CJENIK AERODROMSKIH USLUGA

AIRPORT SERVICES AND CHARGES

Vrijedi od 1. srpnja 2026.

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I. UVJETI OBAVLJANJA AERODROMSKIH USLUGA

1. Dokumenti na kojima se temelje uvjeti obavljanja aerodromskih usluga

1.1. Propisi Republike Hrvatske:

- Zakon o zračnom prometu RH (NN 69/09, 84/1, 54/13, 127/13, 92/14);
- Zakon o zračnim lukama (NN 19/98, 14/11, 78/15);
- Zakona o obveznim i stvarnopravnim odnosima u zračnom prometu (NN 132/98, 63/08 i 134/09, 94/13);
- Pravilnik o pružanju zemaljskih usluga (NN 84/22).

1.2. Međunarodni propisi i preporučena praksa:

- Council Directive 96/67/EC of 15 th October 1996 on access to the groundhandling market at Community airports. (Official journal L 272, 25/10/1996 p. 0036-0045);
- Regulation (EC) 2018/1139 of the European Parliament and of the Council of 4 July 2018 on common rules in the field of civil aviation;
- Regulation (EC) No 1107/2006 of the European Parliament and of the Council of the 5th July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air;
- S.I. No 505/1998 – Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;
- Airport Economics Manual, ICAO Doc 9562/4th edition – 2020;
- ICAOs Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/9th edition – 2012;

2. Opći uvjeti obavljanja aerodromskih usluga

2.1. Temeljni opći uvjeti poslovanja odnose se na sljedeće aerodromske usluge:

a) Uporaba uzletno-sletne staze s osvjetljenjem (LANDING AND TAKE OFF CHARGE WITH LIGHTING);
b) Uporaba pristanišne zgrade;
c) Uporaba pristanišne stajanke za zrakoplove i drugih površina za boravak zrakoplova (PARKING);
d) Uporaba centralizirane infrastrukture (CENTRALIZED INFRASTRUCTURE);
e) Posebne usluge putnicima i pošiljateljima roba:
    - Putnički servis (PASSENGER SERVICE);
    - Sigurnosni pregled (SECURITY CHECK);
    - Servis za putnike s posebnim potrebama (PRM).

2.2. Zahtjevom za korištenjem usluga u zračnom prometu smatra se da je svaki korisnik zračne luke po principu pristupanja prihvatio sve odredbe ovog Cjenika aerodromskih usluga.

2.3. Nakon objavljivanja Cjenika aerodromskih usluga u zračnom prometu smatra se da je iste prihvatio svaki korisnik koji koristi usluge Zračne luke Dubrovnik d.o.o.

2.4. Cijene usluga navedene u Cjeniku aerodromskih usluga su jedinstvene za usluge pružene u domaćem i međunarodnom prometu.

2.5. Cijena usluga izvršenih zrakoplovnim prijevoznicima (LANDING AND TAKE OFF, CENTRALIZED INFRASTRUCTURE, PARKING) podrazumijeva jedinstvenu i nedjeljivu cijenu za sve poslove u sadržaju jedne usluge pružene u dolasku i odlasku istog zrakoplova.

2.6. Cijene aerodromskih usluga u Cjeniku izražene su u eurima (EUR).

2.7. U slučaju izvanrednog događaja (Emergency) posebne usluge pružene zrakoplovu bit će

zaračunate zračnom prijevozniku po cijenama iz Cjenika na poseban zahtjev. Eventualno korištenje vanjskih usluga i opreme bit će pre-fakturirano zračnom prijevozniku po stvarnim cijenama uvećano za manipulativne troškove.

2.8. Cjenik za svaku aerodromsku uslugu određuje slučajeve povećanja i umanjenja temeljne cijene. Umanjenje cijene po jednom temelju isključuje umanjenje iste po drugom temelju.

2.9. Zračna luka Dubrovnik d.o.o. zadržava pravo izravno s prijevoznikom dogovoriti razinu inflacije i postupke vezane za istu.

2.10. Cjenik aerodromskih usluga u zračnom prometu dostupan je svim postojećim i potencijalnim korisnicima u Zračnoj luci Dubrovnik d.o.o. u AIP-u, kao i na službenoj mrežnoj stranici /www.dbv.hr/. Na zahtjev korisnika, Zračna luka Dubrovnik d.o.o. može dostaviti Cjenik usluga u zračnom prometu. Isto tako, Zračna luka Dubrovnik d.o.o. sve svoje dugogodišnje korisnike redovito obavještava o svim promjenama u Cjeniku.

2.11. Pružanje aerodromskih usluga izvan službene otvorenosti zračne luke smatra se pružanjem usluga izvan vremena otvorenosti, koje je određeno službenim državnim propisima u Republici Hrvatskoj.

2.12. Vrijeme noćnog obavljanja zračnog prometa se smatra u razdoblju od 22,00LT do 06,00LT.

2.13. Pružanje aerodromskih usluga u dane državnih praznika se smatra pružanje usluga u dane koji su službeni državni praznici Republike Hrvatske.

2.14. U odnosu na obradu osobnih podataka, koja može proisteći iz predmetnog poslovnog odnosa primjenjuju se odredbe UREDBE (EU) 2016/679 EUROPSKOG PARLAMENTA I VIJEĆA od 27. travnja 2016. o zaštiti pojedinaca u vezi s obradom osobnih podataka i o slobodnom kretanju takvih podataka te o stavljanju izvan snage Direktive 95/46/EZ (Opća uredba o zaštiti podataka). Zračna luka primjenjuje tehničke, organizacijske i kadrovske mjere zaštite podataka koji se obrađuju u svrhu ostvarenja prava i obveza iz poslovnog odnosa te obrađuje samo one osobne podatke, koji su nužni za postizanje određene legitimne svrhe, a podatke obrađuje u neimenovanom obliku uvijek kada je to moguće. Ispitanici u svakom trenutku imaju ovlaštenje ostvariti svoja prava temeljena na Uredbi slanjem zahtjeva putem e-mail-a na adresu službenika za zaštitu osobnih podataka Zračne luke Dubrovnik (dataprotection@dbv.hr). Detaljne informacije o postupanju s osobnim podacima dostupne su na mrežnoj stranici Zračne luke Dubrovnik d.o.o.

2.15. Za sve sporove između korisnika usluga i Zračne luke Dubrovnik d.o.o. oko cijena i primjena odredbi Cjenika aerodromskih usluga, nadležan je sud u Dubrovniku.

3. Plaćanje

3.1. Zračni prijevoznici koji s Zračnom lukom Dubrovnik d.o.o nisu posebno ugovorili način plaćanja za korištene sadržaje i pružene usluge, obvezni su uplatu izvršiti najkasnije neposredno prije uzlijetanja.

3.2. Naplata pruženih usluga zračnim prijevoznicima iz točke 3.1. obavlja se debitnim i kreditnim karticama koje su službeno prihvaćene od strane Zračne luke Dubrovnik d.o.o.

3.3. Porez na dodanu vrijednost (PDV) nije uračunat u cijene navedene u Cjeniku.

3.4. Zračnim prijevoznicima koji, sukladno Zakonu o porezu na dodanu vrijednost (NN 73/13, 99/13, 148/13, 153/13, 143/14, 115/16, 106/18, 121/19, 138/20, 39/22, 113/22, 33/23) i Pravilniku o porezu na dodanu vrijednost (NN 79/13, 85/13, 160/13, 35/14, 157/14, 130/15, 1/17, 41/17, 128/17) u nisu oslobođeni plaćanja poreza na dodanu vrijednost (PDV), isti će se obračunati u visini utvrđenoj zakonom.

3.5. Zračna luka Dubrovnik d.o.o. ima pravo uvida u Svjedodžbu zračnog prijevoznika (AOC) da bi ustanovila za koju vrstu prometa je prijevoznik registriran.

3.6. Obračun i naplata pruženih usluga mogu se obaviti u svakoj čvrstoj valuti na način da se cijene izražene u EUR preračunavaju u željenu valutu po srednjem tečaju Hrvatske narodne banke na dan ispostavljanja računa. Obračun i naplata pruženih usluga domaćim zračnim prijevoznicima

obavlja se isključivo u eurima (EUR).

3.7. Za prekoračenje roka plaćanja obračunavaju se zakonom propisane zatezne kamate.

3.8. Zračna luka Dubrovnik d.o.o. može od korisnika usluga zahtijevati instrument osiguranja plaćanja.

4. Program poticaja

Zračna luka Dubrovnik d.o.o.može korisnicima odobriti komercijalne popuste i druge povlastice, sukladno "Poticajnim mjerama Zračne luke Dubrovnik zrakoplovnim prijevoznicima", koje nisu sastavni dio Cjenika.

5. Definicije izraza

- **Ambulantni let** znači let u svrhu prijevoza bolesnih ili ranjenih osoba, kojima je već pružena liječnička pomoć ili kojima se neki pacijent prevozi iz jedne medicinske lokacije na drugu;
- **Aviomost** predstavlja natkriveni, pomični dio infrastrukture zračne luke koji služi za povezivanje zrakoplova i pristanišne zgrade u svrhu ukrcaja i iskrcaja putnika;
- **Baza javnog zračnog prijevoznika** znači zračna luka na kojoj je zračni prijevoznik utemeljio predstavništvo koje djeluje kao administrativni i operativni centar prijevoznika i na kojoj je baziran minimalno jedan zrakoplov upisan u njegov AOC;
- **Broj leta** označava svaki pojedini let i sastoji se od dvoslovne (prema IATA) ili troslovne kratice (prema ICAO) i zatim sljedećih brojeva ili kombinacije brojeva i slova;
- **Članovi letačkog osoblja** su osobe u zrakoplovu čija je dužnost obavljanje leta;
- **Direktni gubitak** znači gubitak koji nastaje prirodno ili izravno iz neke pojave, a koji isključuje nepredvidljive, indirektne, posljedične ili posebne gubitke ili štete, poput gubitka prihoda ili gubitka dobiti
- **Domaći zračni promet** predstavlja obavljanje letova kod kojih je mjesto odlaska i krajnjeg odredišta putnika i robe na području Republike Hrvatske;
- **IATA** označava Međunarodno udruženje zračnih prijevoznika.
- **ICAO** označava Međunarodnu organizaciju za civilno zrakoplovstvo.
- **Infant** je putnik, dijete, do navršene dvije godine života.
- **Izrazi "putnik"**, **"prtljaga", "roba" i "pošta"**, koji se upotrebljavaju u Cjeniku, uključuju sve osobe i stvari koje se prevoze zrakoplovom uz suglasnost prijevoznika.
- **Javni prijevoz** u zračnom prometu znači svaki vid zračnog prometa koji prometuje sukladno zakonskim propisima i zrakoplovnim standardima koji su svima dostupni i za koji prijevoznik ima izdan certifikat od nadležnih zrakoplovnih vlasti;
- **Karta** znači dokument koji se naziva „Putnička karta i prijava prtljage", koji je izdan od stranke ili u ime prijevoznika, koji uključuje obavijesti o uvjetima ugovora na koji se poziva, te sadrži i kupone za let i za putnika.
- **Korisnik zračne luke** znači svaka fizička ili pravna osoba odgovorna za zračni prijevoz putnika, pošte i/ili tereta iz ili prema dotičnoj zračnoj luci.
- **Maksimalna dopuštena težina** prilikom uzlijetanja **(M.T.O.W.)** znači maksimalna dopuštena težina zrakoplova prilikom uzlijetanja, navedena u službenoj dokumentaciji (Letačkom priručniku - AFM) odnosno u svjedodžbi o plovidbenosti zrakoplova. Ako ti dokumenti nisu predočeni, kod obračuna treba uzeti i obzir najviši M.T.O.W. za određeni tip

zrakoplova. Svaki započeti dio tone zaračunava se kao cijela tona.

- **Međunarodni zračni promet** je međunarodni prijevoz putika i robe kako je definirano u 1. članku Konvencije za izjednačavanje određenih pravila u međunarodnom zračnom prijevozu (Varšava 1929.) te u 1.članku Protokola o promjeni te Konvencije (Haag 1955.) Međunarodni let (let u međunarodnom prometu) je svaki let zrakoplova kome je mjesto odlaska ili krajnje odredište.

- **Nenajavljeni let** je svaki let zrakoplova koji nije pismeno najavljen u roku od 24 sata prije slijetanja ili uzlijetanja.

- **Opće zrakoplovstvo** predstavlja svaki zrakoplov koji nije namijenjen ni registriran za komercijalni zračni prijevoz.

- **Povezivanje** označava komuniciranje i održavanje kontakata.

- **Prazni let** znači zrakoplov koji slijeće ili uzlijeće bez ukrcavanja putnika ili tereta radi daljnjeg prijevoza.

- **Prijevoz tereta** znači komercijalni i nekomercijalni prijevoz tereta poput uslužnog prijevoza tereta i kompanijskih materijala.

- **Prinudno slijetanje** je slijetanje u slučaju nekog izvanrednog događaja (bolest ili smrt putnika, tehnički kvar na zrakoplovu, itd.) ili zbog prijetnje nasiljem.

- **Probni let** znači let nekog zrakoplova koji se obavlja radi ispitivanja motora, instrumenata i uređaja zrakoplova.

- **Poslovno zrakoplovstvo** predstavlja sve komercijalne letove (zrakoplova i helikoptera) za čije letove prijevoznici ne prodaju putničke karte.

- **Pružatelj zemaljskih usluga** je svaka fizička ili pravna osoba koja drugima pruža jednu ili više kategorija zemaljskih usluga u skladu sa Pravilnikom o pružanju zemaljskih usluga (NN 84/22).

- **Povratni let** znači let nekog zrakoplova koji se vraća nakon polaska, a prije dolaska do odredišta ili promjenu leta zbog posebnih razloga, izvan redovne kontrole.

- **Pozicijski let** je svaki prelet zrakoplova od mjesta do mjesta pod pretpostavkom da kod slijetanja ili uzlijetanja nije vršen ukrcaj ili iskrcaj putnika, prtljage robe i pošte.

- **Razmjena elektronskih podataka** znači prijenos podataka u standardnom formatu (aplikacija – obrada programa aplikacije).

- **Samostalno obavljanje zemaljskih usluga** znači situaciju kada neki korisnik zračne luke za sebe izravno obavlja jednu ili više kategorija zemaljskih usluga i ne sklapa nikakav ugovor, bilo koje vrste, s nekom trećom osobom radi pružanja tih usluga u skladu sa Pravilnikom o pružanju zemaljskih usluga (NN 61/15).

- **Sustav kontrole odlaska** znači automatiziranu metodu obavljanja registracije putnika i tereta na let, kontrole kapaciteta, kontrole opterećenja i otpreme letova.

- **Školski let** znači let nekog zrakoplova koji se obavlja radi školovanja letačkog osoblja.

- **Tehničko slijetanje** je svako slijetanje zrakoplova izvršeno radi tehničkih, meteoroloških i navigacijskih razloga pod pretpostavkom da nije nastupila nikakva promjena glede komercijalnog tereta (payload) osim goriva.

- **Temeljna zaštitna provjera** znači sigurnosna provjera osoba ili stvari koja se obavlja prije svakog leta u skladu sa zakonskim uvjetima.

- **Teret** znači svaki predmet koji se prevozi zrakoplovom koji ne spada u osnovnu operativnu težinu zrakoplova.

- **Tereti** znače prtljagu, robu, poštu, bilo kakvu opskrbu zrakoplova, uključujući balast.

- **Transferni putnik** je putnik koji sleti i poleti iz Zračne luke u roku od 24 sata istim ili različitim zrakoplovom, ali pod različitim brojm leta, a glavna namjena uporabe Zračne luke mu je pristizanje na vezu za drugi let.

- **Tranzitni let** je zrakoplov koji vrši među-slijetanja iz komercijalnih razloga pri kojem dolazi do promjene tereta, putnika i/ili posade.

- **Tranzitni putnik** je putnik koji sleti i poleti iz Zračne luke istim zrakoplovom (osim u slučaju tehničkog razloga) i istim brojem leta, te pri tome ne napusti tranzitni prostor u Zračnoj luci.

- **ULD oprema (Unit Load Device)** znači ili kontejner ili zrakoplovna paleta (sa ili bez mreža), koji se koriste za utovar i/ili prijevoz tereta, prtljage ili pošte.

- **Zemaljske usluge** znače usluge koje se u zračnim lukama pružaju korisnicima zračnih luka u skladu s Pravilnikom o pružanje zemaljskih usluga (NN 61/15) i s Dodatkom A (IATA SGHA).

- **Zračni prijevoznik** je društvo s valjanom operativnom licencom za obavljanje zračnog prijevoza.

- **Zrakoplov prijevoznika** označava sve zrakoplove u vlasništvu, zakupu, najmu, angažmanu, ili pod upravom, ili na drugi način korištene od stranke ili u ime prijevoznika, a vezano za koje je prijevoznik izričito ili implicitno ugovorio, dao upute ili na neki drugi način tražio da se izvrši ili provede bilo koja aerodromska usluga(e).

II. CJENIK AERODROMSKIH USLUGA

1. Naknada za slijetanje i uzlijetanje

1.1. OPIS USLUGE

a) Uporaba uzletno-sletne staze pri uzlijetanju i slijetanju zrakoplova.
b) Uporaba rulnih staza i spojnica od i do stajanke zrakoplova.
c) Osvjetljenje uzletno-sletne staze, spojnica i stajanke po standardima ICAO, CAT I.
d) Naknada se naplaćuje od trenutka slijetanja na uzletno-sletnu stazu Zračne luke Dubovnik.

1.2. JEDINICA MJERE

Najveća dozvoljena težina zrakoplova pri uzlijetanju prema službenoj svjedodžbi o navigacijskim sposobnostima zrakoplova (**M.T.O.W.**) izražena u metričkim tonama. Svaki započeti dio tone uzima se kod obračuna kao cijela tona.

1.3. CIJENA USLUGE

Cijena usluge obuhvaća jedinstvenu operaciju slijetanja i uzlijetanja jednog zrakoplova i kao takva se zaračunava nedjeljiva i iznosi

a) za zrakoplove do 25 tona M.T.O.W., svaka tona **EUR 9,40**
b) za zrakoplove iznad 25 tona M.T.O.W., svaka tona **EUR 12,70**

1.4. UMANJENE CIJENE

a) za povratne letove i pozicijske letove primjenjuje se **50%** cijene iz točke 1.3.
b) za slijetanja u slučaju prinude primjenjuje se **50%** cijene iz točke 1.3.
c) za probne letove primjenjuje se **25%** cijene iz točke 1.3.
d) za helikoptere primjenjuje se **75%** cijene iz točke 1.3.
e) za školske letove (svaki dodir staze) primjenjuje se **25%** cijene iz točke 1.3.

1.5. ŠKOLSKI LETOVI I PROBNI LETOVI

Noćni školski letovi su mogući po prethodnom dogovoru. Za školske i probne noćne letove, osvijetljenje uzletišta se naplaćuje po stvarnom trošku, a prema trajanju.

1.6. ČEKANJE NA ZAHTJEV

EUR 300,00 za svaki započeti sat izvan službenog vremena otvorenosti Zračne luke. Najviše se može zaračunati 4 (četiri) sata, od 23,00lt do 03,00lt (ljetni period) odnosno 22,00lt do 02,00lt (zimski period) računajući unaprijed i od 06,00 do 02,00lt računajući unatrag.

2. Naknada za boravak zrakoplova

2.1. OPIS USLUGE

Uporaba stajanke u zračnoj luci za parkiranje zrakoplova. Usluga se zaračunava za svaka započeta 24 sata. Parkiranje do 4 sata se ne naplaćuje.

2.2. JEDINICA MJERE

Najveća dozvoljena težina zrakoplova pri uzlijetanju prema službenoj svjedodžbi o

navigacijskim sposobnostima zrakoplova (M.T.O.W.) izražena u metričkim tonama. Svaki započeti dio tone, obračunava se kao cijela tona.

2.3. CIJENA USLUGE

Svaka metrička tona (M.T.O.W.) za 24 sata: **EUR 7,00**

U intervalu od 01.lipnja do 30.rujna, za sve zrakoplove kojima boravak u zračnoj luci nije uzrokovan tehničkim kvarom ili nekom drugom okolnošću na koju operator zrakoplova objektivno nije mogao utjecati, cijene se uvećavaju i to:

- Naknada se uvećava 50% ukoliko boravak zrakoplova traje od 24 do 48 sati, a primjenjuje se za cijelo vrijeme boravka;
- Naknada se uvećava 100% ukoliko boravak zrakoplova traje od 48 do 72 sata, a primjenjuje se za cijelo vrijeme boravka;
- Naknada se uvećava 200% ukoliko boravak zrakoplova traje preko 72 sata, a primjenjuje se za cijelo vrijeme boravka.

2.4. UMANJENJE CIJENE

Za helikoptere primjenjuje se **75%** cijene iz točke 2.3.

3. Naknada za putnički servis

3.1 OPIS USLUGE

Putnički servis uključuje sve nekomercijalne sadržaje u putničkoj zgradi.

3.2 JEDINICA

Svaki odlazni registrirani putnik (uključujući i transferne putnike).

Izuzeća: Djeca do dvije godine starosti, putnici kojima je odobren popust na cijenu putovanja (ID00), putnici u izravnom tranzitu i posada (DHC).

3.3 CIJENE USLUGA

a)	Domaći putnički servis	**EUR**	**6,00**
b)	Međunarodni putnički servis	**EUR**	**13,00**
c)	Transferni putnik	**EUR**	**6,00**

4. Naknada za zaštitu

4.1 OPIS USLUGE

Zračna luka Dubrovnik d.o.o. kao operator civilne zračne luke koji obavlja poslove i upravlja poslovima na manevarskim površininama i stajankama, u putničkom i robnom terminalu, dužna je sukladno Nacionalnom programu zaštite zračnog prometa ispunjavati temeljne zahtjeve u odnosu na:

- potreban prostor i opremu za osnovne i posebne zaštitne preglede putnika, prtljage, tereta, drugih osoba i stvari koje ulaze u štićena područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
- temeljne zaštitne preglede putnika, prtljage, tereta i drugih osoba koje ulaze u štićena područja, sterilna područja kao i u sva druga osjetljiva područja i objekte zračne luke.
- zaštitu i kontrolu pristupa zračnoj strani, štićenim područjima, sterilnim područjima kao i svim drugim osjetljivim područja i objektima zračne luke.
- urede i druge prostore za nadzor provedbe zaštite.

4.2 JEDINICA MJERE

Osnova za obračun naknade za sigurnost je broj odlaznih putnika na pojedinom letu.

4.3 CIJENA USLUGE

	Jednica	EUR
Komercijalni letovi	Odlazni putnik	5,80
Nekomercijalni letovi	Odlazni putnik	5,80

4.4 IZUZEĆE

Naknadu za putnički servis ne plaćaju sljedeće kategorije putnika:

- djeca do 2 godine
- ID 00
- Tranzitni putnici
- Posada (DHC)

5. Naknada za putnike s posebnim potrebama

5.1 OPĆENITO

Sukladno Uredbi (EZ) br. 1107/2006 Europskog parlamenta i vijeća od 5. srpnja 2006. o pravima osoba s invaliditetom i osoba smanjene pokretljivosti, koje koriste zračni prijevoz, Zračna luka Dubrovnik d.o.o. dužna je pružiti pomoć takvim putnicima. „Osoba s invaliditetom“ ili „osoba smanjene pokretljivosti“ se smatra svaka osoba čija je pokretljivost prilikom korištenja prijevoza smanjena zbog bilo kakvog tjelesnog oštećenja (senzornog ili lokomotornog, trajnog ili privremenog), intelektualnog invaliditeta ili nedostataka, ili bilo kojeg drugog uzroka invaliditeta, ili zbog starosti, i čije stanje zahtijeva odgovarajuću pažnju i prilagođavanje njenim posebnim potrebama za uslugama koje su na raspolaganju svim putnicima.

Nadležni prijevoznik dužan je obavijestiti Zračnu luku Dubrovnik d.o.o, o potrebi pružanja pomoći najmanje 24 sata prije objavljenog polaska leta. U slučaju zakašnjele obavijesti, Zračna luka Dubrovnik d.o.o. ne može jamčiti pomoć u skladu s objavljenim standardima. Za pravoremeno obavještavanje odgovoran je prijevoznik.

Zračna luka Dubrovnik d.o.o. zadužena je za pomoć i organiziranje postupaka koji su potrebni da bi se osobama s invaliditetom i osobama smanjene pokretljivosti omogućilo:

- njihov dolazak u neku zračnu luku i svoj zahtjev za pomoć prijave na određenim mjestima unutar i izvan zgrada terminala sukladno članku 5 Uredbe (EZ) br. 1107/2006,
- dolazak od nekog određenog mjesta do šaltera za registraciju putnika,
- predavanje i registraciju svoje prtljage,
- prijevoz ili pomoć pri prijevozu od šaltera za registraciju putnika do zrakoplova, uz obavljanje emigracijskih, carinskih i sigurnosnih postupaka,
- ukrcaj u zrakoplov, uz osiguranje dizala, invalidskih kolica i druge potrebne pomoći,
- pomoć pri ulazu u zrakoplov i dolasku do svojih sjedala,
- spremanje pri odlasku iz zrakoplova i uzimanje svoje prtljagu pri dolasku u zrakoplov,
- pomoć pri iskrcaju iz zrakoplova, od sjedala do izlaza zrakoplova, te iskrcaj iz zrakoplova pomoću dizala, invalidskih kolica i uz drugu potrebnu pomoć,
- prijevoz od zrakoplova do prostora za preuzimanje prtljage te preuzimanje prtljage uz obavljanje imigracijskih i carinskih postupaka,
- prijevoz ili pomoć pri prijevozu od prostorije za preuzimanje prtljage do nekog određenog mjesta,

- pri tranzitu ili transferu, prekrcaj na sljedeći let, uz pomoć na zemaljskoj i zračnoj strani i između terminala, ovisno o potrebi,
- pomoć pri odlasku do sanitarnih čvorova.

Kad nekoj osobi s invaliditetom ili sa smanjenom pokretljivošću pomaže neka osoba u pratnji, toj se osobi, na njen zahtjev, treba omogućiti da pruža potrebnu pomoć u zračnoj luci te prilikom ukrcaja i iskrcaja.

Zračna luka Dubrovnik d.o.o. obavit će prihvat i otpremu sve potrebne opreme za kretanje, uključujući opremu kao što su električna invalidska kolica, pod uvjetom da se o tome pošalje upozorenje 24 sati unaprijed i ovisno o mogućim ograničenjima prostora u zrakoplovu te uz primjenu relevantnih zakonskih propisa o opasnoj robi.

Zračna luka Dubrovnik d.o.o. omogućit će privremenu zamjenu oštećene ili izgubljene opreme za kretanje unutar područja terminala i stajanke, s time da zamjenska oprema ne mora biti nužno jednaka onoj oštećenoj ili izgubljenoj.

Zračna luka Dubrovnik d.o.o. omogućit će prihvat i otpremu priznatih pasa pratitelja, kad je to slučaj. Zračna luka Dubrovnik će osigurati priopćavanje informacija koje su potrebne za putovanje zrakoplovom, u formatima koje takve osobe mogu koristiti.

5.2 JEDINICA MJERE

Osnova za obračun PRM naknade je broj svih odlaznih putnika na pojedinom letu i bit će obračunata prema broju putnika koji su platili putnički servis.

5.3 CIJENA USLUGE

	Jedinica	EUR
Komercijalni letovi	Odlazni putnik	0,35
Nekomercijalni letovi	Odlazni putnik	0,35

6. Naknada za centraliziranu infrastrukturu

6.1 OPĆENITO

Zračna luka Dubrovnik d.o.o. kao upravno tijelo zračne luke Dubrovnik upravlja centraliziranom infrastrukturom koja se koristi za pružanje zemaljskih usluga sukladno Pravilniku o pružanju zemaljskih usluga (NN 61/15).

Zračna luka Dubrovnik d.o.o. je sukladno Pravilniku o pružanju zemaljskih usluga (NN 61/15) donijela Odluku o centraliziranoj infrastrukturi koja je dostupna na službenoj mrežnoj stranici zračne luke: www.dbv.hr.

Zračna luka Dubrovnik d.o.o. upravlja navedenom centraliziranom infrastrukturom zbog svojih kapaciteta uzrokovanih infrastrukturnim ograničenjima i zbog kompleksnosti određenih sustava koji ne dopuštaju podjelu ili dupliranje.

Zračna luka Dubrovnik d.o.o. će pružateljima zemaljskih usluga i samostalnim pružateljima zemaljskih usluga omogućiti transparentno, objektivno i nediskriminirajuće korištenje centralizirane infrastrukture uz uvjet da je zajamčena sigurnost operacija u Zračnoj luci Dubrovnik Ruđer Bošković.

Zračna luka Dubrovnik d.o.o je jedini pružatelj usluge centralizirane infrastrukture za koju se

naplaćuje naknada. Obveza plaćanja ove naknade nastaje početkom prihvata i otpreme na stajanci od strane Zračne luke Dubrovnik d.o.o. ili nekog drugog pružatelja zemaljskih usluga.

6.2 SADRŽAJ

Naknada za centraliziranu infrastrukturu se plaća za sljedeće usluge:

- putnički i operativni prihvat – jedinica za izračun je odlazni putnik prema listi opterećenja za odlazni zrakoplov,
- tehnički prihvat – jedinica za izračun je težina zrakoplova.

6.3 CJENIK

a) Centralizirana infrastruktura – putnički i operativni prihvat

	Jedinica	**EUR**
putnički i operativni prihvat	odlazni putnik	2,50

b) Centralizirana infrastruktura – tehnički prihvat

	Jedinica	**EUR**
Tehnički prihvat	tona/MTOW	2,75

III. OSLOBAĐANJE OD PLAĆANJA

Sljedeće kategorije su izuzete od plaćanja naknada:

a) zrakoplovi Vlade Republike Hrvatske (50% cijene osnovnih usluga istaknute u ovom Cjeniku),
b) zrakoplovi uključeni u operacije potrage i spašavanja,
c) zrakoplovi koji se koriste za humanitarnu pomoć u slučaju prirodnih nepogoda ili stanja nužde,
d) zrakoplovi u nevolji,
e) državni zrakoplovi koji pružaju hitnu medicinsku pomoć,
f) državni zrakoplovi koji obavljaju letove za protupožarnu zaštitu,
g) državni zrakoplovi koji obavljaju letove za posebna djelovanja,
h) zrakoplovi Hrvatske vojske kada lete u vojne svrhe, Ministarstva unutarnjih poslova i Crvenog križa Republike Hrvatske.

IV. INFORMACIJE

Otvorenost Zračne luke Dubrovnik Ruđer Bošković
05:00-21:00 UTC ZIMSKO VRIJEME, 04:00-21:00 UTC LJETNO VRIJEME

Koordinator prometa:

Tel: +385 20 773 300
Mob: +385 98 983 5980 Sita: DBVAPXH
e-mail: Stationmanager@dbv.hr

Operativni centar

Tel: +385 20 773 221
Sita: DBVAPXH e-mail: operations@dbv.hr
Radio frekvencija 131.75MHz Poziv: "Dubrovnik Handling"

Opsluživanje gorivom „INA Avioservis“

Tel: +385 1 645 1806 e-mail: aviationfuels@ina.hr
DBV Airport Office tel/fax: +385 20 773 335

Catering: “Newrest Dubrovnik” Ltd

Tel: +385 20 773 308
Sita: DBVHHXH e-mail: ops.dubrovnik@newrest.eu

Cargo odjel

Tel: +385 20 773 374
Sita: DBVFFXH e-mail: Cargo@dbv.hr

Komercijalni sektor/Prodaja usluga

Maria Bokarica
Tel: +385 20 773 233
Sita: DBVAPXH e-mail: Maria.Bokarica@dbv.hr

CCAA (Croatian Civil Aviation Agency)

Dolores Kolega
Tel: +385 1 2369 350
e-mail flight-authorization@ccaa.hr

CJENIK AERODROMSKIH USLUGA

AIRPORT SERVICES AND CHARGES

Effective from 1st July 2026

ZRAČNA LUKA DUBROVNIK d.o.o.
DUBROVNIK AIRPORT Ltd.
Dobrota 24, Močići
20213 Čilip Konavle
Croatia

Tel.: +385 (0)20 773 100
E-mail: headoffice@dbv.hr
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SITA: DBVAPXH

Commercial Department
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CROATIAN TEXT SHALL PREVAIL

TRANSLATION ONLY

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I. TERMS OF PROVISION OF AIRPORT SERVICES

1. Documents on which the Airport services are based

1.1. Croatian Legislature**:**

- Air Traffic Act (Official Gazette: 69/09, 84/11, 54/13, 127/13, 92/14);
- Act on Mandatory and Proprietary Relations in Air Traffic (Official Gazette:132/98, 63/08, 134/09, 94/13);
- Airport Act (Official Gazette: 19/98, 14/11, 78/15);
- Ordinance on providing ground handling services (Official Gazette: 84/22).

1.2. International Legislature and recommendations:

- Council Directive 96/67/EC of 15th October 1996 on access to the groundhandling market at Community airports. (Official Journal L 272, 25/10/1996 p. 0036-0045);
- Regulation (EC) 2018/1139 of the European Parliament and of the Council of 4 July 2018 on common rules in the field of civil aviation;
- Regulation (EC) No 1107/006 of the European Parliament and of the Council of 5th July 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air.
- S.I. No 505/1998 – Regulations Entitled European Communities (Access To The Groundhandling Market At Community Airports) Regulations, 1998;
- Airport Economics Manual, ICAO Doc 9562/4th edition – 2020;
- ICAOs Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/9th edition – 2012;

2. General Business Conditions

2.1 The basic General Business Conditions will apply to the following airport services:

a) The use of the runaway for takeoff and landing with lighting (LANDING AND TAKE OFF CHARGE and LIGHTING);
b) The use of Airport Building – Passenger Terminal
c) The use of aircraft stands on the apron and other aircraft parking areas (PARKING);
d) The use of the centralized infrastructure (CENTRALIZED INFRASTRUCTURE)
e) Special services to passengers and cargo consignors:
    - passenger service (PASSENGER SERVICE);
    - security check (SECURITY CHECK).
    - Passenger with reduced mobility (PRM)

2.2 Every airport user requiring and using air traffic services is considered to accept all conditions of the Airport Charges, on the principle of acceptance.

2.3 It is to be considered, that after being published, the Airport Charges are accepted by every user having operated and used Dubrovnik Airport Ltd. Services.

2.4 The prices in the Airport Charges are unique for services rendered in domestic and international air traffic.

2.5 The tariff of services provided to air carriers (LANDING, CENTRALIZED INFRASTRUCTURE, PARKING) represents a total indivisible cost for all services included in the description of the list of charges included in service during arrival and departure of the same aircraft.

2.6 The charges for airport services in the Airport Charges are in Euros (EUR).

2.7 In case of emergency, special services rendered to aircraft shall be charged to air carrier in

accordance with prices from Airport Charges. Possible use of external services and equipment shall be re-invoiced to air carrier in accordance with actual prices, increased for manipulative costs.

2.8 The list of Airport Charges specifies in which cases the airport services provided are increased or reduced. Using a reduction on one provision excludes using any other at the same time.

2.9 Dubrovnik Airport Ltd. reserves the right to negotiate the level of inflation and procedures related to it directly with the user of services.

2.10 The Airport Charges are available at the Dubrovnik Airport Ltd. to all existing and potential users by AIP, and on official internet page /www.dbv.hr.hr/. Upon the user's request Dubrovnik Airport Ltd. can deliver the Airport Charges. Also, Dubrovnik Airport Ltd. keeps all long-term users informed about all changes of the Airport Charges.

2.11 Providing airport services outside of official airport working hours is to be consider as providing airport services outside of Dubrovnik Airport Ltd. official working hours, which are defined by Croatian legislature.

2.12 Night operations are considered in the period from 22,00LT to 06,00LT.

2.13 Providing airport services on national holidays is to be considered as service provided on a day officially declared as national holiday in the Republic of Croatia.

2.14 Regarding processing of personal data which may arise from the respective business relation, provisions of the REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) are applied. Dubrovnik Airport Ltd. is applying all necessary technical, organisational and personnel measures in order to ensure the security of data which are processed for purposes of rights and obligations arising from the respective business relation and is thereby only processing the personal data necessary in order to achieve a certain legitimate purpose, processing data in unidentifiable form always when possible. Data subjects at all times have the right to exercise their rights according to the General Data Protection Regulation by addressing an e-mail to the data protection officer at Dubrovnik Airport Ltd. (dataprotection@dbv.hr). Detailed information regarding the processing of personal data can be found on Dubrovnik Airport's web page.

2.15 All disputes between the users of airport services and the Dubrovnik Airport Ltd. regarding charges and changes of the Airport Charges and General Business Conditions will be submitted to the court in Dubrovnik.

3. Payment

3.1. The air carriers, who did not sign a contract with Dubrovnik Airport Ltd. for providing Airport Services, shall pay for rendered services prior to take off.

3.2. Charge of services provided to air carriers from item 3.1. shall be performed in debit or credit cards officially accepted by Dubrovnik Airport Ltd.

3.3. Value Added Tax (VAT) is not included in prices quoted in the Price List.

3.4. Air carriers that are not exempt from payment of Value Added Tax (VAT) in accordance with respective rules and regulations, will be charged at VAT rate prescribed by law.

3.5. Dubrovnik Airport Ltd. has right to inspect Air Operate Certificate (AOC) in order to determine for which type of transport is the air carrier registered.

3.6. Calculation and charge of rendered services can be performed in any hard currency in the following way: The prices quoted in EUR are to be calculated into preferred currency in accordance with the official exchange rate of Croatian National Bank (Hrvatska narodna banka) on

the date of the invoice issuance. Calculation and charge of rendered services to domestic air Carriers will be only in Euros (EUR).

3.7. For delayed payments, interest will be added to the debtor in accordance with the law. All disputes between the users of airport services and the Dubrovnik Airport Ltd. Regarding charges and changes of the Airport Charges and General Business Conditions will be submitted to the Court in Dubrovnik.

3.8. Dubrovnik Airport Ltd. may require payment protection insurance from the user of services.

4. Incentives

Dubrovnik Airport Ltd reserves the right to grant incentives, according to the criteria in **"Dubrovnik Airport Airlines Incentive Policy "**, which is not part of this Airport Services and Charges.

5. Definitions

- **Air carrier** is a company with valid operating licence (AOC) for air transportation.
- **Airport terminal** means all buildings used for arrival and departure of passenger.
- **Airport user** means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the airport in question
- **Ambulance flight** means the flight transporting sick or wounded persons, that have already been given medical attention or transporting a patient from one medical location to another.
- **Base of public air carrier** means an airport with based representative office operating as administrative and operative centre of the air carrier, with minimally one registered aircraft in its AOC.
- **Basic security check** is security check of persons or things done before each flight, following the legal requirements.
- **Business aviation** means all aicrafts for which flights the carriers don't sell tickets.
- **Cargo** means revenue cargo, and non-revenue cargo such as service cargo and company materials.
- **Carrier's Aircraft** means any aircraft owned, leased, chartered, hired or operated or otherwise utilized by or on behalf of the Carrier and in respect of which the Carrier has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).
- **Crew members** are persons being onboard the aircraft for their duty to perform the flight.
- **Departure Control System (DCS)** means an automated method of performing check-in, capacity control, load control and dispatch of flights.
- **Direct loss** means a loss arising naturally or directly from an occurence and which excludes remote, indirect, consequential, or special losses or damages, such as loss of revenue or loss of profit.
- **Domestic Air Traffic** represents a flight operation with its origin and destination of passengers and goods within the territory of the Republic of Croatia.
- **Eletronic Data Interchange (EDI**) means the computer-to-computer (application-to-

application program processing) transmission of business data in a standard format.

- **Emergency landing** is a landing in the case of emergency event (illness or death of passenger, technical defect on aircraft, etc.) or the threat of violence.
- An **Empty** flight is each flight of an aicraft where no passenger embarks or diembarks, and no baggage, cargo and mail are handled at landing and take off**.**
- A **Flight,** not being announced in writing within 24 hours prior
- The **Flight Number** defines each single flight and consists of a two (according to IATA) or three letter carrier's code (according to ICAO) and followed by the following numbers or a combination of numbers and letters.
- **General aviation** means all aicrafts which are not intended or registered for commercial air transport.
- **Ground Handling** means the services provided to airport users at airports according to Ordinance on providing ground handling services (Official Gazette: 61/15) and as decribed in the IATA Annex A.
- **IATA** means International Air Transport Association.
- **ICAO** means International Civil Aviation Organisation.
- **Infant** is each passenger under two years of age.
- **International Air Traffic** is the international transport of passengers and goods as defined in Article 1 of the Convention on Adjusting Certain Rules in International Air Transportation (Warsaw, 1929) and in Article 1 of the Memorandum of Amendments to Convention (The Hague, 1955). As an **International Flight** (a flight in international traffic) is also each flight of an aircraft with its origin and destination in a foreign airport, regardless potential earlier or later landings in the Republic of Croatia, before or after crossing of state borders for completion of a total commercial enterprise.
- **Liase** means to communicate and maintain contact.
- **Load** means any item carried in an aircraft other than is included in the basic operating weight.
- **Loads** means baggage, cargo, mail and any aircraft supplies including ballast.
- **Maximum take-off weight of an aicraft (M.T.O.W),** as stated in the aircraft flight desk documents (Airplane Flight Manual – AFM). If these documents are not presented the highest M.T.O.W. for particular aircraft type shall be taken. No refunds will be possible. Each started ton is to be considered as the whole one.
- **Passenger Boarding Bridge** means mobile part of airport infrastructure, used for connecting the airport passenger terminal with aircraft for boarding and deboarding of passengers.
- A **Positional flight** is each flight of an aicraft between two destinations if no passengera, baggage, cargo and mail are handled at landing and take off.
- **Public Transport** in air traffic means any air transport that is following the legal regulations and general conditions, available to anyone, and for which the air carrier has obtained certificate from competent civil aviation authority.
- **Returning flight** means the flight of an aircraft that returned after departure, before

reaching its destination or alternation, due to a special reason, beyond normal control. It is to be considered as technical flight.

- **Self-handling** means a situation in which an airport user directly provides for himself one or more categories of ground handling services and concludes no contract of any description with a third party for the provision of such services according to Ordinance on providing ground handling services (Official Gazette: 61/15).

- **Supplier of ground handling services** means any natural or legal person supplying third parties with one or more categories of ground handling services according to Ordinance on providing ground handling services (Official Gazette: 61/15)**.**

- **Technical landing** is a landing for other than commercial reasons where no phyisical change of loads, Passenger and/or crew occurs.

- The **Terms as „passenger“, „baggge“, „cargo“** and **„mail“** used in the Charge List, shall include all those persons and goods that are to be transported in a carrier's aicraft.

- **Test flight** means the flight of an aircraft, performed to test engine, instrument or fuselage. It is to be considered as technical flight.

- **Ticket** means the document entitled „Passenger Ticket and Baggage Check“ issued by or on behalf of the carrier and includes Notice of Contract Terms incorporated by reference and notices and the flight and passenger coupons contained therein.

- **Training flight** means the flight of an aircraft, performed in order to train the flying crew members.

- **Transit flight** is an aircraft making and intermediate landing for commercial reasons where a change of Loads, Passenger and/or crew occurs.

- **Transit passenger** is a passenger arriving at the airport on a through-flight and subsequently leaving the airport with the same aircraft, or replacing aircraft put on due to breakdown of the former, without leaving airport transit lounge.

- **Transfer passenger** is a passenger arriving and departing from the airport with a different aircraft under a different flight number and whose main purpose for using the airport is to effect a transfer.

- **ULD (Unit Load Device)** is either container or aircraft pallet (with or without nets) to be used for loading and/or transporting cargo, baggage or mail.

II. AIRPORT CHARGES

1. Landing and Take off charges

1.1. DESCRIPTION OF THE SERVICES

a) The runway uses during landing and take off of single aircraft.
b) The taxi-ways and intersections use for an aircraft arriving from the runway to the apron and vice versa.
c) The illumination of the runway, taxiways, intersections and the apron, according to ICAO standards, CAT I.
d) The claim to this charge shall arise at the moment the aicraft touches the ground of Dubrovnik airport Ltd.

1.2. CALCULATION UNIT

The maximum take off weight (**M.T.O.W.**) of the aircraft, according to the airworthiness certificate, quoted in metric tons. Each started ton to be considered as the whole unit.

1.3. SERVICE CHARGE

Service Charge includes a total operation of landing and take off, indivisible when charging, and amounts as follows:

a) For aircraft up to 25 tons M.T.O.W., each ton **EUR 9,40**
b) For aircraft above 25 tons M.T.O.W., each ton **EUR 12,70**

1.4. REDUCTIONS

a) For return flights, position flights: **50%** of the respective Landing and Take off Charge from 1.3. is applicable;
b) For emergency flight: **50%** of the respective Landing and Take off Charge from 1.3. is applicable;
c) For test flight: **25%** of the respective Landing and Take off Charge from 1.3. is applicable;
d) For helicopters: **75%** of the respective Landing and Take off Charge from 1.3. is applicable;
e) For training (each touch and go): **25%** of the respective Landing and Take off Charge from 1.3. is applicable

1.5. TRAINING AND TEST FLIGHTS

Night training is possible upon prior agreement. For training and test flights during the night the use of lighting facilities at the airfield is to be charged at actual cost, according to the duration.

1.6. WAITING ON REQUEST

Waiting on request: 300 EUR for operating out of airport working hours per each commenced hour. Four (4) hours is the maximum to be charged i.e. from 23.00lt– 03.00lt (summer period) or 22,00lt-02,00lt (winter period) counting in advance and from 06.00lt – 02.00lt counting backwards.

2. Parking charge

2.1. DESCRIPTION

The use of the aircraft parking position on the apron.

2.2. CALCULATION UNIT

Maximum take off weight of the aircraft (M.T.O.W.) as per airworthiness certificate quoted in metric tons. Each started ton to be considered as a whole ton. The Charge is applied for each started **24** hours period. First **4** hours are free of charge.

2.3. SERVICE CHARGE

Each metric ton of (M.T.O.W.) per 24 hours: **EUR 7,00**

For the period from 1st June to 30th September, for any aircraft uses the apron for parking for any reason but technical trouble or some other reason out of objective influence of aircraft operator, the stated prices are increased as follows:

- The charge is 50% increased in case when an aircraft parking lasts from 24 to 48 hours, and is applied for the whole parking period.
- The charge is 100% increased in case when an aircraft parking lasts from 48 to 72 hours, and is applied for the whole parking period.
- The charge is 200% increased in case when an aircraft parking lasts longer than 72 hours, and is applied for the whole parking period.

2.4. REDUCTION

For helicopters: **75%** of the respective Parking charge from 2.3. is applicable

3. Passenger Service Charge

3.1. DESCRIPTION

Passenger service includes complete non commercial facilities within passenger terminal.

3.2. UNIT

Each outgoing checked passenger (transfer passengers included).

Exemptions: Children under two years, passengers holding free ticket (ID00), direct transit passengers and crew (DHC).

3.3. SERVICE CHARGE

a) Passengers in domestic air traffic: **EUR 6,00**
b) Passengers in international air traffic: **EUR 13,00**
c) Transfer passenger: **EUR 6,00**

4. Security charges

4.1 DESCRIPTION

Dubrovnik Airport Ltd. as the operator of civil airport, that operates and manages the manoeuvring area and apron, passenger and cargo terminal is obliged according to National Civil Aviation Security Programme to fulfil the essential requirements to:

- Space and equipment needed for basic and special security checks 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 checks 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.

4.2 UNIT

The basis of calculation for security charge is the number of departing passengers per flight.

4.3 SERVICE CHARGE

	Unit	EUR (€)
Commercial traffic	Departing passenger	5,80*
Non Commercial traffic	Departing passenger	5,80*

4.4 EXEMPTIONS

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

- children up to 2 years of age (infants);
- ID 00;
- Transit passenger;
- Crew (DHC).

5. Charge for Passengers with reduced mobility

5.1 GENERAL

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, Dubrovnik Airport Ltd. is responsible for the assistance to such passengers.

- The assistance shall be given to persons as follows: '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 Dubrovnik Airport Ltd. about the need for assistance at least 24 hours before the published departure for the flight. In case of later notification Dubrovnik Airport Ltd. could not guarantee the assistance according to published standards. The timely notification shall be the responsibility of the carrier.

Assistance under responsibility of Dubrovnik Airport Ltd. comprises:
Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- communicate their arrival at an 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 lifts, 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 lifts, 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 air and land sides and within and between terminals as needed,
- move to the toilet facilities if required.

Where a disabled person or person with reduced mobility (PRM) 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.

Dubrovnik 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.

Dubrovnik Airport will enable temporary replacement of damaged or lost mobility

equipment, albeit not necessarily on a like for like basis.

Dubrovnik Airport will enable ground handling of recognized assistance dogs, when relevant. Dubrovnik Airport will enable communication of information needed to take flights in accessible formats.

5.2 UNIT

The assessment basis for the PRM charges is the number of departing passengers and shall be collected in connection with the passenger service charges.

5.3 SERVICE CHARGE

	Unit	EUR (€)
Commercial traffic	Departure passenger	0,35
Non Commercial traffic	Departure passenger	0,35

6. Centralized infrastructure

6.1 GENERAL

Dubrovnik Airport Ltd. as the managing body of the airport manages the centralized infrastructure used for the supply of ground handling services in accordance with Ordinance on providing ground handling services (Official Gazette: 84/22).

According to Ordinance on Provision of ground handling services (Official Gazette: 84/22) Dubrovnik Airport Ltd. has declared Decision on Centralized Infrastructure, available of official web-site of airport: www.dbv.hr.

Dubrovnik Airport Ltd. manages centralized infrastructure because of its capacity caused by infrastructure constraints and due to the complexity of certain systems that do not allow division or duplication.

Dubrovnik Airport Ltd. will enable use of centralized infrastructure to all ground handling providers or self – handling airport users at transparent, objective and non-discriminatory manner, provided that the safety of operations at Dubrovnik Airport is guaranteed.

Dubrovnik Airport Ltd. is the only provider of centralized infrastructure and for the use of infrastructure fee will be charged.The claim to this charge shall arise at the moment the traffic and ramp handling services is performed by Dubrovnik Airport Ltd. or any other handling company.

6.2 CONTENTS

Centralized infrastructure charge shall be payable for the following services:

- traffic handling – calculation unit is departing passenger per load sheet for departing aircraft
- ramp handling – calculation unit is weight class for passenger aircraft and aircraft type for cargo aircraft.

6.3 SERVICE CHARGE

a) Centralized infrastructures, Traffic handling

	Unit	**EUR**
Traffic handling	Departing passenger	2,50

b) Centralized infrastructures, Ramp handling

	Unit	**EUR**
Ramp handling	tona/MTOW	2,75

PAYMENT EXEMPTION

The Dubrovnik Airport Ltd. may give reductions to the basic airport charges. The following categories shall be exempt from airport charges:

a) The charges for Airport services for the aircraft's of the Government of the Republic of Croatia are 50% of the charges quoted in this Airport Charges.
b) aircrafts involved in search and rescue operations,
c) aircrafts used for humanitarian assistance in case of natural disaster or state of emergency,
d) aircrafts in distress,
e) state aircrafts which provide emergency medical aid,
f) state aircrafts which perform special acticity flights,
g) Croatian military aircrafts when flying for military purposes, Croatian Ministry of Interior aircrafts and Red Cross aircrafts.

III. INFORMATION

Dubrovnik Rudjer Boskovic Airport Ltd. working hours:
05:00-21:00 UTC WINTER, 04:00-21:00 UTC SUMMER

Duty Station manager:

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e-mail: Stationmanager@dbv.hr

Operations Center

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Ground frequency 131.75MCs callsign "Dubrovnik Handling"

Fuel suplier: "INA" – headquarter Zagreb

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Airport DBV Office tel/fax: +385 20 773 335

Catering: "Newrest Dubrovnik" Ltd

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Cargo Dept:

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