

# Charges Guide

ANA Network



# Index

---

1. Groundhandling Operators	4
1.1 Price List – Groundhandling Charges Lisbon Airport	5
Lisbon Airport	
Porto Airport	
Faro Airport	
Beja Airport	
Azores Airports	
Madeira Airports	
2. Billing and Charges Payment	18
3. Contacts	20

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

**Updated: 1<sup>st</sup> of January 2019**



# 1. Groundhandling Operators

## 1.1 Price List – Groundhandling Charges

# 1.1 Price List – Groundhandling Charges

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

## Humberto Delgado Airport

### CHARGES

<b>1. PASSENGER HANDLING (per check-in desk) *</b>	
Traditional check-in desk and Self-service Drop off	
For the first four periods of 15 minutes or fraction	€ 1.98
For the following 15 minutes or fraction	€ 1.92
Per month	€ 1 640.32
<b>2. BAGGAGE HANDLING *</b>	
Per embarked baggage processed at the sorting baggage system	€ 0.39
<b>3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.74
55 ≤ MTOW aircraft (ton) <72	€ 1.19
72 ≤ MTOW aircraft (ton) <82	€ 1.32
82 ≤ MTOW aircraft (ton) <170	€ 1.60
MTOW aircraft (ton) ≥170	€ 2.10
<b>4. FREIGHT AND MAIL HANDLING (by traffic unit)</b>	
Charge	€ 0.52
<b>5. RAMP HANDLING (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 2.34
15 ≤ MTOW aircraft (ton) <30	€ 10.96
30 ≤ MTOW aircraft (ton) <55	€ 19.23
55 ≤ MTOW aircraft (ton) <72	€ 30.97
72 ≤ MTOW aircraft (ton) <82	€ 34.12
82 ≤ MTOW aircraft (ton) <170	€ 41.64
MTOW aircraft (ton) ≥170	€ 54.77
<b>6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.13

15 ≤ MTOW aircraft (ton) <30	€ 0.64
30 ≤ MTOW aircraft (ton) <55	€ 1.12
55 ≤ MTOW aircraft (ton) <72	€ 1.80
72 ≤ MTOW aircraft (ton) <82	€ 1.99
82 ≤ MTOW aircraft (ton) <170	€ 2.43
MTOW aircraft (ton) ≥170	€ 3.20

#### 7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.53
--------	--------

#### 8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.38
30 ≤ MTOW aircraft (ton) <55	€ 4.17
55 ≤ MTOW aircraft (ton) <72	€ 6.72
72 ≤ MTOW aircraft (ton) <82	€ 7.40
82 ≤ MTOW aircraft (ton) <170	€ 9.01
MTOW aircraft (ton) ≥170	€ 11.87

#### 9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.65
55 ≤ MTOW aircraft (ton) <72	€ 1.03
72 ≤ MTOW aircraft (ton) <82	€ 1.13
82 ≤ MTOW aircraft (ton) <170	€ 1.39
MTOW aircraft (ton) ≥170	€ 1.82

#### 10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 2.03
15 ≤ MTOW aircraft (ton) <30	€ 9.49
30 ≤ MTOW aircraft (ton) <55	€ 16.67
55 ≤ MTOW aircraft (ton) <72	€ 26.84
72 ≤ MTOW aircraft (ton) <82	€ 29.58
82 ≤ MTOW aircraft (ton) <170	€ 36.10
MTOW aircraft (ton) ≥170	€ 47.46

\* The charge value displayed is related to the amount approved by the Regulator for 2018. The charges for 2019 are still in a consultation process. ANA will update this guide when the approval of these values is released.

# Porto Airport

## CHARGES

### 1. PASSENGER HANDLING (per check-in desk) \*

First hour or fraction	€ 6.63
Next 1/2 hours or fraction	€ 3.22
Per month	€ 1,016.06

### 2. BAGGAGE HANDLING \*

Per embarked baggage processed at the sorting baggage system	€ 0.37
--	--------

### 3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.74
55 ≤ MTOW aircraft (ton) <72	€ 1.19
72 ≤ MTOW aircraft (ton) <82	€ 1.32
82 ≤ MTOW aircraft (ton) <170	€ 1.60
MTOW aircraft (ton) ≥170	€ 2.10

### 4. FREIGHT AND MAIL HANDLING (by traffic unit)

Charge	€ 0.52
--------	--------

### 5. RAMP HANDLING (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.49
15 ≤ MTOW aircraft (ton) <30	€ 6.94
30 ≤ MTOW aircraft (ton) <55	€ 12.19
55 ≤ MTOW aircraft (ton) <72	€ 19.62
72 ≤ MTOW aircraft (ton) <82	€ 21.62
82 ≤ MTOW aircraft (ton) <170	€ 26.37
MTOW aircraft (ton) ≥170	€ 34.68

### 6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.64
30 ≤ MTOW aircraft (ton) <55	€ 1.12
55 ≤ MTOW aircraft (ton) <72	€ 1.80
72 ≤ MTOW aircraft (ton) <82	€ 1.99
82 ≤ MTOW aircraft (ton) <170	€ 2.43

MTOW aircraft (ton) $\geq 170$	€ 3.20
--------------------------------	--------

#### 7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.53
--------	--------

#### 8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.51
15 $\leq$ MTOW aircraft (ton) <30	€ 2.38
30 $\leq$ MTOW aircraft (ton) <55	€ 4.17
55 $\leq$ MTOW aircraft (ton) <72	€ 6.72
72 $\leq$ MTOW aircraft (ton) <82	€ 7.40
82 $\leq$ MTOW aircraft (ton) <170	€ 9.01
MTOW aircraft (ton) $\geq 170$	€ 11.87

#### 9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08
15 $\leq$ MTOW aircraft (ton) <30	€ 0.36
30 $\leq$ MTOW aircraft (ton) <55	€ 0.65
55 $\leq$ MTOW aircraft (ton) <72	€ 1.03
72 $\leq$ MTOW aircraft (ton) <82	€ 1.13
82 $\leq$ MTOW aircraft (ton) <170	€ 1.39
MTOW aircraft (ton) $\geq 170$	€ 1.82

#### 10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.71
15 $\leq$ MTOW aircraft (ton) <30	€ 8.03
30 $\leq$ MTOW aircraft (ton) <55	€ 14.11
55 $\leq$ MTOW aircraft (ton) <72	€ 22.71
72 $\leq$ MTOW aircraft (ton) <82	€ 25.03
82 $\leq$ MTOW aircraft (ton) <170	€ 30.54
MTOW aircraft (ton) $\geq 170$	€ 40.16

\* These values will be in force since 11st of January. Between 1 to 10 of January the values in force are the ones that correspond to 2018.

# Faro Airport

## CHARGES

<b>1. PASSENGER HANDLING (per check-in desk) *</b>	
First hour or fraction	€ 1.73
Next 1/2 hours or fraction	€ 1.70
<b>2. BAGGAGE HANDLING *</b>	
Per embarked baggage processed at the sorting baggage system	€ 0.38
<b>3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.74
55 ≤ MTOW aircraft (ton) <72	€ 1.19
72 ≤ MTOW aircraft (ton) <82	€ 1.32
82 ≤ MTOW aircraft (ton) <170	€ 1.60
MTOW aircraft (ton) ≥170	€ 2.10
<b>4. FREIGHT AND MAIL HANDLING (by traffic unit)</b>	
Charge	€ 0.52
<b>5. RAMP HANDLING (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 1.49
15 ≤ MTOW aircraft (ton) <30	€ 6.94
30 ≤ MTOW aircraft (ton) <55	€ 12.19
55 ≤ MTOW aircraft (ton) <72	€ 19.62
72 ≤ MTOW aircraft (ton) <82	€ 21.62
82 ≤ MTOW aircraft (ton) <170	€ 26.37
MTOW aircraft (ton) ≥170	€ 34.68
<b>6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.64
30 ≤ MTOW aircraft (ton) <55	€ 1.12
55 ≤ MTOW aircraft (ton) <72	€ 1.80
72 ≤ MTOW aircraft (ton) <82	€ 1.99
82 ≤ MTOW aircraft (ton) <170	€ 2.43
MTOW aircraft (ton) ≥170	€ 3.20

<b>7. FUEL AND OIL HANDLING (by fuel hl and oil lt)</b>	
Charge	€ 0.53
<b>8. AIRCRAFT MAINTENANCE (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.38
30 ≤ MTOW aircraft (ton) <55	€ 4.17
55 ≤ MTOW aircraft (ton) <72	€ 6.72
72 ≤ MTOW aircraft (ton) <82	€ 7.40
82 ≤ MTOW aircraft (ton) <170	€ 9.01
MTOW aircraft (ton) ≥170	€ 11.87
<b>9. SURFACE TRANSPORT (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.65
55 ≤ MTOW aircraft (ton) <72	€ 1.03
72 ≤ MTOW aircraft (ton) <82	€ 1.13
82 ≤ MTOW aircraft (ton) <170	€ 1.39
MTOW aircraft (ton) ≥170	€ 1.82
<b>10. CATERING SERVICES (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 1.71
15 ≤ MTOW aircraft (ton) <30	€ 8.03
30 ≤ MTOW aircraft (ton) <55	€ 14.11
55 ≤ MTOW aircraft (ton) <72	€ 22.71
72 ≤ MTOW aircraft (ton) <82	€ 25.03
82 ≤ MTOW aircraft (ton) <170	€ 30.54
MTOW aircraft (ton) ≥170	€ 40.16

\* These values will be in force since 11st of January. Between 1 to 10 of January the values in force are the ones that correspond to 2018.

# Beja Airport

CHARGES	2019
<b>1. PASSENGER HANDLING (per check-in desk) *</b>	
First hour or fraction	€ 5.94
Next 1/2s hours or fraction	€ 2.89
Per month	€ 911.12
<b>2. BAGGAGE HANDLING *</b>	
Per embarked baggage processed at the sorting baggage system	€ 0.33
<b>3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.74
55 ≤ MTOW aircraft (ton) <72	€ 1.19
72 ≤ MTOW aircraft (ton) <82	€ 1.32
82 ≤ MTOW aircraft (ton) <170	€ 1.60
MTOW aircraft (ton) ≥170	€ 2.10
<b>4. FREIGHT AND MAIL HANDLING (by traffic unit)</b>	
Charge	€ 0.47
<b>5. RAMP HANDLING (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 1.49
15 ≤ MTOW aircraft (ton) <30	€ 6.94
30 ≤ MTOW aircraft (ton) <55	€ 12.19
55 ≤ MTOW aircraft (ton) <72	€ 19.62
72 ≤ MTOW aircraft (ton) <82	€ 21.62
82 ≤ MTOW aircraft (ton) <170	€ 26.37
MTOW aircraft (ton) ≥170	€ 34.68
<b>6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)</b>	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.64
30 ≤ MTOW aircraft (ton) <55	€ 1.12
55 ≤ MTOW aircraft (ton) <72	€ 1.80
72 ≤ MTOW aircraft (ton) <82	€ 1.99

82 ≤ MTOW aircraft (ton) <170	€ 2.43
MTOW aircraft (ton) ≥170	€ 3.20

#### 7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.53
--------	--------

#### 8. AIRCRAFT MAINTENANCE (p/ tipo de aeronave)

0 < MTOW aircraft (ton) <15	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.38
30 ≤ MTOW aircraft (ton) <55	€ 4.17
55 ≤ MTOW aircraft (ton) <72	€ 6.72
72 ≤ MTOW aircraft (ton) <82	€ 7.40
82 ≤ MTOW aircraft (ton) <170	€ 9.01
MTOW aircraft (ton) ≥170	€ 11.87

#### 9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.65
55 ≤ MTOW aircraft (ton) <72	€ 1.03
72 ≤ MTOW aircraft (ton) <82	€ 1.13
82 ≤ MTOW aircraft (ton) <170	€ 1.39
MTOW aircraft (ton) ≥170	€ 1.82

#### 10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.16
15 ≤ MTOW aircraft (ton) <30	€ 5.47
30 ≤ MTOW aircraft (ton) <55	€ 9.62
55 ≤ MTOW aircraft (ton) <72	€ 15.49
72 ≤ MTOW aircraft (ton) <82	€ 17.07
82 ≤ MTOW aircraft (ton) <170	€ 20.83
MTOW aircraft (ton) ≥170	€ 27.39

\* The charge value displayed is related to the amount approved by the Regulator for 2018. The charges for 2019 are still in a consultation process. ANA will update this guide when the approval of these values is released.

## Azores Airports

**2019**

CHARGES	P. Delgada	S. Maria	Horta	Flores
<b>1. PASSENGER HANDLING (per check-in desk) *</b>				
First hour or fraction	€ 5.94	€ 5.94	€ 5.94	€ 5.94
Next 1/2 hours or fraction	€ 3.01	€ 3.01	€ 3.01	€ 3.01
Per month	€ 902.11	€ 902.11	€ 902.11	€ 902.11
<b>2. BAGGAGE HANDLING *</b>				
Per embarked baggage processed at the sorting baggage system	€ 0.35	€ 0.35	€ 0.35	€ 0.35
<b>3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)</b>				
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42	€ 0.42	€ 0.42	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.74	€ 0.74	€ 0.74	€ 0.74
55 ≤ MTOW aircraft (ton) <72	€ 1.19	€ 1.19	€ 1.19	€ 1.19
72 ≤ MTOW aircraft (ton) <82	€ 1.32	€ 1.32	€ 1.32	€ 1.32
82 ≤ MTOW aircraft (ton) <170	€ 1.60	€ 1.60	€ 1.60	€ 1.60
MTOW aircraft (ton) ≥170	€ 2.10	€ 2.10	€ 2.10	€ 2.10
<b>4. FREIGHT AND MAIL HANDLING (by traffic unit)</b>				
Charge	€ 0.52	€ 0.47	€ 0.47	€ 0.47
<b>5. RAMP HANDLING (by aircraft type)</b>				
0 < MTOW aircraft (ton) <15	€ 1.71	€ 1.49	€ 1.49	€ 1.49
15 ≤ MTOW aircraft (ton) <30	€ 8.03	€ 6.94	€ 6.94	€ 6.94
30 ≤ MTOW aircraft (ton) <55	€ 14.11	€ 12.19	€ 12.19	€ 12.19
55 ≤ MTOW aircraft (ton) <72	€ 22.71	€ 19.62	€ 19.62	€ 19.62
72 ≤ MTOW aircraft (ton) <82	€ 25.03	€ 21.62	€ 21.62	€ 21.62
82 ≤ MTOW aircraft (ton) <170	€ 30.54	€ 26.37	€ 26.37	€ 26.37
MTOW aircraft (ton) ≥170	€ 40.16	€ 34.68	€ 34.68	€ 34.68
<b>6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)</b>				
0 < MTOW aircraft (ton) <15	0.13 €	0.13 €	0.13 €	0.13 €
15 ≤ MTOW aircraft (ton) <30	0.64 €	0.64 €	0.64 €	0.64 €
30 ≤ MTOW aircraft (ton) <55	1.12 €	1.12 €	1.12 €	1.12 €

55 ≤ MTOW aircraft (ton) <72	1.80 €	1.80 €	1.80 €	1.80 €
72 ≤ MTOW aircraft (ton) <82	1.99 €	1.99 €	1.99 €	1.99 €
82 ≤ MTOW aircraft (ton) <170	2.43 €	2.43 €	2.43 €	2.43 €
MTOW aircraft (ton) ≥170	3.20 €	3.20 €	3.20 €	3.20 €

#### 7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.53	€ 0.53	€ 0.53	€ 0.53
--------	--------	--------	--------	--------

#### 8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.51	€ 0.51	€ 0.51	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.38	€ 2.38	€ 2.38	€ 2.38
30 ≤ MTOW aircraft (ton) <55	€ 4.17	€ 4.17	€ 4.17	€ 4.17
55 ≤ MTOW aircraft (ton) <72	€ 6.72	€ 6.72	€ 6.72	€ 6.72
72 ≤ MTOW aircraft (ton) <82	€ 7.40	€ 7.40	€ 7.40	€ 7.40
82 ≤ MTOW aircraft (ton) <170	€ 9.01	€ 9.01	€ 9.01	€ 9.01
MTOW aircraft (ton) ≥170	€ 11.87	€ 11.87	€ 11.87	€ 11.87

#### 9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08	€ 0.08	€ 0.08	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36	€ 0.36	€ 0.36	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.65	€ 0.65	€ 0.65	€ 0.65
55 ≤ MTOW aircraft (ton) <72	€ 1.03	€ 1.03	€ 1.03	€ 1.03
72 ≤ MTOW aircraft (ton) <82	€ 1.13	€ 1.13	€ 1.13	€ 1.13
82 ≤ MTOW aircraft (ton) <170	€ 1.39	€ 1.39	€ 1.39	€ 1.39
MTOW aircraft (ton) ≥170	€ 1.82	€ 1.82	€ 1.82	€ 1.82

#### 10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.16	€ 1.16	€ 1.16	€ 1.16
15 ≤ MTOW aircraft (ton) <30	€5.47	€5.47	€5.47	€5.47
30 ≤ MTOW aircraft (ton) <55	€ 9.62	€ 9.62	€ 9.62	€ 9.62
55 ≤ MTOW aircraft (ton) <72	€ 15.49	€ 15.49	€ 15.49	€ 15.49
72 ≤ MTOW aircraft (ton) <82	€ 17.07	€ 17.07	€ 17.07	€ 17.07
82 ≤ MTOW aircraft (ton) <170	€ 20.83	€ 20.83	€ 20.83	€ 20.83
MTOW aircraft (ton) ≥170	€ 27.39	€ 27.39	€ 27.39	€ 27.39

\* The charge value displayed is related to the amount approved by the Regulator for 2018. The charges for 2019 are still in a consultation process. ANA will update this guide when the approval of these values is released.

## Madeira Airports

TAXAS	2019	
	Funchal	Porto Santo
<b>1. PASSENGER HANDLING (per check-in desk) *</b>		
First hour or fraction	€ 5.42	€ 5.42
Next 1/2 hours or fraction	€ 2.64	€ 2.64
Per month	€ 830.03	€ 830.03
<b>2. BAGGAGE HANDLING *</b>		
Per embarked baggage processed at the sorting baggage system	€ 0.36	€ 0.36
<b>3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)</b>		
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.42	€ 0.42
30 ≤ MTOW aircraft (ton) <55	€ 0.74	€ 0.74
55 ≤ MTOW aircraft (ton) <72	€ 1.19	€ 1.19
72 ≤ MTOW aircraft (ton) <82	€ 1.32	€ 1.32
82 ≤ MTOW aircraft (ton) <170	€ 1.60	€ 1.60
MTOW aircraft (ton) ≥170	€ 2.10	€ 2.10
<b>4. FREIGHT AND MAIL HANDLING (by traffic unit)</b>		
Charge	€ 0.52	€ 0.47
<b>5. RAMP HANDLING (by aircraft type)</b>		
0 < MTOW aircraft (ton) <15	€ 1.71	€ 1.49
15 ≤ MTOW aircraft (ton) <30	€ 8.03	€ 6.94
30 ≤ MTOW aircraft (ton) <55	€ 14.11	€ 12.19
55 ≤ MTOW aircraft (ton) <72	€ 22.71	€ 19.62
72 ≤ MTOW aircraft (ton) <82	€ 25.03	€ 21.62
82 ≤ MTOW aircraft (ton) <170	€ 30.54	€ 26.37
MTOW aircraft (ton) ≥170	€ 40.16	€ 34.68
<b>6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)</b>		
0 < MTOW aircraft (ton) <15	€ 0.13	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.64	€ 0.64
30 ≤ MTOW aircraft (ton) <55	€ 1.12	€ 1.12

55 ≤ MTOW aircraft (ton) <72	€ 1.80	€ 1.80
72 ≤ MTOW aircraft (ton) <82	€ 1.99	€ 1.99
82 ≤ MTOW aircraft (ton) <170	€ 2.43	€ 2.43
MTOW aircraft (ton) ≥170	€ 3.20	€ 3.20

#### 7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.57	€ 0.57
--------	--------	--------

#### 8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.51	€ 0.51
15 ≤ MTOW aircraft (ton) <30	€ 2.38	€ 2.38
30 ≤ MTOW aircraft (ton) <55	€ 4.17	€ 4.17
55 ≤ MTOW aircraft (ton) <72	€ 6.72	€ 6.72
72 ≤ MTOW aircraft (ton) <82	€ 7.40	€ 7.40
82 ≤ MTOW aircraft (ton) <170	€ 9.01	€ 9.01
MTOW aircraft (ton) ≥170	€ 11.87	€ 11.87

#### 9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.65	€ 0.65
55 ≤ MTOW aircraft (ton) <72	€ 1.03	€ 1.03
72 ≤ MTOW aircraft (ton) <82	€ 1.13	€ 1.13
82 ≤ MTOW aircraft (ton) <170	€ 1.39	€ 1.39
MTOW aircraft (ton) ≥170	€ 1.82	€ 1.82

#### 10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.16	€ 1.16
15 ≤ MTOW aircraft (ton) <30	€ 5.47	€ 5.47
30 ≤ MTOW aircraft (ton) <55	€ 9.62	€ 9.62
55 ≤ MTOW aircraft (ton) <72	€ 15.49	€ 15.49
72 ≤ MTOW aircraft (ton) <82	€ 17.07	€ 17.07
82 ≤ MTOW aircraft (ton) <170	€ 20.83	€ 20.83
MTOW aircraft (ton) ≥170	€ 27.39	€ 27.39

\* The charge value displayed is related to the amount approved by the Regulator for 2018. The charges for 2019 are still in a consultation process. ANA will update this guide when the approval of these values is released.

The fees for groundhandling are due to the exercise of any of the types of services listed in the list in Annex I from the Decree-Law nº 257/99. from july 23rd.

The passenger handling charge is due by the service providers and by the airport or aerodrome users in auto assistance regime.

According to the Annex 12 of ANA's Concession Contract both passenger and baggage handling charges are considered as regulated.

For the proper settlement and collection of groundhandling fees. service providers or users of a self-handling airport or aerodrome shall report their activity to the airport manager in accordance with the terms of this decree-law.

According to the law. the omission and failure to comply with this information. as well as the falsehood of any statements. constitute grounds for the revocation of the license.



## 2. Billing and Charges Payment

## Rules of invoice processing. dispatch and payment

Charges Category	Billing schedule	Invoice issuing	Credit payment
Traffic Security PRM	3 invoices are issued per month for the following periods: 1st invoice period: 1st to 10th calendar days; 2nd invoice period: 11th to 20th calendar days 3rd invoice period: 21st to last day of each month	The Airport shall invoice until the 5th calendar day after each invoicing period ends.	Payment shall be made within 23 days from the date of issue of the invoices
Regulated Handling	One monthly invoice is issued. dated the last day of each month	The Airport shall facilitate invoices until the 5th calendar day after each invoicing period ends.	Payment shall be made within 23 days from the date of issue of the invoices
Equipment	One monthly invoice is issued. dated the last day of each month	The Airport shall facilitate invoices until the 5th calendar day after each invoicing period ends.	Payment shall be made within 23 days from the date of issue of the invoices
Others	One monthly invoice is issued. dated the last day of each month.	The Airport shall facilitate invoices until the 3th calendar day after each invoicing period ends..	Payment shall be made within 23 days from the date of issue of the invoices.

The invoices and the payments will be in Euro.

Invoices shall become immediately payable after the issue of the invoice (customers under the prompt payment scheme). Any other payment method shall require a written request to the airport operator (credit payment scheme). The airport operator reserves the right to request payment guarantees if credit payment is authorized.

All expenses incurred with payment shall be supported by the debtor.

In case the due date agreed upon is not complied with. default interest shall be payable by the debtor.

The airport operator reserves the right to refuse to provide airport services in the event of failure to collect past due invoices.

Note: The same procedure must be followed with NAV. EP by contacting them directly.



## 3.Contacts

## Airport Charges

### Isabel Gonçalves

[ldgoncalves@ana.pt](mailto:ldgoncalves@ana.pt)

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

## Billing Services

### Helder Vilhena

[hgvilhena@ana.pt](mailto:hgvilhena@ana.pt)

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa  
Tel. +351 218 413 642

### Cláudia Correia

[cscorreia@ana.pt](mailto:cscorreia@ana.pt)

Aeroporto de Faro - 8006-901 Faro  
Tel. +351 289 800 674

### Zulmira Marques

[zsmarques@ana.pt](mailto:zsmarques@ana.pt)

Aeroporto Francisco Sá Carneiro (Porto) - Pedras Rubras - 4470-558 Maia  
Tel. +351 229 400 600 (Ext. 41041)

### Aurélia Chaves

[amchaves@ana.pt](mailto:amchaves@ana.pt)

Aeroporto João Paulo II (Ponta Delgada) - 9500-253 Ponta Delgada  
Tel. +351 296 205 408

### Susete Peixoto

[sopeixoto@ana.pt](mailto:sopeixoto@ana.pt)

Aeroporto da Horta - 9900-321 Castelo Branco - Horta  
Tel. +351 292 943 511

### Ana Paula Andrade

[apandrade@ana.pt](mailto:apandrade@ana.pt)

Aeroporto de Santa Maria - 9580-908 Vila do Porto  
Tel. +351 296 820 024

### Daniel Mateus

[dmmateus@ana.pt](mailto:dmmateus@ana.pt)

Aeroporto das Flores - 9970-320 Santa Cruz das Flores  
Tel. +351 292 592 212

### Paula Carrasco

[pccarrasco@ana.pt](mailto:pccarrasco@ana.pt)

Aeroporto de Beja - EM 528-2. ao km 3.3 - 7800-745 S. Brissos. Beja  
Tel. +351 284 001 020 (ext. 30961)

### Henrique Freitas

[hmfreytas@ana.pt](mailto:hmfreytas@ana.pt)

Aeroporto da Madeira | Aeroporto do Porto Santo - Aeroporto do Porto Santo  
T: +351 291 520 700 (ext. 73410)

## Marketing Aviation Department

### Francisco Pita

[fvpita@ana.pt](mailto:fvpita@ana.pt)

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa  
Tel. +351 218 445 184

## Lisbon Airport and Beja Airport

### Bruno Costa

[bgcosta@ana.pt](mailto:bgcosta@ana.pt)

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa  
Tel +351 218 413 500

## Porto Airport

### Maria da Glória Oliveira

[mgoliveira@ana.pt](mailto:mgoliveira@ana.pt)

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

## Faro Airport

### Helder Lemos

[hdlemos@ana.pt](mailto:hdlemos@ana.pt)

Aeroporto de Faro – 8006-901 Faro  
Tel. +351 289 800 796

## Azores Airports

[azores.aiports@ana.pt](mailto: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

[cmvieirafnc@ana.pt](mailto:cmvieirafnc@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

### Autoridade Nacional de Aviação Civil (ANAC)

Direção de Regulação Económica  
Rua B. Edifícios 4, 5 e 6 - 1700-008 Lisboa  
Tel. +351 218 423 500

### Força Aérea Portuguesa (FAP)

[sa.facturacao@emfa.pt](mailto:sa.facturacao@emfa.pt)