

SERVICE CHARTER

2023



THE 2023 SERVICE CHARTER

1. SECTION I – MANAGEMENT COMPANY AND SERVICE CHARTER

1.1 Toscana Aeroporti	3
1.2 Our 2023 Service Charter	4
1.3 Services provided and useful information for passengers	5
1.4 Integrated management system	6
1.5 Environmental policy	8

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

2.1 Quality indicators	10
2.2 Special assistance	14

3. SECTION III - COMMUNICATION: SUGGESTIONS AND COMPLAINTS

21

GUIDE TO SERVICES

1. Getting to the Airport	23
2. Airport parking	28
3. In-airport information	29
4. The airport services	30
5. Other services	31
6. Travel advice	36
7. Forms for suggestions and complaints	41

TOSCANA AEROPORTI

Toscana Aeroporti S.p.A. is the management company of the airports of Florence and Pisa. It was created on 1 June 2015 from the merger of AdF - Aeroporto di Firenze S.p.A. (managing company of the A. Vespucci airport in Florence) and SAT - Società Aeroporto Toscano S.p.A. (managing company of the G. Galilei airport in Pisa) and is characterised by the complementary nature of the two airports, each with its own specificity: the two airports, each with its own specificity, are complementary.

The Vespucci airport concentrates on the development of business and leisure traffic through full service carriers, connecting the main European hubs; the Galilei airport, on the other hand, favours tourist traffic managed by low-cost carriers, cargo flights and with a particular focus on continental flights. The Tuscan airport is one of the most important airport systems in the country and represents an essential economic development flywheel for one of the best known and best loved regions in the world.

In 2022, the Tuscan Airport System recorded 6,722,846 passengers, up 137% on 2021. Despite the spread of the Omicron variant at the beginning of the year, the results of the following months allowed the Tuscan Airport System to close 2022 with 81.4% of the volumes of 2019, a record year for Toscana Aeroporti.

An even greater recovery was observed for flights, 68,893, which reached 87.3%

of pre-pandemic levels.



1.1

In particular, in 2022, passengers on domestic flights reached 87.9% of the domestic passengers in 2019, while international passengers, historically prevalent in the Tuscan Airport System and most penalised by travel restrictions, reached 79.4% of pre-pandemic passenger numbers.

The load factor of scheduled flights also rose sharply (+11.7 percentage points), from 68.4% in 2021 to 80.1% in 2022, and was decidedly close to the 2019 figure (83.9%).

The cargo result was also significant, with 14,907 tonnes of cargo transported in 2022, +13.1% compared to the 2019 volumes.

Galileo Galilei Airport of Pisa

In 2022, 4,493,847 passengers travelled through Pisa Airport, an increase of 124.8% compared to 2021 and a recovery of 83.4% on the pre-covid year of 2019. The result compared to 2021 is reflected in the positive trend of total flight movements (+61.0%) and the load factor of scheduled flights of 81.6% (+11.6 p.p.). The relaxation of traffic restrictions in various foreign countries also confirms the greater growth of the international component of commercial passenger traffic (+179% on 2021) compared to the domestic component (+59.4%) in a context where international traffic accounts for 68.2% of total traffic. The top five most popular destinations in 2022 were London, Catania, Palermo, Tirana and Paris.

Cargo traffic, with 14,767 tonnes of freight and mail transported, is down 3.2% on 2021 and up 13.5% on the pre-covid year of 2019.

Today Toscana Aeroporti, as airport operator is responsible for the following activities. In both the Pisa and Florence airports, the handling activities are actually carried out by Toscana Aeroporti Handling Srl, (a company established in 2018 and 100% controlled by Toscana Aeroporti S.p.A. until 31.12.2022), and by Consulta S.p.A., in the aim of providing ground handling services to airlines (acceptance, boarding and disembarking of passengers, loading

and unloading of luggage, cargo and mail, assistance to aircraft during parking) in line with the quality standards set by the companies, and ensuring the highest level of quality of the services, constantly verified by audits and inspections by both customers-carriers and by Toscana Aeroporti itself.

Finally, Toscana Aeroporti Engineering is active in the design and construction of airport infrastructures (runways aircraft parking aprons), passenger terminals and other key infrastructures at the two airports of Pisa and Florence).

OUR 2023 SERVICE CHARTER

1.2

The main objective of Toscana Aeroporti is to guarantee efficient and reliable services for passengers, as well as to interpret the needs expressed by its stakeholders, and grasp their implicit needs, taking steps to constantly satisfy them in full. Guided by this objective, Toscana Aeroporti adopts the principles, standards and solutions that constitute the international “best business practices” for social responsibility, equality, impartiality and non-discrimination, as well as for the protection of health, safety, the environment, and for the quality management of the services provided.

Toscana Aeroporti intends to consolidate

its own commitment for the continual improvement of its performance, and for this reason it applies an integrated Quality System in compliance with the provisions established by the UNI EN ISO 9001:2015 standard, and UNI ISO 45001:2008 standard for Health and Safety in the Workplace, the SA8000:2014 standard for Corporate Responsibility, and the UNI EN ISO 14001 standard for environmental management.

The Service Charter of the Pisa Airport is published by Toscana Aeroporti to communicate to passengers the quality levels of the services offered in the context of its quality management system and in compliance with the general reference framework set out in the Service Charter of the Transport sector (DPCM 30.12.1998).

SERVICES AND USEFUL INFORMATION FOR PASSENGERS

All information regarding the services offered by Toscana Aeroporti are available on the Company's website at www.toscana-aeroporti.com, in the Pisa Airport section. The complete list of the services offered can be found in the "Guide to the Services" attached to this Service Charter. For updates on any health and documentation requirements for travellers, it is recommended to consult the relevant government websites, both the Italian ones and those of their country of origin and/or destination.

Special attention is reserved for passengers with disabilities or reduced mobility: on the website there is a specific section containing all the useful information regarding the dedicated areas and airport services.

At the airport there is a free wi-fi connection service for 12 hours of navigation, via which it is possible to connect to the airport website to view the Service Charter and the Service Guide and access the flight information in real time.

In the airport, information brochures on Passenger Rights are available for users in accordance with Regulations (EU) 261/2004 and 1107/2006, as well as all the information required by current legislation on air transport (prohibited items, internal signage for PRM – Passenger Reduced Mobility, passenger luggage info etc.). The airport is open to the public every day from 4.00 am to 12.30 am, or

to the time of arrival/departure of the last flight of the day.

The airport has parking spaces, open for 24 hours every day, divided into five large areas: a short-term parking area (P3), a multi-storey car park (P2), two parking areas for long-term parking (P1. and P4) and an area in the eastern part of the outer area dedicated to buses (P6). Parking lots P2 and P3 are free for the first 10 minutes; PRM passengers can use the parking area free of charge upon presentation of the appropriate voucher.

Users are advised to read the Parking Regulations, published on the airport's website at the following link: <https://www.pisa-airport.com/it/i-passeggeri/parcheggi.html> and to consult the FAQ section on the service in advance.

For detailed information on how to reach the airport, the rates and timetables of car parks, the public services parking times and rates, public transport and other services please consult the "Guide to Services" attached to this Services".

For any other information, passengers may visit the website www.pisa-airport.com/it/i-passeggeri/trasporti or contact the airport directly on the following numbers:

Switchboard:

Tel: +39 050 849 111

Information office:

Tel: +39 050 849 300



1.3



INTEGRATED MANAGEMENT SYSTEM

Together with our Integrated Management System, we are committed to continuous improvement through the following key elements:

QUALITY

- Pursuing continuous improvement of the service offered in terms of internal and external customer satisfaction.
- Ensuring internal efficiency through streamlining of the processes and organisational resources.
- Guaranteeing suitable and effective internal and external communications.
- Improving Toscana Aeroporti's visibility and image within the market.
- Consolidating and optimising airport concessions through effective management of the existing infrastructures, identifying areas for expansion and infrastructure development to meet the needs of stakeholders.

HEALTH AND SAFETY

- Protecting the health and safety of all airport users, including passengers, employees of Toscana Aeroporti, or subsidiaries, contractors, sub-contractors or third-party companies.
- Preventing, through the Health and Safety Management system, the occurrence of accidents and injuries in the

Toscana Aeroporti's area of responsibility (airport site and related areas under ownership), in performing the airport activities.

- Committing to acting fully in line with mandatory and non-mandatory regulations for health and safety relating to activities within the airport site managed by Toscana Aeroporti.
- Promoting the best practices and adherence to international standards and procedures by third parties operating at the airport, to ensure the health and safety of all airport users.
- Promoting moments of experiential exchange, sharing and discussion on the issues of prevention and safety in the workplace with the various Airport operators, through specific specialised inter-company coordination committees with the safety managers of the various entities.
- Implementing operational coordination on the various existing procedures - in particular, on the various emergency and evacuation plans - considering the participatory methods for ensuring their effective and effective implementation.
- Committing to periodic performance reviews to improve results in terms of protecting the health and safety of any persons present at the airport, whatever capacity, within Toscana Aeroporti's area of responsibility.
- Communicating the Toscana Aeroporti health and safety policies to all airport users, including passengers, employe-

- es, contractors, sub-contractors or third parties.
- Providing the relevant organizational health and safety information to all interested parties: the National Health Service (ASL), the Fire Brigade (VVF), and the National Institute for the Prevention of Accidents (INAIL), public administrations, etc.
 - Carrying out periodic revisions of the health and safety commitments to ensure they are in line with the airport's organisational and infrastructure developments.
 - Ensuring that suppliers, contractors and third parties adopt the same standards as Toscana Aeroporti whilst on the airport site.
 - Aiming for continuous improvement of the system to manage Corporate Responsibility, adhering to national legislation and other international norms and procedures as listed in the SA8000 standard.

CORPORATE RESPONSIBILITY

- Not using or supporting the use of child labour or forced labour.
- Selecting, hiring, training, remunerating and managing employees without any discrimination.
- Ensuring a safe and healthy work environment.
- Guaranteeing that working hours, disciplinary procedures and remuneration systems are in line with legislation, relevant employment contracts, union agreements and industry standards.
- Protecting the right of freedom of association and the right to collective bargaining.



ENVIRONMENTAL POLICY

Toscana Aeroporti is actively committed to observing the multiple forms and methods and procedures of environmental legislation applicable to the airport operation, including the implementation and adopting of the Environmental Management System (EMS) aimed, inter alia, at preventing pollution, planning and carrying out appropriate control activities and minimising impact on the territory.

The Company intends to apply the ISO 14001 standard also to the Group's subsidiaries as part of the broader and more extensive ESG (Environmental - Social - Governance) criteria compliance action it will be promoting. Compared to the previous two-year period deeply affected by the pandemic emergency, 2022 recorded a significant recovery from February onwards, both in terms of passenger and cargo traffic; the company continued to invest, during the pandemic period and not in resources in this sense, undertaking and successfully obtaining certification of the EMS adopted, in line with the ISO 14001:2015 standard.

In keeping with the ever-increasing sensitivity, both of the company and of the community itself, towards environmental issues, as well as in consideration of the start-up of the application of ESG criteria in all the activities carried out by Toscana Aeroporti and in coherence with ESG guidelines, the company has introduced two new environmental aspects and relative

impacts associated with airport activities and subject to monitoring:

- emissions into the atmosphere, with the objectives of energy efficiency and reduction of climate-altering emissions;
- protection of biodiversity, with the objectives of monitoring and conservation of habitats and/or environmental compensation in implementation of the guidelines of the Habitat Directive 92/43/EEC' formally taken into account in the company's Environmental Policy.

Toscana Aeroporti is focussing attention on improving and optimise its own environmental performance in relation to aspects such as noise, sourcing and consumption of resources, waste, management of water, and atmospheric emissions, protection of biodiversity, and in this direction are oriented the environmental improvement projects/interventions that the company annually plans, evaluates and, subject to special conditions and/or boundary restrictions, implements.

As regards acoustic pollution, the airport has an automatic system that allows for monitoring noise levels at and around the airport and controlling and recording compliance with the noise limitation parameters for aircraft taking off, with any deviations communicated to the relevant authorities.

The periodic reports containing the results of noise monitoring and the processing of noise indicators (and their trend) indicated

by the current regulations on this sector, are published in a special section of the Toscana Aeroporti website, where a specific form is also available for the reporting of any complaints from citizens.



QUALITY INDICATORS

2.1

The Service Charter includes a series of quality indicators applicable to all Italian airports, which describe and measure the performance of services through periodic, objective audits and by analysing passenger perception of quality.

In 2022, following the positive upturn in air traffic, and in accordance with the provisions of ENAC, the activity of monitoring quality factors (both through interviews with passengers and through the collection of objective data on airport performance) returned to full swing, with the aim of maintaining a punctual and continuous observation of the quality level of the services offered. In this document, the results of the 34 indicators valued, as well as their objectives for the year 2023, are therefore once again published.

In general, the targets were set following the analysis of the results achieved in the last reliable three-year period (2018-2019-2022, excluding the two-year period 2020/2021, as it was derived from the Covid and post-Covid period with related traffic reduction), in order to propose a target value that was in line with the general trend, rather than the proposed target in 2022.

The data collection process in 2022 was entrusted to a qualified research organisation, with data collected from a sample of arriving and departing passengers during

the year.

During the survey, attention was paid to the global service provided by Toscana Aeroporti, as well as the additional services provided by other companies in the airport structure.

In addition, in the aim of encouraging passengers to fill in the Customer Satisfaction questionnaires, totems for self-administration of these questionnaires are located in the Terminal. In this way, passengers can assess their own levels of satisfaction simply by following the instructions on the totem pole and filling in the questionnaire themselves.

The 34 indicators assessed were grouped into the 9 following quality factors, in line with the ENAC GEN-06 circular:

- Travel safety;
- Personal safety and safety of baggage/belongings;
- Punctuality of the service (and transport vehicles);
- Cleanliness and hygiene;
- Level of comfort at the airport;
- Additional services;
- Customer information;
- Checkpoint services (check-in, security, passport control)
- Integration/connection of public transport.

In this way Toscana Aeroporti commits to:

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

- Establishing and publishing its service levels;
- Acting in pursuit of these levels;
- Consistently monitoring the service levels;
- Informing customers of the results achieved by updating the Service Charter on an annual basis.

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	97,9	96,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	98,1	96,0
Regularity of service (and timeliness of transportation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	61,3	76,0
	4	Global amount of baggage wrongly handled at departure (baggage not boarded) by the airport	n. of baggage units wrongly handled/1,000 departing pax	0,03	0,3
	5	Time to first baggage claim from aircraft block on	Time in minutes from aircraft block-on to delivery of first baggage in 90% of cases	19'32"	19'50"
	6	Time to last baggage claim from aircraft block on	Time in minutes from aircraft block-on to delivery of last baggage in 90% of cases	22'55"	26'00"
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	6'34"	5'00"
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	97,6	96,0
	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	86,4	95,0
	10	Perception of global air terminal cleanliness	% of satisfied passengers	92,7	96,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	96,2	95,0
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	93,2	96,0
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	97,5	96,0
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	95,0	95,0
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	91,9	96,0
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	90,2	91,0
	17	Compatibility of coffee shop opening times with airport opening times	% of arriving/departing passenger flights compatible with the opening times of coffee shops in the respective areas	100,0	98,0
	18	Perception of the adequacy of smoking areas, if available	% of satisfied passengers	n.a.	n.a.
	19	Perception of the availability of free drinking water dispensers, if available	% of satisfied passengers	n.a.	n.a.
	20	Perception of availability/quality/prices of shops and newsagent's shops	% of satisfied passengers	92,9	93,0
	21	Perception of availability/quality/prices of bars and restaurants	% of satisfied passengers	95,3	93,0
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	96,6	95,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Customer information	23	Easy to browse and updated website	% of satisfied passengers	97,2	96,0
	24	Perception of effectiveness of operating info points	% of satisfied passengers	90,0	95,0
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	96,0	95,0
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	99,9	97,0
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	94,6	95,0
Desk/Gate services	28	Perception of ticket office service	% of satisfied passengers	90,9	92,0
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	16'07"	15'30"
	30	Perception of waiting time at check-in	% of satisfied passengers	96,5	93,5
	31	Waiting time at security checkpoint lines	Waiting time (in minutes) in 90% of detected cases	9'31"	9'00"
	32	Perception of waiting time at passport control	% of satisfied passengers	96,8	92,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	94,7	95,5
	34	Perception of adequacy of city/airport connections	% of satisfied passengers	97,3	91,0



2.2

SPECIAL ASSISTANCE

INTRODUCTION

The European regulation 1107/06 (from the DOC 30 ECAC and from the relevant ENAC GEN 02A circular) defines a person with a disability or a person with reduced mobility (PRM) as "any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers".

It stipulates that disabled persons and persons with reduced mobility (whether due to a disability, age or other factors) can travel by air in the same or similar conditions as other passengers, without being excluded on the basis of their disability or physical condition, except for reasons which are justified on the grounds of safety and prescribed by law. The Regulation respects the fundamental rights of the European Union and observes the principles outlined in its Charter of fundamental rights.

Toscana Aeroporti offers special assistance without any additional cost, providing trained staff and suitable transport inside the airport terminal and onboard the aircraft.

INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) DISABILITY CODES

- WCHR (Wheelchair Ramp): Passenger able to walk by him/herself inside the plane as well as walk up and down stairs, but who requires a wheelchair or other means of transport to move long distances inside the airport.
- WCHS: (Wheelchair Stair): Passenger able to walk by him/herself inside the plane, but who cannot walk up or down stairs and who requires a wheelchair or other means of transport to move inside the airport.
- WCHC (Wheelchair Carry): immobilised passenger requiring a wheelchair to move about and assistance from the time of arrival in the airport until the end of the flight, as well as to exit from the airport;
- DEAF: Passenger with hearing difficulties or hearing and speaking disability;
- BLIND: Passenger with visual impairment:
- DEAF/BLIND: Passenger with visual and hearing disability who requires the assistance of an accompanying person to move around.
- STCR: Passenger who can only be transported on a stretcher;
- MEDA: Passenger who requires medical assistance;
- MAAS: all other passengers in need of special help but not covered by the above points;
- DPNA: Passenger with intellectual or developmental disability requiring assistance.

SERVICES AVAILABLE IN THE TERMINAL

The Pisa Airport provides dedicated facilities to disabled or reduced mobility passengers:

- Reserved disabled parking spaces: there are reserved spaces available for PRM, P2-12 parks, P3-12 parks, in the car parks near the passenger terminal. The reduced mobility passenger may also choose to park their vehicle in any other available space in the car park, displaying the appropriate disability badge. If the vehicle has a Telepass, we suggest that PRM users avoid using the Telepass entrances, or that they remove/shield the Telepass (taking a regular ticket upon entrance to the car park) to ensure they are not charged automatically. The disabled badge holder should show this ticket at the parking payment point (open every day depending on the daily schedule of the airport) together with an ID document and their boarding pass to allow them to leave the parking area free of charge. Outside these hours, the ticket may be requested by sending an email to qualita@toscana-aeroporti.com at least two days before check-in or requests to the Pisa Airport Customer Service (+39 050 849300).
- Call points to request special assistance, located close to the main access points to the terminal (Pisa Mover, taxi, bus, P2 Car Park). It is also possible to request assistance directly from staff at the check-in desks (or from the Customer Service inside the terminal).

- Bathrooms with sanitary fixtures specifically for the disabled, the positioning of which is indicated on both braille maps and on airport information signs;
- Tactile itineraries for blind or visually impaired users, created with elements in relief, starting from the pavement around the call points and continuing inside the terminal allowing to reach all the main services (ticket office, check-in desks and security checkpoints);
- Braille/tactile maps describing the location of the services inside the Terminal;
- Ramps and lifts (with Braille on lift buttons) to reach the services on the first floor of the airport;
- Wheelchairs to facilitate moving around the terminal, only to be used with the help of dedicated staff;
- Dedicated seating throughout various areas of the terminal with signage indicating "PRM priority of use";
- Priority routes through security (to facilitate these checks for passengers with pacemakers and wheelchairs);
- Special ramps – mobile lounge – with lifting platform to facilitate boarding of wheelchair passengers.

It is also possible to board electric wheelchairs belonging to disabled or reduced mobility passengers as hold luggage (except for those with wet-cell batteries). If a wheelchair is damaged in the hold at the time of removing from the hold, one will be provided free of charge. A deposit is required, which will be returned to the

passenger upon return of the wheelchair (once it has been checked).

NOTE: At the time of drafting this document, the area outside the Passenger Terminal is subject to construction sites preparatory to the start of work to expand the Pisa Passenger Terminal.

For this reason, there may be changes to the external layout and temporary variations to the road network and pedestrian routes.

In order to provide users with correct and complete information, the signage will be redefined. For special requirements and/or further information, please contact the Pisa Airport Customer Service in advance at [+39 050 849 300](tel:+39050849300)

REQUEST FOR ASSISTANCE

A Passenger with Reduced Mobility or a Disability (PRM) is only guaranteed the assistance provided for (and the waiting times indicated in the aforementioned rules, always without any charge or additional cost) if the passenger has specifically requested the assistance desired (on departure and on arrival) at the time of booking the flight (always at least 48 hours prior to the departure of the flight itself) with the Airline/Travel Agency/Tour Operator with which he/she has organised his/her trip. In this way, passengers who announce themselves at the airport - by means of external call points or by presenting themselves in person to the airport staff (in compliance with the presentation times indicated by the company and, failing this, at least 1 hour before flight departure) - will be accompanied during the

phases necessary for flight departure and following arrival, within the time limits defined by the regulations (DOC 30 ECAC). In case of no reservation or a reservation made later than the above-mentioned limits (48 hours before the departure of one's flight), Toscana Aeroporti guarantees the same assistance services (provided that there are still adequate seats available on board), but with longer intervention times.

At departure - staff are available at the airport (at no additional cost) to personally accompany passengers during the pre-boarding procedures, from the moment of arrival at check-in (or other designated areas), through customs, security and during any potential periods of waiting (if required), and boarding the aircraft (including via elevating platform). Dedicated personnel are ready to fulfil all reasonable requests, in order to offer a complete, efficient and seamless service during the entire boarding/disembarkation process and within the terminal.

At arrival - staff are available at the airport to accompany passengers during all the procedures following arrival at the airport, from the moment of disembarkation (via elevating platform) to luggage reclaim, and from customs to their ongoing transport at the arrivals area of the passenger terminal (or designated area). Staff are committed to meeting every reasonable request from passengers, to offer a complete, continuous and efficient service throughout the boarding/disembarkation process within the terminal.

CALL POINTS

Passengers are required to signal their presence at the terminal using one of the following contact points:

- Call stations;
- Customer Service Office;
- Check-in desks;
- Lost&Found Office;
- Parking area

The PRMs who have booked assistance and have announced their arrival at one of the above-mentioned desks, are met by specially dedicated competent personnel and assisted during the phases preceding the departure of the flight. Inside the terminal, Disabled Passengers or Passengers with Reduced Mobility (PRM) are provided with seats with appropriate signage highlighting the "priority of use" by PRMs with respect to other passengers and airport users.

WHEELCHAIR TRANSPORT ARRANGEMENTS

In order to guarantee transport under the best conditions, passengers with reduced mobility travelling with a wheelchair are required to communicate the type, weight and dimensions of the wheelchair at least 48 hours before departure. These details must be communicated to the chosen airline at the same time as making the booking.

In the event of any possible issue occurring during the boarding of a passenger with reduced mobility (PRM), boarding staff are required to promptly inform the

PRM staff and the Airport Operator. The same is responsible for verifying that adequate assistance is provided in compliance with the regulations in force, and for implementing actions aimed at resolving any criticality, also informing the Airport Authority (ENAC) if necessary.

For further information regarding assistance, please contact the airport staff via the Pisa Airport Customer Service at

+39 050 849 300

AIRPORT MEDICAL SERVICE

A First Aid medical facility with ambulance service, operating from 4.00 am until the arrival of the last flight of the day, is located inside the Passenger Terminal adjacent to the Customer Service.

EVACUATION IN CASE OF AN EMERGENCY

In the event of an emergency situation, the dedicated assistance personnel will be able to provide the necessary assistance for the possible evacuation of the Terminal or part thereof. Evacuation from the upper floors, if the lifts are unusable, is guaranteed by special "Evacuchairs" that allow the use of the stairs.

The personnel are trained on the escape routes and emergency exits within the airport facilities, in line with the provisions of the Internal Emergency Plan.

AUTISM PROJECT

The Pisa International Airport adheres to the ENAC "Autism - traveling through the airport" project devised by ENAC in collaboration with Assaeroporti - the Italian association of airport managers - and airport

management companies.

For autistic people, traveling by air can be a very difficult experience, and in most cases, a completely new experience. The goal of the project is to facilitate access to the airport for autistic individuals and their families, helping them to live the experience of air travel in all tranquillity. The airport welcomes autistic subjects thanks to implementing an integrated project that is based on the activation of various tools and adequate travel preparation.

More specifically, the project includes:

- A digital version of the questionnaire downloadable from the Toscana Aeroporti website in the PRM section to be filled in by parents for profiling the passenger with autism (low functioning/high functioning) and to help Toscana Aeroporti understand the next steps to be taken;
- The possibility of visiting the airport in advance and the route to follow, based on a scheduled meeting with Toscana

Aeroporti and escorted by suitably trained airport staff (visiting times: 9.00 am to 4.00 pm Monday to Friday)

COURTESY AREA

A special area for reduced mobility passengers and/or other special needs (such as nursing mothers who require a reserved area for breastfeeding in a quiet atmosphere) is available at Pisa Airport. The dedicated room is found in the common Check-in area before the Security checks. The passengers who need to access this room are accompanied there by dedicated personnel. The service can be requested from the assistance personnel or the airport staff. For prior information, please contact Pisa Airport Customer Service: [050 849 300](tel:050849300).

ARCHITECTURAL BARRIERS

All areas of the airport are accessible, free from architectural barriers, and equipped with wheelchair-accessible ramps and lifts in various points.

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Efficiency of assistance services	1	For departing PRM with pre-notification: Waiting time to receive assistance from one of the designated points in the airport, in case of pre-notification	Waiting time (in minutes) in 90% of cases	5'50"	8'00"
	2	For departing PRM without pre-notification: Waiting time to receive assistance from one of the designated points in the airport, after notifying one's presence	Waiting time (in minutes) in 90% of cases	6'56""	10'00"
	3	For arriving PRM with pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	4'34'	8'00'
	4	For arriving PRM without pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	4'04"	10'00"
Personal safety	5	Perception of the state and operating conditions of airport vehicles/equipment	% of satisfied PRM	100,0	96,00
	6	Perception of the adequacy of staff training	% of satisfied PRM	100,0	98,0
Information in the airport	7	Accessibility: amount of essential information accessible for sight, hearing and motor impaired persons over total amount of essential information	% of essential information accessible over total amount of essential information	95,6	96,0
	8	Completeness: amount of information and instructions on the services offered, available in an accessible format over total amount	% of essential information accessible over total amount of essential information	100,0	96,0
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	100,0	96,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2019 RESULT	2020 OBJECTIVE
Communication with passengers	10	Number of answers given within pre-established times over total number of requests of information received	% answers given within preset time over total number of requests	100,0	97,0
	11	Number of complaints received over total PRM traffic	% of complaints received over total PRM traffic	0,01	0,02
Comfort during stay in airport	12	Perception of effectiveness of PRM assistance	% of satisfied PRM	100,0	96,0
	13	Perception of the level of accessibility and usability of the airport infrastructure: parking, interphones, dedicated lounges, sanitary services, etc.	% of satisfied PRM	99,4	96,0
	14	Perception of spaces dedicated to PRM halls (e.g. dedicated lounge)	% of satisfied PRM	98,8	96,0
Relational and behavioural aspects	15	Perception of staff courtesy (info point, security, personnel dedicated to special assistance)	% of satisfied PRM	100,0	98,0
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM	% of satisfied PRM	100,0	98,0

COMMUNICATION: SUGGESTIONS AND COMPLAINTS

Pisa Airport has implemented the collection and response system for requests, comments and complaints from passengers and customers, in compliance with the Quality Integrated Management System of Toscana Aeroporti. All the communications are examined with the utmost attention by the top management of the company.

Toscana Aeroporti has implemented the following contact methods for the Pisa Airport:

- the form for suggestions and complaints, available in the Guide to the Services of this Service Charter, to be sent by mail to Toscana Aeroporti S.p.A., Piazzale d'Ascanio 1 - 56121 Pisa, or by email to qualita@toscana-aeroporti.com;
- Online form to be filled in on the website of the Pisa Airport in the section "Company - Contacts";
- Online form to be filled in on the website of the Pisa Airport in the section "Company - Quality – Comments and indications"

Toscana Aeroporti will reply to clients who have left their contact details within 30 working days of their initial communication.

With the aim of increasing the speed and effectiveness of verifying facts and providing responses, passengers are en-

couraged to provide a detailed account of events and copies of all documents related to the communication useful for objective confirmation of the contents of the claim (e.g. copy of airline tickets, receipts, etc.).

Each complaint is analysed individually by the designated offices of Toscana Aeroporti; if the technical investigation reveals the responsibility of the Operator the same will evaluate, on a case-by-case basis, the individual cases giving entitlement to compensation, the different methods and amount of reimbursement, involving its own insurance company, where applicable, and if necessary, also the Airline company.

With the aim of executing timely service quality control, Toscana Aeroporti, will periodically provide summary reports of complaints received, listed by type and expanded to provide the most significant details. Passenger complaints relating to the violation of the Reg. (CE) 261/2004 should be forwarded directly to the Airline with which they have stipulated the transport contract.

Complaints about services provided by third parties will be forwarded by Toscana Aeroporti to the appropriate recipients. Toscana Aeroporti will monitor this process in order to guarantee a response for the passenger making the complaint.

In the case of criminal offences (e.g. theft or personal injury) the Airport Police should be contacted.

To protect users, it is also recalled that the Ombudsman's desk is available as well as the Conciliation desk, an out-of-



court tool for amicably settling disputes between companies and consumers. The advantages of the service are the simple and informal procedure, reduced time for dispute resolution, and lower costs to be incurred.

**MEDIATION AND CONCILIATION
OFFICE/ CHAMBER OF COMMERCE
OF PISA**

Tel: 050 512.258

email: conciliazione@pi.camcom.it

OMBUDSMAN

Tel: 055 2387800

Toll free number: 800018488

email: difensorecivico@consiglio.regione.toscana.it



GETTING TO THE AIRPORT

Pisa International Airport brings Tuscany closer to your world: the airport, located on the coast just 1 km from Pisa, is accessible from the A11 and A12 motorways, from the Firenze-Pisa-Livorno motorway, via the normal city roads and through the railway network.

It has ample parking facilities and offers a wide range of transport services.

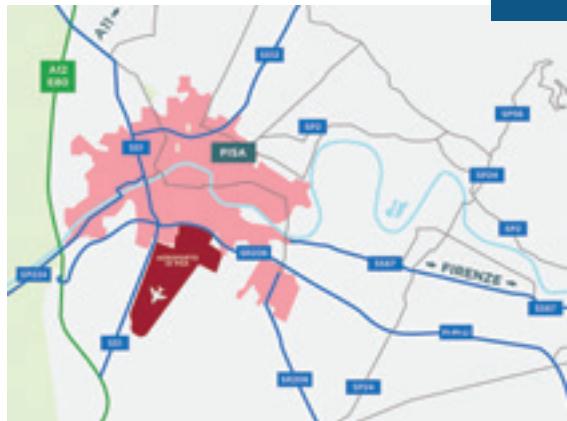
BY CAR

The airport is well connected to the Tuscany motorway network. It has direct access to the Firenze-Pisa-Livorno highway (via the Pisa Centro-Aeroporto exit), the A12 Genova – Rosignano motorway (Pisa Centro exit), the A11 Firenze-Pisa Nord motorway (via the Pisa Nord/A12 interchange) and the SS1 Aurelia trunk road. Traffic normally flows well on all these road networks.

BY TRAIN (PISA MOVER)

Pisa Airport is connected directly to the Pisa Centrale Station by the Pisa Mover. Mover shuttle, which runs periodically. For information on timetables and frequency <http://pisa-mover.com/>.

For information on train connections and to purchase tickets: www.trenitalia.com.



It is also possible to purchase train tickets (combined with the Pisa Mover) from the Pisa Airport Customer Service, which also provides a ticketing service, located in the Arrivals Hall of Pisa Airport (Info and opening hours: +39 050 849 300). Tickets for a single Pisa Mover ride can be purchased at the ticket machines before boarding.

TAXIS

The taxi service is managed by CO. TA. PI. - Cooperativa Pisana Tassisti. Taxis are available in front of the terminal exit on the arrivals side. The Radio Taxi service operates every day, 24 hours/day, on +39 050 541600. For further information and booking: www.cotapi.it



CHAUFFEUR SERVICES

In aeroporto sono attive diverse società di NCC. To book a chauffeured car please visit the following link:

BPA PISA



Opening hours: 9.00 AM / 5.00 PM

Phone / Fax: 050 48653 / 335 75 18 886 (WhatsApp)

e-mail: info@pbapisa.it



TUSCANY TRAVELLING SRL

Opening hours: 9.00 AM / 8.00 PM

Phone / Fax: 371 5762990 / 050 21544

e-mail: booking@tuscanytravelling.com



LIBERTY LIMOUSINE

Opening hours: 9.00 AM / 8.00 PM

Phone: 050 28368 / 366 5827046

e-mail: info@libertylimousine.it



SUSTAINABLE MOBILITY

The CicloPi Pisa bike sharing station is located near the P3, in front of the passenger terminal. For info and rates: www.ciclopi.eu

BUSES FROM/TO OTHER TUSCAN CITIES

By taking one of the buses that leave from the Pisa Airport it is possible to travel directly to Florence (with stops at Montecatini, Pistoia, Prato subject to booking).

Times and contacts:

Florence, Montecatini, Pistoia and Prato:

<https://www.caronnatour.com/>

Further information and contacts:

www.pisa-airport.com/it/i-passeggeri/trasporti/bus.

CAR RENTALS

The Rent-a-Car Terminal is easily accessible on foot (approx. 5 minutes) via a signposted pedestrian pathway. Shuttle Bus service between the Passenger Terminal and

the Rent a Car Terminal is also available. For up-to-date information on the opening hours of the Rent-a-Car offices, please contact the car rental companies directly.





AUTOVIA

Phone: 050 20122 -
333 6401818

AVIS

Phone: 05042028
Fax: 050 46343
Book: 199 100133

BUDGET

Phone: 050 42028
Fax: 050 46343
Book: 199 100133



EUROPCAR

Phone: 050 41081
Book: 199307030

GOLDCAR

Phone: 050 2200061
Fax: 050 2200061

HERTZ

Phone: 050 43220
Fax: 050 49156
Book: 199 112211



ITALY CAR RENT

Phone: 050 7219249 -
345 0662124



LEASYS

Phone: 050 28101
Fax: 050 501281
Book: 800 900666



LIBERTY RENTALS

Phone: 050 48088
Fax: 050 49500

**LOCAUTO / ENTERPRISE**

Phone: 050 24347

**MAGGIORE**

Phone: 050 42574

**NOLEGGIARE**

Phone: 393 5904751

Book: 800 947 447

**OK MOBILITY**

Book: 199 677 952

+34 971 126 880

**SICILY BY CAR**

Phone: 050 503654

Fax: 050 506883

Book: 800 33440

**SIXT**

Phone: 0508059405

Book: 091203374

**SRC RENT A CAR**

Phone: 0508059405

Book: 091203374

AIRPORT PARKING

Pisa Airport provides over 2,500 parking spaces. For info and rates: www.pisa-airport.com, Pisa Airport, in the website sections dedicated to parking area where you will find the one most suited to your needs depending on the length of stay.

Park your vehicle, take a ticket at the entrance barrier and keep it until you return. You can pay for parking at one of the 4 automatic machines open 24 hours/day, or at the manned payment counter every day from 7.30 am until midnight as well as at the exit columns from the parking station (only with credit or debit cards).

For reservations, information, updates and further needs, users can consult the Pisa airport website or call the following

telephone number: +39 050 849 300.

Users are recommended to read the Parking Regulations, published on the airport website at this link: <https://www.pisa-airport.com/it/i-passeggeri/parcheggio.html>, and to consult the relevant FAQ section in advance about this service.

P1 - LONG TERM PARKING

This parking area is located on the WEST side of the airport, 200 metres from the passenger terminal. There are 160 spaces available, providing good value for money for passengers parking for several days.

P2 - LONG-TERM MULTI-STORY

Online booking available

A multi-storey parking station a few steps from the terminal with 1,000 parking spaces over three levels.



P3 - SHORT-TERM PARKING

Parking with the first 10 minutes free. Located directly in front of the terminal it is suitable for passenger pick-up/drop-off or for purchasing from the shops.

P4 - LOW COST

During the summer season, we kindly invite customers to periodically consult the

Toscana Aeroporti website for all updates on the service.

For info: www.pisa-airport.com

Online booking available

For info: www.pisa-airport.com

PISA AIRPORT CUSTOMER SERVICE

INFORMATION OFFICE

Information about arriving/departing flights and the airport services is available at the information desk located on the arrivals side of the terminal, which is open every day from 4.00 am until 12.30 am.

Tel: 050 849 300.

WEBSITE: www.pisa-airport.com

"TOSCANA AEROPORTI" APP (DOWNLOADABLE FROM PLAY STORE AND APPLE STORE)

"Toscana Aeroporti" App is available on Android and iOS devices. The App provi-

des information about Pisa and Florence Airports.

Thanks to the App it is possible to:

- Monitor departing/arriving flights from and to both airports;
- Obtain information about transport to and from the airports;
- Discover all the services, shops and bars and restaurants in the airports;
- Receive news about the airports and the flights.

RECHARGING STATIONS

Inside the Terminal there are several mobile phone/laptop recharging stations available to users.

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AIRPORT SERVICES

For all useful information for passengers please refer to the Pisa airport website, where you can consult the FAQ and monitor the situation of the services operating at the airport.

AIR TRAVEL TICKET OFFICE

At Pisa Airport, the Air Ticket Office is present and open to the public.

For information on opening hours to the public <https://www.edograf.eu/contact-us>
Pisa Airport: email: psa@edograf.com

WI-FI

Wi-fi is available for 12 hours throughout the passenger terminal. To access the internet or download emails while waiting for your flight enable the wireless network of your Wi-Fi device and connect the Airport-Free-Wi-fi.

LOST LUGGAGE

Baggage claim is managed by the airline company you travelled with. In case of lost baggage please go to the Lost & Found office located in the baggage reclaiming area to start up the search procedure. You will be contacted by the airline for the baggage tracking and delivery to the desired address. If the airline you travelled with uses the World Tracer baggage tracing system, you can track the status of your case in real time. For more information on lost baggage, please contact the airline company directly.

LEFT LUGGAGE

A Luggage Deposit service is available at the Pisa Airport Customer Service. For information on rates and opening hours. For up-to-date information:
[+39 050 849300](tel:+39050849300).

LOST PROPERTY

The TIA & Lost Property Office of Toscana Aeroporti-Pisa S.p.A., on the first floor of the passenger terminal.

Opening hours may be subject to changes. Further information:
www.pisa-airport.com

Telephone [+39 050 849538](tel:+39050849538)

Fax. [+39 050 916050](tel:+39050916050)

E-mail: Ufficio.Permessi.PSA@toscana-aeroporti.com

PRIORITY LANE – ACCESS TO THE SECURITY CHECKPOINT

The Priority Lane is reserved for passengers of affiliated airline companies or access can be purchased at the Toscana Aeroporti ticket office for 10.00 euro per single access.

The service is free for children under the age of 2 accompanied by an adult in possession of Priority Lane access.

For further information visit the website:
www.pisa-airport.com.

COURTESY AREA

A special area for reduced mobility passengers and/or other special needs (such as nursing mothers who require a reserved area for breastfeeding in a quiet atmosphere) is available at Pisa Airport. The dedicated room is located in the common Check-in area, before the Security checks.

Passengers who need to access this room are accompanied there by dedicated personnel. The service can be requested from the assistance personnel or the airport staff. For prior information, please contact Pisa Airport Customer Service: 050 849 300.

KIDS CORNER

An area has been set up for children on the first floor of the Departure Hall where they can play while waiting for their flight” e sostituire con “Not available at the time of writing

LUGGAGE WRAPPING SERVICE

Not available

LUGGAGE TROLLEY SERVICE

Luggage trolley rental stations can be found at the airport. The rental charge is €2 per trolley.

VIP SERVICE

Galilei VIP Lounge

At the Pisa Airport, the VIP Lounge is available for participating airlines or – for a fee – at the request of the user.

Tel: +39 050 849 473

BUSINESS CENTER

Tel: +39 050 849209

VIP ASSISTANCE

vip@toscana-aeroporti.com

CARGO VILLAGE

Cargo Village Pisa International Airport

Pisa Airport Cargo Village

Via Asmara, 3b/c

56121 Pisa

ITALY

FREIGHT AGENCY TOSCANA

AEROPORTI

Freight Agency

Contacts:

Tel +39 050 849 350

Fax +39 050 46075

e-mail: agenzia.merci@toscana-aeroporti.com

OTHER SERVICES

For information on the Food & Retail points currently open and for any other updates regarding the Shopping Mall, users are invited to visit Pisa Airport website.

AIRPORT FIRST AID

Open every day, including Sundays and public holidays, the airport medical service is located on the ground floor of the terminal and is available during all airport opening hours.

NURSERY

The airport has baby changing areas located in or next to all the toilet areas.



5

FOOD & BEVERAGE OUTLETS

These are located in all the airport areas. Per info and contact numbers see www.pisa-airport.com in the Pisa Airport or download the free Pisa Airport APP.

SNACK VENDING MACHINES

There are numerous drink and snack dispensers throughout the airport (check-

in, arrivals, departure gates, parking and car hire shuttle bus stop).

CASH MACHINES

1 cashpoint and 3 ATM at the ground floor.

CURRENCY EXCHANGE AND TAX REFUND



Operated by ForexChange, passengers can buy and sell currency, purchase travellers' cheques, receive cash advances on credit and debit cards, send money, request VAT, top up and purchase phone cards. ForexChange has two counters in the terminal before Security Control Area.

Info and currency booking:
www.forexchange.it

TOBACCO AND NEWSPAPERS

There are tobacco and newspaper sales outlets both in the common areas preceding the security checkpoints and in the Departure Area.

RECHARGING STATIONS

Inside the Terminal, recharging stations for mobile phones/laptops are available for users, located in different areas of the Terminal.

SHOPPING GALLERY

The commercial gallery of the Pisa Airport has numerous shops and outlets. For information about the airport shops, visit the website or download the official Pisa Airport App.

The following are also available at Pisa Airport:

- Pharmacy;
- Dance school and Fitness Centre

CHAPEL

A Catholic chapel, on the first floor of the terminal, is available to customers.

PHARMACY

DANCE SCHOOL & FITNESS CENTER

GUIDE TO SERVICES

NOTE: At the time of drafting this document, the area outside the Passenger Terminal is subject to construction work preparatory to the start of expansion work on the Pisa Passenger Terminal.

For this reason, there may be changes to the external layout and temporary changes to the circulation and footpaths.

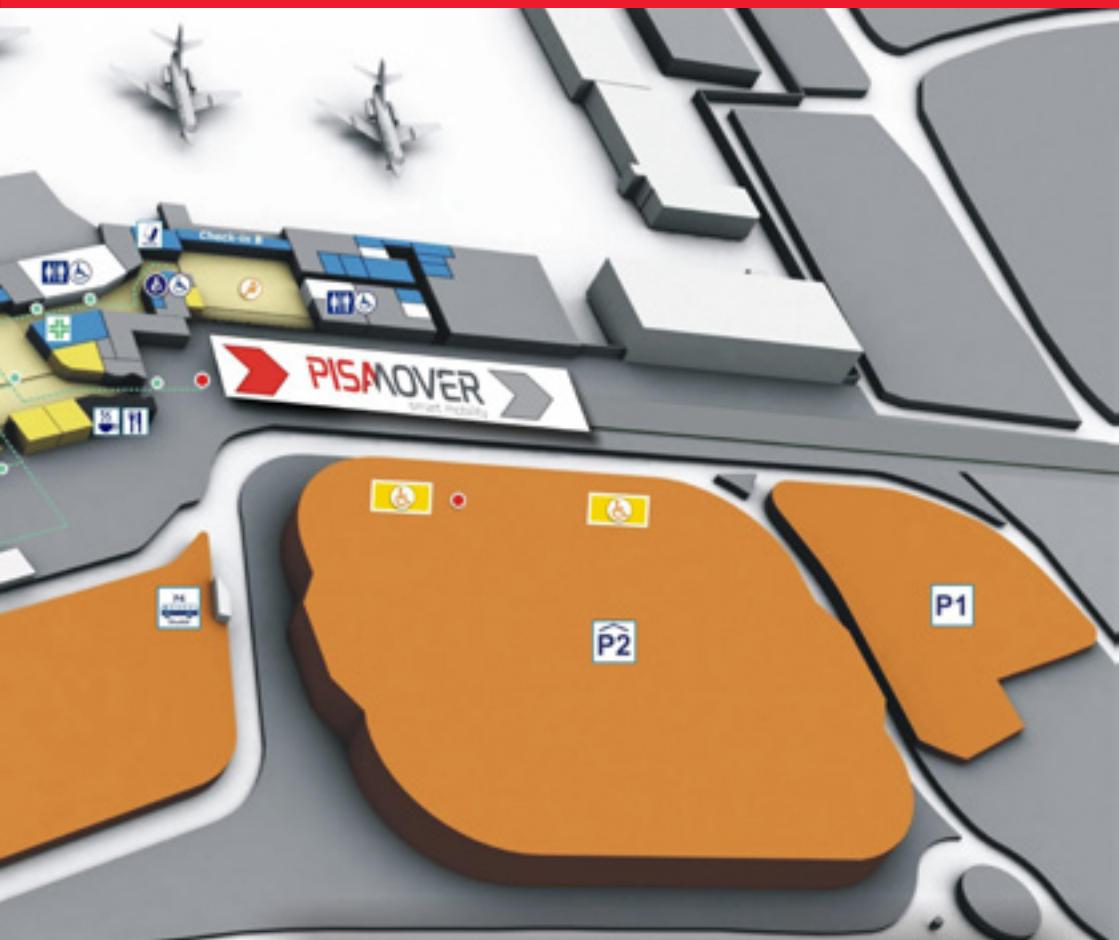
For the purposes of correct and complete information to users, the signage will be redefined. For special requirements and/or further information please contact the Pisa Airport Customer Service in advance on +39 050 849 300.



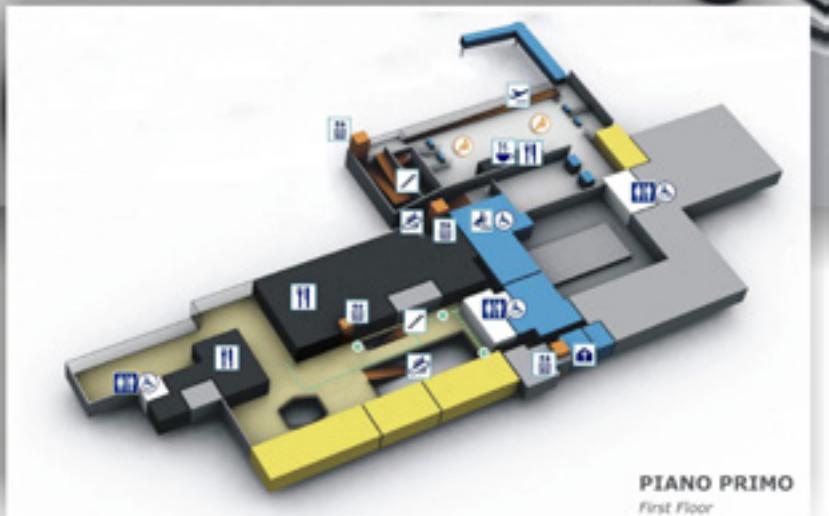
PLANIMETRIA GENERALE_PIANO TERRA

External Layout_Ground Floor

	Parcheggio Parking		Ascensore Lift		Cappella Chapel		Noleggio con conducente Rental w/ car with driver		Servizi Disabili MH services
	Arrivi Arrivals		Pronto Soccorso First Aid		Recepzione Reception		Taxi Taxi		Seduta Dedicata Handicapped seat
	Ufficio Informazioni Information Office		Ban/Caffetteria Bar/Cafe		Autobus Città City Bus		Sosta Breve Short Stay Car Park		Seduta Dedicata Handicapped seat
	Biglietteria Ticket Office		Assistenza Assistance		Stazione Autobus Bus Station		P3 Multispazio Multi-space Car Park		Punto di Chiamata PRB PRB call point
	Scale Scales		Farmacia Chemist		Shuttle Rent a Car Shuttle Bus Rent a Car		Sosta Lunga Long Stay Car Park		Mappa Tattile Tactile Map
	Scala Mobile Mobile Scales		Sala VIP VIP lounge		Shuttle P4 Shuttle Bus P4		Autobus Gran Turismo Tourist coaches		Parcheggio Tattile Tactile Parking



- Parcheggio Disabili
W/M Car Park
- Parcheggi
Car Park
- Servizi ai passeggeri
Airport Services
- Toilette
Toilet
- Ristorazione
Food Services
- Shopping
Shopping



PIANO PRIMO
First Floor



TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

For all useful information for passengers and for frequently asked questions, please refer to the Pisa airport website, where you can consult the FAQ and monitor the situation of the services operating at the airport. For information on the documentation required for travelling and updates on health matters or related to the Covid-19 pandemic, passengers are invited to consult in advance the reference institutional websites of the country of origin and destination.

We recommend arriving at the check-in well in advance (usually at least 2 hours before the scheduled departure time) of the opening of the boarding gate, as per the instructions of the relative airline.

TRAVEL DOCUMENTS

All passengers must be in possession of a valid and current travel document: passport or identity card depending on the country of destination. It is the responsibility of each passenger:

- to find out what kind of documents are required and their validity depending on the country of destination and necessary for departing from Italy;
- Ensure that their ID document is valid and not damaged/defaced;
- Ensure that they can display this document when they travel.

AUTOMATED BORDER CONTROL

Those in possession of a new generation electronic (biometric) passport can use the E-Gates located in the Passport Control area.

TRAVELLING WITH CHILDREN UNDER 18

A passenger under 18 years of age may only travel in Europe and abroad if in possession of an individual travel document. To travel abroad, all minors with Italian citizenship must be in possession of a personal document valid for travel abroad, i.e., a passport or for EU countries, also an identity card valid for travel abroad.

It is advisable to check with your airline whether it is necessary for minors (and if so, from what age) to be accompanied on the flight by an adult.

UNACCOMPANIED MINORS

Air travel of unaccompanied minors is subject to restrictions and regulations established by the individual airline companies. Please visit the official website of the relative company to obtain all information.

UNACCOMPANIED MINORS UNDER 14

Since 4 June 2014, there are new procedures for minors under 14 travelling unaccompanied. In these cases, a parent or guardian responsible for the minor must sign a consent form that will remain in the records of the Police headquarters. The new procedure requires either a signed hard copy of the form, or the details of any relevant accompanying person on the minor's passport. For further information see the Italian State Police website. Before booking, parents/guardians should check

whether the airline in question accept unaccompanied minors under 14.

In any case, before purchasing a ticket from the airline for an unaccompanied minor, it is necessary to check that the airline allows minors to minor travel unaccompanied.

HAND LUGGAGE AND SECURITY MEASURES FOR PASSENGERS

Each passenger may bring only one piece of hand baggage on board, the maximum permitted weight of which varies according to the individual airlines. Based on the ENAC guidelines, the total size (length) of the hand baggage should not exceed 115 cm. It is forbidden to carry prohibited items in hand baggage as per the regulations in Appendix 4-C of EU Ruling 185/2010 and the National Security Plan. It is prohibited to separate yourself from your hand baggage or to accept to carry items or packages in hand baggage or hold baggage for other people.

For further information we recommend that you contact the airline or ENAC toll-free number **800 898 121** or visit the institutional website: www.enac.gov.it.

CHECKED-IN BAGGAGE

Checked-in baggage is understood as pieces of luggage which the passenger presents at check-in to be placed in the aircraft hold. The permitted size of checked-in baggage (as per hand baggage) depends on each individual airline's regulations. If hold luggage exceeds these maximum dimensions, there may be a surcharge. We suggest contacting the airline directly for more information.

For safety reasons, no single piece of bag-

gage must exceed 32 kg.

TRANSPORTING ANIMALS

Pets taken into the airport must be kept on a lead and dogs should have a muzzle. Alternatively, they should be kept inside a suitable carrier.

TRAVELLING WITH PETS

Passengers should note that every airline has different regulations about transporting animals. For more detailed information visit the official website of the relative airline. Passengers may transport animals in the cabin or the aircraft hold, in accordance with the regulations and restrictions of the relative airline and the airport of arrival.

The number of animals allowed on each aircraft is limited, and check-in staff should check the necessary travel documents, confirm bookings for all sections of the journey to the final destination, and deal with payments due for the service.

These restrictions are not applicable to guide dogs, hearing dogs or emotional support animals (ESAs).

Don't forget to bring the animal's health documents, vaccine records, and any certificates required by the destination country. It is obligatory for passengers in charge of pets to bring everything they need to clean up/remove any animal excrement.

PASSENGER HEALTH, CUSTOMS AND SAFETY PROCEDURES

For details of the main regulations and procedures in force, passengers should refer to the relevant government websites (Customs and Monopolies Agencies, Sta-

te Police and Ministry of Health). We recommend visiting the website www.viaggiaresicuri.it for the advice and precautions regarding disease prevention in each travel destination.

For information about customs visit the website www.agenziaodoganemonopoli.gov.it to read the Traveller's Customs Charter.

For travel health advice, see the USMAF section of the Ministry of Health website www.salute.gov.it. For information about transporting plants or animals, check the CITES section in the Citizen services of the Carabinieri (military police) website www.carabinieri.it. For information about documents required for travelling, visit the "La Polizia di Frontiera" (Border Police) section on the website www.poliziadistato.it.

USEFUL CONTACT NUMBERS

ENAC – Airport Management
+39 050 40132 / 500496

BORDER POLICE
+39 050 931 711

GUARDIA DI FINANZA (Finance Police)
+39 050 49574

AVIATION HEALTH OFFICE
+39 050 43076

CUSTOMS
+39 050 91661/ 916608

AIRPORT FIRST AID/EMERGENCY
MEDICAL SERVICE
+39 050 849 647/533

FIRE BRIGADE
+39 050 502034

CHECK-IN

WHERE

There are two check-in counter areas at the airport, Check-in Area A and Check-in Area B, both on the Ground Floor of the Passenger Terminal.

WHEN

Check-in opening time varies for each company and is usually indicated on the travel ticket. As a rule, check-in is open two to two and a half hours before the scheduled time of departure. We suggest, however, if you do not have a boarding pass, to report to the check-in counters two hours before the departure of the flight to complete all the necessary operations for departure.

WEB CHECK-IN

For most airlines you can complete check-in through their website. We suggest you consult your airline's website for more information.

SELF BAG DROP

For those airlines that adopt it, it is possible to take advantage of the Self Bag Drop service, a system that allows the passenger already in possession of a boarding pass to label and board checked luggage in complete autonomy.

The Totems are located at the Pisa Airport check-in area B, in correspondence with the Area dedicated to other check-in desks.

AIRLINES

Below is the list of airlines that are planning to operate at Pisa Airport in 2023.

**AEGEAN**

INFO/BOOKINGS

Phone: +39 06 97 150 532

**AER LINGUS**

INFO/BOOKINGS

Phone.: 0333 004 5000 (UK)
(01) 761 7834 (Ireland)**AIR ALBANIA**

INFO/BOOKINGS

Phone: +39 06 4381022

(Edograf Helpfly Intl Group) / +355 4 224 60 00
(Internazionale)**AIR ARABIA MAROC**

INFO/BOOKINGS

Phone: 895 895 3311
(Toll number)**AIR BALTIC**

INFO/BOOKINGS

Phone: 0037167006006
(Toll number)**AIR DOLOMITI**

INFO/BOOKINGS

Phone: 045 28 86 140
(Toll number)**ALBA WINGS**

INFO/BOOKINGS

Phone: +39 041 8130000
(Toll number)
Mon-Sat 8:00 a.m. - 8 p.m.**BRITISH AIRWAYS**

INFO/BOOKINGS

Phone: +39 02 69633602
(Toll number)**EASYJET**

INFO/BOOKINGS

Phone: 199 201840
(Toll number)



EDELWEISS

INFO/BOOKINGS

*Phone: +41 (0) 848 333 593
(local calls)*



EUROWINGS

INFO/BOOKINGS

*Phone: +49221 - 59988230
(Toll number)*

FLYDUBAI

INFO/BOOKINGS

*Phone: (+971) 600 54 44 45
(Toll number)*



FLYR

INFO/BOOKINGS

*Phone: +47 40 00 00 63
(Toll number)*



JET2.COM

INFO/BOOKINGS

*Phone: 199 404 023
(Toll number)*



NORWEGIAN

AIR SHUTTLE

INFO/BOOKINGS

*Phone: +39 06 94 80 27 56
(Servizio a tariffazione specifica)*



RYANAIR

INFO/BOOKINGS

*Phone: 8955 8955 09
(Toll number)*



SCANDINAVIAN

AIRLINES

INFO/BOOKINGS

*Phone: 06 99 74 80 15
(Toll number)*



SILVER AIR

INFO/BOOKINGS

*Phone: 0565 971030 /
333 5209158*



TRANSAVIA

INFO/BOOKINGS

*Phone: 899 009901
(Toll number)*



VOLOTEA

INFO/BOOKINGS

*Phone: 895 895 4404
(Toll number)*



WIZZ AIR

INFO/BOOKINGS

*Phone: 895 895 4416
(Toll number)*

FORMS FOR SUGGESTIONS AND COMPLAINTS

Dear Customer,

Thank you for contacting us. Your Feedback back helps us to identify aspects our service and to take steps to improve it more. Please fill in every part of the form below.

Which airport are you contacting us about?

- AEROPORTO DI FIRENZE
- AEROPORTO DI PISA

Is this a:

- COMPLAINT
- SUGGESTION

Concerning:

- Check-in/boarding services
- Level of airport comfort
- Security
- Cleanliness and hygiene
- Lost & Found
- Airport operations
- Bar/Restaurant services
- Safety of persons and belongings
- Shops
- Environmental/social issues
- Commercial services
- Transport to/from the airport
- Parking
- Reduced-Mobility Passengers
- Customer information
- VIP room
- Airline companies
- Car rental

Sent by:

NAME AND SURNAME

ADDRESS

TOWN/COUNTRY

TELEPHONE

EMAIL

Please describe the nature of your complaint/suggestion:

I agree with the terms and conditions of the data processing in accordance with art. 13 of the Code regarding the Protection of Personal Data Protection (EU Regulation 2016/679)

DATE AND SIGNATURE

Please return the filled in form back to us by:

Email:

qualita@toscana-aeroporti.com

POST:

Toscana Aeroporti S.p.A.

AEROPORTO DI FIRENZE – Aeroporto

Amerigo Vespucci, Via del Termine 11,
50127, Florence

AEROPORTO DI PISA – Aeroporto Galileo
Galilei, Piazzale D'Ascanio 1, 56121, Pisa

Switchboard

Tel. 050.849.111

Address

Aeroporto di Pisa
Piazzale d'Ascanio, 1, 56121 - Pisa

Website

www.pisa-airport.com

