



## **CJENIK ZEMALJSKIH USLUGA ZA POSLOVNO I OPĆE ZRAKOPLOVSTVO**

## **HANDLING SERVICES AND CHARGES FOR GENERAL AND BUSINESS AVIATION**

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## I. UVJETI OBAVLJANJA USLUGA

### 1. Dokumenti koji su podloga na kojima se temelje uvjeti obavljanja zemaljskih usluga i cjenik Zračne luke Dubrovnik d.o.o.:

#### 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)
- Zakon 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);
- Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11 th March 2009;
- Regulation (EC) No 1107/2006 of the European Parliament and of the Council of the 5 th 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 9562/3<sup>rd</sup> edition – 2013;
- ICAO s Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/ 8<sup>th</sup> edition – 2009;

### 2. Opći uvjeti obavljanja zemaljskih usluga za poslovno i opće zrakoplovstvo

- 2.1. Temeljni opći uvjeti poslovanja odnose se na zemaljske usluge koje su definirane Pravilnikom o pružanju zemaljskih usluga i Zračna luka Dubrovnik d.o.o ih pruža svojim korisnicima usluga u skladu sa Odobrenjem za pružanje zemaljskih usluga na Zračnoj luci Dubrovnik.
- 2.2. Cijene pružanja zemaljskih usluga za poslovno i opće zrakoplovstvo se oblikuju na temelju ekonomske cijene, izlazeći iz pune troškovne cijene izračunate s djelidbenom kalkulacijom za prosječni zrakoplov, koje se zatim preračunavaju za pojedine određene vrste zrakoplova, poštujući tržišne uvjete koji prevladavaju u poslovanju sa operatorima zrakoplova, tj. cijene koje vrijede u europskim zračnim lukama za istu vrstu i kakvoću usluge.
- 2.3. Zahtjevom za korištenjem usluga u zračnom prometu smatra se da je svaki korisnik zračne luke po principu pristupanja prihvatio sve odredbe ovog Cjenika.
- 2.4. Nakon objavljivanja Općih uvjeta i Cjenika zemaljskih usluga za poslovno i opće zrakoplovstvo u zračnom prometu smatra se da je iste prihvatio svaki korisnik koji koristi usluge Zračne luke Dubrovnik d.o.o.
- 2.5. Cijene usluga navedene u Cjeniku su jedinstvene za usluge pružene u domaćem i međunarodnom prometu.
- 2.6. Cijene zemaljskih usluga u Cjeniku izražene su u eurima (EUR).
- 2.7. U slučaju izvanrednog događaja (Emergency) posebne usluge pružene zrakoplovu bit će zaračunate operatoru zrakoplova po cijenama iz Cjenika na poseban zahtjev. Eventualno

korištenje vanjskih usluga i opreme bit će pre fakturirano operatoru zrakoplova po stvarnim cijenama uvećano za manipulativne troškove.

- 2.8. Cjenik za svaku zemaljsku uslugu određuje slučajeve povećanja i umanjenja temeljne cijene. Umanjenje cijene po jednom temelju isključuje umanjenje iste po drugom temelju.
- 2.9. Izmjene i dopune Cjenika usluga moraju se provoditi u skladu s poslovnom politikom Zračne luke Dubrovnik d.o.o.
- 2.10. Vrijeme noćnog obavljanja zračnog prometa se smatra u razdoblju od 22,00LT do 06,00LT.
- 2.11. Pružanje zemaljskih usluga izvan službene otvorenosti zračne luke smatra se pružanjem usluga izvan vremena otvorenosti, koje je određeno službenim državnim propisima u Republici Hrvatskoj.
- 2.12. Za sve sporove između korisnika usluga i Zračne luke Dubrovnik oko cijena i primjena odredbi Cjenika i Općih uvjeta poslovanja, nadležan je sud u Dubrovniku.

### 3. Plaćanje

- 3.1. Operatori zrakoplova 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 Operatorima zrakoplova iz točke 3.1. obavlja se u 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. Operatori zrakoplova 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, 114/23) i Pravilniku o porezu na dodanu vrijednost (NN 79/13, 85/13, 160/13, 35/14, 157/14, 130/15, 01/17, 41/17, 128/17, 1/19, 1/20, 01/21, 73/21, 41/22, 133/22) 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 operator zrakoplova 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 Europske središnje banke na dan ispostavljanja računa.
- 3.7. Za prekoračenje roka plaćanja obračunavaju se zakonom propisane zatezne kamate. Za sve sporove između korisnika usluga i Zračne luke Dubrovnik d.o.o. oko cijena i primjena odredbi Cjenika, nadležan je sud u Dubrovniku.
- 3.8. Zračna luka Dubrovnik d.o.o. može od korisnika usluga zahtijevati instrument osiguranja plaćanja.

### 4. 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 ukrcanja i iskrcanja putnika;

- **Baza operatora zrakoplova** znači zračna luka na kojoj je operatora zrakoplova utemeljio predstavništvo koje djeluje kao administrativni i operativni centar operatora zrakoplova 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, indirektno, 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", "teret" 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.
- **Koordinirati** znači sakupljati i prenositi operativne informacije odgovarajućim strankama po nalogu prijevoznika ili predstavnika prijevoznika, vezano za pružanje usluga kako su ugovorene od strane prijevoznika, s trećim strankama, u odgovarajućem Dodatku (Dodacima) B1.0 (IATA SGHA ANNEX A).
- **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 predloženi, 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 putnika 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.
- **Nadzor** znači nadgledanje i usmjeravanje pružanja usluga koje prijevoznik ugovori s trećim strankama, npr. Tvrtkama koje imaju odvojeni Dodatak B (ili sličan ugovor s prijevoznikom). Izraz Nadzor ne primjenjuje se na pružatelja zemaljskih usluga koji sam upravlja pružanjem

svojih usluga ili nadgleda svoje podugovorače, kako je navedeno u čl.5 Glavnog ugovora (IATA SGHA).

- **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.
- **Organizirati** podrazumijeva da će pružatelj zemaljskih usluga tražiti od vanjske agencije da pruži tražene usluge. Cijenu usluga vanjske agencije plaća prijevoznik. Pružatelj zemaljskih usluga ne preuzima odgovornost prema prijevozniku u ovakvim aranžmanima.
- **Poslovno zrakoplovstvo** predstavlja sve komercijalne letove (zrakoplova i helikoptera) za čije letove prijevoznici ili operatori zrakoplova ne prodaju putničke karte
- **Povezivanje** označava komuniciranje i održavanje kontakata.
- **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.
- **Prazni let** znači zrakoplov koji slijeće ili uzlijeće bez ukrcavanja putnika ili tereta radi daljnjeg prijevoza.
- **Predstavnik operatora zrakoplova** označava osobu ili organizaciju ovaštenu od strane prijevoznika da djeluje u njegovo ime u pitanjima vezanim za čl.4 Glavnog ugovora (IATA SGHA).
- **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.
- **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 61/15).
- **Pružiti** podrazumijeva da pružatelj zemaljskih usluga preuzima odgovornost za pružanje tražene usluge.
- **Putnički terminal** podrazumijeva sve zgrade i prostore koje se koriste za putnike u dolasku i odlasku.
- **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 zaštitna 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.
- **Terminal općeg i poslovnog zrakoplovstva** podrazumijeva sve zgrade i prostore koje se koriste za putnike u dolasku i odlasku.
- **Transferni putnik** je putnik koji sleti i poleti iz Zračne luke u roku od 24 sata istim ili različitim zrakoplovom, ali pod različitim brojem 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.
- **Uprava stanice** znači vođenje administrativnih i/ili operativnih poslova prijevoznika unutar djelokruga definiranog Dodatkom B1.0 (IATA SGHA ANNEX A).
- **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 operatora** označava sve zrakoplove u vlasništvu, zakupu, najmu, angažmanu, ili pod upravom, ili na drugi način korištene od straneke ili u ime Operatora zrakoplova, a vezano za koje je Operator izričito ili implicitno ugovorio, dao upute ili na neki drugi način tražio da se izvrši ili provede bilo koja aerodromska usluga(e).

## II. PRIHVAT I OTPREMA ZRAKOPLOVA OPĆEG I POSLOVNOG ZRAKOPLOVSTVA

### 1. Sadržaj osnovnih usluga prihvata i otpreme zrakoplova poslovnog i općeg zrakoplovstva

Osnovne usluge prihvata i otpreme zrakoplova poslovnog i općeg zrakoplovstva, putnika i prtljage u dolasku i odlasku prema standardnoj proceduri Zračne luke Dubrovnik d.o.o.

Popis zemaljskih usluga za zrakoplove poslovnog i općeg zrakoplovstva, putnika, prtljage (opsluživanje zrakoplova) uključenih u jednu naknadu za opsluživanje koje obavlja Zračna luka Dubrovnik d.o.o. sadrže:

- Nadzor i koordinacija:
  1. Priskrbiti Kontrolora opsluživanja zrakoplova (TRC);
  2. Dočekati zrakoplov pri dolasku i povezati se s posadom;
  3. Nadzor i koordiniranje pružanje dogovorenih usluga.
  
- Prihvat i otprema zrakoplova, putnika i prtljage u dolasku:
  1. Parkiranje zrakoplova, postavljenje podmetača pod kotače, učvršćivanje i privezivanje zrakoplova (ako je potrebno), postavljanje sigurnosnih čunjeva;
  2. Usmjeriti putnike od zrakoplova prema putničkoj zgradi ili osigurati prijevoz između zrakoplova i terminala zračne luke;
  3. Istovariti prtljagu, dostaviti prtljagu do prostora - mjesta za preuzimanje prtljage;
  4. Usmjeriti posadu od zrakoplova prema putničkoj zgradi ili osigurati prijevoz između zrakoplova i terminala zračne luke;
  5. Prema potrebi, pružiti usluge: pražnjenje zahoda zrakoplova i punjenje zrakoplova pitkom vodom koje su definirane kao Centralizirana infrastruktura – Tehnički prihvat;
  6. Prema potrebi; povezati se i koordinirati s pružateljem usluge punjenja goriva u zrakoplov.
  
- Prihvat i otprema zrakoplova, putnika i prtljage u odlasku:
  1. Usmjeriti posadu od putničke zgrade do zrakoplova ili osigurati prijevoz između terminala zračne luke i zrakoplova;
  2. Usmjeriti putnike od putničke zgrade do zrakoplova ili osigurati prijevoz između terminala zračne luke i zrakoplova;
  3. Dostaviti prtljage od prostora - mjesta za preuzimanja prtljage do zrakoplova, utovariti prtljagu u zrakoplov;
  4. Prema potrebi, pružiti usluge: pražnjenje zahoda zrakoplova i punjenje zrakoplova pitkom vodom koje su definirane kao Centralizirana infrastruktura – Tehnički prihvat;
  5. Prema potrebi; povezati se i koordinirati s pružateljem usluge punjenja goriva u zrakoplov;
  6. ukloniti podmetače pod kotačima, ukloniti sigurnosne čunjeve.

### 2. Naknada za prihvat i otpremu

#### 2.1 Jedinica mjere

Najveća ukupna dozvoljena težina zrakoplova pri uzlijetanju (MTOW) a prema svjedodžbi o navigacijskim sposobnostima zrakoplova izražena u metričkim tonama (dio tone se obračunava kao cijela tona), a prema odgovarajućim razredima.

## 2.2 Vrijeme trajanja prijvata i otpreme

Vrijeme trajanja prijvata i otpreme zrakoplova određeno je sukladno propisanim standardima za određenu vrstu zrakoplova i vrstu prometa.

## 2.3 Cijena usluge

Zrakoplov općeg i poslovnog zrakoplovstva	Ukupno
MTOW u KG	EUR
1 – 4 000	150,00
4 001 – 7 000	350,00
7 001 – 12 000	650,00
12 001 – 21 000	950,00
21 001 – 30 000	1450,00
30 001 – 40 000	1900,00
40 001 – 50 000	2650,00
50 001 – 60 000	3050,00
60 001 – 70 000	3900,00
70 001 – 100 000	7000,00
Iznad 100 001	11000,00

Cijena obuhvaća ukupnu operaciju prijvata i otpreme zrakoplova, tj. sve usluge navedene u Sadržaju, koji je sastavni dio ovog Cjenika i pri obračunu ona je nedjeljiva. Svako daljnje pružanje usluga koje prelazi navedeni opseg i vrijeme zaračunava se posebno, po cjeniku usluga na poseban zahtjev.

## 2.4 Uvećanja

Cijene iz točke 2.3. se uvećavaju za :

- 25%** za prihvat i otpremu noću (od 22.00lt – 06,00lt)
- 25%** za ponovni utovar/istovar izazvan greškom operatora
- 50%** za prihvat i otpremu u dane državnih blagdana

## 2.5 Umanjenja

Cijene iz točke 2.3. se umanjuju i iznose (pogledati Poglavlje I, točka 2.8):

- 75%** cijene za prazan let u jednom smjeru (primjenjuje se samo za komercijalne letove poslovnog zrakoplovstva)
- 75%** cijene za pozicijski let
- 50%** cijene u slučaju tehničkog slijetanja
- 75%** cijene za helikoptere
- 25%** cijene za probne i školske letove

## 2.6 Otkazani letovi

Za sve letove i usluge otkazane u roku od manjem od 24 sata od planiranog slijetanja/polijetanja biti će zaračunata naknada od 100% ukupne cijene prihvatna i otpreme.

## 2.7 Cjenik usluga općeg i poslovnog zrakoplovstva na poseban zahtjev

### 2.7.1. Usluge uposlenih radnika

1)	Pomoćni radnici	Po osobi/1h	EUR	20,00
2)	Kvalificirani radnici	Po osobi/1h	EUR	35,00

### 2.7.2. Ostale usluge

Rukovanje prtljagom posade	1 operacija	EUR	35,00
Zemaljski elektro agregat	Po startanju	EUR	35,00
	1h	EUR	95,00
Zračni starter (izvan redovnog)	Po startanju	EUR	95,00
Slušalice i nadzor vuče izguravanja zrakoplova	1 operacija	EUR	40,00
Traktor za vuču zrakoplova (rukovatelj uključen)			
Do 60 tona MTOW	1 operacija	EUR	33,00
do 180 tona MTOW	1 operacija	EUR	43,00
Preko 180 tona MTOW	1 operacija	EUR	60,00
Dostava dokumentacije posadi (briefing-a)	1 stranica	EUR	0,40
Čuvanje zrakoplova	Po osobi/1h	EUR	35,00
Dodatne usluge sigurnosti	Po osobi/1h	EUR	35,00
Uporaba VIP salona B - Putnički terminal	1 sat	EUR	500,00
Uporaba VIP salona – GAT (do 10 putnika)	1 sat	EUR	750,00
Uporaba salona za posadu	Po posadi/1h	EUR	100,00
Korištenje GAT – a*	po putniku	EUR	100,00
	po posadi*	EUR	70,00
Izlazak vozila za prihvat VIP putnika na stajanku (samo u dolasku zrakoplova)	Po vozilu	EUR	2000,00**
Organizacija smještaja	1 operacija	EUR	10% fee
Organizacija opsluživanja hranom i pićem	1 operacija	EUR	10% fee
Pratnja osoblja na zračnoj strani zračne luke	Po osobi/1h	EUR	75,00

\*Napomena: Primjenjuje se na sve zrakoplove koji nisu imali putnike u odlasku i dolasku te za sve zrakoplove sa MTOW manjom od 4001 kg.

\*\*Napomena: Za otkazivanje usluge u roku manjem od 48 sati biti će zaračunata naknada od 50% ukupne cijene, odnosno 100% za otkazivanje unutar 24 sata.

## 2.7.3. Zemaljski prijevoz

Sanitetsko vozilo, izvan Z.L.	po km u oba smjera	EUR	3,40
Automobil do 8 sjedala, izvan Z.L. s vozačem	po km u oba smjera	EUR	2,40

## 2.7.4. Oprema

Veliko vatrogasno vozilo(uključujući rukovatelja)	1h	EUR	310,00
Veliko vatrogasno vozilo (uključujući rukovatelja)	30min	EUR	155,00
Autobus s vozačem zgrada-zrakoplov i v.v.	1 operacija	EUR	40,00
Transportna kolica	1h	EUR	7,00
Cargo kolica	1h	EUR	15,00
Traktor (uključujući rukovatelja)	1h	EUR	40,00
Ambulift	1 operacija	EUR	50,00
Putničke stepenice	1h	EUR	35,00
Upotreba elevatora (uključujući rukovatelja)	1h	EUR	50,00
Postavljanje sigurnosnih čunjeva	1 operacija	EUR	15,00

### 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 d.o.o.:**

05:00-21:00 UTC ZIMSKO VRIJEME, 04:00-21:00 UTC LJETNO VRIJEME

**Koordinator prometa:**

Tel: +385 20 773 300 Fax: +385 20 773 326  
Mob: +385 98 983 5980 Sita: DBVAPXH  
e-mail: [Stationmanager@airport-dubrovnik.hr](mailto:Stationmanager@airport-dubrovnik.hr)

**Operativni centar**

Tel: +385 20 773 221 Fax: +385 20 773 229  
Sita: DBVAPXH e-mail: [operations@airport-dubrovnik.hr](mailto:operations@airport-dubrovnik.hr)  
Radio frekvencija 131.75MHz Poziv: "Dubrovnik Handling"

**Opsluživanje gorivom „INA Avioservis“**

Gđa. Jasna Tomac  
Tel: +385 1 645 1791 Fax: +385 1 645 2831  
e-mail: [jasna.tomac@ina.hr](mailto:jasna.tomac@ina.hr)  
DBV Airport Office tel/fax: +385 20 773 335

**Catering: „Newrest Dubrovnik” Ltd**

Tel: +385 20 773 308 +385 20 773 306  
Fax: +385 20 773 305  
Sita: DBVHHXH e-mail: [ops.dubrovnik@newrest.eu](mailto:ops.dubrovnik@newrest.eu)

**Cargo odjel**

Tel/Fax: +385 20 773 375  
Sita: DBVFFXH e-mail: [Cargo@airport-dubrovnik.hr](mailto:Cargo@airport-dubrovnik.hr)

**Komercijalni sektor/Prodaja usluga**

Gđa. Maria Bokarica  
Tel: +385 20 773 233 Fax: +385 20 773 236  
Sita: DBVAPXH e-mail: [Maria.Bokarica@airport-dubrovnik.hr](mailto:Maria.Bokarica@airport-dubrovnik.hr)

**CCAA (Croatian Civil Aviation Agency)**

Gosp. Igor Simunovic  
Tel: +385 1 2369 350 Fax: +385 2369 351  
e-mail [flight-authorization@ccaa.hr](mailto:flight-authorization@ccaa.hr)



CROATIAN TEXT SHALL PREVAIL

TRANSLATION ONLY

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## I. GENERAL CONDITIONS FOR SERVICES RENDERING

### 1. Documents that are the basis on which the airport services are based and the price list of Dubrovnik Airport Ltd

#### 1.1. Croatian Legislature:

- Air Traffic Act (Official Gazette: 69/09, 84/11, 54/13, 127/13, 92/14)
- Airport Act (Official Gazette: 19/98, 14/11, 78/15)
- Act on Mandatory and Proprietary Relations in Air Traffic (Official Gazette: 132/98, 63/08, 134/09, 94/13)
- Ordinance on provision of groundhandling services (Official Gazette: NN 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);
- Directive 2009/12/EC of the European Parliament and of the Council on Airport Charges of 11 th March 2009,
- Regulation (EC) No 1107/006 of the European Parliament and of the Council of 5 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 9562/3<sup>rd</sup> edition – 2013;
- ICAO' s Policies on Charges for Airports and Air Navigation Services, ICAO Doc 9082/ 8<sup>th</sup> Edition – 2009;

### 2. General Business Conditions for provision of Ground handling services to General and Business Aviation

- 2.1 The basic General Business Conditions will apply to the ground handling services defined by Ordinance on provision of groundhandling services (Official Gazette: NN 61/15) and Dubrovnik Airport Ltd. is providing them according to Approval for supplier of ground handling services to its customers.
- 2.2 The charges for all ground handling services are formed in accordance with economic charges, generated from the full actual cost based on division calculation for an average aircraft, recalculated later for each special type of aircraft, taking into consideration the market conditions governing the operations with Aircraft operators, i.e. current charges in the European airports for services of the same type and quality.
- 2.3 Every airport user requiring and using ground handling services is considered to accept all conditions of the Price list, on the principle of acceptance.
- 2.4 It is to be considered, that after being published, the General Conditions and Handling Services and Charges are accepted by every user having operated and used Dubrovnik Airport Ltd. Services.
- 2.5 The prices in the Price List are unique for services rendered in domestic and international air traffic.
- 2.6 The charges for Ground handling services in the List of Charges are in Euros (EUR).

- 2.7 In case of emergency, special services rendered to aircraft shall be charged to Aircraft Operator in accordance with prices from Price List of Services on Special Request. Possible use of external services and equipment shall be re-invoiced to Aircraft operators in accordance with actual prices, increased for manipulative costs.
- 2.8 The list of ground handling charges specifies in which cases the handling services provided are increased or reduced. Using a reduction on one provision excludes using any other at the same time.
- 2.9 Changes and supplements of the Handling Services and Charges list are to be carried out in accordance with the Dubrovnik Airport Ltd. business policies
- 2.10 Night handling is considered in the period from 22,00lt to 06,00lt.
- 2.11 Performing ground handling services out of official working hours is to be considered as service out of working hours declared by official state regulations in the Republic of Croatia.
- 2.12 All disputes between the users of services and the Dubrovnik Airport Ltd. regarding charges and changes of the Handling Services and Charges and General Business Conditions will be submitted to the court in Dubrovnik.

### 3. Payment

- 3.1. The Aircraft operators, 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 Aircraft operators 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. Aircraft Operators 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 Aircraft operator 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 Aircraft Operators will be only in kunas (HRK).
- 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. Definitions

- **Air Carrier** is a company with valid operating licence (AOC) for air transportation.
- **Airport passenger 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.
- **Arrange (or make arrangements for)** implies that the Handling Company will request an outside agency to perform the service required. The charge of the outside agency shall be paid by Aircraft Operator. The Handling Company assumes no liability toward the Aircraft Operator for such arrangements.
- **Base of Aircraft operator** means an airport with based representative office operating as administrative and operative centre of the Aircraft operator, 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 aircrafts for which flights the Aircraft Operators don't sell tickets.
- **Aircraft** means any aircraft owned, leased, chartered, hired or operated or otherwise utilized by or on behalf of the Aircraft Operator and in respect of, which the has either expressly or implicitly contracted, instructed or otherwise requested the Handling Company to perform or carry out any ground handling service(s).
- **Aircraft Operator representative** means the individual or organization authorized by the Aircraft Operator to act on the Operators behalf in matters concerning Article 4 of Main Agreement IATA SGHA.
- **Crew members** are persons being onboard the aircraft for their duty to perform the flight.
- **Co-ordinate** means to collect and communicate operational information to the respective parties at the direction of the Aircraft Operator, or the Aircraft Operator , as required to perform the services as contracted by the Aicarfht Operator with Third Parties in the respective IATA Annex(es) B.
- **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 occurrence 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 aircraft where no passenger embarks or disembarks, and no baggage, cargo and mail are handled at landing and take off.
- 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 aircrafts which are not intended or registered for commercial air transport.
- **General aviation terminal** means all buildings used for arrival and departure of General and Business aviation passengers.
- **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 described 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 aircraft (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 aircraft between two destinations if no passengers, baggage, cargo and mail are handled at landing and take off.
- **Provide** implies that the Handling Company itself assumes responsibility for the provision of the service required.
- **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).
- **Station Management** means management of Aircraft Operator administrative and/or operational functions(s) within the scope defined in the Annex B (IATA SGHA ANNEX A).
- **Supervision** means to oversee and direct the performance of the Services contracted by the Carrier with third parties, i.e. companies who have a separate Annex B (or similar contract with the Aircraft Operator). The term Supervision shall not apply to the Handling Company self-management of its own services or overseeing of the Handling Company's subcontractors (as referenced to in Article 5 of the Main Agreement).
- **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 physical change of loads, Passenger and/or crew occurs.
- The **Terms** as „passenger“, „baggage“, „cargo“ and „mail“ used in the Charge List, shall include all those persons and goods that are to be transported in a carrier's aircraft.
- **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.
- A **unannounced Flight**, not being announced in writing within 24 hours prior
- **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. GENERAL AND BUSINESS AVIATION AIRCRAFTS GROUND HANDLING

### 1. General and business aviation aircrafts ground handling services

General Handling services of general and business aviation aircrafts, passengers and baggage, in arrival and departure in accordance with Dubrovnik Airport Ltd. Standard procedure.

List of ground handling services for aircraft, passengers and baggage (handling) included in a single operation charge performed by Dubrovnik Airport Ltd. contains:

- Supervision and coordination:
  1. Provide an Aircraft Service Controller (TRC);
  2. Welcome the aircraft on arrival and communicate with the crew;
  3. Supervise and coordinate the provision of agreed services.
  
- Ground handling of the aircraft, passengers and baggage in arrival:
  1. Parking the aircraft, position wheel chocks under the wheels, tailsands and aircraft tethering (if necessary), position safety cones;
  2. Direct passengers from the aircraft to the passenger building or provide transportation between the aircraft and the airport terminal;
  3. Unload baggage, deliver baggage to the baggage claim area;
  4. Direct the crew from the aircraft to the terminal or provide transportation between the aircraft and the general aviation terminal;
  5. If necessary provide services: toilet services and replenish tanks with drinking water (specified as Centralized Infrastructure – Ramp Handling);
  6. If necessary; liaise and coordinate with the aircraft refueling service provider;
  
- Ground handling of the aircraft, passengers and baggage in departure:
  1. Direct the crew from the terminal to the aircraft or provide transportation between the general aviation terminal to the aircraft;
  2. Direct passengers from the terminal to the aircraft or provide transportation between the the airport terminal and aircraft;
  3. Deliver baggage from the baggage sorting area to the aircraft, load luggage into the aircraft;
  4. If necessary provide services: toilet services and replenish tanks with drinking water (specified as Centralized Infrastructure – Ramp Handling);
  5. If necessary; liaise and coordinate with the aircraft refueling service provider;
  6. Remove the wheel chocks under the wheels and remove safety cones.

### 2. Ground handling charges

#### 2.1. Calculation unit

The maximum take off weight (MTOW) of the aircraft, according to the airworthiness certificate, quoted in metric tons (Each started ton is to be considered as the whole ton), according to respective classes.

#### 2.2. Duration of the ground handling

Duration time is defined by the standard regulations according to each aircraft type and type of traffic performed.

### 2.3. Service charge

General and Business Aviation Aircraft	Total
MTOW KGS	EUR
1 – 4 000	150,00
4 001 – 7 000	350,00
7 001 – 12 000	650,00
12 001 – 21 000	950,00
21 001 – 30 000	1450,00
30 001 – 40 000	1900,00
40 001 – 50 000	2650,00
50 001 – 60 000	3050,00
60 001 – 70 000	3900,00
70 001 – 100 000	7000,00
Above 100 001	11000,00

The price includes a total aircraft handling operation during turnaround, i.e. all services quoted in the list enclosed. The amounts are indivisible, when charging. The additional performed services, exceeding quoted time and quantity from the list of services is to be charged according to special facilities charges (on request).

### 2.4. Surcharges

The charge under item **2.3.** to be increased for:

- a) **25%** for night handling ( from 22.00lt – 06.00lt )
- b) **25%** for reloading caused by Operator's error.
- c) **50%** for handling during the State Holidays.

### 2.5. Reductions

The charges under item **2.3.** to be reduced and amount as follows (See and verify Chapter I. article 2.8):

- a) **75%** of the charge for empty leg (apply only for commercial general and business aviation flights)
- b) **75%** of the charge for position flight
- c) **50%** of the charge in case of technical landing
- d) **75%** of the charge for helicopters
- e) **25%** of the charge for test or training flight

## 2.6. Cancelled flights

All flights and services cancelled with less than 24 hours notice given before planned arrival/departure will be charged at 100% of the total ground handling charge.

## 2.7. Price list of General and Business aviation special facilities charge (on request)

### 2.7.1. Personal services

3)	Unskilled workman	Per person/1h	EUR	20,00
4)	Skilled workman	Per person/1h	EUR	35,00

### 2.7.2. Additional services

Handle crew baggage	1 operation	EUR	35,00
GPU(Ground power unit) and fixed GPU	Per start up	EUR	35,00
	1h	EUR	95,00
ASU (Air starter unit) exceeding the time in standard ground handling	Per start up	EUR	95,00
Provide headsets; Perform ramp to flight deck communications during push-back, during tow-in and for other purposes	1 operation	EUR	40,00
Aircraft Towing Tractor (operator included)			
up to 60 tons of a/c MTOW	1 operation	EUR	33,00
up to 180 tons of a/c MTOW	1 operation	EUR	43,00
above 180 tons of a/c MTOW	1 operation	EUR	60,00
Provide the crew with the briefing	1 page	EUR	0,40
Guarding of aircraft	Per person/1h	EUR	35,00
Additional security services	Per person/1h	EUR	35,00
Use of VIP Lounge B – Terminal	1 h	EUR	500,00
Use of VIP Lounge – GAT (max 10 ppl)	1 h	EUR	750,00
Use of Crew Lounge	Per crew/1 h	EUR	100,00
GAT access*	Per passenger	EUR	100,00
	Per crew*	EUR	70,00
Vehicle Apron access charge (for Arrivals only)	Per vehicle	EUR	2000,00**
Arrange hotel accomodation	1 operation	EUR	10% fee
Arrange catering services	1 operation	EUR	10% fee
Escort of the personnel at the Airside	Per person/1h	EUR	75,00

\*Note: Applicable for the aircrafts without Passengers in the Departure and aircrafts with MTOW less than 4001 kgs.

\*\*Note: Service cancelled with less than 48 hours prior notice will be charged at 50% of the original price, that is, at 100% in case of cancellation under 24 hours.

2.7.3. Landside transport

Ambulance, outside of Dubrovnik Airport	Per km in both directions	EUR	3,40
Rental of car up to 8 seats with driver, outside of Dubrovnik Airport	Per km in both directions	EUR	2,40

2.7.4. Equipment

Big fire fighting vehicle (operator included)	1 h	EUR	310,00
Big fire fighting vehicle (operator included)	30 min	EUR	155,00
Bus with driver (between the terminal and the aircraft vice versa)	1 operation	EUR	40,00
Baggage trolley	1 h	EUR	7,00
Cargo trailer	1 h	EUR	15,00
Tractor (operator included)	1 h	EUR	40,00
Ambulift	1 transport	EUR	50,00
Passenger step truck	1 h	EUR	35,00
Forklift (operator included)	1 h	EUR	50,00
Safety cones	1 operation	EUR	15,00

### III. PAYMENT EXEMPTION

The following categories shall be exempt from ground handling charges:

- a) The charges for basic ground handling services for the **aircraft's of the Government of the Republic of Croatia** are **50%** of the charges quoted in this Charge List.
- 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 provide fire protection,
- g) state aircrafts which perform special activity flights,
- h) Croatian military aircrafts when flying for military purposes, Croatian Ministry of Interior aircrafts and Red Cross aircrafts.



#### IV. INFORMATION

Dubrovnik Airport operating time:  
**05:00-21:00 UTC WINTER, 04:00-21:00 UTC SUMMER**

**Duty Officer:**

Tel: +385 20 773 300 Fax: +385 20 773 326  
Mob: +385 98 983 5980 Sita: DBVAPXH  
e-mail: [Stationmng@airport-dubrovnik.hr](mailto:Stationmng@airport-dubrovnik.hr)

**Dispatcher Center**

Tel: +385 20 773 221 Fax: +385 20 773 229  
Sita: DBVAPXH e-mail: [operations@airport-dubrovnik.hr](mailto:operations@airport-dubrovnik.hr)  
Ground frequency 131.75MCs callsigne "Dubrovnik Handling"

**Fuel supplier: "INA" – headquarter Zagreb**

Tel: +385 1 645 1791 Fax: +385 1 645 2831  
e-mail: [jasna.tomac@ina.hr](mailto:jasna.tomac@ina.hr)  
Airport DBV Office tel/fax: +385 20 773 335

**Catering: "Newrest Dubrovnik" Ltd**

Tel: +385 20 773 308 +385 20 773 306  
Fax: +385 20 773 305  
Sita: DBVHHXH e-mail: [ops.dubrovnik@newrest.eu](mailto:ops.dubrovnik@newrest.eu)

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**Commercial dept./ Sales**

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**CCAA (Croatian Civil Aviation Agency)**

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