



**PRICELIST  
OF  
AIRPORT SERVICES  
AND  
GROUND HANDLING SERVICES**

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## **1. REGULATORY FRAMEWROK AND RECOMMENDED PRACTICES**

### **1.1 NATIONAL REGULATIONS**

1. Law on air transport (Official Gazette of Montenegro No. 30/2012 and 30/2017);
2. Law on obligations and the basics of property relations in air transport (Official Gazette of Montenegro No. 18/2011, 46/2014 and 43/2018);
3. Airport Ground Handling Regulation (Official Gazette of Montenegro No. 68/2015) (transposing Council Directive 96/67/EC).

### **1.2 INTERNATIONAL REGULATIONS AND RECOMMENDED PRACTICES**

1. Council Directive 96/67/EC of 15th October 1996 on access to the groundhandling market at Community airports;
2. Directive 2009/12/EC of the European Parliament and of the Council of 11 March 2009 on airport charges;
3. Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air;
4. Airport Economics Manual, ICAO Doc 9562;
5. ICAO s Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/9<sup>th</sup> edition – 2012.

## **2. GENERAL CONDITIONS AND TYPES OF SERVICES**

### **2.1. GENERAL CONDITIONS, PROVISIONS AND DEFINITIONS**

#### **General**

Airports of Montenegro JSC (hereinafter “APM”) is airport operator and ground handling service provider at Podgorica Airport and Tivat Airport.

General conditions for airport services refer to the following services:

- Landing and take-off;
- Runway and manoeuvring areas lighting
- Aircraft parking
- Aircraft, passenger, baggage, cargo and mail handling
- Passenger service
- PRM service
- Centralised infrastructure

The price of service provided to an air-carrier (Landing, Lighting, Handling, Parking) shall mean total indivisible cost for all the tasks performed within a scope of a single service rendered during arrival and departure of the same aircraft.

The charges for all airport services are formed and based on the full actual cost, taking into consideration the market conditions and current charges in the similar-size airports, for the services of the same type.

The charges for all airport services in this Pricelist are expressed in € (Euro). The collection of airport charges in US\$ (USA dollar) will be made at daily buying rate subject to a 2% fee.

For all services not included in this Pricelist the charges will be calculated on a lump-sum basis depending on a case, using the relevant comparative experiences.

Any disbursements made on behalf of the Carrier will be reimbursed by the Carrier at cost price plus a 10% fee, where such fee shall not exceed EUR150.

#### **Payment**

The calculation and invoicing of airport services to the carriers will be made in accordance with the company's business policy.

User of airport services shall pay for the services rendered in compliance with the law and/or the deadline specified in the contract. APM may also require the user of services to provide a collateral.

The carriers not having concluded a contract with APM shall settle the payment due by the time of take-off.

In case of payment delay, APM shall be entitled to charge a legal interest in accordance with the law.

Passenger service will be charged to the carrier per each departing passenger (except for passengers who are exempted from the payment obligation in accordance with the provisions of this Pricelist).

Value added tax (VAT) is not included in the prices listed in the Pricelist.

### **Incentive scheme**

APM is entitled to give an incentive to the carrier, in accordance with criteria of the Incentive scheme, which is not an integral part of this Pricelist. To be eligible for application of the Incentive scheme, the Carrier shall have the Standard Ground Handling Services Agreement signed with APM.

### **Increase and reduction of charges**

The Pricelist provides provisions for cases of increase and/or reduction of the basic price for certain airport services. Price increase and/or reduction on one basis shall exclude the price increase and/or reduction on any other basis.

No charges shall be reduced for the services that are offered yet not used by carrier or performed independently by the carrier.

### **Amendments**

Any changes or amendments to the Pricelist of Airport Services and Ground Handling Services shall be made in accordance with effective rules and regulations.

### **Dispute resolution and jurisdiction**

Any dispute that may arise between the users of services and Airports of Montenegro JSC in relation to the provisions of this Pricelist shall be referred to the jurisdiction of the Court in Podgorica.

### **Pricelist availability**

The Price list of Airport Services and Ground Handling Services are available to all existing and potential users of airport services at the premises of the Commercial Department and/or on the official webpage of Airports of Montenegro JSC.

Upon publishing of the Pricelist of Airport Services and Ground Handling Services it shall be considered that these have been accepted by each user of services of Airports of Montenegro JSC

## **Definitions**

**Domestic air traffic** means air traffic operations performed within the state borders of Montenegro.

**International air traffic** means any flight stage with both terminals in the territories of two states or in the territory of one state only if there is a stopover in the territory of another state.

**MTOW**- Maximum take-off weight means maximum allowed weight of the aircraft when taking off as stated in the aircraft flight deck documents, AFM, expressed in metric tons. If official documents, containing data on this weight are not submitted, the calculation shall take into account the highest value of the MTOW for the certain aircraft type. No refund will be possible. Every part of started metric ton is to be calculated as a whole ton.

Terms **“passenger“**, **“baggage“**, **“cargo“** and **“mail“**, used in this Pricelist shall mean all persons and goods carried by air.

**Flight number** combines letters and numbers to denote a specific flight.

**Un-notified flight** means any flight not notified in writing within 24 hours before landing or take-off.

**Return flight** means returning of the aircraft to the departure airport due to force measure or other circumstances.

**Test flight** means any flight of an aircraft performed to test engine, instrument or frame of the aircraft.

**Training flight** means any flight for the flight crew training purposes.

**Technical landing** means an aircraft landing due to non-commercial reasons, where no commercial change of load (payload) except fuel occurs.

**Emergency landing** means an aircraft landing caused by an emergency (illness or death of a passenger, technical failure of aircraft etc.) or due to an unlawful disturbance.

**Positioning flight** means any non-revenue flight between two airports carried out to position an aircraft provided that no embarking/disembarking of passengers and/or loading/unloading of baggage, cargo and mail occurs during landing and taking-off.

**Ferry flight** means any flight with no passenger, baggage, cargo and mail embarking/loading involved during take-off and landing.

**Ambulance flight** means a flight carrying ill or injured passengers or patients who have already received medical attention from one hospital to another.

**Passenger** means any person other than a crew member carried onboard an aircraft, based on the contract.

**Infant (INF)** is a passenger who is under two years of age.

**Transit passenger** means passengers who land to a point between the departure airport and the arrival airport and continue their travel with the same or different aircraft under the same flight number.

**Transfer passenger** means passengers who have a stop any point between the departure airport and the arrival airport, and who continue their travel with the same or different aircraft under a different flight number.

**Self-handling** is a situation in which users perform themselves one or more ground handling services directly without concluding a contract for the performance of such services with a third party.

**General and business aviation** means all civil aviation operations other than scheduled air services and non-scheduled air transport operations for remuneration or hire.

**Night-time airport services** mean services provided in the period falling half an hour after the sunset and half an hour before the sunrise.

**Airport services out of the airport official operating hours** means any period beyond official operating hours of the airport as provided in the Montenegrin Law on Air Transport.

## **2.2. TYPES OF GROUND HANDLING SERVICES**

In its capacity of the ground handling service provider at Podgorica and Tivat Airports, Airports of Montenegro JSC will ensure provision of the following services in accordance with the IATA Standard Ground Handling Agreement (SGHA) of 2018.

- RHC** ramp handling charge
- THC** traffic handling charge
- CHC** cargo and mail handling charge
- CIP** centralised infrastructure, traffic handling
- CIR** centralised infrastructure, ramp handling
- SPV** supervision charge
- IRR** arrangements for passengers in case of irregular operations
- TKT** ticketing service
- DAI** de-icing and anti-icing services
- AC** additional charge
- SEC** security charge

**TIV TGD SECTION 1. MANAGEMENT FUNCTIONS**

Representation

- THC THC 1.1.2. Liaise with local authorities.
- THC THC 1.1.3. Indicate that the Handling Company is acting as handling agent for the Carrier.
- THC THC 1.1.4. Inform all interested Parties concerning schedules of the Carrier's aircraft.

Administrative functions

- THC THC 1.2.1 Establish and maintain local procedures
- THC THC 1.2.2. Take action on communications addressed to the Carrier.
- THC THC 1.2.3. Prepare, forward, file and retain for a period (as specified in the Annex B), messages/  
reports/statistics/documents and perform other administrative duties in the

following

- THC THC areas
- THC THC a) station administration
- THC THC b) passenger services
- THC THC c) ramp services
- THC THC d) load control
- THC THC e) flight operations
- THC THC f) cargo services
- THC THC g) mail services
- THC THC h) support services
- THC THC i) security
- THC THC 1.2.4. Maintain the Carrier's manuals, circulars, and other operational documents connected  
with the performance of the services
- 1.2.6. Effect payment, on behalf of the Carrier, including but not limited to:
- AC AC b) airport, customs, police and other charges relating to the services performed (10%)

Supervision and/or Co-ordination



- |     |     |        |  |
|-----|-----|--------|--|
| THC | THC | 1.3.1. | a) Supervise   |
| THC | THC |        | b) Co-ordinate   |
| THC | THC |        | services contracted by the Carrier with third party(ies)   |
| THC | THC | 1.3.2. | Provide turnaround coordinator (TRC)   |
| THC | THC | 1.3.3. | Ensure that the third party(ies) is (are) informed about operational data and Carrier's requirements in a timely manner. |
| THC | THC | 1.3.4. | Liaise with the Carrier's designated representative.   |
| SPV | SPV | 1.3.5. | Verify availability and preparedness of personnel, equipment, loads, documentation of third party(ies).                  |
| THC | THC | 1.3.6. | Meet aircraft upon arrival and liaise with crew.   |
| SPV | SPV | 1.3.8. | Verify dispatch of operational messages.   |
| THC | THC | 1.3.9. | Note irregularities and inform the Carrier.  |

Station Management

- |     |     |        |  |
|-----|-----|--------|--|
| X   | SPV | 1.4.1. | Provide representative on behalf of the Carrier to act |
| X   | SPV |        | b) non-exclusively                                     |
| THC | THC | 1.4.8. | Handle the contents of Carrier's company mail pouches. |

**SECTION 2. PASSENGER SERVICES**

2.1. General

- |      |     |        |  |
|------|-----|--------|--|
| THC  | THC | 2.1.1  | Inform passengers and/or public about time of arrival and/or departure of Carrier's aircraft and surface transport.          |
| THC  | THC | 2.1.2. | Make arrangements for transfer and transit passengers and their baggage and inform them about services available at airport. |
|      |     | 2.1.3. | When requested by the Carrier  |
|      |     | a)     | provide special equipment, facilities and specially trained personnel, for assistance to                                     |
| THC  | THC |        | 1. unaccompanied minors  |
| THC  | THC |        | 2. persons with reduced mobility (PRMs)  |
| THC  | THC |        | 3. VIPs  |
| X    | THC |        | 4. transit without visa passengers (TWOVs)   |
| THC  | THC |        | 5. deportees   |
| THC  | THC |        | 6. special medical transport   |
| THC  | THC | 2.1.4. | a) Provide   |
| THC  | THC |        | b) Arrange for   |
| THC  | THC |        | passengers assistance when flights are interrupted, delayed or cancelled.  |
| Such |     |        | assistance shall include:  |
| THC  | THC |        | 5. personnel.  |
|      |     |        | <b>(assistance to Carrier designated representatives or supervision staff)</b>   |

- |      |     |        |   |
|------|-----|--------|---|
| IRR  | IRR | 2.1.4. | a) Provide  |
| IRR  | IRR |        | b) Arrange for  |
| IRR  | IRR |        | passengers assistance when flights are interrupted, delayed or cancelled. |
| Such |     |        |   |

- assistance shall include:
- IRR IRR 1. meal vouchers
  - IRR IRR 2. rebooking
  - IRR IRR 3. transportation
  - IRR IRR 4. hotel accommodation
  - IRR IRR 5. personnel
- CIP CIP 2.1.5. Arrange storage of baggage in the bonded store (Baggage storage provided in the own customs bonded warehouse)
- THC THC 2.1.6. (a) Notify the Carrier of complaints and claims made by the Carrier's passengers.
- THC THC 2.1.7. Report to the Carrier any irregularities discovered in passenger and baggage handling.
- CIP CIP 2.1.8. (a) Provide
- CIP CIP 1. check-in counter(s)
  - X TSC 2. service counter(s) – *NON EXCLUSIVE USE*
  - X CIP 3. transfer counter(s),
- 2.1.9. Perform the following ticketing/sales functions.
- X TSC (a) reservations
  - X TSC (b) issuance of transportation documents
  - X TSC (c) ancillary services
  - X TSC (d) e-ticketing

## 2.2. Departure

- THC THC 2.2.1. Perform pre-flight editing.
- THC THC 2.2.2. Check and ensure that tickets are valid for the flight(s). (The check shall not include the fare)
- At the following locations:
- THC THC a) check-in area,
  - X THC c) transfer counter,
  - THC THC d) gate (pre-security checkpoint)
- THC THC 2.2.3. (a) Check travel documents for the flight(s) concerned within the booking.

### Handling

Company shall be liable for immigration fines in the following cases.

Expired passports/visas or passports/visas without the minimum required validity at the day of entry  
 Non-existence of visa/necessary travel document required by destination or transit station(s).  
 Excluding passports damaged or missing at point of transit or entry). In the event that the Handling Company does not have access to information that verifies visa validities and entry conditions for the Passenger's final destination and transit point(s), the Handling Company will not have liability. *(The Handling Company shall not be liable for immigration fines in the event of non-bona fide travel documents or other events, which are outside of their control. In the event an immigration fine is announced or raised against the Carrier, the Carrier will make available to the Handling Company all supporting documents to investigate the matter. (The Handling Company shall not be liable for immigration penalties and/or fines related to onward flight) departed from TGD / No stamp check for the purposes of determination of period(s) of stay / Traveldoc travel regulation database used / Same day notification in case of INAD from TGD station)*

- THC THC b) Enter passenger and/or travel document information into Carrier's and/or

government system.

*(The Handling Company shall not be liable for API data immigration penalties and/or fines related to onward flights, except when such cases occur in the original destination of the flight)*

departed from TGD / The Handling Company shall not be liable for processed API data if such API data were previously forwarded by the Carrier).

		At the following locations:
THC	THC	1. check-in area,
X	THC	3. transfer counter,
THC	THC	4. gate, (pre-security checkpoint)
THC	THC	2.2.4. a) Weigh and/or measure checked and/or cabin baggage,
THC	THC	b) Record baggage figures for
THC	THC	1. initial flight,
THC	THC	2. subsequent flight(s), at following locations:
THC	THC	(i) check-in area,
X	THC	(iii) transfer counter,
THC	THC	(iv) gate,
		2.2.5. Excess baggage
THC	THC	a) determine excess baggage,
X	TSC	b) issue excess baggage ticket (at sales desk)
X	TSC	c) collect excess baggage charges (at sales desk)
THC	THC	d) detach applicable excess baggage coupons at the following locations:
THC	THC	1. check-in area,
X	THC	3. transfer counter,
THC	THC	4. gate (pre-security checkpoint)
		2.2.6. Tag
THC	THC	a) checked baggage
THC	THC	b) cabin baggage for
THC	THC	1. initial flight
THC	THC	2. subsequent flight(s) at the following locations:
THC	THC	(i) check-in area,
X	THC	(iii) transfer counter,
THC	THC	(iv) gate.
		2.2.7. Effect conveyance of checked baggage to the baggage sorting area at the
		following
		locations:
CIP	CIP	(a) check-in area,
X	THC	(c) transfer counter,
THC	THC	(d) gate.
		2.2.8. Effect conveyance of Out of Gauge (OOG) checked baggage to the
		baggage sorting area at the following locations:
THC	THC	(a) check-in area,
X	THC	(c) transfer counter,
THC	THC	(d) gate.
		2.2.9. Collect airport and/or any other services charges from departing
		passengers at the
		following locations:
X	TSC	(e) other as specified in Annex B (at sales desk).
THC	THC	2.2.10. (a) Carry out the Carrier's seat allocation or selection system
THC	THC	(b) Issue boarding pass(es)
THC	THC	(c) Detach applicable flight coupons for
THC	THC	1. initial flight,
THC	THC	2. subsequent flight(s) at the following locations:
THC	THC	(i) check-in area,

X	THC	(iii) transfer counter,
THC	THC	(iv) gate (pre-security check)
		2.2.11. Handle
THC	THC	a) Denied Boarding process at the following locations (Assistance to
	Carrier	designated
		representatives or supervision staff)
THC	THC	1. check-in area,
X	THC	3. transfer counter,
THC	THC	4. gate
		2.2.11. Handle
SPV	SPV	a) Denied Boarding process at the following locations
SPV	SPV	1. check-in area,
X	SPV	3. transfer counter,
SPV	SPV	4. gate
THC	THC	2.2.12. Direct passengers
THC	THC	a) through controls to departure gate
		2.2.13. Handle upgrade/downgrade functions at the following locations
		<i>(Assistance to</i>
		<i>Carrier designated representatives or supervision staff)</i>
THC	THC	(a) check-in area,
X	THC	(c) transfer counter,
THC	THC	(d) gate.
		2.2.13. Handle upgrade/downgrade functions at the following
SPV	SPV	(a) check-in area,
X	SPV	(c) transfer counter,
SPV	SPV	(d) gate.
		2.2.14. Handle standby list at the following locations <i>(Assistance to</i>
		<i>Carrier designated representatives or supervision staff)</i>
THC	THC	(a) check-in area,
X	THC	(c) transfer counter,
THC	THC	(d) gate.
		2.2.14. Handle standby list at the following locations
SPV	SPV	(a) check-in area,
X	SPV	(c) transfer counter,
SPV	SPV	(d) gate.
		2.2.15. At the gate perform
THC	THC	a) verification of cabin baggage,
THC	THC	b) boarding process,
THC	THC	c) reconciliation of passenger numbers with aircraft documents prior to
		departure
THC	THC	2.2.16. a) Collect
THC	THC	b) Reconcile
THC	THC	c) Handle and forward to Carrier
		transportation documents (flight coupons, or other flight related
		documents) uplifted
		from departing passengers.
THC	THC	2.2.17 Perform post-flight editing.
		2.3. Arrival
THC	THC	2.3.1. a) Perform
THC	THC	opening/closing aircraft passenger doors – Crew action after signal from

the

		Handling Company
		2.3.2. Direct Passengers
THC	THC	a) from aircraft through controls
THC	THC	2.3.3. a) Provide
X	CIP	1. transfer counter
THC	THC	2. connection services
THC	THC	3. baggage recheck
		2.3.4. Handle lost, found and damaged property matters
THC	THC	a) Provide
THC	THC	1. acceptance of baggage irregularity reports
THC	THC	2. entering of data into baggage tracing system
THC	THC	3. maintaining baggage tracing system files for period specified in Annex
B, (five days)		
THC	THC	6. handling of communications with passengers

### SECTION 3. RAMP SERVICES

		3.1. Baggage Handling
		3.1.1. Handle baggage in
RHC	RHC	a) baggage sorting area,
RHC	RHC	3.1.2. Segregate baggage as specified in Annex B.
RHC	RHC	3.1.3. Priority baggage
RHC	RHC	a) provide
RHC	RHC	1. sortation of priority baggage
RHC	RHC	2. load priority baggage in accordance with Carrier's instructions
RHC	RHC	3. prioritize delivery of priority baggage to claim area
		3.1.4 Prepare for delivery onto flights
RHC	RHC	a) bulk baggage,
RHC	RHC	b) ULDs.
		3.1.5. Establish the number and/or weight of
RHC	RHC	a) bulk baggage
RHC	RHC	b) built-up ULD-s
RHC	RHC	and provide the load control unit with the information.
		3.1.6. Offload
RHC	RHC	a) bulk baggage
RHC	RHC	b) ULD-s
		3.1.7. Deliver to claim area
RHC	RHC	a) baggage,
RHC	RHC	b) Out of Gauge (OGG)
		3.1.8. Transfer baggage
RHC	RHC	a) Provide for
RHC	RHC	1. Sortation of transfer baggage.
CIR	CIR	2. Storage of transfer baggage prior to dispatch (storage time limits to be
specified in		
		Annex B). ( <i>Storage available only for the period of the day of transfer</i>
<i>baggage arrival</i>		<i>to the airport)</i>
RHC	RHC	3.1.9. Handle crew baggage.

### 3.2. Marshalling

RHC	RHC	3.2.1.	a) Provide marshalling at arrival and/or departure.
RHC	RHC		
			3.3. Parking
RHC	RHC	3.3.1.	(a) Provide
RHC	RHC		(b) Position and/or remove wheelchocks.
RHC	RHC	3.3.2.	(a) Provide
RHC	RHC		(b) Position and/or remove
RHC	RHC		5. tailstands and/or aircraft tethering, <b>(assistance to the crew, material provided by</b>
			<b>the crew)</b>
RHC	RHC		6. safety cones.
			3.4. Ancillary items
RHC	RHC	3.4.1.	(a) Provide
RHC	RHC		(c) Operate
RHC	RHC		1. ground power unit <b>(up to 60 minutes usage included in the turnaround time)</b>
AC	AC		5. air start unit
			3.5. Ramp to Flight Deck Communication
		3.5.2.	Perform ramp to flight deck communication
RHC	X		a) during push-back (for A/C up to 34t in TIV)
RHC	X		b) during tow-in
RHC	RHC		c) during engine starting (hand signals only)
			3.6. Loading and Unloading
RHC	RHC	3.6.1.	a) Provide
RHC	RHC		c) Operate
RHC	RHC		1. passengers steps.
RHC	RHC	3.6.2.	a) Provide for
X	RHC		1. passenger (in adverse weather conditions, in accordance with traffic priorities and
			local possibilities,
X	RHC		2. crew <b>(in adverse weather conditions, in accordance with traffic priorities and</b>
			<b>local possibilities,</b>
RHC	RHC		transport between aircraft and airport terminal(s).
RHC	RHC	3.6.3.	(a) Provide
RHC	RHC		(c) Operate
RHC	RHC		equipment for loading and/or unloading.
RHC	RHC	3.6.4.	(a) Provide
RHC	RHC		1. Baggage
RHC	RHC		2. Mobility devices
RHC	RHC		at aircraft doors or other agreed points
RHC	RHC	3.6.5.	(a) Provide
RHC	RHC		1. baggage,
RHC	RHC		2. general cargo,
RHC	RHC		3. special shipments, <b>(except banknotes)</b>
RHC	RHC		4. mail,
RHC	RHC		5. documents,

RHC	RHC	6. company mail
RHC	RHC	between agreed points on the airport.
RHC	RHC	3.6.6. (a) Unload aircraft, returning lashing materials to the Carrier.
RHC	RHC	(b) Segregate Loads at the aircraft
RHC	RHC	(c) Load and secure Loads in the aircraft.
RHC	RHC	(d) Redistribute Loads in aircraft.
RHC	RHC	(e) Operate in-plane loading system.
RHC	RHC	(f) Report final load distribution to the Load Control unit.
		3.6.7. Open, close and secure aircraft hold doors
RHC	RHC	a) aircraft lower deck,
RHC	RHC	b) aircraft main deck.
AC	AC	3.6.8. (a) Provide for ballast
		3.6.9. (a) Provide for
AC	AC	Safeguarding of all Loads requiring special handling during
AC	AC	1. loading/unloading. <b>(except banknotes)</b>
AC	AC	2. transport between aircraft and designated point on the airport. <b>(except banknotes)</b>

### 3.7 Safety Measures

		3.7.1. (a) Provide
RHC	RHC	1. portable fire extinguisher on motorized/self-propelled ramp equipment
CIR	CIR	2. ramp fire extinguisher
X	X	(b) Arrange for
AC	AC	1. attendance of airport fire services at aircraft.
CIR	CIR	2. ramp fire extinguisher
		3.7.2. Perform visual external safety/ground damage inspection of
RHC	RHC	(a) doors and panels and immediate surroundings
RHC	RHC	1. immediately upon arrival,
RHC	RHC	2. immediately prior departure
RHC	RHC	and communicate the results to flight crew or Carrier's representative.
RHC	RHC	3.7.3. Check that all doors and access panels are properly closed and locked.

### 3.8. Moving of Aircraft

RHC	X	3.8.1. a) Provide
RHC	X	1. tow-in and/or push-back of aircraft (up to 34t in TIV)
RHC	X	2. towing of aircraft between other points (up to 34t in TIV)
RHC	X	4. wing-walker(s)
RHC	X	3.8.3. a) Provide
RHC	X	b) Install
RHC	X	c) Remove
RHC	X	aircraft steering bypass pin.

### 3.10. Interior Cleaning

		3.10.1 Clean
AC	AC	a) flight deck, if specified, under the control of a person authorised by the Carrier
		(approved cleaning chemicals provided by the Carrier)
RHC	RHC	b) passenger and crew compartments (other than flight deck)
		(approved cleaning chemicals provided by the Carrier)
RHC	RHC	1. empty ash trays,
RHC	RHC	2. dispose of litter,
RHC	RHC	3. clean waste from overhead stowage,

RHC	RHC		4. wipe tables,
RHC	RHC		5. seats, seat back pockets and passenger service units, floors,
RHC	RHC		6. floors
RHC	RHC		7. empty refuse bins,
AC	AC		8. surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and
			toilets (wash basins, bowls, seats, mirrors and surrounds),
RHC	RHC		9. remove, as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains,
AC	AC		10. telephones, screens and other equipment
		3.10.2	Remove and dispose of
RHC	RHC		(a) litter/waste
RHC	RHC		(b) food and food-related material (galley waste).
		3.10.3	Perform cabin dressing
AC	AC		(a) Blankets/duvets (fold/place in designated locations),
RHC	RHC		(b) Arrange seat belts,
AC	AC		(c) Make up berths including crew,
RHC	RHC		(d) Replace head rest,
RHC	RHC		(e) Replace pillow covers,
AC	AC		(f) Restock toilet items,
RHC	RHC		(g) Replace/restock seat back pocket items,
X	X		(h) Other cabin items as specified in Annex B with
RHC	RHC		1. Materials provided by the Carrier.
AC	AC	3.10.4	(a) Disinfect aircraft with
AC	AC		1. Materials provided by Carrier
AC	AC		2. Materials provided by Handling Company
			3.11. Toilet Service
RHC	RHC	3.11.1	(a) Provide
RHC	RHC		1. servicing (empty, clean, flush and replenish fluids).
RHC	RHC		2. triturator/disposal service.
			3.12. Water Service
X	AC	3.12.1	(a) Provide
AC	AC		1. draining tanks
X	AC		2. replenish tanks (water standard as specified in Annex B)
			3.15 Catering Ramp Handling
AC	AC	3.15.1	Unload/load and stow catering supplies from/on aircraft.
AC	AC	3.15.2.	Transfer catering supplies on aircraft
AC	AC		a) between lower holds and galleys and vice versa
AC	AC		b) between galleys
AC	AC	3.15.3	Transport catering supplies between aircraft and designated points.
			3.16 De-Icing/Anti-Icing Services and Snow/Ice Removal
X	AC	3.16.1.	Remove snow from aircraft without using de-icing fluid.
X	DAI	3.16.2.	Perform "Contamination Check" and inform flight crew or Carrier's Representative
			Of results
X	DAI	3.16.3	If required, perform aircraft type specific checks (e.g. clear ice check, clean wing



			Check, etc)
		3.16.4	(a) Provide for anti-icing/de-icing equipment
X	DAI		
X	DAI	3.16.5	Provide de-icing/anti-icing fluids.
X	DAI	3.16.6	Remove contamination from aircraft using de-icing fluid. The de-icing fluid to receive Concentration and appearance inspection prior to use.
X	DAI	3.16.7	Apply anti-icing fluid to aircraft. The anti-icing fluid to receive concentration and appearance inspection prior to use
X	DAI	3.16.8.	Supervise performance of de-icing/anti-icing operations.
X	DAI	3.16.9	Perform the post de-icing/anti-icing check, any aircraft type specific checks, if required, and submit the anti-icing code to the flight crew.
X	DAI	3.16.10	Complete documentation as agreed.

## SECTION 4. LOAD CONTROL AND FLIGHT OPERATIONS

### 4.1. Load Control

THC	THC	4.1.1	Deliver load control related documents between aircraft and airport buildings and vice versa
THC	THC	4.1.2	(a) Process
THC	THC		(b) Sign documents and information, including but not limited to, loading instructions, load and trim sheets, Captain's load information and manifests where:
THC	THC		1. load control is performed by the Handling Company
AC	THC		2. Handling Company is performing inputs/updates when Load Control is performed by the Carrier or third party.

### 4.2. Communications

THC	THC	4.2.1	Inform all interested Parties concerning movements of the Carrier's aircraft.
THC	THC	4.2.2	(a) Compile, receive, process and send all messages in connection with the services performed by the Handling Company. The Handling Company is authorized to use Carrier's originator code or double signature procedure.
THC	THC		(b) Inform the Carrier's Representative of the contents of such messages
THC	THC	4.2.3	(a) Provide
THC	THC		(b) Operate means of communication between the ground station and the Carrier's aircraft.

### 4.3. Flight Operations

THC	THC	4.3.1	Inform the Carrier of any known project affecting the operational services and facilities made available to its aircraft in the areas of responsibility as specified in Annex B.
THC	THC	4.3.2.	(b) Arrange for

THC	THC		meteorological documentation and aeronautical information
THC	THC		1. at the airport location as defined in Annex B
THC	THC	4.3.3.	(a) Provide for
THC	THC		delivery of flight operations related documentation to the aircraft and
			obtain signature
			of the pilot-in-command, where applicable
THC	THC		1. at the airport location as defined in Annex B
		4.3.4.	Analyze the operational conditions and
THC	THC		(b) Request
THC	THC		(d) make available
THC	THC		the operational flight plan according to the instructions and data provide
			by the Carrier
THC	THC		1. at the airport location as defined in Annex B
THC	THC	4.3.5.	(b) Request
THC	THC		(d) File
THC	THC		the Air Traffic Services (ATS) Flight Plan
THC	THC		1. at the airport location as defined in Annex B
THC	THC	4.3.7.	Provide the crew with a briefing.
THC	THC	4.3.9.	Provide ground handling party(ies) with weight and fuel data.
			4.4. Crew Administration
		4.4.2.	Arrange hotel accommodation for crew layover
X	AC		a) scheduled,
X	AC		b) non-scheduled.
		4.4.3.	(a) Provide
AC	AC		(b) arrange for
AC	AC		crew transportation to/from off airport locations.
THC	THC	4.4.4.	Direct crews through airport facilities.
		4.4.5.	Liaise with
THC	THC		(a) crew layover hotel(s),
THC	THC		(b) crew transportation company on crew call and pick-up timings.

## SECTION 5. CARGO AND MAIL SERVICES

			5.1. Cargo and Mail Handling — General
CHC	CHC	5.1.1.	(a) Provide
CIC*	CIC*		1. warehouse and storage facility(ies) – (no storage for special cargo in
TIV / No			storage for DG, AVI, VAL and HUM, PER storage on pre-advice and
			approval in
			TGD)
CHC	CHC		2. warehouse handling equipment,
CHC*	CHC*		3. warehouse handling services,
CHC	CHC		(i) general cargo,
CHC	CHC		(ii) special shipments, (only HUM in TIV)
CHC	CHC		(iii) specialised cargo products,
CHC	CHC		(iv) post office mail,
CHC	CHC		(v) diplomatic mail,
CHC	CHC		(vi) diplomatic cargo,
CHC	CHC		(vii) company cargo/material.

CHC	CHC	5.1.2.	(a) Issue
CHC	CHC		(b) Obtain
CHC	CHC		(c) Make available to Carrier
CHC	CHC		receipt upon delivery of cargo.
		5.1.3.	Take action to
CHC	CHC		(a) prevent theft or damage to the Carrier's cargo and mail in custody of
the Handling			
			Company
CHC	CHC		(b) prevent theft or unauthorised use of, or damage to the Carrier's
pallets, containers,			
nets, straps, tie-down rings and other material in the custody of the Handling Company. Notify			
the Carrier immediately of any damage to or loss of such items.			
			5.2. Customs Control
CHC	CHC	5.2.1.	(a) Prepare customs documentation
CHC	CHC		(b) Obtain customs clearance
CHC*	CHC*		(c) Place cargo under Customs control
CHC	CHC		(d) Present to Customs cargo for physical examination for
CHC	CHC		1. inbound cargo,
CHC	CHC		2. outbound cargo,
CHC	CHC		3. transfer cargo.
			5.3. Documentation and Information Handling
CHC	CHC	5.3.1.	(b) Check all documentation to ensure shipment may be carried. The
check shall not			
			include the rates charged.
CHC	CHC		(c) Check security status for the shipment(s) concerned and take action
as per Carrier's			
			instructions.
CHC	CHC		(d) Obtain capacity/booking information for the Carrier's flights.
CHC	CHC		(e) Split airwaybill. Forward copies of manifests and air waybills to the
Carrier.			
CHC*	CHC*		(f) Prepare cargo manifest(s).
CHC	CHC		(g) Provide the load control unit with Special Load Notification.
CHC	CHC		(h) Return copy of airwaybill or shipment record shipper, endorsed with
flight details			
X	CHC		(i) Check and/or enter data into Carrier's and/or government/customs
system, as			
			specified in Annex B – Carrier system used
CHC	CHC		(j) Receive and process EDI messages (FWB/FHL and e-CSD) received
from Carrier			
			or other Parties (FFM messages only, for other message types Carrier
system used)			
CHC	CHC		(k) Upon request from the Carrier print airwaybill copies in plain paper
copy or IATA			
			Resolution 600a format
X	CHC		(l) Provide and transmit EDI messages in accordance with the standards
of the "Master			
			Operating Plan" (MOP) – Carrier system used
X	CHC		(m) Inform airline or shipper about shipment status via FSU message in
accordance			

- with the MOP - Carrier system used
- CHC\* CHC\* 5.3.2. (a) Notify consignee or agent of arrival of shipments  
AC AC (b) Make cargo documents available to consignee or agent
- CHC CHC 5.3.3. (a) Provide  
CHC CHC 1. collection of "Charges Collect" as shown on the air waybill or shipment record  
CHC CHC shipment record  
2. collection of other charges and fees as shown on the airwaybill or (proof of payment)
- CHC CHC 5.3.4. (a) Provide  
CHC CHC delivery of Cargo/Mail related documentation from/to agreed points and the aircraft

#### 5.4. Physical Handling Outbound/Inbound

- 5.4.1. Accept Cargo, ensuring that
- CHC CHC (a) machine-readable cargo labels are affixed and processed,  
CHC CHC (b) manual labels are affixed and processed,  
CHC CHC (c) shipments are "ready for carriage", in accordance with IATA Resolution 833
- CHC\* CHC\* (d) the weight and volume and number of pieces of the shipments are checked,  
X AC (e) the regulations for the carriage of special cargo, particularly the IATA Dangerous Goods Regulations (DGR), IATA Live Animals Regulations (LAR), IATA Perishable Cargo Regulations (PCR) and others have been complied with – For TGD, DG only as per IATA DGR
- CHC CHC 5.4.2. Tally and assemble cargo for dispatch.
- 5.4.3. Prepare
- CHC CHC (a) Bulk cargo  
CHC CHC (b) ULDs using  
CHC CHC 1. build up materials provided by Carrier and establish  
CHC CHC (i) gross weight,  
CHC CHC (ii) volume,  
CHC CHC (iii) ULD contour,  
CHC CHC and provide the load control unit with the information.
- 5.4.4. Perform acceptance check on pre-built ULDs and establish, if accepted
- CHC CHC (a) gross weight,  
CHC CHC (b) volume,  
CHC CHC (c) ULD contour,  
CHC CHC and provide the load control unit with the information.
- CHC CHC 5.4.5. (a) Load outbound cargo on vehicles.  
CHC CHC (b) Assemble cargo for delivery to the aircraft.
- CHC CHC 5.4.6. (a) Offload bulk cargo from vehicles.  
CHC CHC (b) Break down ULDs.  
CHC CHC (c) Check incoming cargo against air waybills and manifests.  
CHC CHC (d) Release cargo to the consignee or agent.
- 5.4.7. Truck service loading/off-loading
- CHC CHC (a) Check seals are intact on inbound trucks,  
AC AC (b) Offload truck prior to acceptance into warehouse,  
AC AC (c) Load truck after formal release from warehouse,

CHC CHC (d) Place seals.  
CHC CHC Truck operated by/or on behalf of the Carrier.

### 5.5. Transfer/Transit Cargo

CHC CHC 5.5.1. Identify transfer/transit cargo.  
CHC CHC 5.5.2. Prepare transfer manifests for cargo to be transported by another carrier.  
5.5.4. Accept/prepare  
CHC CHC (a) transfer cargo  
CHC CHC (b) transit cargo for onward carriage.

### 5.6. Post Office Mail

5.6.1. Check  
CHC CHC (a) incoming  
CHC CHC (b) outgoing  
CHC CHC mail against Post Office mail documents.  
CHC CHC 5.6.2. In case of missing documentation, issue substitutes  
5.6.3. Transport mail from  
CHC CHC (a) cargo warehouse to postal facility  
CHC CHC (b) postal facility to cargo warehouse  
CHC CHC 1. on airport  
CHC CHC together with documents, against receipt from postal authorities  
CHC CHC 5.6.4. Handle and check transfer mail against accompanying mail documents.  
5.6.5. Prepare  
CHC CHC (a) Bulk mail  
CHC CHC (b) ULDs and establish  
CHC CHC 1. gross weight  
CHC CHC 2. volume  
CHC CHC 3. ULD contour  
CHC CHC and provide the load control unit with the information.  
CHC CHC 5.6.6. Distribute incoming and/or outgoing post office mail documents.

### 5.7. Irregularities Handling

CHC CHC 5.7.1. Take immediate action in respect of irregularities, damage or mishandling  
of dangerous Goods and other Special Shipments  
5.7.2. Report to the Carrier any irregularities discovered in  
CHC CHC (a) Cargo  
CHC CHC (b) mail  
5.7.3. Handle lost, found and damaged  
CHC CHC (a) cargo  
CHC CHC (b) mail  
CHC CHC 5.7.4. (a) Notify the Carrier of complaints and claims  
CHC CHC 5.7.5. Take action when consignee refuses acceptance and payment – **Inform  
the Carrier**

## SECTION 6. SUPPORT SERVICES

### 6.2. Automation/Computer Systems

CIP CIP 6.2.1. (a) Provide  
CIP CIP (b) Operate  
CIP CIP computer hardware and other equipment (as specified in Annex B) to

enable access to

- |        |         |   |
|--------|---------|---|
| CIP    | CIP     | 1. Carrier's system                                       |
| CIP    | CIP     | 2. Handling Company's system                              |
| CIP    | CIP     | 3. other system   |
| 6.2.2. |         | Perform the following functions in                        |
| X      | THC/CHC | (a) Carrier's system                                      |
| THC    | THC     | (b) Handling Company's system                             |
| THC    | THC     | (c) other system for                                      |
| THC    | THC     | 1. Training   |
| TSC    | TSC     | 2. Passenger reservations and sales                       |
| THC    | THC     | 3. Passenger service                                      |
| THC    | THC     | 4. Baggage reconciliation                                 |
| THC    | THC     | 5. Baggage tracing  |
| THC    | THC     | 6. Operations, load control                               |
| CHC    | CHC     | 8. Cargo handling   |
| CHC    | CHC     | 9. cargo EDI messaging (IATA cargo-imp or IATA cargo-xml) |
| CHC    | CHC     | 10. Post office mail handling.                            |

### 6.3. Unit Load Device (ULD) Control

- |     |     |        |   |
|-----|-----|--------|---|
| CIP | CIP | 6.3.1. | (a) Provide   |
| CIP | CIP |        | 1. passenger ULDs,  |
| CIC | CIC |        | 2. cargo ULDs,  |
| CIC | CIC |        | 3. post office mail ULDs  |
| THC | THC | 6.3.2. | Take action to prevent damage, theft or unauthorised use of the Carrier's ULDs in the |
|     |     |        | Custody of the Handling Company. Notify the Carrier immediately of any                |
|     |     |        | damage or   |
|     |     |        | loss.   |
| THC | THC | 6.3.3. | (a) Take physical inventory of ULD stock and maintain records.                        |
| THC | THC |        | (b) Compile and despatch ULD control messages.  |
| THC | THC |        | (c) Compile and dispatch "ULD Stock Check Messages" (SCM) at agreed                   |
|     |     |        | timings,  |
|     |     |        | (as specified in Annex B)   |
| THC | THC | 6.3.4. | Prepare ULD exchange control documentation for all transfers of ULDs                  |
|     |     |        | and obtain  |
|     |     |        | signature(s) of the transferring and receiving carrier(s) or approved third           |
|     |     |        | parties and   |
|     |     |        | distribute copies.  |
| THC | THC | 6.3.5. | Handle lost, found and damaged ULDs and notify the Carrier of such                    |
|     |     |        | irregularities.   |

### 6.4. Fuel farm (Depot)

- |     |     |        |                                  |
|-----|-----|--------|----------------------------------|
| THC | THC | 6.4.1. | Liaise with fuel farm suppliers. |
|-----|-----|--------|----------------------------------|

### 6.5. Ramp fuelling/Defuelling Operations

- |     |     |        |  |
|-----|-----|--------|--|
| THC | THC | 6.5.1. | Liaise with ramp fuel suppliers.                             |
| THC | THC | 6.5.3. | Supervise fuelling/defuelling operations.                    |
| SPV | SPV | 6.5.8. | Check and verify the delivered fuel quantity.                |
| SPV | SPV | 6.5.9. | Deliver the completed fuel order to the Carrier's designated |
|     |     |        | representative   |

THC	THC	6.7. Catering Services – Liaison and Administration
SPV	SPV	6.7.1. Liaise with the Carrier’s catering supplier.
		6.7.2. Handle requisitions made by Carrier’s authorized representative.

**SECTION 7. SECURITY**

		7.1. Passenger and Baggage Screening and Reconciliation
THC	THC	7.1.1. (a) Provide
THC	THC	1. matching of passengers against established data
THC	THC	2. security questioning.
SEC	SEC	7.1.2. (a) Provide
SEC	SEC	1. screening of checked baggage
SEC	SEC	2. screening of transfer baggage
SEC	SEC	3. screening of mishandled baggage
SEC	SEC	4. physical examination of checked, transfer and mishandled baggage
SEC	SEC	5. identification of security cleared baggage.
SEC	SEC	7.1.3. (a) Provide
SEC	SEC	1. screening of passengers
SEC	SEC	2. screening of cabin/unchecked baggage
SEC	SEC	3. physical examination of passengers and cabin/unchecked baggage.
THC	THC	7.1.4. (a) Provide
THC	THC	1. identification of passengers prior to boarding
THC	THC	2. reconciliation of boarded passengers with their baggage
THC	THC	3. positive baggage identification by passengers
THC	THC	4. offloading of baggage for Passengers who fail to board the aircraft.
		7.2. Cargo and Post Office Mail
SEC	SEC	7.2.1. (a) Provide
SEC	SEC	1. control of access to the cargo facilities.
SEC*	SEC*	2. screening of cargo and/or mail
SEC*	SEC*	3. physical examination of Cargo
SEC	SEC	4. holding of cargo and/or mail for variable periods
CIC	CIC	5. secure storage of Cargo and/or mail.
		7.3. Catering
AC	AC	7.3.1. 3. security check of catering uplifts
		7.4. Ramp
SEC	SEC	7.4.1. (a) Provide for control of access to
SEC	SEC	1. aircraft.
AC	AC	2. designated areas.
SEC	SEC	7.4.2. (a) Provide for searching of
THC	THC	3. main deck – baggage holds only
THC	THC	4. lower holds (front, rear, bulk)
AC	AC	7.4.3. (a) Provide
AC	AC	1. guarding of
AC	AC	2. sealing of
AC	AC	(i) aircraft
AC	AC	(ii) designated areas
AC	AC	(iii) baggage in the baggage make-up areas

AC	AC	7.4.4.	(a) Provide
AC	AC		(b) Arrange for
AC	AC		security personnel to safeguard all Loads
AC	AC		1. during the transport between aircraft and designated locations
AC	AC		2. during offloading and loading of aircraft.
7.5. Additional Security Services			
AC	AC	7.5.1.	(a) Provide
AC	AC		additional security services (e.g. "Ground Security Coordinator), (as
			specified in Annex
			B)

## SECTION 8. AIRCRAFT MAINTENANCE

### 8.1. Routine Services

RHC	RHC	8.1.5.	Provide personell to assist the flight crew or ground staff in the
			performance of their
			tasks

## 3. AIRPORT CHARGES

### 3.1. LANDING AND TAKE-OFF

#### Scope of service

The use of manoeuvring areas for landing and take-off of a single aircraft.

#### Unit of measure

The maximum take-off weight (MTOW) of the aircraft, according to the Certificate of Airworthiness, expressed in metric tons (every part of metric ton is to be calculated as a whole ton).

#### Service description

- Use of taxiways from the apron to the runway and vice versa.
- Use of runway during take-off and landing.
- Use of lighting system on manoeuvring areas.

#### Service charge

The price of service is indivisible and includes landing and take-off of a single aircraft, as follows:



<b>LANDING AND TAKE-OFF CHARGE</b>		
Unit of measure	up to 24 000 kg	over 24 001 kg
	€	
MTOW	7,50	9,50

### **Reduction and increase of the basic charge for the runway use.**

- For the use of the runway with lighting system the charge is increased by 25%
- For the use of the runway in the following circumstances:
  - Emergency landing
  - technical landing, and
  - for helicopters
 the charge is reduced by 50%.
- For the use of the runway in the following circumstances:
  - pilot training (each touch and go), and
  - return flight (no commercial change of load)
 the charge is reduced by 75%.

## **3.2. AIRCRAFT PARKING**

### **Service description**

The use of apron stands for aircraft parking.

### **Unit of measure**

Maximum take-off weight (MTOW) in accordance with Certificate on Airworthiness, expressed in metric tons (every part of started ton is to be calculated as a whole ton).

The charge is calculated for every started period of 24 hours.

## Service charge

<b>AIRCRAFT PARKING CHARGE</b>		
	Podgorica	Tivat
Unit of measure	€	
Each started metric ton of MTOW	4,00	4,00

- Aircraft parking is charged per ton of MTOW.
- First 4 hours of aircraft parking is free of charge.
- In case of exceeding the charge-free time of 4 hours, the calculation period starts from the beginning of actual block-to-block time.
- In period starting on June 1<sup>st</sup> and ending on September 30<sup>th</sup>, for all aircrafts the parking of which is not a consequence of a technical failure or other circumstances which are beyond reasonable control of the aircraft operator, the charges will be increased, as follows:
  - The charge will be increased by 50% for aircraft parking from 24 to 48 hours, applicable to the total parking period.
  - The charge will be increased by 100% for aircraft parking from 48 to 72 hours, applicable to the total parking period.
  - The charge will be increased by 200% for aircraft parking over 72 hours, applicable to the total parking period.

### 3.3. PASSENGER SERVICE

#### Service description

Passenger service includes the use of all non-commercial facilities in the passenger terminal.

#### Unit of measure

Each departing passenger, registered for flight (transfer passengers included)

Exemptions:

Passenger service charges are not paid by the following categories of passengers:

- INF,
- Crew (DHC),
- ID 00 passengers, and

- Transit passengers.

### Service charge

<b>PASSENGER SERVICE CHARGE</b>			
	<b>Domestic</b>	<b>International</b>	<b>Transfer</b>
<b>Unit of measure</b>	<b>€</b>		
Departing passenger	5,00	15,00	4,00

### 3.4. SECURITY CHARGE

#### Service description

In compliance with the National Civil Aviation Security Programme, Airports of Montenegro JSC as the operator of civil airports Podgorica and Tivat, operating and managing the manoeuvring areas and apron, passenger and cargo terminal shall fulfil the essential requirements relating to the following:

- Space and equipment needed for basic and special security control of passengers, baggage, cargo, other persons and items entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.
- Basic security control of passengers, baggage, cargo and other persons entering the security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.
- The protection and control of access to airside, security restricted areas, critical parts of security restricted areas as well as other sensitive airport areas and facilities.
- Offices and other facilities for monitoring the security performance.

#### Unit of measure

**The basis of calculation for security charge is departing passenger.**

#### Service charge

<b>SECURITY CHARGE</b>	
<b>Unit of measure</b>	<b>€</b>
<b>Departing passenger</b>	<b>3.25</b>

Exemptions:

Passenger service charges are not paid by the following categories of passengers:

- INF,
- Crew (DHC),
- ID 00 passengers, and
- Transit passengers.

### **3.5. CHARGE FOR PASSENGERS WITH REDUCED MOBILITY (PRM)**

#### **Service description**

According to the Regulation (EC) no. 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, Airports of Montenegro JSC is responsible to provide assistance to such passengers.

'Disabled person' or 'person with reduced mobility' means 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;

The responsible carrier shall notify Airports of Montenegro JSC about the need for assistance at least 24 hours before the published departure for the flight.

In case of late notification Airports of Montenegro JSC cannot guarantee the assistance according to the standards published on our webpage. The timely notification shall be the responsibility of the carrier.

Assistance under responsibility of Airports of Montenegro JSC comprises assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- communicate their arrival at the airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Regulation (EC) no. 1107/2006, Article 5,
- move from a designated point to the check-in counter,

- check-in and register baggage,
- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- board the aircraft, with the provision of wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft door to their seats,
- store and retrieve baggage on the aircraft,
- proceed from their seats to the aircraft door,
- disembark from the aircraft, with the provision of wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
- proceed from the baggage hall to a designated point,
- reach connecting flights when in transit or transfer, with assistance on the airside and landside,
- reach the toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Airport will perform ground handling to all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 24 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Airports of Montenegro JSC will enable ground handling of recognised assistance dogs, when relevant.

Airports of Montenegro JSC will enable communication of information needed to take flights in accessible formats.

### **Unit of measure**

The calculation basis for the PRM charge is the number of departing passengers who have paid the passenger service.

### **Service charge**

<b>CHARGE FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY</b>	
<b>Unit of measure</b>	<b>€</b>
<b>Departing passenger</b>	<b>0.25</b>

## **3.6. CENTRALISED INFRASTRUCTURE**

### **Service description**

Airports of Montenegro JSC manages the centralized infrastructure used for the supply of ground handling services of aircrafts, passengers, goods and mail at Podgorica and Tivat Airports. Centralized infrastructure can be assigned to service providers and air carriers which perform self-handling on the basis of a transparent, fair and non-discriminatory use for financial compensation in return, subject to compliance with all safety and security rules and measures as provided in the Airport Manual of the Airport Operator and parts thereof. In relation to the foregoing the service provider and air carrier which performs self-handling shall enter into contract with the Airport Operator.

Airports of Montenegro JSC is the only provider of the centralised infrastructure services at Podgorica and Tivat Airports.

### **Unit of measure**

Unit of measure applied for the use of centralised infrastructure for:

- Traffic handling is a departing passenger
- Ramp handling is a maximum take-off weight (MTOW) in accordance with Certificate on Airworthiness, expressed in metric tons (every part of started ton is to be calculated as a whole ton).

### **Classification of centralised infrastructure**

#### **Centralised infrastructure for traffic handling (CIP)**

Centralised infrastructure for traffic handling necessary for the provision of passenger handling comprises the following:

- check-in counter with pertaining area, baggage weighing equipment and DCS equipment.
- area for claiming excess baggage, including the baggage weighing equipment
- counters for transit and transfer passengers with the pertaining area and DCS equipment (TGD only)
- access control counter with the pertaining area and DCS equipment
- counters at boarding gates with the pertaining area, DCS equipment and PAS equipment
- counter for reporting baggage irregularities, with the pertaining area
- lost and found storage and office SPACE
- truck scale for weighing loaded trolleys (TGD only)
- the use of the following systems

- FIDS (Flight Information Display System)
- PAS (Public Address System) and pertaining equipment
- BHS (Baggage Handling System)
- DCS (Departure Control System)
- SITA
- World Tracer
- telephone network connection
- computer network connection
- ground digital radio communications
- directional and information signs for passengers

**Centralised infrastructure for ramp handling (CIR)**

Centralised infrastructure for ramp handling comprises the following:

- Service road
- Area adjacent to the aircraft stand intended for temporary parking of vehicles and GSE (TGD only)
- Fire extinguishers placed at each aircraft stand (TGD only)
- Toilet waste disposal system
- Apron wastewater drainage and treatment system (wastewater treatment – TGD only)
- Space and equipment for disposal of municipal waste
- Potable water supply equipment for the aircraft potable water system (TGD only)
- Stand guidance system (TIV only)

**Service charge**

Centralised infrastructure for traffic handling (CIP)

<b>CENTRALISED INFRASTRUCTURE CHARGE</b>	
Unit of measure	€
Departing passenger	1,00

Centralised infrastructure for ramp handling (CIR)

Commercial aviation

<b>CENTRALISED INFRASTRUCTURE CHARGE</b>		
Unit of measure	Podgorica	Tivat
MTOW	€	
< 6 000	12	12
6 001 – 10 000	18	18
10 001 – 16 000	30	36
16 001 – 24 000	53	54
24 001 – 40 000	70	83
40 001 – 60 000	80	108
60 001 – 80 000	93	132
80 001 – 99 000	112	144
99 001 – 150 000	204	204
150 001 – 180 000	300	300
180 001 – 215 000	330	330
> 215 001	396	396

3.6.2

### General aviation

<b>CENTRALISED INFRASTRUCTURE CHARGE</b>	
Unit of measure	Podgorica and Tivat
MTOW	€
0 6 000	10
6 001 – 10 000	15



10 001 – 16 000	24
16 001 – 24 000	40
24 001 – 40 000	60
40 001 – 60 000	90
> 60 000	120

### 3.7. GROUND HANDLING SERVICES

#### Service description

Airports of Montenegro JSC as operator of civil airports Podgorica and Tivat also act in the capacity of the ground handling service provider in accordance with the Airport Ground Handling Regulation.

#### Unit of measure

Unit of measure applied for the ground handling services for:

- Traffic handling (THC);
- Ramp handling (RHC);

Is a maximum take-off weight (MTOW) in accordance with Certificate on Airworthiness, expressed in metric tons (every part of started ton is to be calculated as a whole ton).

#### Service charge

##### 3.7.1. Commercial passenger aircraft

<b>GROUND HANDLING SERVICE CHARGE</b>
PODGORICA AIRPORT

Unit of measure	THC	RHC + CHC	Total
MTOW	€		
Up to 2 000	22	34	56
2 001 – 6 000	32	48	80
6 001 – 10 000	64	96	160
10 001 – 16 000	112	168	280
16 001 – 24 000	141	211	352
24 001 – 40 000	184	276	460
40 001 – 60 000	211	317	528
60 001 – 80 000	248	372	620
80 001 – 99 000	299	449	748
99 001 – 150 000	544	816	1360
150 001 – 180 000	800	1200	2000
180 001 – 215 000	880	1320	2200
over 215 001	1056	1584	2640

<b>GROUND HANDLING SERVICE CHARGE</b>			
<b>TIVAT AIRPORT</b>			
Unit of measure	THC	RHC + CHC	Total
MTOW	€		
Up to 2 000	22	34	56

2 001 – 6 000	32	48	80
6 001 – 10 000	64	96	160
10 001 – 16 000	112	168	280
16 001 – 24 000	144	216	360
24 001 – 40 000	221	331	552
40 001 – 60 000	288	432	720
60 001 – 80 000	352	528	880
80 001 – 99 000	384	576	960
99 001 – 150 000	544	816	1360
150 001 – 180 000	800	1200	2000
180 001 – 215 000	880	1320	2200
over 215 001	1056	1584	2640

The charge includes total aircraft handling operation, i.e. all services specified in the scope of the service which forms an integral part of this Pricelist. For the purposes of calculation, such charge is indivisible. Any further provision of services beyond the defined scope and time, as provided in the standards for certain aircraft type and traffic type will be calculated separately based on the charges applied for services on special request.

### **3.7.2. Increase and reduction of ground handling charges**

The charges for ground handling of commercial passenger aircrafts will be increased or reduced in accordance with the paragraphs here below:

- a) The charge referred to in item 3.7.1 will be increased by 30% in case of more than 60 minutes flight delay if the handling agent does not receive the delay notification at least 6 hours before the announced flight.
- b) The charge referred to in item 3.7.1 for reloading/unloading caused by Carrier's error, will be increased by 25 %.
- c) The charge referred to in item 3.7.1 for one leg ferry flight will be reduced by 25%.
- d) The charge referred to in item 3.7.1 in the event of the technical and return flight, provided that no commercial change of load occurred will be reduced by 50 %.
- e) The charge referred to in item 3.7.1 for helicopter handling will be reduced by 50%.
- f) The charge referred to in item 3.7.1 in the event of the pilot training flights (handling refers to each aircraft landing on the apron with engine stop and start) will be reduced by 75 %.
- g) The charge referred to in item 3.7.1 in the event of waiting for the flight on special request will be increased by EUR300 for each started hour beyond the official airport operating hours and will be charged per aircraft.

### **3.7.3. Cargo aircrafts**

Charge for handling of cargo aircrafts (transport of cargo and mail) will be calculated in accordance with the handling charge for the aircraft referred to in item 3.7.1

Charge for handling of the aircraft referred to in item 3.7.1 will be increased by 50% for cargo aircraft handling (transport of dangerous goods)

The increase and reduction as defined under item 3.7.2 a), b), c), d), e) and h) will apply to the charges referred to in Paragraph 1 and 2 of item 3.7.3.

### **3.7.4. General aviation aircrafts**

The term general and business aviation refers to all aircraft operations other than transport operations for remuneration or hire.

<b>GROUND HANDLING CHARGE</b>	
Unit of measure	THC + RHC
MTOW (kg)	€
Up to 2000	30
2 001 – 6 000	80
6 001 – 10 000	140
10 001 – 16 000	240
16 001 – 24 000	320
24 001 – 40 000	480
40 001 – 60 000	670
over 60 000	830

### **Basic package for general and business aviation**

- Aircraft parking, placement of aircraft chocks and marker cones;
- Operational messaging;
  - Ground handling coordination and supervision;
  - Directing and escorting passengers from aircraft to terminal and vice versa;
  - Directing and escorting flight crew from aircraft to terminal and vice versa;
  - Removal of aircraft chocks and marker cones and aircraft engine starting procedure;
  - Escorting passengers from passport control to aircraft and vice versa;
  - Waiting for the flight on special request will be charged EUR300 for each started hour beyond the official airport operating hours and will be charged per aircraft.

## Special request services for general and business aviation

Service	Unit of measure	€
GPU 28V, 112V, 220V)	30'	50,00
Air starter	Start	100,00
Aircraft towing/push back -100% discount for second towing/push back operation at one aircraft movement -100% discount if the aircraft does not remain parked more than 4 hours	per service (towing/push back operation)	70,00
Toilet service	per operation	55,00
Potable water supply (TGD)	per operation	55,00
Passenger cabin cleaning	per operation	30,00
Cockpit cleaning	per service	30,00
Passenger cabin disinfection	per operation	30,00
Passenger meeting and baggage delivery from the aircraft to the car at the airport car park/vice versa	per passenger	10,00
High-class vehicle transport of passenger from aircraft to terminal or vice versa	per transport service	30,00
High-class vehicle transport of flight crew from aircraft to terminal or vice versa	per transport service	15,00
Transport and loading/unloading of aircraft catering supplies	per operation	30,00

### 3.8. EXEMPTION FROM PAYMENT

Aircrafts of the General Secretariat of the Government of Montenegro, Ministry of the Interior, Montenegrin Army, Red Cross, SMATSA and Airline aeroclubs having their bases in Podgorica and Tivat will be exempted from payment of charges for basic airport services.

The following categories will be exempted from airport charges:

- Aircraft involved in search and rescue operations,
- Aircraft used for humanitarian assistance in case of a natural disaster of state of emergency,
- Aircraft in distress,
- State aircraft providing urgent medical assistance,
- State aircraft performing fire-fighting protection,
- State aircraft performing special activity flights.

#### 4. SERVICES ON SPECIAL REQUEST

##### Introductory note:

Special request services can be provided upon request of the Carrier or a third party, provided that the airport disposes of necessary staff, vehicles and equipment. If there is no prior agreement in effect, the airport shall not be obliged to provide these services. This type of service shall be charged separately to the Carrier, in accordance with the prices indicated in the Pricelist.

The services listed here below which are included in respective SGHAs with airlines will not be charged to third parties.

Minimum time unit shall be calculated as indicated in the Pricelist. Provision of service which exceeds the defined time unit shall be charged as the use of a new time unit as a whole.

Airports of Montenegro JSC reserves the right to amend the list of special request services.

##### Manpower

Service	Unit of measure	€
Highly qualified staff	30'	21,00
Qualified staff	30'	18,00
Semi-qualified staff	30'	15,00
Non-qualified staff	30'	12,00

##### Aircraft de-icing and anti-icing (DAI)

Service	Unit of measure	€
DAI for A/C up to 10t	per service	100,00
DAI for A/C FROM 11 to 20t	per service	150,00

DAI for A/C from 21 to 40t	per service	230,00
DAI for A/C from 41 to 80t	per service	420,00
DAI for A/C from 81 to 105t	per service	600,00
DAI for A/C over 105t	per service	850,00
De-icing/ anti-icing fluid	1 l	4,00

### Ground power unit and Air starter

Service	Unit of measure	€
GPU (28V, 112V, 220V)	30'	50,00
Air starter	Per start	100,00

### Ramp vehicles

Service	Unit of measure	€
Tractor	30'	40,00
Bus	per service	20,00
Passenger vehicle	per service	15,00
Passenger vehicle (for supervision)	30'	15,00
Push back up to 100 MTOW	per push back operation	70,00
Ambulance car	km	2,50

### Loading/unloading equipment

Service	Unit of measure	€
Towing tractor – small	30'	60,00
Towing tractor – big	30'	90,00
Elevator	30'	80,00
ULD loader-transporter	30'	80,00
Forklift	30'	48,00
ULD dollies	30'	8,00
Baggage carts	30'	10,00

### Passenger stairs

Service	Unit of measure	€
Passenger stairs - towed	30'	30,00
Passenger stairs – self-propelled	30'	60,00



### Special equipment

Service	Unit of measure	€
Potable water service vehicle	30'	30,00
Toilet service vehicle	30'	55,00
Aircraft fire truck	30'	100,00

### Arrangements for passengers in the event of irregular operations (IRR)

Service	Unit of measure	€
Arrangements for transport and accommodation of passengers in the event of a denied boarding, delayed or cancelled flight and passenger rerouting	Per event	10% of the cost price, in any even not exceeding EUR150

### Material supply

Service	Unit of measure	€
Ballast bag (25 kg)	bag	10,00
Lashing material	meter	2,00
Photocopying and printing	page	0,20

### Other

Service	Unit of measure	€
Cabin cleaning	Per service	50,00
Removal of spilt fuel, oil and other contamination	Per service	150,00
Loading/unloading of catering supplies	Per operation	90,00
Transfer of catering supplies on aircraft	Per operation	90,00
World Tracer services	per AHL	2,50
Security screening per kilo	Up to 20kg	0,50
Security screening per kilo	from 20 to 50kg	0,60
Security screening per kilo	from 50 to 100 kg	0,70
Security screening per kilo	over 100kg	0,80
Physical examination of baggage	piece	10,00

Processing of request for authorization of access of person and/or vehicle to airside	Per service	4,13
Use of vehicle in airside	Per entry	8.27
Issuing – ADP (Airside Driver Permit)	1 piece	8.27
Issuing of ID card without chip	1 piece	4.13
Issuing of ID card with chip	1 piece	8.27
Issue of permit for unaccompanied vehicles on airside	1 piece	4.13
Compensation in case of the ID card/permit loss		8.27
Loading/unloading of freight on/from truck in case the air carrier makes arrangements for truck transport	per kilo of bulk baggage	0.05
	Per palette for consolidated shipment	10,00

### VIP services

Service	Airport	Unit of measure	€
Rental of Multimedia room	PG	1 hour	100,00
Rental of Meeting room	PG	1 hour	60,00
Rental of VIP lounge 1	PG	1 hour	200,00
Rental of VIP lounge 2 (17 seats)	PG	1 hour	200,00
Rental of VIP lounge 3 (27 seats)	PG	1 hour	400,00
Rental of Presidential lounge (10 seats)	PG	1 hour	300,00
Rental of Business lounge	PG/TIV	1 hour	100,00
Use of Business lounge	PG/TIV	per passenger	8,00
VIP treatment without use of the VIP lounge (minimum charge 60,00 €)	PG/TIV	per passenger	40,00

Fast track procedure through passenger terminal (24 hours prior notice)	PG/TIV	per passenger	20,00
Delivery of baggage from aircraft to vehicle at the car park and vice versa - up to 4 pieces of baggage	PG/TIV	Per service	25,00
Delivery of baggage from aircraft to vehicle at the car park and vice versa - over 4 pieces of baggage, per each additional piece of baggage	PG/TIV	Per service	5,00

### Access fee

Airports of Montenegro JSC guarantees access to the airport installations to other service providers or air carriers who perform self-handling.

It will be considered that the service provider renders these services from the moment of providing ground handling services.

Service	Unit of measure	€
Car	per operation	1,40
Van, tractor	per operation	2,50
Ground power unit	per operation	6,00
Catering vehicle	per operation	10,00
Towing vehicle	per operation	40,00
Specialised vehicle	per operation	20,00
Forklift	per operation	10,00
Truck up to 2t carrying capacity	per operation	18,00
Truck over 2t carrying capacity	per operation	28,00

### Traffic handling on special request

Ticketing/sales and collection for other services of air carriers (TSC)

Service	Unit of measure	€
Ticketing/sales and collection for other services of air carriers	per flight	35,00€ or 10% of sales

Supervision and coordination services (SPV)

Service	Unit of measure	€
Supervision and coordination services upon individual request	per aircraft movement	80,00
Supervision and coordination services – up to 21 flight a month	per aircraft movement	80,00
Supervision and coordination services – over 21 flight a month	per aircraft movement	50,00

*Prevailing Language. The Montenegrin language version of this Pricelist shall be controlling in all respects and shall prevail in case of any inconsistencies with translated versions.*