Charges Guide

ANA Network







Index

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

Charges Guide

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

Updated: 1st of January 2018



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).

Lisbon Airport

CHARGES	2018	
1. PASSENGER HANDLING (per check-in desk) *	Jan-Oct	Nov-Dec
Traditional check-in desk and Self-service Drop off		
For the first four periods of 15 minutes or fraction	€ 1.98	2,01€
For the following 15 minutes or fraction	€ 1 .92	1,95€
Per month	€ 1 640.32	1 667,11 €
2. BAGGAGE HANDLING *		
Per embarked baggage processed at the sorting baggage system	€ 0.39	0,40 €
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft ty	/pe)	
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.41	€ 0.41
30 ≤ MTOW aircraft (ton) <55	€ 0.73	€ 0.73
55 ≤ MTOW aircraft (ton) <72	€ 1 .17	€ 1.17
72 ≤ MTOW aircraft (ton) <82	€ 1 .30	€ 1.30
82 ≤ MTOW aircraft (ton) <170	€ 1 .58	€ 1.58
MTOW aircraft (ton) ≥170	€ 2.07	€ 2.07
4. FREIGHT AND MAIL HANDLING (by traffic unit)		
Charge	€ 0.51	€ 0.51
5. RAMP HANDLING (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 2 .31	€ 2 .31
15 ≤ MTOW aircraft (ton) <30	€ 10.82	€ 10.82
30 ≤ MTOW aircraft (ton) <55	€ 18.99	€ 18.99
55 ≤ MTOW aircraft (ton) <72	€ 30.58	€ 30.58
72 ≤ MTOW aircraft (ton) <82	€ 33.69	€ 33.69
82 ≤ MTOW aircraft (ton) <170	€ 41.11	€ 41.11
MTOW aircraft (ton) ≥170	€ 54.07	€ 54.07

6. CLEANING AND AIRCRAFT SERVICES (by aircraft ty	vpe)	
0 < MTOW aircraft (ton) <15	€ 0.13	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.63	€ 0.63
30 ≤ MTOW aircraft (ton) <55	€ 1.11	€ 1.11
55 ≤ MTOW aircraft (ton) <72	€ 1.78	€ 1.78
72 ≤ MTOW aircraft (ton) <82	€ 1.96	€ 1.96
82 ≤ MTOW aircraft (ton) <170	€ 2.40	€ 2.40
MTOW aircraft (ton) ≥170	€ 3.16	€ 3.16
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)		
Charge	€ 0.52	€ 0.52
8. AIRCRAFT MAINTENANCE (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.50	€ 0.50
15 ≤ MTOW aircraft (ton) <30	€ 2.35	€ 2.35
30 ≤ MTOW aircraft (ton) <55	€ 4.12	€ 4.12
55 ≤ MTOW aircraft (ton) <72	€ 6.63	€ 6.63
72 ≤ MTOW aircraft (ton) <82	€ 7.31	€ 7.31
82 ≤ MTOW aircraft (ton) <170	€ 8.90	€ 8.90
MTOW aircraft (ton) ≥170	€ 11.72	€ 11 .72
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	€ 0.64	€ 0.64
55 ≤ MTOW aircraft (ton) <72	€ 1.02	€ 1.02
72 ≤ MTOW aircraft (ton) <82	€ 1.12	€ 1 .12
82 ≤ MTOW aircraft (ton) <170	€ 1.37	€ 1 .37
MTOW aircraft (ton) ≥170	€ 1.80	€ 1.80
10. CATERING SERVICES (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 2.00	€ 2.00
15 ≤ MTOW aircraft (ton) <30	€ 9.3	€ 9.3
30 ≤ MTOW aircraft (ton) <55	€ 16.46	€ 16.46
55 ≤ MTOW aircraft (ton) <72	€ 26.50	€ 26.50
72 ≤ MTOW aircraft (ton) <82	€ 29.20	€ 29 .20
82 ≤ MTOW aircraft (ton) <170	€ 35.64	€ 35.64
MTOW aircraft (ton) ≥170	€ 46.86	€ 46.86

^{*} The charge value displayed is related to the amount approved by the Regulator for 2018

Porto Airport

CHARGES	20)18
1. PASSENGER HANDLING (per check-in desk) *	Jan-Oct	Nov-Dez
First hour or fraction	€ 6.55	6,62€
Next 1/2 hours or fraction	€ 3.18	3,21€
Per month	€ 1 004.49	1 014,64 €
2. BAGGAGE HANDLING *		
Per embarked baggage processed at the sorting baggage system	€ 0.37	0,37 €
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft ty	oe)	
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.41	€ 0.41
30 ≤ MTOW aircraft (ton) <55	€ 0.73	€ 0.73
55 ≤ MTOW aircraft (ton) <72	€ 1 .17	€ 1.17
72 ≤ MTOW aircraft (ton) <82	€ 1 .30	€ 1.30
82 ≤ MTOW aircraft (ton) <170	€ 1 .58	€ 1.58
MTOW aircraft (ton) ≥170	€ 2.07	€ 2.07
4. FREIGHT AND MAIL HANDLING (by traffic unit)		
Charge	€ 0.51	€ 0.51
5. RAMP HANDLING (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 1.47	€ 1.47
15 ≤ MTOW aircraft (ton) <30	€ 6.85	€ 6.85
30 ≤ MTOW aircraft (ton) <55	€ 12.03	€ 12.03
55 ≤ MTOW aircraft (ton) <72	€ 19.37	€ 19.37
72 ≤ MTOW aircraft (ton) <82	€ 21.34	€ 21.34
82 ≤ MTOW aircraft (ton) <170	€ 26.03	€ 26.03
MTOW aircraft (ton) ≥170	€€ 34.24	€€ 34.24
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.13	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.63	€ 0.63
30 ≤ MTOW aircraft (ton) <55	€ 1.11	€ 1.11
55 ≤ MTOW aircraft (ton) <72	€ 1.78	€ 1.78
72 ≤ MTOW aircraft (ton) <82	€ 1.96	€ 1.96
		1

82 ≤ MTOW aircraft (ton) <170	€ 2.40	€ 2.40
MTOW aircraft (ton) ≥170	€ 3.16	€ 3.16
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)		
Charge	€ 0.52	€ 0.52
8. AIRCRAFT MAINTENANCE (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.50	€ 0.50
15 ≤ MTOW aircraft (ton) <30	€ 2.35	€ 2.35
30 ≤ MTOW aircraft (ton) <55	€ 4.12	€ 4.12
55 ≤ MTOW aircraft (ton) <72	€ 6.63	€ 6.63
72 ≤ MTOW aircraft (ton) <82	€ 7.31	€ 7.31
82 ≤ MTOW aircraft (ton) <170	€ 8.90	€ 8.90
MTOW aircraft (ton) ≥170	€ 11.72	€11.72
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	€ 0.64	€ 0.64
55 ≤ MTOW aircraft (ton) <72	€ 1.02	€ 1.02
72 ≤ MTOW aircraft (ton) <82	€ 1.12	€ 1.12
82 ≤ MTOW aircraft (ton) <170	€ 1.37	€ 1.37
MTOW aircraft (ton) ≥170	€ 1.80	€ 1.80
10. CATERING SERVICES (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 1.69	€ 1.69
15 ≤ MTOW aircraft (ton) <30	€ 7.93	€ 7.93
30 ≤ MTOW aircraft (ton) <55	€ 13.93	€ 13.93
55 ≤ MTOW aircraft (ton) <72	€ 22.42	€ 22.42
72 ≤ MTOW aircraft (ton) <82	€ 24.71	€ 24.71
82 ≤ MTOW aircraft (ton) <170	€ 30.15	€ 30.15
MTOW aircraft (ton) ≥170	€ 39.65	€ 39.65

^{*} The charge value displayed is related to the amount approved by the Regulator for 2018

Faro Airport

CHARGES	2018
1. PASSENGER HANDLING (per check-in desk) *	
First hour or fraction	€ 1.70
Next 1/2 hours or fraction	€ 1.67
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	€ 0.41
30 ≤ MTOW aircraft (ton) <55	€ 0.73
55 ≤ MTOW aircraft (ton) <72	€ 1.17
72 ≤ MTOW aircraft (ton) <82	€ 1.30
82 ≤ MTOW aircraft (ton) <170	€ 1 .58
MTOW aircraft (ton) ≥170	€ 2.07
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.51
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.47
15 ≤ MTOW aircraft (ton) <30	€ 6.85
30 ≤ MTOW aircraft (ton) <55	€ 12.03
55 ≤ MTOW aircraft (ton) <72	€ 19.37
72 ≤ MTOW aircraft (ton) <82	€ 21 .34
82 ≤ MTOW aircraft (ton) <170	€ 26 .03
MTOW aircraft (ton) ≥170	€ 34.24
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.63
30 ≤ MTOW aircraft (ton) <55	€ 1.11
55 ≤ MTOW aircraft (ton) <72	€ 1 .78
72 ≤ MTOW aircraft (ton) <82	€ 1.96
82 ≤ MTOW aircraft (ton) <170	€ 2.40
MTOW aircraft (ton) ≥170	€ 3.16

Charge	€ 0.52
8. AIRCRAFT MAINTENANCE (by aircraft type)	,
0 < MTOW aircraft (ton) <15	€ 0.50
15 ≤ MTOW aircraft (ton) <30	€ 2.35
30 ≤ MTOW aircraft (ton) <55	€ 4.12
55 ≤ MTOW aircraft (ton) <72	€ 6.63
72 ≤ MTOW aircraft (ton) <82	€ 7.31
82 ≤ MTOW aircraft (ton) <170	€ 8.90
MTOW aircraft (ton) ≥170	€ 11.72
9. SURFACE TRANSPORT (by aircraft type)	
O < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.36
30 ≤ MTOW aircraft (ton) <55	€ 0.64
55 ≤ MTOW aircraft (ton) <72	€ 1.02
72 ≤ MTOW aircraft (ton) <82	€ 1.12
82 ≤ MTOW aircraft (ton) <170	€ 1.37
MTOW aircraft (ton) ≥170	€ 1.80
10. CATERING SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.69
15 ≤ MTOW aircraft (ton) <30	€ 7.93
30 ≤ MTOW aircraft (ton) <55	€ 13.93
55 ≤ MTOW aircraft (ton) <72	€ 22.42
72 ≤ MTOW aircraft (ton) <82	€ 24.71
82 ≤ MTOW aircraft (ton) <170	€ 30.15
MTOW aircraft (ton) ≥170	€ 39.65

^{*} The charge value displayed is related to the amount approved by the Regulator for 2018.

Beja Airport

CHARGES	2018
1. PASSENGER HANDLING (per check-in desk) *	
First hour or fraction	€ 5.94
Next 1/2s hours or fraction	€ 2.89
Per month	€ 911.12
2. BAGGAGE HANDLING *	
Per embarked baggage processed at the sorting baggage system	€ 0.33
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.41
30 ≤ MTOW aircraft (ton) <55	€ 0.73
55 ≤ MTOW aircraft (ton) <72	€ 1.17
72 ≤ MTOW aircraft (ton) <82	€ 1.30
82 ≤ MTOW aircraft (ton) <170	€ 1.58
MTOW aircraft (ton) ≥170	€ 2.07
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.46
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.47
15 ≤ MTOW aircraft (ton) <30	€ 6.85
30 ≤ MTOW aircraft (ton) <55	€ 12.03
55 ≤ MTOW aircraft (ton) <72	€ 19.37
72 ≤ MTOW aircraft (ton) <82	€ 21.34
82 ≤ MTOW aircraft (ton) <170	€ 26.03
MTOW aircraft (ton) ≥170	€ 34.24
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.63
30 ≤ MTOW aircraft (ton) <55	€ 1.11
55 ≤ MTOW aircraft (ton) <72	€ 1.78
72 ≤ MTOW aircraft (ton) <82	€ 1.96

82 ≤ MTOW aircraft (ton) <170	€ 2.40
MTOW aircraft (ton) ≥170	€ 3.16
7. FUEL AND OIL HANDLING (by fuel hI and oil It)	
Charge	€ 0.52
8. AIRCRAFT MAINTENANCE (p/ tipo de aeronave)	
0 < MTOW aircraft (ton) <15	€ 0.50
15 ≤ MTOW aircraft (ton) <30	€ 2.35
30 ≤ MTOW aircraft (ton) <55	€ 4.12
55 ≤ MTOW aircraft (ton) <72	€ 6.63
72 ≤ MTOW aircraft (ton) <82	€ 7.31
82 ≤ MTOW aircraft (ton) <170	€ 8.90
MTOW aircraft (ton) ≥170	€ 11.72
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	€ 0.64
55 ≤ MTOW aircraft (ton) <72	€ 1.02
72 ≤ MTOW aircraft (ton) <82	€ 1 .12
82 ≤ MTOW aircraft (ton) <170	€ 1.37
MTOW aircraft (ton) ≥170	€ 1.80
10. CATERING SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1 .15
15 ≤ MTOW aircraft (ton) <30	€ 5.40
30 ≤ MTOW aircraft (ton) <55	€ 9.50
55 ≤ MTOW aircraft (ton) <72	€ 15.29
72 ≤ MTOW aircraft (ton) <82	€ 16.85
82 ≤ MTOW aircraft (ton) <170	€ 20.56
MTOW aircraft (ton) ≥170	€ 27.04

^{*} The charge value displayed is related to the amount approved by the Regulator for 2018

Azores Airports

		20	18	
CHARGES	P. Delgada	S. Maria	Horta	Flores
1. PASSENGER HANDLING (per check-in desk) *				
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
2. BAGGAGE HANDLING *				
Per embarked baggage processed at the sorting baggage system	€ 0.35	€ 0.35	€ 0.35	€ 0.35
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft ty	ype)			
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.41	€ 0.41	€ 0.41	€ 0.41
30 ≤ MTOW aircraft (ton) <55	€ 0.73	€ 0.73	€ 0.73	€ 0.73
55 ≤ MTOW aircraft (ton) <72	€ 1.17	€ 1 .17	€ 1.17	€ 1 .17
72 ≤ MTOW aircraft (ton) <82	€ 1 .30	€ 1 .30	€ 1.30	€ 1 .30
82 ≤ MTOW aircraft (ton) <170	€ 1 .58	€ 1 .58	€ 1 .58	€ 1 .58
MTOW aircraft (ton) ≥170	€ 2.07	€ 2.07	€ 2.07	€ 2.07
4. FREIGHT AND MAIL HANDLING (by traffic unit)				
Charge	€ 0.51	€ 0.46	€ 0.46	€ 0.46
5. RAMP HANDLING (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 1.69	€ 1 .47	€ 1.47	€ 1.47
15 ≤ MTOW aircraft (ton) <30	€ 7.93	€ 6.85	€ 6.85	€ 6.85
30 ≤ MTOW aircraft (ton) <55	€ 13.93	€ 12 .03	€ 12 .03	€ 12.03
55 ≤ MTOW aircraft (ton) <72	€ 22.42	€ 19.37	€ 19.37	€ 19.37
72 ≤ MTOW aircraft (ton) <82	€ 24.71	€ 21 .34	€ 21 .34	€ 21 .34
82 ≤ MTOW aircraft (ton) <170	€ 30.15	€ 26.03	€ 26.03	€ 26.03
MTOW aircraft (ton) ≥170	€ 39.65	€ 34.24	€ 34.24	€ 34.24
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 0.13	€ 0.13	€ 0.13	€ 0.13
15 ≤ MTOW aircraft (ton) <30	€ 0.63	€ 0.63	€ 0.63	€ 0.63
30 ≤ MTOW aircraft (ton) <55	€ 1.11	€ 1.11	€ 1.11	€ 1.11

55 ≤ MTOW aircraft (ton) <72	€ 1.78	€ 1 .78	€ 1 .78	€ 1 .78
72 ≤ MTOW aircraft (ton) <82	€ 1.96	€ 1.96	€ 1.96	€ 1.96
82 ≤ MTOW aircraft (ton) <170	€ 2.40	€ 2.40	€ 2.40	€ 2.40
MTOW aircraft (ton) ≥170	€ 3.16	€ 3.16	€ 3.16	€ 3.16
7. FUEL AND OIL HANDLING (by fuel hI and oil It)				
Charge	€ 0.52	€ 0.52	€ 0.52	€ 0.52
8. AIRCRAFT MAINTENANCE (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 0.50	€ 0.50	€ 0.50	€ 0.50
15 ≤ MTOW aircraft (ton) < 30	€ 2 .35	€ 2 .35	€ 2 .35	€ 2 .35
30 ≤ MTOW aircraft (ton) <55	€ 4.12	€ 4.12	€ 4.12	€ 4.12
55 ≤ MTOW aircraft (ton) <72	€ 6.63	€ 6.63	€ 6.63	€ 6.63
72 ≤ MTOW aircraft (ton) <82	€ 7.31	€ 7 .31	€ 7.31	€ 7 .31
82 ≤ MTOW aircraft (ton) <170	€ 8.90	€ 8.90	€ 8.90	€ 8.90
MTOW aircraft (ton) ≥170	€ 11 .72	€ 11 .72	€ 11 .72	€ 11 .72
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	€ 0.64	€ 0.64	€ 0.64	€ 0.64
55 ≤ MTOW aircraft (ton) <72	€ 1.02	€ 1 .02	€ 1 .02	€ 1 .02
72 ≤ MTOW aircraft (ton) <82	€ 1 .12	€ 1 .12	€ 1 .12	€ 1 .12
82 ≤ MTOW aircraft (ton) <170	€ 1.37	€ 1 .37	€ 1 .37	€ 1 .37
MTOW aircraft (ton) ≥170	€ 1.80	€ 1.80	€ 1.80	€ 1.80
10. CATERING SERVICES (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 1 .15	€ 1 .15	€ 1 .15	€ 1 .15
15 ≤ MTOW aircraft (ton) <30	€ 5.40	€ 5.40	€ 5.40	€ 5.40
30 ≤ MTOW aircraft (ton) <55	€ 9.50	€ 9.50	€ 9.50	€ 9.50
55 ≤ MTOW aircraft (ton) <72	€ 15.29	€ 15.29	€ 15.29	€ 15.29
72 ≤ MTOW aircraft (ton) <82	€ 16.85	€ 16.85	€ 16.85	€ 16.85
82 ≤ MTOW aircraft (ton) <170	€ 20.56	€ 20.56	€ 20.56	€ 20.56
MTOW aircraft (ton) ≥170	€ 27.04	€ 27.04	€ 27.04	€ 27.04

^{*} The charge value displayed is related to the amount approved by the Regulator for 2018

Madeira Airports

	2018		
TAXAS	Funchal	Porto Santo	
1. PASSENGER HANDLING (per check-in desk) *		'	
First hour or fraction	€ 5.42	€ 5.42	
Next 1/2 hours or fraction	€ 2.64	€ 2.64	
Per month	€ 830.03	€ 830.03	
2. BAGGAGE HANDLING *			
Per embarked baggage processed at the sorting baggage system	€ 0.36	€ 0.36	
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)			
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09	
15 ≤ MTOW aircraft (ton) <30	€ 0.41	€ 0.41	
30 ≤ MTOW aircraft (ton) <55	€ 0.73	€ 0.73	
55 ≤ MTOW aircraft (ton) <72	€ 1.17	€ 1.17	
72 ≤ MTOW aircraft (ton) <82	€ 1 .30	€ 1.30	
82 ≤ MTOW aircraft (ton) <170	€ 1.58	€ 1 .58	
MTOW aircraft (ton) ≥170	€ 2.07	€ 2.07	
4. FREIGHT AND MAIL HANDLING (by traffic unit)			
Charge	€ 0.51	€ 0.46	
5. RAMP HANDLING (by aircraft type)			
0 < MTOW aircraft (ton) <15	€ 1.69	€ 1.47	
15 ≤ MTOW aircraft (ton) <30	€ 7.93	€ 6.85	
30 ≤ MTOW aircraft (ton) <55	€ 13.93	€ 12.03	
55 ≤ MTOW aircraft (ton) <72	€ 22.42	€ 19.37	
72 ≤ MTOW aircraft (ton) <82	€ 24.71	€ 21 .34	
82 ≤ MTOW aircraft (ton) <170	€ 30.15	€ 26.03	
MTOW aircraft (ton) ≥170	€ 39.65	€ 34.24	
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)			
0 < MTOW aircraft (ton) <15	€ 0.13	€ 0.13	
15 ≤ MTOW aircraft (ton) <30	€ 0.63	€ 0.63	
30 ≤ MTOW aircraft (ton) <55	€ 1.11	€ 1.11	

55 ≤ MTOW aircraft (ton) <72	€ 1 .78	€ 1.78
72 ≤ MTOW aircraft (ton) <82	€ 1.96	€ 1.96
82 ≤ MTOW aircraft (ton) <170	€ 2.40	€ 2.40
MTOW aircraft (ton) ≥170	€ 3.16	€ 3.16
7. FUEL AND OIL HANDLING (by fuel hl and oil lt)		
Charge	€ 0.56	€ 0.56
8. AIRCRAFT MAINTENANCE (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.50	€ 0.50
15 ≤ MTOW aircraft (ton) <30	€ 2 .35	€ 2.35
30 ≤ MTOW aircraft (ton) <55	€ 4.12	€ 4.12
55 ≤ MTOW aircraft (ton) <72	€ 6.63	€ 6.63
72 ≤ MTOW aircraft (ton) <82	€ 7.31	€ 7.31
82 ≤ MTOW aircraft (ton) <170	€ 8.90	€ 8.90
MTOW aircraft (ton) ≥170	€ 11 .72	€ 11.72
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	€ 0.64	€ 0.64
55 ≤ MTOW aircraft (ton) <72	€ 1.02	€ 1.02
72 ≤ MTOW aircraft (ton) <82	€ 1 .12	€ 1 .12
82 ≤ MTOW aircraft (ton) <170	€ 1 .37	€ 1.37
MTOW aircraft (ton) ≥170	€ 1.80	€ 1.80
10. CATERING SERVICES (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 1 .15	€ 1 .15
15 ≤ MTOW aircraft (ton) <30	€ 5.40	€ 5.40
30 ≤ MTOW aircraft (ton) <55	€ 9.50	€ 9.50
55 ≤ MTOW aircraft (ton) <72	€ 15.29	€ 15.29
72 ≤ MTOW aircraft (ton) <82	€ 16.85	€ 16.85
82 ≤ MTOW aircraft (ton) <170	€ 20.56	€ 20.56
MTOW aircraft (ton) ≥170	€ 27.04	€ 27.04

^{*} The charge value displayed is related to the amount approved by the Regulator for 2018

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





Charges Guide Contacts

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





Charges Guide Contacts

Airport Charges

Isabel Gonçalves Idgoncalves@ana.pt

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

Billing Services

Helder Vilhena hqvilhena@ana.pt

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

Cláudia Correia cscorreia@ana.pt Aeroporto de Faro - 8006-901 Faro Tel. +351 289 800 674

Zulmira Marques 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

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

Susete Peixoto sopeixoto@ana.pt

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

Ana Paula Andrade apandrade@ana.pt

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

Daniel Mateus dmmateus@ana.pt

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

Paula Carrasco 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 hmfreitas@ana.pt

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

Charges Guide Contacts

Marketing Aviation Department

Francisco Pita

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

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

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
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 Áerea Portuguesa (FAP) sa.facturacao@emfa.pt