

CHARGES GUIDE

ANA NETWORK



Index

AIRLINES	4
Price List	5
Lisbon Airport	5
Porto Airport	7
Faro Airport	9
Beja Civil Terminal	11
Azores Airports	12
Madeira Airports	14
Charges Description	16
Regulatory Framework	19
Incentives	21
BILLING AND CHARGES PAYMENT	22
GLOSSARY	22
CONTACTS	22

IMPORTANT: This document is issued for information purposes only, providing a quick reference to the charges applied in airports under ANA's responsibility.

Updated: 13th of September 2022

AIRLINES

Price List

Aircraft using the airport are subject to the following charges, exclusive of VAT (Value Added Tax).

Lisbon Airport

Jan – Dec

1. LANDING/TAKE-OFF	
Up to 25 tonnes, per tonne	€6.62
From 25 to 75 tonnes, per tonne above 25 tonnes	€7.88
From 75 to 150 tonnes, per tonne above 75 tonnes	€9.26
Over 150 tonnes, per tonne above 150 tonnes	€7.04
Minimum charge per landing	€311.71
2. PARKING	
Traffic Areas:	
Aircrafts up to 45 tonnes	
Up to 24h (per minute) (a)	€0.3163
24h to 48h or fraction	€221.31
48h to 72h or fraction	€364.58
Over 72h or fraction	€ 527.48
Aircrafts over 45 tonnes (per tonne)	
Up to 24h (per minute) (a)	€ 0.0070
24h to 48h or fraction	€ 4.92
48h to 72h or fraction	€ 8.10
Over 72h or fraction	€ 11.72
Surcharge (per 15 minutes or fraction)	€ 74.00
Air Bridge (does not include GPS)	
1 Air bridge, per minute of use, up to 2 hours	€ 2,85
1 Air bridge, per minute of use, over 2 hours	€ 3,70
GPS (Ground Power System)	
per minute of use	€ 1,49
3. HANGAR	
per tonne and per 24h or fraction	€ 3,99

4. PASSENGER SERVICE (per departing passenger)

Passenger O/D	
Flights inside Schengen Area	€ 11,30
Flights outside Schengen Area	€ 20,03
Transfer Passengers	
Flights inside Schengen Area	€ 8,55
Flights outside Schengen Area	€ 15,17

5. EQUIPMENT

CUPPS (Common Use Processing Passenger System) e CUSS (Common Use Self-Service) - per departing passenger	€ 0.188
BRS (Baggage Reconciliation System) - per baggage processed at the system	€ 0.084

6. SECURITY (b)

per departing passenger	€ 3.54
-------------------------	--------

7. OFFICIAL ENTITIES

Security Charge (c)	
Flights inside Schengen Area	€ 1.53
Intra EU flights outside Schengen Area	€ 3.20
International flights	€ 6.21
Terminal Control	€ 158.54

8. ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY

per departing passenger	€ 0.64
-------------------------	--------

(a) The charge is not applicable between 00H00 and 06H00, for parking up to 24H.

(b) Amount to be received by the Airport Managing Authority. The proposed amount by ANA of € 3.54 for 2022 was approved by ministerial order no 235/2022 on the 12th of September.

(c) Amount to be received by Official Entities (Regulator and Security Forces). It is invoiced by the Regulator.

Porto Airport

	Apr – Oct	Jan – Mar; Nov, Dec
1. LANDING/TAKE-OFF		
Up to 25 tonnes, per tonne	€ 5.05	€ 4.77
From 25 to 75 tonnes, per tonne above 25 tonnes	€ 6.15	€ 5.81
From 75 to 150 tonnes, per tonne above 75 tonnes	€ 7.26	€ 6.85
Over 150 tonnes, per tonne above 150 tonnes	€ 5.09	€ 4.81
Minimum charge per landing	€ 126.25	€ 119.25
2. PARKING		
Traffic Areas (a)		
All aircrafts (per tonne and per 24h or fraction)	€ 1.67	€ 1.67
Minimum value (per 24h or fraction)	€ 41.75	€ 41.75
Surcharge (per 15 minutes or fraction)	€ 50.17	€ 50.17
Air Bridge (GPS not included)		
1 Air bridge, per minute until 2 hours	€ 1.96	€ 1.96
1 Air bridge, per minute after 2 hours	€ 2.34	€ 2.34
2 Air bridge, per minute until 2 hours	€ 2.94	€ 2.94
2 Air bridge, per minute after 2 hours	€ 3.50	€ 3.50
GPS (Ground Power System)		
per minute of use	€ 0.24	€ 0.24
3. HANGAR		
per tonne and per 24h or fraction	€ 3,36	€ 3,36
4. PASSENGER SERVICE (per departing passenger)		
Passenger O/D		
Flights inside Schengen Area	€ 7,53	€ 7,53
Flights outside Schengen Area	€ 14,25	€ 14,25
Transfer Passengers		
Flights inside Schengen Area	€ 5,63	€ 5,63
Flights outside Schengen Area	€ 11,01	€ 11,01
5. EQUIPMENT		
CUPPS (Common Use Processing Passenger System) and CUSS (Common Use Self-Service) - per departing passenger	€ 0.188	€ 0.188

BRS (Baggage Reconciliation System) - per baggage processed at the system	€ 0.084	€ 0.084
6. SECURITY (b)		
per departing passenger	€ 3.54	€ 3.54
7. OFFICIAL ENTITIES		
Security Charge (c)		
Flights inside Schengen Area	€ 1.53	€ 1.53
Intra EU flights outside Schengen Area	€ 3.20	€ 3.20
International flights	€ 6.21	€ 6.21
Terminal Control	€ 158.54	€ 158.54
8. ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY		
per departing passenger	€ 0.64	€ 0.64

(a) For aircrafts up to 100 tonnes: are not due for the first 45 minutes after and 45 minutes before take-off. For aircrafts over 100 tonnes: are not due for the first 90 minutes after landing and 90 minutes before take-off.

(b) Amount to be received by the Airport Managing Authority. The proposed amount by ANA of € 3.54 for 2022 was approved by ministerial order no 235/2022 on the 12th of September.

(c) Amount to be received by Official Entities (Regulator and Security Forces). It is invoiced by the Regulator.

Faro Airport

	Jan – Mar; Nov, Dec	Abr, Out	May – Set
1. LANDING/TAKE-OFF			
Up to 25 tonnes, per tonne	€ 0.99	€ 4.71	€ 5.88
From 25 to 75 tonnes, per tonne above 25 tonnes	€ 1.21	€ 5.70	€ 7.12
From 75 to 150 tonnes, per tonne above 75 tonnes	€ 1.42	€ 6.72	€ 8.39
Over 150 tonnes, per tonne above 150 tonnes	€ 1.21	€ 5.70	€ 7.12
Minimum charge per landing	€ 24.75	€ 117.75	€ 147.00
2. PARKING			
Traffic Areas (a)			
All aircrafts (per tonne and per 24h or fraction)	€ 1.68	€ 1.68	€ 1.68
Minimum value (per 24h or fraction)	€ 42.00	€ 42.00	€ 42.00
Surcharge (per 15 minutes or fraction)	€ 50.46	€ 50.46	€ 50.46
Air Bridge (GPS not included)			
Air Bridges, per minute up to 30 minutes	€ 2.36	€ 2.36	€ 2.36
Air Bridges, per minute 30-60 minutes	€ 2.61	€ 2.61	€ 2.61
Air Bridges, per minute 61-90 minutes	€ 2.90	€ 2.90	€ 2.90
Air Bridges, per minute > 90 minutes	€ 3.22	€ 3.22	€ 3.22
GPS (Ground Power System)			
Per minute of use	€ 0.29	€ 0.29	€ 0.29
3. HANGAR			
per tonne and per 24h or fraction	€ 3,39	€ 3,39	€ 3,39
4. AERODROME OPENING			
(Per 2 hours or fraction)			
Extension/advance	€ 714.53	€ 714.53	€ 714.53
Commercial opening	€ 1,156.89	€ 1,156.89	€ 1,156.89
Emergency reopening, not subject to legal exemption	€ 714.53	€ 714.53	€ 714.53

5. PASSENGER SERVICE (per departing passenger)			
Flights inside Schengen Area	€ 6.71	€ 7.12	€ 7.53
Flights outside Schengen Area	€ 9.09	€ 9.59	€ 10.13
6. EQUIPMENT			
CUPPS (Common Use Processing Passenger System) e CUSS (Common Use Self-Service) - per departing passenger	€ 0.188	€ 0.188	€ 0.188
BRS (Baggage Reconciliation System) - per baggage processed at the system	€ 0.084	€ 0.084	€ 0.084
7. SECURITY (b)			
per departing passenger	€ 3.54	€ 3.54	€ 3.54
8. OFFICIAL ENTITIES			
Security Charge (c)			
Flights inside Schengen Area	€ 1.53	€ 1.53	€ 1.53
Intra EU flights outside Schengen Area	€ 3.20	€ 3.20	€ 3.20
International flights	€ 6.21	€ 6.21	€ 6.21
Terminal Control	€ 158.54	€ 158.54	€ 158.54
9. ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY			
per departing passenger	€ 0.64	€ 0.64	€ 0.64

(a) For aircrafts up to 100 tonnes: are not due for the first 45 minutes after and 45 minutes before take-off. For aircrafts over 100 tonnes: are not due for the first 90 minutes after landing and 90 minutes before take-off.

(b) Amount to be received by the Airport Managing Authority. The proposed amount by ANA of € 3.54 for 2022 was approved by ministerial order no 235/2022 on the 12th of September.

(c) Amount to be received by Official Entities (Regulator and Security Forces). It is invoiced by the Regulator.

Beja Civil Terminal

1. PARKING	Apr - Dec
Traffic áreas (a)	
All aircrafts (per tonne and per 24h or fraction)	€ 1.46
Surcharge (per 15 minutes or fraction)	€ 43.92
GPS (Ground Power System)	€ 0.70
2. HANGAR	
per tonne and per 24h or fraction	€ 2.95
3. PASSENGER SERVICE (per departing passenger)	
Flights inside Schengen Area	€ 6.83
Flights outside Schengen Area	€ 11.16
4. EQUIPMENT	
CUPPS (Common Use Processing Passenger System) e CUSS (Common Use Self-Service) - per departing passenger	€ 0.188
5. SECURITY (b)	
per departing passenger	€ 3.54
6. OFFICIAL ENTITIES	
Security Charge (c)	
Flights inside Schengen Area	€ 1.53
Intra EU flights outside Schengen Area	€ 3.20
International flights	€ 6.21
Terminal Control (d)	€ 152.25
7. ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY	
per departing passenger	€ 0.64

(a) The charge does not apply to the first 90 minutes after landing or the 90 minutes preceding take-off.

(b) Amount to be received by the Airport Managing Authority. The proposed amount by ANA of € 3.54 for 2022 was approved by ministerial order no 235/2022 on the 12th of September.

(c) Amount to be received by Official Entities (Regulator and Security Forces). It is invoiced by the Regulator.

(d) Charged by Portuguese Air Force. Value for 2022 has not been yet published.

Azores Airports

Jan – Dec

1. LANDING/TAKE-OFF	
Up to 25 tonnes, per tonne	€ 3.37
From 25 to 75 tonnes, per tonne above 25 tonnes	€ 4.11
Over 75 tonnes, per tonne above 75 tonnes	€ 4.84
Technical Stops Santa Maria Airport - value per tonne	€ 1.10
Technical Stops other airports - value per tonne	€ 3.64
2. PARKING	
Traffic Areas (a) :	
All aircrafts (per tonne and per 24h or fraction)	€ 1.60
Surcharge (per 15 minutes or fraction)	€ 48.05
GPS (Ground Power System) per minute of use	€ 0.71
3. HANGAR	
per tonne and per 24h or fraction	€ 3.23
4. AERODROME OPENING (Per 2 hours or fraction)	
Ponta Delgada and Santa Maria Airports	
Extension/advance	€ 680.22
Commercial opening	€ 749.36
Reopening in emergency not subject to legal exemption	€ 680.22
Horta Airport	
Extension/advance	€ 338.86
Commercial opening	€ 586.53
Reopening in emergency not subject to legal exemption	€ 404.00
Flores Airport	
Extension/advance	€ 273.00
Commercial opening	€ 469.18
Reopening in emergency not subject to legal exemption	€ 404.00

5. PASSENGER SERVICE (per departing passenger)	
Flights inside Schengen Area	€ 6,47
Flights outside Schengen Area	€ 14,82
6. EQUIPMENT	
CUPPS (Common Use Processing Passenger System) e CUSS (Common Use Self-Service) - per departing passenger	€ 0.188
BRS (Baggage Reconciliation System) - per baggage processed at the system	€ 0.084
7. SECURITY (b)	
per departing passenger	€ 3.54
8. OFFICIAL ENTITIES	
Security Charge (c)	
Flights inside Schengen Area	€ 1.53
Intra EU flights outside Schengen Area	€ 3.20
International flights	€ 6.21
Terminal Control	€ 158.54
9. ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY	
per departing passenger	€ 0.64

(a) The charge does not apply to the first 90 minutes after landing or the 90 minutes preceding take-off.

(b) Amount to be received by the Airport Managing Authority. The proposed amount by ANA of € 3.54 for 2022 was approved by ministerial order no 235/2022 on the 12th of September.

(c) Amount to be received by Official Entities (Regulator and Security Forces). It is invoiced by the Regulator.

Madeira Airports

	Jan – May; Out – Dec	Jun - Sep
1. LANDING/TAKE-OFF		
Madeira Airport		
Flights between Madeira / Porto Santo		
Up to 25 tonnes, per tonne	€ 6.40	€ 6.40
From 25 to 75 tonnes, per tonne above 25 tonnes	€ 7.77	€ 7.77
Over 75 tonnes, per tonne above 75 tonnes	€ 9.15	€ 9.15
Other flights		
Up to 25 tonnes, per tonne	€ 9.16	€ 9.16
From 25 to 75 tonnes, per tonne above 25 tonnes	€ 11.10	€ 11.10
Over 75 tonnes, per tonne above 75 tonnes	€ 13.06	€ 13.06
Minimum charge per operation - night operations (a)	€ 180.19	€ 180.19
Porto Santo Airport		
Flights between Madeira / Porto Santo		
Up to 25 tonnes, per tonne	€ 5.60	€ 7.04
From 25 to 75 tonnes, per tonne above 25 tonnes	€ 6.78	€ 8.55
Over 75 tonnes, per tonne above 75 tonnes	€ 7.99	€ 10.06
Other flights		
Up to 25 tonnes, per tonne	€ 7.99	€ 10.06
From 25 to 75 tonnes, per tonne above 25 tonnes	€ 9.70	€ 12.22
Over 75 tonnes, per tonne above 75 tonnes	€ 11.42	€ 14.37
Minimum charge per operation - night operations (a)	€ 157.47	€ 198.21
2. PARKING		
Traffic Areas (b)		
All aircrafts (per tonne and per 24h or fraction)	€ 1.45	€ 1.45
Maintenance areas (per tonne and per 24h or fraction)	€ 1.06	€ 1.06
Surcharge (per 15 minutes or fraction)	€ 43.39	€ 43.39
3. HANGAR		
per tonne and per 24h or fraction	€ 2,95	€ 2,95
4. PASSENGER SERVICE (per departing passenger)		
Flights between Madeira / Porto Santo	€ 10.30	€ 10.30
Flights inside Schengen Area	€ 13.18	€ 13.18
Flights outside Schengen Area	€ 16.82	€ 16.82

5. EQUIPMENT		
CUPPS (Common Use Processing Passenger System) e CUSS (Common Use Self-Service) - per departing passenger	€ 0.188	€ 0.188
BRS (Baggage Reconciliation System) - per baggage processed at the system	€ 0.084	€ 0.084
6. SECURITY (c)		
per departing passenger	€ 3.54	€ 3.54
7. OFFICIAL ENTITIES		
Security Charge (d)		
Flights inside Schengen Area	€ 1.53	€ 1.53
Intra EU flights outside Schengen Area	€ 3.20	€ 3.20
International flights	€ 6.21	€ 6.21
Terminal Control	€ 158.54	€ 158.54
8. ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY		
per departing passenger	€ 0.64	€ 0.64

(a) This night operation is based on the table of Lisbon's Observatório Astronómico (<http://oal.ul.pt/publicacoes/almanaques/dados-de-2020/>)

(b) The charge does not apply to the first 90 minutes after landing or the 90 minutes preceding take-off.

(c) Amount to be received by the Airport Managing Authority. The proposed amount by ANA of € 3.54 for 2022 was approved by ministerial order no 235/2022 on the 12th of September.

(d) Amount to be received by Official Entities (Regulator and Security Forces). It is invoiced by the Regulator.

Charges Description

Landing/Take off

Landing/Take-Off charge is due for each landing operation.

Landing/Take-Off charge is levied on the basis of the maximum take-off weight (MTOW) as stated in the Certificate of Airworthiness or in any other document that may be considered appropriate for this purpose and is due for each aircraft landing.

Amounts charged in each category are cumulative, i.e., aircraft with a MTOW over 25 tonnes will be charged accordingly with the amounts established for each intermediate category where they may fall into.

Minimum charge per landing – Each landing/take-off operation on Lisbon, Porto or Faro airports will support a minimum value for landing.

Exemptions:

- Operations exclusively made for the official transportation of State or Government heads and ministers and operations under reciprocity agreements, confirmed by the Ministry of Foreign Affairs.
- Operations by military aircraft or others, performing official military missions, non-remunerated or under special agreements binding the Portuguese State, as confirmed by the competent entities.
- Operations for search and rescue, medical emergencies, internal security, civil protection and humanitarian missions, as demonstrated by documents.
- Aircraft returning back to the airport due to technical breakdown, weather conditions or other cases of force majeure, duly demonstrated.

Aircraft used for local flights of test, instruction and training flights may benefit from a reduction of at least 50%.

According to the protocol signed between the FAP (Portuguese Air Force) and ANA, the landing charge at Beja airport, is applied by FAP¹ and is the same as Faro airport.

Aircraft Parking

Parking charges are due for each parked aircraft, and are variable according to the parking areas (traffic areas, maintenance areas or other).

Parking charges are due for certain periods of time and are based on the tonnage metrical unit of the aircraft maximum take-off weight.

¹ For more information contact FAP (See chapter “Contacts – Official Entities)

At Lisbon, Porto and Faro Airports a minimum value for each parking period is applied.

Only in Lisbon Airport, four hourly categories were defined. The defined categories are cumulative.

The following operations are exempt of parking charges in the first 48 hours after landing, provided that the airport is not used as their home base:

- Operations exclusively made for the official transportation of State or Government heads and ministers and operations under reciprocity agreements, confirmed by the Ministry of Foreign Affairs;
- Operations by military aircraft or others, performing official military missions, non-remunerated or under special agreements binding the Portuguese State, as confirmed by the competent entities;
- Operations for search and rescue, medical emergencies, internal security, civil protection and humanitarian missions, as demonstrated by documents.

This charge shall be increased by a surcharge for every 15 minutes or part thereof. This count begins ten minutes after the scheduled time for the removal of the aircraft and the removal order is given with no less than twenty minutes of advanced notice.

Air Bridges and GPS

These charges are due for the provision of air bridges and also for the use of supplying electrical energy transformed to 400hz provided through GPS.

The following operations are exempt of air bridge and GPS charges, provided that the use of such equipment is essential for the operation, as acknowledged by the airport managing body.

- Operations exclusively made for the official transportation of State or Government heads and ministers and operations under reciprocity agreements, confirmed by the Ministry of Foreign Affairs.
- Operations by military aircraft or others, performing official military missions, non-remunerated or under special agreements binding the Portuguese State, as confirmed by the competent entities.
- Operations for search and rescue, medical emergencies, internal security, civil protection and humanitarian missions, as demonstrated by documents.

Passenger Service

Passenger Service charge is levied on each departing passenger and billed directly to the operators, according to their destination.

Exemptions:

- Children under 2 years old;
- Passengers in direct transit through the airport;

- Transfer passengers at Santa Maria, Ponta Delgada, Horta and Flores airports who have as their final destination the other islands of the Azores Archipelago;
- Passengers from any aircraft returning to the airport for technical, meteorological or similar reasons;
- Passengers departing on aircraft exclusively used for the transportation of State or Government heads and ministers and operations under reciprocity agreements, confirmed by the Ministry of Foreign Affairs;
- Passengers departing on military aircraft or others, performing official military missions, non-remunerated or under special agreements binding the Portuguese State, as confirmed by the competent entities;
- Passengers departing in aircraft used for search and rescue, medical emergencies, internal security, civil protection and humanitarian missions, as demonstrated by documents;
- Passengers departing in aircraft used for local flights of test, instruction and training flights.

Airport Opening Time

This charge is due whenever the airport opens off-schedule, under exceptional circumstances. The request for such opening must be presented at least 3 hours prior notice.

The values of this charge vary according to the nature of the operation, the schedule of the operation and the type of aircraft. The charge is levied every two-hour period or fraction.

All operations of search and rescue as well as urgent humanitarian missions, urgent internal security missions or urgent civil protection missions, duly demonstrated, are exempt.

According to the protocol signed between the FAP² (Portuguese Air Force) and ANA, the airport opening charge at Beja airport, is applied by FAP and is the same as Faro airport.

PRM Charge (Passenger Reduced Mobility)

Airlines operating in ANA Network airports shall pay this charge, per embarked passenger, due to the service of passengers with reduced mobility.

The invoice of this charge will follow the invoicing rules, including exemptions, applicable to passenger service charge. This charge is not applied to General Aviation.

Security Charge

Security charge is due for services rendered to air transport passengers and is meant to partially cover the costs of staff and equipment regarding civil aviation security for the prevention and suppression of unlawful interference against civil aviation. This charge shall be paid per embarked passenger.

² For more information contact FAP (See chapter “Contacts – Official Entities”)

for collecting this component.

Exemptions:

- Children under 2 years of age;
- Passengers in direct transit through the airport;
- Transfer passengers at airports in Santa Maria, Ponta Delgada, Horta and Flores, who have as their final destination the other islands of the Azores Archipelago;
- Passengers in official missions that depart on aircraft of Portuguese State or Foreign State private services, on the basis of reciprocity agreements.

Official Entities (ANAC and Terminal Control)

a) Security charge applied by ANAC

This charge is due to general costs, regarding ANAC and security forces, which concern the prevention and suppression of unlawful interference against civil aviation. The levy of this charge is ANAC's responsibility.

b) Terminal Control

This charge is due to the performance of air traffic control operations of approach and aerodrome, including the use of radio aids for landing or take-off by NAV Portugal, E.P.E. and by FAP in the specific case of Beja Civil Terminal.

Regulatory Framework

Regulatory Framework of Economic Regulation Model

Decree-Law no. 254/2012, of 28 November and the concession contracts entered into between the Portuguese State and ANA and ANAM established the economic regulation model for the Airport Sector, based on setting the limit amounts for revenue per passenger resulting from regulated activities allowed the concessionaire and control and adjustment mechanisms that the Concessionaire should respect and fulfil.

Generically, the economic regulation model is grounded on the following legal and regulatory basis

Decree-Law 254/2012

Regulates in one sole law the general legal framework for ANA, SA's airport public service concession; the licensing regime for private use of assets pertaining to the public domain of the airport, the set of charges applied to national airports; the legal regime of the Security Charge and Assistance to Persons with Reduced Mobility Charge; the principles and rules of economic regulation applicable to National airports.

Annex 12 of the ANA and ANAM Concession Contracts

Classifies the Regulated and Monitored Activities and defines the Revenue Price Cap (RPC) and the Regulated Revenue Price Cap (RRPC) per terminal passenger, as well as the RPC evolution and adjustment mechanisms.

Annex 7 of the ANA and ANAM Concession Contracts ANAM

Defines the service quality regime to be applied to the Lisbon, Porto, Faro and Ponta Delgada Airports.

Regulated Charges

Pursuant to that established in Article 42 (1) of Decree-Law no. 254/2012, only the Traffic Charges are subject to Economic Regulation. However, through (2) of that same Article, it is possible that other charges may be subject to economic regulation in light of the Concession Contract or other title that sets the activities and services specifically subject to economic regulation.

Decree-Law 254/2012	
Activities Associated to Traffic	Landing and Take-Off Charge
	Parking Charge (including the use of Air Bridges and GPS)
	Hangar Charge
	Passengers Service Charge
	Aerodrome Opening Charge
Assistance to Passengers with Reduced Mobility (PRM) Services	Assistance Fee for PRM
Security Systems and Services of the airport perimeter	Security Charge

Annex 12 of the ANA and ANAM Concession Contracts

Availability of check-in desks or any infrastructure associated to passenger processing, including common-use computer platforms	Passenger Handling Charge
	CUPPS (Common Use Passenger Processing System) and CUSS (Common Use Self-Service) Charge
Supply and maintenance of the infrastructure associated to luggage reception, treatment, handling and reclaim	Baggage Handling Charge
	BRS (Luggage Reconciliation System) Charge

Incentives

Due to the ongoing COVID 19- pandemic, ANA has temporarily suspend the incentive programme.

ANA marketing services (Contacts' chapter) are available to clarify any additional information.



**BILLING AND CHARGES
PAYMENT**

Rules of invoice processing, dispatch and payment

Charges Category	Billing schedule ³	Payment Terms
Traffic Security PRM	3 invoices are issued per month for the following periods: 1 st invoice period: 1 st to 10 th calendar days; 2 nd invoice period: 11 th to 20 th calendar days; 3 rd invoice period: 21 st to last day of each month.	<ul style="list-style-type: none"> • Cash basis (prompt payment) regime; • Pre-payment regime; • Granting of credit: payment within 15 days from date of the issuance of invoices; • Through payment representative (handler).
Regulated Handling	One monthly invoice is issued, dated the last day of each month.	
Equipment	One monthly invoice is issued, dated the last day of each month.	
Others	One monthly invoice is issued, dated the last day of each month.	

Details of payment terms:

- Invoices and payments are made in euros.
- In the Cash Basis Regime, the payment of all services must be made immediately after the invoice issuance, including terminal control duties from NAV, EP. The payment shall be made by the company or by the handler at airport services, prior to take-off.
- In the Pre-payment Regime, the payment of services estimated by ANA based on the flight schedule shall be made prior to any operation.
- To apply for the Credit Payment Regime, the client shall submit a written request to ANA, which will be subject to a case by case evaluation. In the case that this regime is accepted, ANA reserves the right to make its decision to grant credit subject to the provision of a guarantee. The payment of invoices must be made within the established period, and the amount owed cannot, in any situation, exceed the amount of the guarantee presented. In case of non-compliance with the due date agreed for the invoices payment, daily late interest shall be payable by the debtor until the effective date of payment.
- The credit conditions assigned may be modified or cancelled by ANA with a 5 working days notice.
- In the event of non-compliance situations ANA may determine, without prior notice, the cancellation of the assigned credit and the consequent change to the cash / prepayment regime. The suspension of the provision of services will also be possible. In the event of non-compliance with the terms established for the current account, the cancellation of credit and alteration to the prompt/ prepayment scheme, or suspension of services provision may be determined.

³ Not applicable to the cash basis payment regime, since in this scheme all services and accesses provided are invoiced immediately by aerodrome services (SOA)

GLOSSARY

GLOSSARY

Technical Stops

Technical stop means the use of the airport by an aircraft for other purposes than passenger, cargo or mail embarkation or disembarkation.

Passengers departing on Schengen flights

All passengers whose destination is any country subscribing Schengen Agreements, including Portugal (Mainland, Madeira and Azores).

Passengers departing on non-Schengen flights

Passengers travelling to a country that has not subscribed Schengen Agreements.

Direct transit passenger

Passengers that after a short stay at a given airport, continuing their journey in the same aircraft, without changing the flight number, or in another aircraft with the same flight number due to technical problems.

Transfer passenger

Passengers arriving at an airport or aerodrome, in an aircraft with a given flight number, and departing in a period of time not exceeding 18 hours, or in the case of airports in the Azores, in a period of time not exceeding 24 hours, in that same aircraft or another with a different flight number or in other aircraft with the same flight number - unless the aircraft change is due to technical problems - and whose destination is not the origin airport.

CONTACTS

Airport Charges

Isabel Gonçalves

ldgoncalves@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
Tel. +351 218 413 510

Billing Services

Coordination

Marta Ramos

Sede - Rua D, Edifício 120, 2º Piso, Aeroporto de Lisboa
1700-008 Lisboa – Portugal
Tel: (+351) 218 413 500 - ext. 24281
msramos@ana.pt

Lisbon Airport | Beja Airport

faturacao.ahd@ana.pt

Faro Airport

faturacao.afr@ana.pt

Porto Airport

nucleoclientes@ana.pt

Azores Airports

Ponta Delgada Airport | Horta Airport | Santa Maria Airport | Flores Airport

faturadaa@ana.pt

Madeira Airport | Porto Santo Airport

faturacao.dam@ana.pt

Comercial Aviation Department

Nuno Costa

nacosta@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
Tel. +351 218 413 919

Lisbon Airport and Beja Airport

Alexandra Malvezin

afmalvezin@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
Tel. +351 218 413 919

Porto Airport

Riad Zayrik

rszairik@ana.pt

Aeroporto Francisco Sá Carneiro (Porto) - 4470-558 Maia
Tel. +351 229 432 400 (ext. 41020)

Faro Airport

Helder Lemos

hdlemos@ana.pt

Aeroporto de Faro – 8006-901 Faro

Tel. +351 289 800 796

Azores Airports

azores.aiports@ana.pt

Aeroporto João Paulo II (Ponta Delgada)

Aeroporto da Horta

Aeroporto de Santa Maria

Aeroporto das Flores

9500-253 Ponta Delgada

Tel. +351 296 205 401

Madeira Airports

Cátia Vieira

cmvieirafc@ana.pt

Aeroporto da Madeira | Aeroporto do Porto Santo 9100-105 Santa Cruz

Tel.+351 291 520 755

Fax: +351 291 520 736

Official Entities

National Aviation Authority (ANAC)

Direção de Regulação Económica

Rua B. Edifícios 4, 5 e 6 - 1700-008 Lisboa

Tel. +351 218 423 500

Portuguese Air Force (FAP)

sa.facturacao@emfa.pt