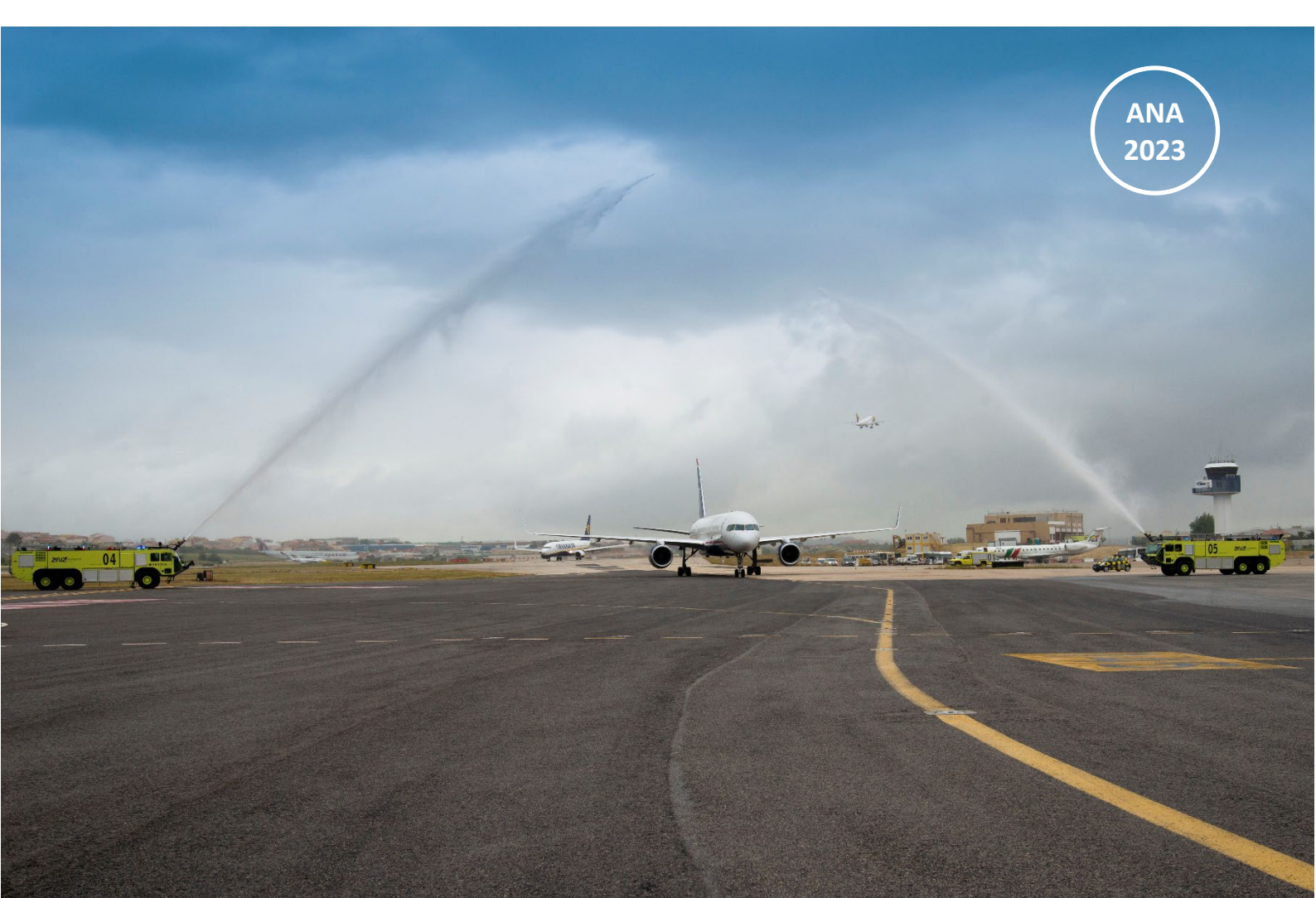


ANA
2023



Airlines

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.

Last updated: 24th of August 2023.

Index

1. Airlines	5
Price List	5
Lisbon Airport	5
Porto Airport	7
Aeroporto de Faro	9
Beja Airport	11
Azores Airport	12
Madeira Airports	14
Charges Description	16
Landing / Take off	16
Aircraft Parking	19
Air Bridges and GPS	20
Passenger Service	20
Airport Opening Time	20
PRM Charge (Passenger Reduced Mobility)	21
Security Charge	21
Official Entities (ANAC and Terminal Control)	21
Regulatory Framework	21
Regulatory Framework of Economic Regulation Model	21
Regulated Charges	23
Incentives	23
2. Billing and Charges Payment	25
3. Glossary	27
4. Contacts	29
Airport Charges	29
Billing Services	29
Aero Commercial Department	29
Official Entities	30



Airlines

01.

1. Airlines

Price List

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

Lisbon Airport

AIRPORT CHARGES		2023
LANDING / TAKE-OFF (a)		
Base		
Aircraft up to 25 tons, per ton		€ 7.91
25 to 75 tons, per ton above 25 tons		€ 9.41
75 to 150 tons, per ton above 75 tons		€ 11.06
more than 150 tons, per ton above 150 tons		€ 8.41
Minimum per landing		€ 372.38
Noise Factor		
R1		€ 2.00
R2		€ 1.50
R3		€ 1.25
R4		€ 1.05
R5		€ 1.00
R6		€ 0.80
R7		€ 0.75
R8		€ 0.70
PARKING		
Traffic Areas (b)		
Aircrafts up to 45 tons		
Up to 24h (per minute)		€ 0.3502
24h to 48h or fraction		€ 245.03
48h to 72h or fraction		€ 403.65
Above 72h or fraction		€ 584.01
Aircrafts over to 45 tons (per ton)		
Up to 24h (per minute)		€ 0.0078
24h to 48h or fraction		€ 5.45
48h to 72h or fraction		€ 8.97
Above 72h or fraction		€ 12.98

Surcharge (per 15 minutes or fraction)	€ 81.93
Air Bridge (does not include GPS)	
1 bridge, per minute of use up to two hours	€ 3.16
1 bridge, per minute of use beyond two hours	€ 4.10
GPS (Ground Power System)	
per minute of use	€ 1.65
HANGAR	
per ton and per 24h or fraction	€ 4.42
PASSENGER SERVICE (per boarding passenger)	
Local passengers	
Travel within the Schengen Area	€ 14.20
Travel outside the Schengen Area	€ 23.87
Passengers on Transfer	
Travel within the Schengen Area	€ 11.16
Travel outside the Schengen Area	€ 18.49
EQUIPMENT	
CUPPS and CUSS per boarding passenger	€ 0.188
BRS per piece of baggage processed by the system	€ 0.084
SECURITY (c)	
Por passageiro embarcado (d)	€ 1.80
ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY	
Per boarding passenger	€ 0.69
OFFICIAL ENTITIES	
SECURITY CHARGE (d)	
Flights inside Schengen Area	€ 1.76
Intra EU flights outside Schengen Area	€ 3.67
International flights	€ 7.13
TERMINAL CONTROL	€ 180.74
SLOT COORDINATION	€ 0.95

(a) Landing/take-off charge=MTOW*Base Factor*Noise Factor

(b) The charge does not apply from 00H00 to 6H00, in the parking period up to midnight.

(c) Amount to be received by the Airport Managing Authority, in accordance with Ministerial Order no. 268-A/2023 published on 23 August 2023.

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

Porto Airport

TRAFFIC	JAN — MAR, NOV, DEC		APR — OCT	
LANDING / TAKE-OFF	Without Adjustment	Adjustment	Without Adjustment	Adjustment
Base				
Aircraft up to 25 tons, per ton	€ 5.17	€ 0.26	€ 5.48	€ 0.27
25 to 75 tons, per ton above 25 tons	€ 6.30	€ 0.32	€ 6.67	€ 0.33
75 to 150 tons, per ton above 75 tons	€ 7.43	€ 0.37	€ 7.87	€ 0.39
more than 150 tons, per ton above 150 tons	€ 5.22	€ 0.26	€ 5.52	€ 0.28
Minimum per landing	€ 129.34	€ 6.47	€ 136.93	€ 6.85
Noise Factor				
R1				€ 2.00
R2				€ 1.50
R3				€ 1.25
R4				€ 1.05
R5				€ 1.00
R6				€ 0.80
R7				€ 0.75
R8				€ 0.70
PARKING				
Traffic Areas (b)				
All aircrafts (per ton and per 24h or fraction)				€ 1.79
Minimum value (per 24h or fraction)				€ 44.71
Surcharge (per 15 minutes or fraction)				€ 53.73
Air Bridges (does not include use of GPS)				
1 bridge, per minute of use up to two hours				€ 2.10
1 bridge, per minute of use beyond two hours				€ 2.51
2 bridges, per minute up to two hours				€ 3.15
2 bridges, per minute after two hours				€ 3.75
GPS (Ground Power System)				
per minute of use				€ 0.26
HANGAR				
per ton and per 24h or fraction				€ 3.60
PASSENGER SERVICE (per boarding passenger)				

Local passengers	
Travel within the Schengen Area	€ 8.06
Travel outside the Schengen Area	€ 15.26
Passengers on Transfer	
Travel within the Schengen Area	€ 6.03
Travel outside the Schengen Area	€ 11.79
EQUIPMENT	
CUPPS and CUSS per boarding passenger	€ 0.188
BRS per piece of baggage processed by the system	€ 0.084
SECURITY (c)	
Per boarding passenger	€ 1.80
ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY	
per departing passenger	€ 0.69
OFFICIAL ENTITIES	
SECURITY CHARGE (d)	
Flights inside Schengen Area	€ 1.76
Intra EU flights outside Schengen Area	€ 3.67
International flights	€ 7.13
TERMINAL CONTROL	€ 180.74
SLOT COORDINATION	€ 0.95

(a) Landing/take-off charge = MTOW*(Base Factor*Noise Factor + adjustment).

(b) For aircraft up to 100 tons, the charge does not apply to the first 45 minutes after landing and the 45 minutes preceding take-off; for aircraft above 100 tons, 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, in accordance with Ministerial Order no. 268-A/2023 published on 23 August 2023.

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

Aeroporto de Faro

TRAFFIC	MAR; NOV, DEC	ABR, OUT	MAY — SET
LANDING / TAKE-OFF (a)			
Base			
Aircraft up to 25 tons, per ton	€ 1.08	€ 5.13	€ 6.40
25 to 75 tons, per ton above 25 tons	€ 1.32	€ 6.20	€ 7.75
75 to 150 tons, per ton above 75 tons	€ 1.55	€ 7.31	€ 9.13
more than 150 tons, per ton above 150 tons	€ 1.32	€ 6.20	€ 7.63
Minimum per landing	€ 26.93	€ 128.14	€ 159.97
Noise Factor			
R1			€ 2.00
R2			€ 1.50
R3			€ 1.25
R4			€ 1.05
R5			€ 1.00
R6			€ 0.80
R7			€ 0.75
R8			€ 0.70
PARKING			
Traffic Areas (b)			
All aircraft (per ton and per 24 hours or fraction)			€ 1.80
Minimum amount (per 24 hours or fraction)			€ 44.98
Surcharge (per periods of 15 minutes or fraction)			€ 54.04
Air Bridges (does not include use of GPS)			
Bridges, per minute up to 30 minutes			€ 2.53
Bridges, per minute between 30-60 minutes			€ 2.80
Bridges, per minute between 61-90 minutes			€ 3.11
Bridges, per minute over 90 minutes			€ 3.45
GPS (Ground Power System)			
per minute of use			€ 0.31
HANGAR			
per ton and per 24h or fraction			€ 3.63
AERODROME OPENING			

(Per 2 hours or fraction)			
Extension/advance			€ 765.26
Commercial opening			€ 1239.03
Reopening in emergency not subject to legal exemption			€ 765.26
PASSENGER SERVICE (per boarding passenger)			
Travel within the Schengen Area	€ 7.19	€ 7.63	€ 8.06
Travel outside the Schengen Area	€ 9.74	€ 10.27	€ 10.85
EQUIPMENT			
CUPPS and CUSS per boarding passenger			€ 0.188
BRS per piece of baggage processed by the system			€ 0.084
SECURITY (c)			
Per boarding passenger			€ 1.80
ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY			
per departing passenger			€ 0.69
OFFICIAL ENTITIES			
SECURITY CHARGE (d)			
Flights inside Schengen Area			€ 1.76
Intra EU flights outside Schengen Area			€ 3.67
International flights			€ 7.13
TERMINAL CONTROL			€ 180.74
SLOT COORDINATION (e)			€ 0.95

(a) Landing/take-off charge=MTOW*Base Factor*Noise Factor

(b) For aircraft up to 100 tons, the charge does not apply to the first 45 minutes after landing or the 45 minutes preceding take-off; for aircraft above 100 tons, 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, in accordance with Ministerial Order no. 268-A/2023 published on 23 August 2023.

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

(e) Coordinated on summer IATA Season

Beja Airport

TRAFFIC	
PARKING	
Traffic Areas (a)	
All aircrafts (per ton and per 24h or fraction)	€ 1.56
Surcharge (per 15 minutes or fraction)	€ 47.04
GPS (Ground Power System)	
per minute of use	€ 0.75
HANGAR	
per ton and per 24h or fraction	€ 2.95
PASSENGER SERVICE (per boarding passenger)	
Travel within the Schengen Area	€ 8.37
Travel outside the Schengen Area	€ 13.01
EQUIPMENT	
CUPPS and CUSS per boarding passenger	€ 0.188
SECURITY (b)	
Per boarding passenger	€ 1.80
ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY	
per departing passenger	€ 0.69
OFFICIAL ENTITIES	
SECURITY CHARGE (c)	
Flights inside Schengen Area	€ 1.76
Intra EU flights outside Schengen Area	€ 3.67
International flights	€ 7.13
TERMINAL CONTROL (d)	€ 152.25

(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, in accordance with ministerial order no. 268-A/2023 published on 23 August 2023.

(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 2023 has not been yet published.

Azores Airport

TRAFFIC	
LANDING / TAKE-OFF (a)	
Base	
Aircraft up to 25 tons, per ton	€ 3.89
25 to 75 tons, per ton above 25 tons	€ 4.75
More than 75 tons, per ton above 75 tons	€ 5.59
Technical Stops Santa Maria Airport - value per ton	€ 1.27
Technical Stops other airports - value per ton	€ 4.21
Noise Factor	
R1	€ 2.00
R2	€ 1.50
R3	€ 1.25
R4	€ 1.05
R5	€ 1.00
R6	€ 0.80
R7	€ 0.75
R8	€ 0.70
PARKING	
Traffic Areas (b)	
All aircrafts (per ton and per 24h or fraction)	€ 1.71
Surcharge (per 15 minutes or fraction)	€ 51.46
GPS (Ground Power System)	
per minute of use	€ 0.76
HANGAR	
per ton and per 24h or fraction	€ 3.46
AERODROME OPENING	
(Per 2 hours or fraction)	
Ponta Delgada and Santa Maria Airports	
Extension/advance	€ 728.52
Commercial opening	€ 802.56
Reopening in emergency not subject to legal exemption	€ 728.52

Horta Airport	
Extension/advance	€ 362.92
Commercial opening	€ 628.17
Reopening in emergency not subject to legal exemption	€ 432.68
Flores Airport	
Extension/advance	€ 292.38
Commercial opening	€ 502.49
Reopening in emergency not subject to legal exemption	€ 432.68
PASSENGER SERVICE (per boarding passenger)	
Travel within the Schengen Area	€ 8.62
Travel outside the Schengen Area	€ 17.56
EQUIPMENT	
CUPPS and CUSS per boarding passenger	€ 0.188
BRS per piece of baggage processed by the system	€ 0.084
SECURITY (c)	
Per boarding passenger	€ 1.80
ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY	
per departing passenger	€ 0.69
OFFICIAL ENTITIES	
SECURITY CHARGE (d)	
Flights inside Schengen Area	€ 1.76
Intra EU flights outside Schengen Area	€ 3.67
International flights	€ 7.13
TERMINAL CONTROL	€ 180.74

(a) Landing/take-off charge=MTOW*Base Factor*Noise Factor

(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, in accordance with Ministerial Order no. 268-A/2023 published on 23 August 2023.

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

Madeira Airports

TRAFFIC	APR — MAY; OUT — DEC	JUN — SEP
LANDING / TAKE-OFF (a)		
Madeira Airport		
Flights between Madeira / Porto Santo		
Up to 25 tons, per ton		€ 7.40
From 25 to 75 tons, per ton above 25 tons		€ 8.98
Over 75 tons, per ton above 75 tons		€ 10.57
Other flights		
Up to 25 tons, per ton		€ 10.59
From 25 to 75 tons, per ton above 25 tons		€ 12.83
Over 75 tons, per ton above 75 tons		€ 15.09
Minimum charge per operation - night operations (b)		€ 208.23
Porto Santo Airport		
Flights between Madeira / Porto Santo		
Up to 25 tons, per ton	€ 6.47	€ 8.14
From 25 to 75 tons, per ton above 25 tons	€ 7.83	€ 9.88
Over 75 tons, per ton above 75 tons	€ 9.23	€ 11.63
Other flights		
Up to 25 tons, per ton	€ 9.23	€ 11.63
From 25 to 75 tons, per ton above 25 tons	€ 11.21	€ 14.12
Over 75 tons, per ton above 75 tons	€ 13.20	€ 16.61
Minimum charge per operation - night operations (b)	€ 181.97	€ 229.05
NOISE FACTOR		
R1		€ 2.00
R2		€ 1.50
R3		€ 1.25
R4		€ 1.05
R5		€ 1.00
R6		€ 0.80
R7		€ 0.75
R8		€ 0.70

PARKING

Traffic Areas (c)	
All aircrafts (per ton and per 24h or fraction)	€ 1.55
Maintenance areas (b) (per ton and per 24h or fraction)	€ 1.14
Surcharge (per 15 minutes or fraction)	€ 46.47

3. HANGAR

per ton and per 24h or fraction	€ 3.16
---------------------------------	--------

PASSENGER SERVICE (per boarding passenger)

Travel between Madeira and Porto Santo	€ 12.72
Travel within the Schengen Area	€ 15.81
Travel outside the Schengen Area	€ 19.70

EQUIPMENT

CUPPS and CUSS per boarding passenger	€ 0.188
BRS per piece of baggage processed by the system	€ 0.084

SECURITY (d)

Per boarding passenger	€ 1.80
------------------------	--------

ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY

per departing passenger	€ 0.69
-------------------------	--------

OFFICIAL ENTITIES

SECURITY CHARGE (e)

Flights inside Schengen Area	€ 1.76
Intra EU flights outside Schengen Area	€ 3.67
International flights	€ 7.13

TERMINAL CONTROL

€ 180.74

SLOT COORDINATION

€ 0.95

(a) Landing/take-off charge=MTOW*Base Factor*Noise Factor

(b) This night shift is based on the table of the Lisbon Astronomical Observatory (<http://oal.ul.pt/publicacoes/almanaques/dados-de-2020/>)

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

(d) Amount to be received by the Airport Managing Authority, in accordance with Ministerial Order no. 268-A/2023 published on 23 August 2023.

(e) 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 based on 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, but also according to the noise level of the aircraft and is due for each aircraft landing.

The calculation is made as follows:

$$\text{Landing | Take – Off Charge} = \text{MTOW} * (\text{base factor} * \text{noise factor} + \text{surcharge})$$

Where:

MTOW = Maximum take-off weight according to the aircraft's certificate.

Surcharge = to recover estimation error adjustments, if applicable.

Base Factor:

- Amounts charged in each category are cumulative, i.e., aircraft with a MTOW over 25 tons 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.

Noise factor = depending on the aircraft's classification, a factor will be assigned according to the following table:

Noise Class	R1	R2	R3	R4	R5	R6	R7	R8
Fator	2.00	1.50	1.25	1.05	1.00	0.80	0.75	0.70

ANA models its landing charge according to the noise level of each aircraft, for the purpose of encouraging use of the ANA airport network by aircraft which are less noisy.

This rate modelling is applied in a non-discriminatory way, across ANA's entire network and all its Users, in compliance with ICAO recommendations in Annex 16 and the aircraft noise level ranking system of the ACI – Airports Council International.

The aircraft in each category of the above table are classified according to the aircraft noise evaluation system developed by ACI. This evaluation system is aimed at providing information on the aircraft's ranking vis-à-vis the latest noise reduction technology for comparable aircraft in terms of weight. Through the noise evaluation system, aircraft are categorized into eight different noise classes (R1 to R8) based on three noise measurements: Flyover (TKO); Sideline (LAT) and Approach (APP), as appearing in the aircraft noise certificate.

Categorization into one of the 8 noise classes, applies only to aircraft certified in accordance with ICAO Annex 16, Chapters 2,3,4, 5 and 14, and uses the corresponding noise certification data. The limits set in chapter 3 of Annex 16 of the ICAO for each noise measurement, considering the aircraft's MTOW and number of engines, are calculated using the following formulas:

Sideline (LAT)

MTOW	0-35 tons	35-400 tons	above 400 tons
	94	$80.87 + 8.51 \log \text{MTOW ton}$	103

Approach (APP)

MTOW	0-35 tons	35-280 tons	above 400 tons
	98	$86.03 + 7.75 \log \text{MTOW ton}$	105

Flyover (TKO)

1 or 2 engines

MTOW	0-48.1 tons	48.1-385 tons	above 385 tons or above
	89	$66.65 + 13.29 \log \text{MTOW ton}$	101

3 engines

MTOW	0-28.6 tons	28.6-385 tons	above 385 tons
	89	$69.65 + 13.29 \log \text{MTOW ton}$	104

4 engines

MTOW	0-20.2 tons	20.2-385 tons	above 385 tons
	89	$71.65 + 13.29 \log \text{MTOW ton}$	106

For the 3 noise measurements, Flyover (TKO), Sideline (LAT) and Approach (APP) the aircraft categorization process considers as mandatory:

- The deviation between the amount shown in the noise certificate and the limits for each noise measurement in Chapter 3 of Annex 16 of the ICAO.
- The cumulative deviation resulting from the combined sum of each noise measurement deviation.

Criteria for classifying aircraft in the various classes of the Aircraft Noise Evaluation System of the ACI (2010)
– to be achieved simultaneously:

Criteria to be applied simultaneously	CLASSES							
	R1	R2	R3	R4	R5	R6	R7	R8
	(F)	(E)	(D)	(C)	(B)	(A)		
Cumulative EPNdB deviation from the standard of the ICAO, Chapter 3 standard of at least:	Less than 0	0 or more	5 or more	10 or more	15 or more	20 or more	25 or more	30 or more
Individual EPNdB deviation from the standard of the ICAO, Chapter 3 in each noise measurement of at least:	NA	0	1	2	3	4	5	6

To initially classify an aircraft or a change in an aircraft's sound category, mandatory information and documentation must be sent.

Any aircraft operating at ANA network airports lacking the information and documentation needed for its classification will be automatically assigned to category R1 for invoicing purposes.

The necessary data shall be made available through one of the following ways:

- **LOOP Portal** – Data will be effective for billing purposes the day of its insertion or update at <https://loopdata.app/>
- **ANA's Airline Data Base Portal** – Data will be effective for billing purposes after ANA's validation. To access the portal, airport Users must send an email to:
 - dcaanalytics@ana.pt
 - HelpDesk@ana.pt
- For sporadic operations, through the following email (dcaanalytics@ana.pt) - Data will be effective for billing purposes after ANA's validation.

Necessary information per aircraft:

- Aircraft registration;
- Aircraft Serial Number;
- ICAO Aircraft operator;
- ICAO, annex 16 Chapter;
- ICAO aircraft type;
- MTOW – Maximum take-off weight(kg);
- Number of engines;
- Seats;
- Flyover- Aircraft noise values take-off (EPNdB);
- Aircraft noise values sideline (EPNdB);

- Aircraft noise values approach (EPNdB).

Mandatory documentation:

- Aircraft Noise Certificate.

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 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.

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.

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

Air Bridges and GPS

These charges are due for the provision of air bridges and 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.

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

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 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)

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.

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 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 considering the Concession Contract or other title that sets the activities and services specifically subject to economic regulation.

Decree-Law 254/2012	
All traffic related activities	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	Landing and Take-Off 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 suspended the incentive programme.

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



BILLING AND CHARGES PAYMENT

02.

2. 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 and 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 invoice's 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

03.

3. 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

04.

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

Airports:

Lisbon Airport | Aeroporto de Beja — faturacao.ahd@ana.pt

Faro Airport — faturacao.afr@ana.pt

Porto Airport — nucleoclientes@ana.pt

Azores Airports — faturacao.daa@ana.pt

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

Aeroportos da Madeira — faturacao.dam@ana.pt

Madeira Airport | Porto Santo Airport

Aero Commercial Department

Nuno Costa — nacosta@ana.pt
Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
Tel. +351 218 413 919

Lisbon and Beja Airports

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 — rszayrik@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 Airport

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

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

Força Aérea Portuguesa (FAP) — sa.facturacao@emfa.pt



ANA
AEROPORTOS
DE PORTUGAL
Powered by



www.ana.pt