

# AALBORG

LUFTHAVN | AIRPORT

## Ground Handling Regulations

## 2023

Awarded 'Best Danish Airport' in 2019 & 2022 by Danish Travel Awards



Aalborg Lufthavn | Airport a.m.b.a.  
Ny Lufthavnsvej 100  
9400 Noerresundby  
Danmark

Phone +45 98 17 11 44  
Telefax +45 98 17 36 84  
Aalborg.Airport@aal.dk  
www.aal.dk

Valid from 1st of January 2023

## Index

---

Article 1 - General information .....	3
1.1 Official operating hours .....	3
1.2 Fuel .....	3
1.3 Duty-free Shop .....	3
1.4 Other services .....	3
1.5 Non-Schengen flights .....	3
1.6 Liability and Indemnity .....	4
Article 2 - Ground Handling Services .....	4
2.1 General .....	4
2.2 Basic Ramp Handling .....	4
2.3 Standard Ramp Handling .....	4
2.4 Passenger Handling .....	4
2.5 Ground Handling Charges .....	5
2.6 VIP Services .....	5
2.7 Ground Handling outside official operating hours .....	5
2.8 Technical and Fueling stop .....	6
2.9 Aircraft Cleaning .....	6
2.10 Cancellation fee .....	6
Article 3 - Cargo Flights .....	6
3.1 Indicative prices for handling of cargo .....	6
3.2 Security screening of cargo/freight .....	7
Article 4 - Additional Services .....	7
4.1 Prices for services and equipment .....	7
4.2 De-icing .....	7
4.3 Ramp Handling of Catering .....	8
4.4 Catering Services .....	8
4.5 Exterior Cleaning of Aircrafts .....	8
Article 5 - Other information .....	9

## Article 1 - General information

---

### 1.1 Official operating hours

The official operating hours for Aalborg Airport are:

**Daily from 06.00 a.m. to 23.30 p.m. LT**

Ground handling and other services may be provided before or after the operating hours at additional costs. Such services/handling must be requested in advance, within the official operating hours.

### 1.2 Fuel

Fuel '100LL' is available during the official operating hours.

Fuel 'Jet A1' is available as follows:

**Weekdays:** 06:00 - 22:00 LT

**Saturday:** 06:00 - 21:00 LT

**Sunday and Holidays:** 06:00 - 22:00 LT

For fueling outside operating hours an additional fee will be charged.

The fee is calculated from the requested time for fueling and the basic fee includes 3 hours. Additional time will be charged per hour.

**Basic fee for fueling outside operating hours:**

Weekdays: DKK 1200 (EUR 160)

Saturday/Sunday and Holidays: DKK 1500 (EUR 200)

**Additional time (after 3 hours) – per hour:**

Weekdays: DKK 350 (EUR 47)

Saturday/Sunday and Holidays: DKK 450 (EUR 60)

### 1.3 Duty-free Shop

The Duty-free Shopping area is open during the official operating hours, however, only until the last scheduled departing flight.

Duty-free Shopping can be additionally opened for Ad Hoc flights upon prior request.

Requests must be sent to [Aalborg.Airport@aal.dk](mailto:Aalborg.Airport@aal.dk) at least 24 hours before the requested opening time.

### 1.4 Other services

Aalborg Airport is always prepared to make your stay as pleasant as possible, and we will assist you in every possible way (e.g. contacts for transportation, hotel reservations, telephone, telefax etc.).

Please contact our Airport Traffic Office, phone nbr. +45 96 35 77 50 or email [Aalborg.Airport@aal.dk](mailto:Aalborg.Airport@aal.dk)

### 1.5 Non-Schengen flights

Aalborg Airport does not have 24 hours customs and immigrations services. Therefore, Aalborg Airport must be notified of all Non-Schengen flights, either via the slot coordination [www.online-coordination.com](http://www.online-coordination.com) or via email to [Aalborg.Airport@aal.dk](mailto:Aalborg.Airport@aal.dk)

If Aalborg Airport is not notified in due time – at least 3 hours prior to scheduled arrival/departure, delays can be expected as immigrations has to be present prior to embarkation or disembarkation of passengers and crew.

## 1.6 Liability and Indemnity

In connection with the services rendered, the provisions of IATA AHM 810, Standard Ground Handling Agreement, Main Agreement, including, but not limited to article 8 – Liability and Indemnity, will always apply.

For flights not covered by a valid Ground Handling Agreement with Aalborg Airport, the airport's conditions for liability and indemnity must be signed and accepted by the airline/operator or pilot-in-command.

## **Article 2 - Ground Handling Services**

---

### 2.1 General

All ground handling is performed in accordance with all applicable national and international rules and regulations.

Neutral stationary items, such as boarding cards, baggage tags, etc., are included in the handling charges.

### 2.2 Basic Ramp Handling

Basic Ramp Handling is mandatory for aircrafts with MTOW between 3500 kg and 5700 kg. The charge for Basic Ramp Handling is **DKK 400 (EUR 54)** per flight.

All other services, not included in Basic Ramp Handling, must be requested, and will be considered as additional services and charged accordingly.

Basic Ramp Handling services includes:

- Transport/escorting between aircraft and airport building for crew and passengers.
- Security screening of crew and passengers.

### 2.3 Standard Ramp Handling

Standard Ramp Handling is mandatory for aircrafts with MTOW over 5700 kg or more than 10 passenger seats.

Services not included in the Standard Ramp Handling must be requested and will be charged in addition to the Standard Ramp Handling charge.

Additional services and charges are described in Article 4 of these Regulations.

Standard Ramp Handling services includes:

- Positioning/Removal of chocks and safety cones
- Positioning/Removal of tail stands, aircraft tethering and engine covers
- Positioning/Removal of passenger stairs
- Providing and operating ground power unit
- Assist flight crew during engine start
- Loading and unloading baggage and cargo
- Loading and unloading ballast (ballast available at additional costs)
- Securing baggage and cargo in aircraft (lashing materials available at additional costs)
- Opening, closing, and securing aircraft hold doors

### 2.4 Passenger Handling

Passenger Handling should be requested by contacting the Airport Traffic Office.

For flights with more than 20 passengers the request for Passenger Handling must be placed at least 24 hours prior STD.

For flights with less than 20 passengers, a request for Passenger Handling must be placed not later than 3 hours prior STD.

Passenger Handling Services not included in this description, should be requested by contacting the Airport Traffic Office.

Passenger Handling includes:

- Check in passengers and baggage for the flight in question (point-to-point check-in only). Passenger Name List (PNL) must be sent by the Carrier to the Handling Company in due time before the flight.
- Check necessary travel documents are present and valid
- Pre- and Post-editing of the flight (e.g. seat allocation, distribution of passengers in the cabin, etc.)
- Assist passengers with special needs, in case of irregularities, etc.
- Assist passengers on arrival (e.g. information regarding transport from airport, handle lost, found, or damaged baggage or items, etc.)
- Handle boarding of passengers after security control point (including reconciliation of number of passengers against aircraft documents, etc.)
- Delivery of load control related documents to/from aircraft and provide inputs/updates for the Carrier's preparation and finalizing of Load Control.

2.5 Ground Handling Charges

Group	Seats	Standard Ramp Handling	Fueling / Technical Stop	Passenger Handling
I	1-20	DKK 2.500 (EUR 335)	DKK 200 (EUR 27)	DKK 800 (EUR 107)
II	21-50	DKK 2.800 (EUR 375)	DKK 500 (EUR 67)	DKK 1.600 (EUR 215)
III	51-100	DKK 3.500 (EUR 470)	DKK 800 (EUR 107)	DKK 1.800 (EUR 240)
IV	101-150	DKK 5.000 (EUR 671)	DKK 1.000 (EUR 134)	DKK 2.500 (EUR 335)
V	151-200	DKK 7.000 (EUR 940)	DKK 1.500 (EUR 201)	DKK 2.800 (EUR 375)
VI	201-250	DKK 11.000 (EUR 1476)	DKK 2.000 (EUR 268)	DKK 3.000 (EUR 402)
VII	>250	To be requested	To be requested	To be requested

2.6 VIP Services

VIP Services must be requested in advance by contacting the Airport Traffic Office. This is considered as additional services and the additional charge is **DKK 2000 (EUR 268)** per flight.

2.7 Ground Handling outside official operating hours

Ground Handling before or after the official operating hours must be requested in advance within the operating hours.

- Basic Ramp Handling outside official operating hours must be requested at least 1 hour before STA/STD.
- Standard Ramp Handling and Passenger Handling (up to 20 passengers) outside official operating hours must be requested not later than 4 hours before STA/STD.

There will be an additional charge of **DKK 350 (EUR 47)** per hour for each staff member on call. The minimum charge is for 3 hours per staff member.

## 2.8 Technical and Fueling stop

A technical or fueling stop is defined as follows:

- A stop where both crew and passengers stay onboard the aircraft during the entire ground stop.

It is accepted that a crew member leaves the aircraft shortly for an inspection of the aircraft, however, the crew member must stay in short proximity of the aircraft.

The rates for technical/fueling stop are shown in sub-article 2.5 of these regulations.

In the event that one or more crew members leave the aircraft and the apron, the stop will be considered and charged for as a Basic Ramp Handling.

If passengers leave the aircraft, the stop will be charged for as a Standard Ramp Handling and possibly also for Passenger Handling.

## 2.9 Aircraft Cleaning

Aircraft Cleaning can be requested by contacting the Airport Traffic Office. Requests for Aircraft Cleaning must be placed at least 24 hours before STA/STD.

Such request shall include the Carrier's Cleaning Instructions and/or a description of the cleaning services needed.

The prices for Aircraft Cleaning depend on aircraft type, cleaning services, scheduled time, etc. The Airport Traffic Office will calculate the actual price for Aircraft Cleaning when a request is received.

## 2.10 Cancellation fee

In case ordered Ground Handling is cancelled by the airline/operator, a cancellation fee might be charged.

The cancellation fee will be as follows:

- If ground handling or flight is cancelled < 24 hours before STA/STD: 50% of the charges for the ordered services.
- If ground handling or flight is cancelled < 12 hours before STA/STD: 75% of the charges for the ordered services.

## **Article 3 - Cargo Flights**

---

### 3.1 Indicative prices for handling of cargo

These prices are based on the amount of cargo/freight. Please note that all prices hereunder are indicative.

An overall price for handling a cargo flight can be requested by contacting the Airport Traffic Office.

<b><u>Amounts of cargo (in kg)</u></b>	<b><u>Indicative Price:</u></b>
1 – 7.000	DKK 4.500 (EUR603)
7.001 – 10.000	DKK 5.500 (EUR 737)
10.001 – 20.000	DKK 8.000 (EUR 1072)
20.001 – 25.000	DKK 9.500 (EUR 1273)
25.001 – 30.000	DKK 11.000 (EUR 1476)

### 3.2 Security screening of cargo/freight

All cargo/freight items must be security screened before transport to the CSR-A area of the airport (except from known supplier approved by the Danish Transport Authority).

The charge for security screening of cargo/freight is **DKK 1 (EUR 0,13)** per kg.

## Article 4 - Additional Services

---

### 4.1 Prices for services and equipment

The following services and equipment, incl. skilled personnel, can be requested at the prices mentioned below.

The prices are based on the handling being performed during official operating hours, and per each ½ hour commenced, unless otherwise stated.

Equipment marked with \* is included in the prices for “Standard Ramp Handling” (as described in Sub-Article 2.5).

<u>Service/Equipment</u>	<u>Price</u>
Baggage Tractor *	DKK 300 (EUR 40)
Baggage Cart *	DKK 50 (EUR 7)
Ground Power Unit 28V DC *	DKK 200 (EUR 27)
Ground Power Unit 115V AC *	DKK 250 (EUR 34)
Passenger stairs (small) *	DKK 450 (EUR 60)
Passenger stairs (large/truck)	DKK 550 (EUR 74)
Heating Unit	DKK 200 (EUR 27)
Forklift 1,7 T (electric)	DKK 250 (EUR 34)
Forklift 5 T	DKK 300 (EUR 40)
Forklift 7,5 T	DKK 400 (EUR 54)
Water Services	DKK 300 (EUR 40)
Toilet Services	DKK 300 (EUR 40)
FMC JC/DC Lower Deck Loader *	DKK 800 (EUR 107)
Air Start Unit	DKK 1800 (EUR 240)
Push back/Moving of aircraft (per push back/towing) * (1)	DKK 750 (EUR 100)
Aircraft start-up/landing assistance (per call) (2)	DKK 650 (EUR 87)
Extra man-hour (per ½ hour)	DKK 250 (EUR 34)
Strap	DKK 100 (EUR 14)
Plank	DKK 50 (EUR 7)
Ballast (25 kg)	DKK 30 (EUR 4)

(1) Push back for departure of flight is included in standard ramp handling. When push back/moving of aircraft is requested for other reasons, it is considered as an additional service. Includes aircraft start-up assistance. Payment is charged for each push back performed.

(2) For local test flights, instruction/training flights taking off and landing in AAL without intermediate landings elsewhere. Includes staff, placing/removal of chocks, cones, tail stand etc., placing/removal of passenger stairs and GPU)

In case other services than the above described are needed, please contact the Airport Traffic Office with a request.

### 4.2 De-icing

#### 4.2.1 Types of de-icing fluids used

- Type I : Safewing MP I ECO PLUS 80 Premix 45/55%
- Type II : Safewing MP II FLIGHT 100%



4.2.2 Charges for de-icing services during official operating hours:

<u>Service</u>	<u>Price:</u>
De-icing start-up fee, per call	DKK 600 (EUR 80)
De-icing fluids, per liter	Type I DKK 42 (EUR 5.65)
	Type II DKK 43 (EUR 5.78)

4.2.3 Charges for de-icing services outside official operating hours:

<u>Request received</u>	<u>Weekdays + Saturdays</u>	<u>Sundays + Holidays</u>
Before 23:30 LT	DKK 1.200 (EUR 161)	DKK 1.800 (EUR 240)
After 23:30 LT	DKK 2.200 (EUR 295)	DKK 2.800 (EUR 375)

If de-icing service requested after 23:30 LT is cancelled/not needed, a night fee will be charged.

	<u>Weekdays + Saturdays</u>	<u>Sundays + Holidays</u>
Night fee cancelled services	DKK 1.200 (EUR 161)	DKK 1.800 (EUR 240)

4.3 Ramp Handling of Catering

Ramp Handling of Catering includes:

- Unloading/Loading and stowing catering supplies from/on aircraft; or
- Transportation of catering supplies between aircraft and designated points; or
- Transfer catering supplies on aircraft (Belly Change).

The charges for Ramp Handling of Catering are:

<u>Amount of catering</u>	<u>Price</u>
1 – 20 menus	DKK 250 (EUR 34)
21 – 50 menus	DKK 500 (EUR 67)
51 – 100 menus	DKK 900 (EUR 120)
101 – 250 menus	DKK 1600 (EUR 215)

4.4 Catering Services

Requests and/or orders for catering services, meals, and menus, should be send to FOOD, Aalborg Lufthavn | Airport, email address [Aalborg.Airport@aal.dk](mailto:Aalborg.Airport@aal.dk) or [food@aal.dk](mailto:food@aal.dk)

4.5 Exterior Cleaning of Aircrafts

Aalborg Airport offer exterior cleaning of aircrafts by using dry wash.

The products used for dry washing of aircrafts are:

- Super Bee 210 Dry Wash Type I & II

Indicative prices for Exterior Cleaning/Dry Wash of aircrafts:

<u>Aircraft Type</u>	<u>Indicative Price</u>
ATR 42	DKK 12.000 (EUR 1613)
ATR 72	DKK 13.000 (EUR 1747)
E175 – E195	DKK 14.000 (EUR 1882)
MD80 – A320	DKK 15.000 (EUR 2017)
A321 – B737	DKK 16.000 (EUR 2151)

More information regarding this service and pricing proposal can be requested by contacting the Airport Traffic Office.



## Article 5 - Other information

---

- 5.1 Services, prices and other provisions not mentioned in this 'Ground Handling Regulations' will be considered and decided by the Airport Management.
- 5.2 All prices and charges in this document are stated without V.A.T.  
Amounts shown in EUR are approximate amounts, as these depend on the current exchange rate.
- 5.3 These regulations apply from the 1<sup>st</sup> of January 2023 and are valid until further notice.
- 5.4 This 'Ground Handling Regulations' is published along with the document 'Airport Charges Regulations'. For contact details, please refer to Aalborg Airport's 'Contact List'.