANC	 TIMEBOX	 TUMI	 COCCINELLE	 SUNCATCHER	 BRIC'S
 MONNALISA	 LEOPOLDA	 CAMICISSIMA	 MARINA MILITARE	 +39	 GIUNTI AL PUNTO





CHECK-IN

BAGGAGE  
WRAPPING  
SERVICELIFT AND  
STAIRSSECURITY  
CONTROL

TOILETS

VIP CLUB  
LOUNGE

CUSTOMS



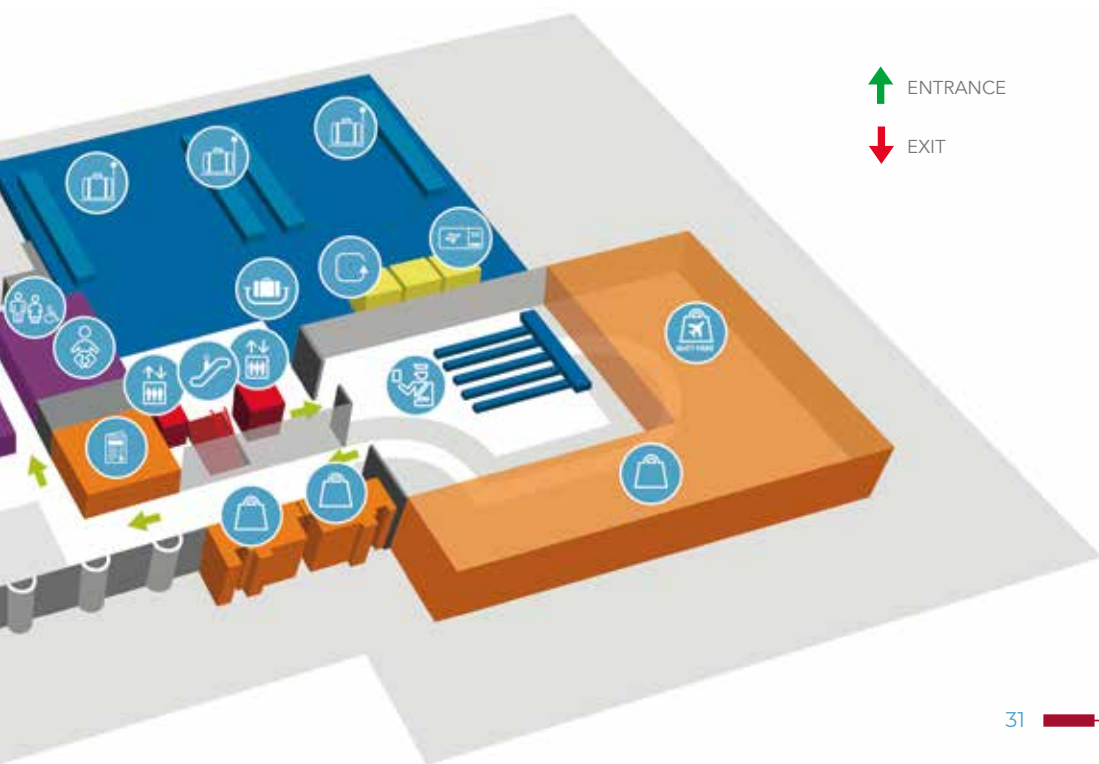
ESCALATOR

AIR TRAVEL  
TICKET OFFICE

MY CHEF

GLOBAL BLUE  
ITALIA

BEERCODE



ENTRANCE

EXIT



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## 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 Florence airport website, where you can consult the FAQ and monitor the situation of the services operating at the airport.

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

### AIR TICKETS AND ID DOCUMENTS

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

### TRAVEL DOCUMENTS

All passengers must be in possession of

valid identification documents suitable for travel (passport or identity card), according to the regulations of the destination country.

It is the responsibility of every passenger to:

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

### 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 (OR NOT ACCOMPANIED BY AT LEAST ONE PARENT OR GUARDIAN)



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

In any case, before purchasing a ticket from the airline for an unaccompanied minor, it is necessary to check that the airline allows minors to travel unaccompanied.

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

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

It is prohibited to separate yourself from your hand baggage or to accept items or packages in hand baggage or hold baggage for other people. For further information: [www.enac.gov.it](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.viaggiaresicuri.it](http://www.viaggiaresicuri.it) for the advice and precautions regarding disease prevention in each travel destination. For information about customs aspects visit the website [www.agenziadoganemonopoli.gov.it](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.poliziadistato.it](http://www.poliziadistato.it).

## **USEFUL CONTACT NUMBERS IN FLORENCE**

ENAC: +39 055 31 71 23

AVIATION BORDER POLICE:

+39 055 30 33 61

GUARDIA DI FINANZA (Finance Police):

+39 055 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

Below is the list of airlines that are planning to operate at Florence Airport in 2021.

(inserire lista Vettori del sito:

### 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



## EGO AIRWAYS

INFO/BOOKING

Telefono: 199.240.705



## 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



## LUXAIR

INFO/BOOKING

Tel: +35 22 45 61

Mon-Fri 8.00 am-9.00 pm)



**LUFTHANSA**

INFO/BOOKING

Telo: 089 91 98 000

(Calls charged at a specific rate)

**SCANDINAVIAN AIRLINES**

INFO/BOOKING

Tel: 199 259 104

(Calls charged at a specific rate)

**SILVER AIR**

INFO/BOOKING

Telefono: +39 0565 971030

+39 333 5209158

**SWISS INTERNATIONAL AIRLINES**

INFO/BOOKING

Tel: +39 02 69 68 20 70

**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)





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

POST:

Toscana Aeroporti S.p.A.

AEROPORTO DI FIRENZE – Aeroporto  
Amerigo Vespucci, Via del Termine 11,  
50127, Florence

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

**Centralino**

Tel. 055.3061.5

**Indirizzo**

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