

# AALBORG

LUFTHAVN | AIRPORT

## Ground Handling Regulations

## 2021

Best Danish  
Airport 2019



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 2021

## 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.....	4
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.....	5
2.5 Ground Handling Charges.....	5
2.6 VIP Services.....	6
2.7 Ground Handling outside official operating hours.....	6
2.8 Technical and Fueling stop.....	6
2.9 Aircraft Cleaning.....	6
2.10 Cancellation fee.....	7
Article 3 - Cargo Flights.....	7
3.1 Indicative prices for handling of cargo.....	7
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.....	8
4.3 Ramp Handling of Catering.....	9
4.4 Catering Services.....	9
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 900 (EUR 120)

Saturday/Sunday and Holidays: DKK 1200 (EUR 160)

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

Weekdays: DKK 300 (EUR 40)

Saturday/Sunday and Holidays: DKK 400 (EUR 54)

### 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 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

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 can be requested by contacting the Airport Traffic Office. For flights with more than 20 passengers the request for Passenger Handling must be given at least 24 hours prior STD.

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

Passenger Handling Services not included in this description, might 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

<b>Group</b>	<b>Seats</b>	<b>Standard Ramp Handling</b>	<b>Fueling / Technical Stop</b>	<b>Passenger Handling</b>
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 300 (EUR 40)** 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 given 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.

Amounts of cargo	Price	
1 kg – 7.000 kg	DKK 4.500	EUR 603
7.001 kg – 10.000 kg	DKK 5.500	EUR 737
10.001kg – 20.000 kg	DKK 8.000	EUR 1072
20.001 kg – 25.000 kg	DKK 9.500	EUR 1273
25.001 kg – 30.000 kg	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).

Service/Equipment	Price	
* 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
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

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:

Service	Price	
Start-up fee, per call	DKK 600	EUR 80
De-icing fluids (Type I & II), per liter	DKK 35	EUR 4.67

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

Request for de-icing received	Weekdays and Saturdays Per call	Sundays and Holidays Per call
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)



De-icing fluids (Type I & II), per liter	DKK 35 (EUR 4.67)
--	-------------------

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

Weekdays and Saturdays	Sundays and Holidays
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:

Number of menus	Price	
1 – 20	DKK 250	EUR 34
21 – 50	DKK 500	EUR 67
51 – 100	DKK 900	EUR 120
101 - 250	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)

## 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 2021 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.