

**PRICELIST**  
**OF TALLINN AIRPORT GROUND HANDLING SERVICES**

Effective from 01<sup>th</sup> of January 2021

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## **LIST OF ABBREVIATIONS**

<b>a/c:</b>	aircraft
<b>FOD:</b>	Foreign Object Debris
<b>GH:</b>	Ground Handling
<b>IATA:</b>	International Air Transport Association
<b>MTOW:</b>	Maximum Take Off Weight
<b>PAX:</b>	Passenger
<b>PDF:</b>	Portable Document Format
<b>SGHA:</b>	Standard Ground Handling Agreement
<b>T:</b>	ton = 1000 kg
<b>VAT:</b>	Value Added Tax

## **1 GENERAL CONDITIONS**

Ground handling services will be carried out by Tallinn Airport GH Ltd in accordance with international industry standards using local procedures and necessary systems and equipment, trained and qualified personnel.

Tallinn Airport GH provides ground handling services under IATA SGHA 2018.

### **1.1 Scope of services**

All aircraft handling requests must be sent to Tallinn Airport GH as soon as possible (at least 24 hours before the planned arrival/departure). Contact on page 23.

By placing an order, the client tacitly accepts the following conditions, which rules out the need for any further special agreements to be made in individual cases. Tallinn Airport GH is not legally bound to adhere to the clients purchasing regulations, even in the case that it does not disagree to them explicitly.

For charter carriers and customers without DCS system requirements, we are able to offer RESA hosted Local check-in and boarding.

#### **1.1.1 Prices**

All prices are in euros. All prices are net (without VAT). Exceptions are marked.

All prices are based on normal operating hours, 06:00-22:00 local time.

Extra 100% will be charged for providing ground handling services at night, 22:00 – 06:00 local time, and during Estonian Public Holidays<sup>1</sup>.

Extra manpower is charged minimum 4 hours at night.

Any disbursements made by Tallinn Airport GH to third parties on behalf of the client of the services will be charged to the client at cost price plus an accounting surcharge of 10%.

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<sup>1</sup> January 1, February 24, Good Friday, Easter Sunday, May 1, Whitsunday (Pentecost), June 23, June 24, August 20, December 24, December 25, December 26

### **1.1.2 Payment**

Payment for the rendered services must be made before the departure of the aircraft unless otherwise agreed. Paying in other currency than Euro, the valid Swedbank exchange rate is used to calculate the price.

Payment methods: prepayment; Visa, Mastercard.

### **1.1.3 Liability**

Ref. IATA Airport Handling Manual (AHM 810) Standard Ground Handling Agreement 2018, Main Agreement (Article 8. Liability and Indemnity).

### **1.1.4 Governing Law**

The court of jurisdiction is Harju County Court, Estonia. The laws of the Republic of Estonia apply exclusively.

### **1.1.5 Fees**

Airport fees (point 2.12) and infrastructure fees (point 2.13) will be added to ground handling fees.

### **1.1.6 Delays and Early Arrivals**

If an aircraft arrives/departs later/earlier than 2 or more hours from the time agreed, Tallinn Airport GH reserves the right to charge the services by multiplying the price with 1,5.

## 2 SERVICES

### 2.1 Basic Ground Handling Service

MTOW	PRICE
0-5 T	€ 120,00
5.1-15 T	€ 210,00
15.1-25 T	€ 289,00
25.1-75 T	€ 388,00
over 75 T up to 180 T	€ 468,00
over 180 T	€ 968,00

Basic ground handling service includes:

- FOD check
- marshalling
- positioning (wheel chocks and safety cones)
- ground to cockpit communication up to 30 minutes
- walk-around inspection (on arrival and pre-flight)
- wheel chock and safety cones removal
- start-up assistance.

The price of the Basic Ground Handling Service applies to one turnaround up to 30 minutes.

From 30 minutes onwards, up to 12 hours the price is multiplied with 1,5.

From 12 hours onwards, the price is multiplied with 2.

## 2.2 Passenger and Baggage Handling Services

SERVICE	UNIT	PRICE
Passenger and baggage service	1 departing passenger with 20 kg checked-in baggage <sup>(1)</sup>	€ 4,30
	1 arriving passenger with 20 kg checked-in baggage <sup>(2)</sup>	€ 3,30
Excess baggage loading	1 kg	€ 0,18
Boarding pass and baggage tag	1 departing passenger	€ 0,034
Documents and visa check	per flight	€ 45,00
Additional check-in desk (must be ordered min. 6 days prior to departure)	1 hour	€ 55,00
Flight creation in Local DCS	per flight	€ 25,00
Implementation of a new procedure, flight, airline, DCS, operation etc.	per case	Price to be requested
Porter service in passenger terminal	1-5 pax	€ 35,00
	each additional pax	€ 3,50
Passenger transportation. Airport-city-airport, one way	per service	Price to be requested
Stationary storage and handling	per case	Price to be requested

<sup>(1)</sup> **Passenger and baggage service for a departing passenger** with 20 kg checked-in baggage (cumulative) includes:

- pre-flight editing
- check-in service\* (1 passenger with 20 kg checked-in baggage)
- passenger boarding service (reconciliation)
- baggage sorting 20 kg per departing passenger
- baggage transportation 20k kg per departing passenger
- baggage loading 20 kg per departing passenger
- loadmaster service
- baggage reconciliation
- opening/closing hold doors
- baggage loading equipment with operator.

**\*1 check-in/gate agent per 50 passengers (maximum 2 agents -2h STD)**

or

- personal assistance from terminal to a/c
- provision and assistance to fill the list of persons on board
- transportation from terminal to aircraft if needed
- baggage sorting 20 kg per departing passenger
- baggage transportation 20 kg per departing passenger
- baggage loading 20 kg per departing passenger
- loadmaster service
- baggage reconciliation
- opening/closing hold doors
- baggage loading equipment with operator.

<sup>(2)</sup> **Passenger and baggage service for an arriving passenger** with 20 kg checked-in baggage (cumulative) includes:

- meeting passengers on arrival
- Lost & Found assistance
- World Tracer system management
- baggage offloading 20 kg per arriving passenger
- baggage transportation 20 kg per arriving passenger
- opening/closing hold doors
- baggage loading equipment with operator.

### 2.3 Cargo Loading Service

<b>SERVICE</b>	<b>UNIT</b>	<b>PRICE</b>
Cargo loading service	1 kg	€ 0,18

**Cargo loading service includes:**

- loading cargo and mail
- transportation to/from warehouse
- cargo loading equipment with operator
- load master.

Cargo loading service is per 1 kg per arrival and/or departure.



## 2.4 Turnaround Coordination Service

<b>SERVICE</b>	<b>UNIT</b>	<b>PRICE</b>
Turnaround coordination service	1 hour	€ 55,00

### **Turnaround coordination service includes:**

- pre-flight duties
- loading instruction
- liaise with the flight crew
- coordinating servicing tasks (catering and fuel coordination)
- ordering and verifying extra services
- ensuring compliance to airline and airport procedures and policies
- ensuring adherence to safe
- secure and effective turnaround practices
- ensuring adherence to SLA and OTP
- coordinating W&B documentation with Carrier's LC
- loading report
- aircraft movement messages and delay codes.

## 2.5 Services

<b>SERVICE</b>	<b>UNIT</b>	<b>PRICE</b>
Load sheet issue	per load sheet	€ 25,00
Loading Instruction (LIR) and Loading Report	per flight	€ 25,00
Aircraft movement messages and delay codes	per flight	€ 25,00
Delivery and/or print of documents (MET and/or ATS)	per flight	€ 15,00
Wing walker	per walker	€ 25,00
Security check on arrival from non-Schengen area	per aircraft	€ 50,00
Aircraft sealing	per aircraft	€ 50,00
Fuelling supervision	30 minutes	€ 32,00
Night-time surveillance	30 minutes	€ 40,00
Escort service on apron and technical area	30 minutes	€ 35,00
Escort service on maneuvering area	30 minutes	€ 45,00
Extra manpower	1 hour	€ 50,00
Additional ramp check inspection with report	per operation	€ 85,00
Flight operation summary (statistics, analysis, special reports)	per flight	€ 50,00
Filling in a questionnaire on Carrier's form	per sheet	€ 25,00
Reminder of account payable (from the second reminder)	per case	€ 10,00
Handling of an invoice dispute after the deadline	per case	€ 25,00
Disposal of documents, equipment etc.	per case	cost price plus an accounting surcharge 10%
Hangar rent	per aircraft	Price to be requested
ULD stock control and storage	per case	Price to be requested

## 2.6 Cleaning Services

<b>Aircraft interior cleaning overview</b>		
Group 1	1-20 seats	1-20 seats
Group 2	21-49 seats	21-49 seats
Group 3	AN30, AN32, AN72, AT43, AT45, CRJ1, CRJ2, DH8C, E145, F27, F50	50-69 seats
Group 4	A124, A148, AT72, AT73, AT75, AT76, DH8D, CRJ7, E170, E75L, E75S, F70	70-89 seats
Group 5	AN12, CRJ9, F100, RJ70, SU95	90-110 seats
Group 6	B712, B731, E190, E195, RJ1H, RJ85,	111-130 seats
Group 7	A318, BCS3, B721, B732, B733, B735, B736, B737, DC95, MD87	131-150 seats
Group 8	A319, B734, MD88	151-170 seats
Group 9	A320, A20N, B37M, B701, B722, B734, B738, B739, DC85, IL62, MD81, MD82, MD83, MD90	171-190 seats
Group 10	A20N, B38M, C141	191-210 seats
Group 11	A321, A21N	211-230 seats
Group 12		over 230 seats

**In case of difference between aircraft type and number of seats, aircraft type shall prevail.**

<b>Passenger aircraft interior cleaning</b>		
Group 1	per service	€ 32,00
Group 2	per service	€ 39,00
Group 3	per service	€ 45,00
Group 4	per service	€ 51,00
Group 5	per service	€ 57,00
Group 6	per service	€ 62,00
Group 7	per service	€ 68,00
Group 8	per service	€ 72,00
Group 9	per service	€ 81,00
Group 10	per service	€ 92,00
Group 11	per service	€ 100,00
Group 12	per service	Price to be requested

<b>Nightstop cleaning</b>		
Group 1	per service	€ 40,00
Group 2	per service	€ 52,00
Group 3	per service	€ 59,00
Group 4	per service	€ 64,00
Group 5	per service	€ 69,00
Group 6	per service	€ 74,00
Group 7	per service	€ 82,00
Group 8	per service	€ 89,00
Group 9	per service	€ 95,00
Group 10	per service	€ 105,00
Group 11	per service	€ 120,00
Group 12	per service	Price to be requested

Removal of airsickness	per spot	€ 40,00
Litter disposal 1 bag	1 bag	€ 10,00
Litter disposal (more than 1 bag)	per service	€ 20,00

<b>Passenger aircraft deep cleaning</b>		
Group 1	per service	€ 112,00
Group 2	per service	€ 194,00
Group 3	per service	€ 273,00
Group 4	per service	€ 349,00
Group 5	per service	€ 419,00
Group 6	per service	€ 449,00
Group 7	per service	€ 549,00
Group 8	per service	€ 647,00
Group 9	per service	€ 719,00
Group 10	per service	€ 789,00
Group 11	per service	€ 897,00
Group 12	per service	Price to be requested

<b>Disinfection <sup>(3)</sup> of viruses, bacteria, microbial control (Passenger aircraft)</b>		
Group 1	per service	€ 73,50
Group 2	per service	€ 73,50
Group 3	per service	€ 84,00
Group 4	per service	€ 89,25
Group 5	per service	€ 94,50
Group 6	per service	€ 103,00
Group 7	per service	€ 115,00
Group 8	per service	€ 120,00
Group 9	per service	€ 127,00
Group 10	per service	€ 140,00
Group 11	per service	€ 147,00
Group 12	per service	Price to be requested
Cargo compartment	per service	Price to be requested

**Disinfection <sup>(3)</sup>:** the elimination of microbes on surfaces. The procedure whereby measures are taken to control or kill infectious agents on a human or animal body, on a surface (or in or on baggage, cargo, containers, conveyances, goods and postal parcels) by direct exposure to chemical or physical agents.

<b>Cargo aircraft</b>		
Galley and toilet	per service	€ 33,00
Cockpit, galley and toilet	per service	€ 55,00
Cargo compartment	per service	€ 231,00
<b>Private jets</b>		
up to 45 MTOW	per service	€ 16,50

<b>Disinsection<sup>(4)</sup> flying insects control</b>		
Group 1	per service	€ 70,00
Group 2	per service	€ 79,00
Group 3	per service	€ 89,00
Group 4	per service	€ 94,00
Group 5	per service	€ 99,00
Group 6	per service	€ 107,00
Group 7	per service	€ 112,00
Group 8	per service	€ 121,00
Group 9	per service	€ 132,00
Group 10	per service	€ 141,00
Group 11	per service	€ 152,00
Group 12	per service	Price to be requested
Cargo compartment	per service	Price to be requested

<b>Disinsection <sup>(4)</sup> crawling insects control</b>		
Group 1	per service	€ 137,00
Group 2	per service	€ 155,00
Group 3	per service	€ 205,00
Group 4	per service	€ 225,00
Group 5	per service	€ 245,00
Group 6	per service	€ 275,00
Group 7	per service	€ 305,00
Group 8	per service	€ 365,00
Group 9	per service	€ 400,00
Group 10	per service	€ 475,00
Group 11	per service	€ 500,00
Group 12	per service	Price to be requested
Cargo compartment	per service	Price to be requested

**Disinsection<sup>(4)</sup>:** aircraft disinsection is the use of insecticide on international flights for insect and disease control. The procedure whereby measures are taken to control or kill the insect vectors of human diseases (present in or baggage, cargo, containers, conveyances, goods and postal parcels).

## 2.7 Baggage Delivery Services

<b>Baggage Delivery in Tallinn</b>	<b>UNIT</b>	<b>PRICE</b>
Pick-up at Tallinn Airport <sup>(5)</sup>	1 file	€ 3,00
Regular delivery <sup>(6)</sup>	1 file	€ 10,00
Priority delivery <sup>(7)</sup>	1 file	€ 25,00

**VAT included**

<b>Baggage Delivery outside Tallinn (rest of Estonia)</b>	<b>UNIT</b>	<b>PRICE</b>
Delivery to the Pick-up Station <sup>(5)</sup>	1 file	€ 25,00
Regular delivery <sup>(6)</sup>	1 file	€ 10,00 + € 0,60 per km
Priority delivery <sup>(7)</sup>	1 file	€ 25,00 + € 0,60 per km

**VAT included**

### **Pick-up <sup>(5)</sup> :**

Tallinn and its nearby area – Lost&Found Agent agrees with a customer that (s)he picks up the baggage from the airport. Lost&Found Agent calls the customer when the baggage has arrived and can be picked up by the customer from Tallinn Airport. Service is available 08:00-01:00 daily.

Outside Tallinn – Lost&Found Agent agrees with a customer that (s)he picks up the baggage from the local pick-up station. Lost&Found Agent calls the customer when the baggage can be picked up by the customer from the local pick-up station. Pick-up stations are located in 14 Estonian cities. Pick-up times vary depending on the station.

**Regular Delivery <sup>(6)</sup>:** Courier picks up the baggage from the airport and delivers it to the customer's address.

**Priority Delivery <sup>(7)</sup>:** Business, First Class, Premium Customers baggage is delivered to customer's address as soon as possible by courier (within 2 hrs in Tallinn).

## 2.8 Vehicles and Equipment with Operator

SERVICE	UNIT	PRICE
Ground Power Unit 28V/115V	30 minutes	€ 45,00
Heater	30 minutes	€ 35,00
Air start supply	per start	€ 270,00
Passenger stairs	30 minutes	€ 35,00
Service stairs	30 minutes	€ 25,00
Operating passenger bridge	per procedure	€ 12,00
Water service provision	per access point	€ 120,00
Draining water tanks	per access point	€ 50,00
Toilet service	per access point	€ 80,00
Pushback	per procedure	€ 87,00
<b>Towing</b>		€ 95,00
- between positions	per towing	
- to/from hangar	per towing	
- engine test on designated testing area	per towing	
- compass calibrating	30 minutes	
- aircraft weighing	30 minutes	
Air start supply maintenance run	30 minutes	€ 375,00
Catering uplift	per service	€ 25,00
Tailpost (ATR)	30 minutes	€ 25,00
Propeller straps, with fixing	per a/c	€ 35,00
Engine blanking covers	per a/c	€ 50,00
Ballast (25 kg)	per bag	€ 6,55
Additional platform for CRJ	30 minutes	€ 42,00
Belt loader	30 minutes	€ 45,00
Fork lift up to 4,5 metric tons lift capacity	30 minutes	€ 95,00
Container high-loader up to 3,5 metric tons lift capacity, height up to 3,6 metres	30 minutes	€ 70,00
Cargo container high-loader up to 14 metric tons lift capacity, height up to 5,6 metres	30 minutes	€ 152,00
Tractor Landini SWDL/BB load capacity 5150 kg	30 minutes	€ 65,00
Baggage tractor	30 minutes	€ 20,00



## 2.9 Services for the Crew

<b>SERVICE</b>	<b>UNIT</b>	<b>PRICE</b>
Crew assistance (border, customs, direct through airport facilities)	up to 30 minutes	€ 25,00
Crew transport on the ramp	up to 30 minutes	€ 25,00
Escort and transport on the ramp to crew arriving from outside critical security restricted area	up to 30 minutes	€ 35,00
Crew city transport (up to 7 seats )	one-way non-stop service	€ 35,00
Crew city transport (8-14 seats )	one-way non-stop service	€ 75,00
Crew city transport (14-21 seats )	one-way non-stop service	€ 125,00
Hotel booking service <sup>(8)</sup>	per booking	€ 20,00

Hotel booking service <sup>(8)</sup>: Hotel bookings in locations close to the terminal or in the centre of Tallinn. Checked and verified sites, 3-5 stars.

## 2.10 Equipment Rent

<b>EQUIPEMENT</b>	<b>UNIT</b>	<b>PRICE</b>
Service stairs	30 minutes	€ 9,00
	24 hours	€ 120,00
Tractor Landini SWDL/BB load capacity 5150 kg	30 minutes	€ 55,00
Tractor Landini SWDL/BB load capacity 5150 kg per day	24 hours	Price to be requested
Forklift slave pallet	30 minutes	€ 25,00
Container dolly (LD1, LD2, LD3)	30 minutes	€ 8,00
Container dolly (LD1, LD2, LD3)	24 hours	€ 45,00
Cargo pallet dolly 96x125 inches	30 minutes	€ 7,00
Cargo pallet dolly 96x125 inches	24 hours	€ 35,00
Baggage cart	30 minutes	€ 7,00
Baggage cart	24 hours	€ 35,00
Towbar	30 minutes	€ 14,00
Hangar rent	per aircraft	Price to be requested

## 2.11 De-icing/Anti-icing Service

<b>SERVICE</b>	<b>UNIT</b>	<b>PRICE</b>
Call/Group A-B	per call	€ 250,00
Call/Group C	per call	€ 360,00
Call/Group D	per call	€ 385,00
Call/Group E	per call	€ 430,00
<b>Fluids</b>		
Type I (mixture)	per litre	€ 3,40
Type II	per litre	€ 4,40
Manual snow/ice removal (spray sensitive areas only)	per call	€ 100,00
De-icing/anti-icing service report	per operation	€ 25,00

## 2.12 Navigation and Airport Fees

SERVICE	UNIT	PRICE
Landing charge (international flights)	each MTOW T	€ 8,31
Landing charge (domestic flight)	each MTOW T	€ 6,71
Passenger fee (international flights)	per departing pax	€ 7,03
Passenger fee (domestic flights)	per departing pax	€ 5,00
Parking fee	each MTOW T	€ 1,53

A landing charge shall be charged for the landing of an aircraft at an aerodrome for each 1000 kg of the maximum take-off weight (MTOW) of an aircraft, or part thereof, as follows (in Euros, EUR).

Parking fee:

- free parking up to 6 hours – all cargo aircraft;
- free parking up to 3 hours – all other aircraft;
- non Tallinn-based aircrafts 1,53 EUR, but not less than 9,20 EUR.

**Airport fees are collected by Tallinn Airport GH Ltd. on behalf of Tallinn Airport.**

### **Enroute Navigation Fee and Terminal Navigation Charge.**

Collected by Estonian Air Navigation Services

Phones: +372 625 8293

+372 605 8905

+372 601 6096

Faxes: +372 625 8280

+372 601 6096

E-mail: [nof@eans.ee](mailto:nof@eans.ee)

AFTN: EETNZPZX

AFS: EETNYYX

WWW: <http://eaip.eans.ee/2020-10-08/html/index-en-GB.html>

## 2.13 Infrastructure Fees

SERVICE	UNIT	PRICE
Aircraft handling and ramp handling <sup>(9)</sup>	each MTOW T	€ 0,38
Passenger and baggage service <sup>(10)</sup>	each departing pax	€ 0,58
Cargo loading service and physical transport service <sup>(11)</sup>	per every 10 kilograms of serviced cargo	€ 0,03
Environmental charge in case of de-icing service provision	per every used litre of de-icing fluid (100%)	€ 0,50

Infrastructure charge for aircraft handling and ramp handling<sup>(9)</sup> (according to Directive annex section 5, section 6): per every aircraft maximum allowed take-off weight (MTOW) € 0,38, but in total not less than € 319,56 in a month. Infrastructure charge is not taken for handling aircraft with MTOW 5700 kg or less.

Infrastructure charge for passenger and baggage services<sup>(10)</sup> (according to Directive Annex section 2 and section 3) Per every departing passenger € 0,58, but in total not less than € 319,56 in a month. Infrastructure charge is not applied for children under 2 years travelling without their own ticket and transit and transfer passengers.

Infrastructure charge for cargo loading services and physical transport services<sup>(11)</sup> (according to Directive annex section 4.1): per every 10 kilograms of serviced cargo - € 0,03, but in total not less than € 319,56 in a month. Infrastructure charge is not applied for cargo and mail handling on military and scheduled/charter passenger flights

Reference: [https://www.tallinn-airport.ee/wordpress/wp-content/uploads/2015/09/20101001\\_Conditions\\_of\\_Use\\_GH\\_confirmed\\_kk\\_48.pdf](https://www.tallinn-airport.ee/wordpress/wp-content/uploads/2015/09/20101001_Conditions_of_Use_GH_confirmed_kk_48.pdf)

### 3 CONTACTS

#### **Handling Requests**

E-mail: [handling@tll.aero](mailto:handling@tll.aero)

#### **Agreements and Sales (office hours 08:00-16:30 local time)**

E-mail: [gh@tll.aero](mailto:gh@tll.aero)

#### **Flight Operation Services 24/7**

Phone: +372 605 8421  
Mobile: +372 528 8420  
Fax: +372 605 8786  
SITA: TLLGH8X  
E-mail: [handling@tll.aero](mailto:handling@tll.aero)

#### **Airport Operations Control Centre 24/7**

Phone: +372 605 8461  
Fax: +372 605 8433  
SITA: TLLXT8X  
AFTN: EETNZXZX  
E-mail: [apoc@tll.aero](mailto:apoc@tll.aero)

#### **Fuel suppliers:**

##### **Air Total (JET A1, Avgas 100LL) Naftelf Eesti AS**

Phone: +372 608 5604  
Fax: +372 605 8110  
E-mail: [info@naftelf.ee](mailto:info@naftelf.ee)

##### **Air BP (JET A1) Estonian Aviation Fuelling Services AS**

Phone: +372 640 1212  
Fax: +372 640 1216  
E-mail: [eafs@eafs.ee](mailto:eafs@eafs.ee)

##### **BGS**

Phone: +372 605 8011  
E-mail: [info.ee@bgs.aero](mailto:info.ee@bgs.aero)

#### **Catering supplier:**

##### **Airo Catering Services Eesti OÜ**

Phone: +372 605 8230  
Fax: + 372 605 8232  
SITA: TLLTFCR  
E-mail: [info@airo.ee](mailto:info@airo.ee)

##### **Estonian Air Navigation Services**

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