



Charter SERVICE Guide 2022

Dear Customer,

This document, issued by SACAL in accordance with Italian regulations and whose contents are verified by the National Agency for Civil Aviation, contains useful information about the services provided by Crotone Airport, with news on initiatives to improve passenger satisfaction.

Following the persistence of the emergency situation resulting from the COVID-19 pandemic and the consequent travel restrictions, 2021 was another year of air traffic sharp contraction worldwide. Reggio Calabria airport also suffered the harmful effects of the health emergency, losing around 45% of the passenger traffic recorded in 2019. At the end of the year, the airport had a total of just over 95,000 passengers and a number of flights equal to 761, including landings and take-offs.

The scheduled traffic was exclusively national and had the Bergamo (Milano Orio) and Bologna airport as its main routes.

In 2022 the introduction of the new route to Venice is scheduled and work is underway to offer further connections

With regard to airport services, during 2021 too the greatest effort was placed on measures to prevent infection from the COVID-19 virus; the actions taken have recently made it possible to maintain accreditation from the International Airport Council, which certifies the great attention paid by SACAL to health and safety measures, in accordance with ICAO recommendations, EASA protocols and ACI guidelines.

For the next few years, some interventions are planned to further improve both the flight infrastructures and the comfort and services in the terminal.

To learn more about Crotone Airport and our company, please consult this brochure, where we also explain how to give us feedback and suggestions.

We hope the improvements introduced so far and the ones we plan to implement in the near future meet your passenger expectations as we sincerely wish you a nice trip, on behalf of all SACAL staff.



Service

Charter



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WHO IS SACAL

S.A.CAL. S.p.A., Calabrian Airport Company, is the managing company of the three Calabrian airports (Crotone, Lamezia Terme and Reggio Calabria Airport), entrusted, under the control and surveillance of ENAC (National Agency for Civil Aviation), with the task to manage the airport infrastructure, in accordance with criteria of transparency and nondiscrimination, and to co-ordinate and control the activities of private operators working in the airport, maintaining adequate standards of service and airport safety.

SACAL is a joint stock company with 87.75% of its shares held by public bodies and the remaining 12.25% by private investors.

SACAL's **mission** is to manage, develop and promote airport activity in accordance with safety and environmental standards, ensuring the maximum efficiency of the airport structure, performing the duties arising from the new regulatory framework and guaranteeing the quality of service expected by customers, designing and implementing expansion plans, and modernizing infrastructure with the aim of increasing productivity and profitability, while contributing to the socioeconomic development of the territory.

Implementing the provisions of article 705 of the Navigation code stated for any **airport managing company** and respecting the obligations undertaken with ENAC, SACAL performs the following activities at Crotone airport:

- ✓ It organizes airport activities in order to ensure the efficient and optimal use of resources for the delivery of services of adequate quality.
- ✓ It plans and coordinates the infrastructure development of Crotone Airport, in relation to the type of traffic.
- ✓ It provides users with the necessary ground handling services, directly or by coordinating the activities of parties eligible to supply these services.
- ✓ It assigns the apron stands to aircrafts and ensures the orderly movement of other vehicles and personnel on the same apron, so as not to interfere with aircraft handling, verifying compliance with the applicable rules by private providers of airport services and, in case of non-compliance, it asks ENAC to apply the appropriate sanctions.
- ✓ It checks safety of flight infrastructure and informs the competent authorities and stakeholders on possible reductions in the level of service or risk conditions occurring for air navigation within airport boundaries.
- ✓ It ensures the security check of departing passengers and baggage, plus the handling of lost items.
- ✓ It publishes the Service charter in accordance with the directives issued by the Ministry of Infrastructure and Transport and by ENAC, and ensures compliance to the planned level of quality of service delivered to users.

Besides, it guarantees the following services:

- ✓ Maintenance and cleaning of airport infrastructure.
- ✓ Management of car parks.
- ✓ Grant to third parties of space within the airport.
- ✓ Management of commercial and advertising services.

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FLYING IN CROTONE

Crotone Airport connects Calabria with some important locations in Italy, with both scheduled (S) and charter (C) flights.

Below are the destinations proposed by the Carriers, which are however subject to variations, depending on the progress of the health emergency in progress in the various States:

- Bologna (S)
- Milano Orio/Bergamo (S+C)
- Venice (seasonal)

Currently, the only airline that operates scheduled connections from Crotone airport is Ryanair.

During the summer and in conjunction with sporting events, some charter companies also operate in Crotone.

QUALITY IN SACAL

For some time now SACAL has undertaken the path of quality for the continuous improvement of services provided and for the growth of its results in terms of efficiency and effectiveness

This process prompted SACAL, first in Calabria among airport managing companies, to issue its first edition of the Service Charter in 2000, for Lamezia Terme airport.

The head office of SACAL has a Quality System certified in accordance with ISO 9001 since 2002 and is extending its certification also to the Crotone airport, which it has managed since December 2017.

To successfully establish itself in the new role of sole managing company of Crotone, Lamezia Terme and Reggio Calabria Airports, while delivering high-quality services, results and productivity, SACAL is focusing on the efficiency and competitiveness of handling services, measuring quality provided and perceived, improving comfort and commercial services in the air terminal, constantly updating the corporate structure with a strong focus on staff training, efficiency and airport functionality while improving reception and reducing the impact of the three airports on the environment.

MONITORING THE QUALITY OF THE SERVICES IN THE AIRPORT

In order to promote the improvement and to prevent inefficiencies, SACAL constantly monitors many parameters (quality indicators), that give a precise image of the quality of the offer, both objective and perceived. With the aim of influencing positively on quality factors and then on customer satisfaction, actions are formulated and adopted on the basis of a thorough analysis of the collected data and benchmarking with the best Italian airport experiences.

The monitoring of quality indicators is achieved by measuring the actual events (assessment of quality provided) or perceptions (survey on the perceived quality).



The set of indicators and the relevant monitoring standards meet the criteria, valid for all Italian airports, agreed between ENAC (National Civil Aviation Authority), Assaeroporti and representatives of airlines, handlers, tour operators and consumer associations.

Completeness and reliability of the data reported in the Service Charter are checked by ENAC before publication of this document.

However, as regards the performance of SACAL in 2021, the results obtained were absolutely unpredictable and are not comparable with those of past years, due to the ongoing health emergency, which has drastically impacted air traffic and made it necessary to remodel the spaces inside the terminal, limiting access to the public area.

AIRPORT AND ENVIRONMENT

According to the regulations of Crotone Airport, all airport parties are required to limit the environmental impact of airport activity through practices of low emissions and proper storage and disposal of waste products.

SACAL ensures water treatment for the runway with specific oil extraction systems.

As for the radioactive sources of the security control devices, SACAL ensures the necessary nuclear surveillance activities, through enabled external experts, fulfilling all relative legal obligations.

In the air terminal, waste is collected separately, with very good results.



ACTIONS TO CONTAIN THE COVID-19 PANDEMIC SPREAD

Since the first months of 2020, SACAL has implemented a series of measures to ensure the safety of passengers and operators at the airport:

- A protocol has been activated that provides for intensified cleaning and sanitation operations, agreed with the health authority.
- Daily checks are carried out on the stocks of cleaning and disinfection products, to ensure the availability of these products at any time; the products used comply with the indications of the health authorities and ENAC guidelines for the COVID-19 emergency.
- Cleaning staff has been educated on the risks of the pandemic, how to use disinfection products and the areas at greatest risk that deserve special attention.
- All airport operators, and in particular cleaning staff, have been provided with specific personal protective equipment.
- Boarding/disembarking on foot is preferred, in absence of adverse weather conditions, to avoid crowds while using airport bus.
- The air extracted from the terminal is not put back into circulation and air conditioning systems are sanitized regularly.
- Physical distancing policies are adopted in accordance with current legislation and ENAC guidelines. Inside the terminal, in all areas it is necessary to maintain a distance of at least 1 meter from other people. Horizontal and vertical signage reminds you of this obligation. SACAL staff carries out dynamic surveillance in the various areas of the terminal, to avoid any gatherings and take the necessary actions.
- In all common areas, hand disinfectant gel dispensers have been installed, with proper signage and activated by photocells, to avoid direct contact.
- Inside the terminal, the obligation for everyone to wear a mask is enforced, in accordance with current legislation. The vending machines for drinks and snacks are now also stocked with face masks.
- Special bins dedicated to the collection of used masks and gloves have been installed.
- Users and operators who access the terminal, both from the street side and from the aircraft apron, are measured the body temperature, by means of special thermoscanners installed by SACAL, which do not require contact with the measuring instrument.
- Procedures have been set up to manage any people who have symptoms compatible with virus positivity.
- Screening at the entrance to the terminal is carried out in such a way as to reduce inconvenience to passengers as much as possible, under the supervision of SACAL staff.
- Access to the airport has been limited exclusively to those who have a valid reason to enter, in accordance with the recommendations of the ENAC guidelines. These limitations are clarified on the website www.sacal.it and on the signs placed near the entrance to the terminal.
- Specific markings and signs have been installed in the check-in area, indicating the correct distance for queuing. Through recorded announcements, the distancing obligation is reaffirmed. The reception desks are equipped with anti-droplet screens. The SACAL website recommends checking in online whenever possible.
- At the security checkpoints, the inspectors wear gloves and masks that they replace frequently and have been instructed on the measures to be taken to reduce the risk of contagion. Trays for personal effects and control equipment are sanitized regularly. Boarding passes are checked with readers that do not require direct contact. Specific floor markings help to maintain the correct distance during queuing.

- Airport operators use a different control station from that of passengers, in order not to create a mixture.
- In the case of in-depth security checks, particular methods are adopted to avoid proximity between the passenger and the control officer. In particular, the use of manual inspection is limited to the bare minimum, giving priority to portable electronic devices; in the case of manual inspection (which must be targeted), officers avoid being face to face with the passenger to be checked; officers' gloves are changed or disinfected after each manual inspection.
- In the boarding areas, the layout of the desks has been changed, to ensure the safety of operators and passengers. The desks are equipped with safety screens and boarding pass readers that do not require direct contact.
- The seats have been spaced and are regularly sanitized. Specific floor markings indicate the correct distance to maintain during queuing. Cleaning and sanitizing interventions have been intensified.
- At arrivals, passengers are subjected to body temperature checks. Any passengers with symptoms are isolated in special rooms and assisted by health personnel. In the baggage reclaim area, floor markings indicate the positions to be maintained while waiting for baggage.
- The Lost & Found office has a glass screen between operator and passenger. A disinfectant gel dispenser is available near the office. Floor markings indicate the correct distance to keep for those in need of baggage assistance.
- Baggage trolleys are regularly sanitized, as are the toilets, handrails, handles and elevator buttons.
- Anti-droplet screens have been installed on the bar counter in the main hall. The correct distance to keep is indicated with markings on the floor.
- The exit of the terminal is guided by barriers, which avoid the mixing of arriving passengers and other users / operators.
- An airport task force (COVID Action Group) ascertains the correct implementation of the agreed measures and verifies the effectiveness of the measures themselves.
- Airport operators were instructed on the measures to be taken to contain the risk of contagion. Training, whenever possible, is provided remotely.

In addition to the above measures, further specific actions have been adopted for passengers with reduced mobility (PRM):

- The assistance officers have received specific training to avoid contagion from COVID-19 during the service in favor of PRMs.
- The same employees were equipped with gloves and masks, to be worn when providing assistance.
- SACAL equipment dedicated to passengers with reduced mobility are frequently sanitized.

Thanks to all these actions implemented, Crotone airport has not registered any critical issues from the health aspect and in January 2021 received accreditation from the Airport Council International (ACI) for joining the AHA (Airport Health Accreditation) project.

Accreditation by ACI recognizes the commitment made by SACAL in the implementation of health and safety measures, in accordance with the recommendations of the World and European organizations of civil aviation and health (ICAO, EASA, ECDC, ACI Europe).



HOW TO CONTACT SACAL

Suggestions, complaints and reports help SACAL implement its quality of service improvement policy.

For this reason, we are happy to receive your suggestions and complaints, promising to handle reports in compliance with UNI 10600, providing explanations and answers in writing, within 30 days.

The complaints procedure is part of the current Regulation of Crotona airport, which has been adopted by ENAC.

To contact us directly and as quickly as possible, our e-mail address info@sacal.it is at your disposal.

If you prefer to communicate with SACAL by mail, you can write to the following address:

*S.A.CAL. S.p.A.
Direzione Generale
c/o Aeroporto Civile Internazionale
88046 Lamezia Terme (CZ) – ITALY*

Please specify your name and contact information, so as our staff can contact you for necessary explanations or answers.

In this issue you can find the appropriate form for suggestions, comments and complaints. Our staff will be happy to assist you in completing the form. Once completed, the form may be submitted to our employees or mailed.

Annual complaint data received by SACAL are shared with any party requesting them and are made available at our centralized Customer Communications office.

If the complaint concerns assistance at the airport for passengers with reduced mobility (PRM), in the event of a non-response by SACAL or in the event that the same is not deemed adequate with respect to the provisions of the EC Reg. 1107/2006 (rights of the PRM), the complaint can be forwarded to ENAC (Italian Civil Aviation Authority) through the online form or the other methods specified on the institutional website www.enac.gov.it.

Please keep in mind that any claims regarding flight disruptions must be submitted to the airline you travelled with, having signed with them a contract of carriage. Each company has its own procedures for handling such requests, which we suggest you check before travelling. In case you feel the reply received unfavorable to you or not completely satisfactory, you can file an application with the competent judicial authorities.



Aeroporto di Crotone

SUGGERIMENTO / SEGNALE / RECLAMO
SUGGESTION / REPORT / CLAIM

Nome <i>Name</i>		Cognome <i>Surname</i>
e-mail <i>e-mail</i>		Tel. <i>Ph.</i>
Indirizzo di residenza <i>Permanent Address</i>		
Città <i>City</i>	CAP <i>Post code</i>	Nazione <i>Country</i>
Recapito temporaneo (valido fino al ...) <i>Temporary Address (validity)</i>		
Città <i>City</i>	CAP <i>Post code</i>	Nazione <i>Country</i>
Testo <i>Text</i>		
Data <i>Date</i>	I dati personali comunicati saranno trattati da S.A.CAL esclusivamente per consentire un riscontro al presente rapporto, in accordo a quanto previsto dalla informativa disponibile sul sito internet www.sacal.it , sezione "privacy". --- <i>The above personal data will be processed by S.A.CAL exclusively in order to provide an answer to this report, in accordance with the procedure published on the web site www.sacal.it, section "privacy".</i>	

In caso di reclamo, S.A.CAL. si impegna a riscontare il presente rapporto entro 30 giorni dalla ricezione. --- *In case of claim, S.A.CAL. will answer to this report within 30 days.*

Da compilare a cura della S.A.CAL. *** *To be filled in by S.A.CAL.*

Suggerimento n° _____ Segnalazione n° _____ Reclamo n° _____ Ricezione in data: _____
Unità/Ente competente: _____ Riscontro al Cliente in data: _____ Firma: _____



Spett.le
S.A.CAL. s.p.a.
Direzione Generale – Ufficio Comunicazioni Clienti
c/o Aeroporto Civile Internazionale
88046 Lamezia Terme (CZ)



Service Guide

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CROTONE AIRPORT

Crotone airport, located in the municipality of Isola Capo Rizzuto, is the reference airport for users living in the Crotone province and in the Ionian belt of the neighboring provinces.

From the airport it is easy to get to many of the main tourist and cultural destinations of Calabria.

Crotone airport is:

- 4.5 Km away from the town of Isola Capo Rizzuto and 12 Km from its protected sea area
- 14 Km away from Crotone city and its harbour
- 14 Km away from Le Castella aragonese fortress
- 19 Km away from Capo Colonna archaeological park
- 41 Km away from Santa Severina historical village
- 47 Km away from Cirò Marina
- 57 Km away from Catanzaro
- 61 Km away from Roccelletta di Borgia archaeological site
- 65 Km away from San Giovanni in Fiore
- 69 Km away from Palumbo Village ski resort (Sila)
- 76 Km away from Soverato
- 87 Km away from the junction to Highway A2
- 87 Km away from Camigliatello ski resort (Sila)
- 105 Km away from Rossano
- 114 Km away from Corigliano Calabro
- 121 Km away from Cosenza
- 124 Km away from Vibo Valentia
- 124 Km away from the touristic pier of Sibari Lakes
- 143 Km away from Tropea

HOW TO REACH IN AIRPORT

By car:

From Crotone: State Route 106 Jonica (southward).

From Catanzaro: State Route 106 Jonica (northward).

From Cosenza / Vibo Valentia / Reggio Calabria: Highway A2 up to Lamezia Terme, State Route 280 up to Catanzaro and State Route 106 Jonica (northward).

By train:

The closest railway stations are those of Isola Capo Rizzuto and Crotone.

Trenitalia website and call center are available for timetables and other information on rail links (www.trenitalia.com/tcom/Informazioni/Orario-ferroviario, tel. 06 3000).

By bus:

Airport is linked to Crotone e other towns, tramite autobus di linea regionali delle Autolinee Romano). For information on timetable and rates, please contact Tel. +39 0962 21709, web site www.autolineeromano.com.



FIND YOUR WAY IN AIRPORT

The airport has access to the State Route 106, which leads directly to the terminal.

The management company's offices are located inside the terminal.

The parking lots are located in front of the terminal, about 30 m away.

The following image will help you to better understand the way forward and to locate your destination.



PARKING

The parking area of the "Sant'Anna" airport in Crotone has 87 parking spaces, located in front of the terminal, about 30 meters away.

The car park is not guarded. Parking is normally subject to a fee, but in this period of health emergency access is free.

Inside the parking area, 2 parking spaces are reserved for passengers with reduced mobility.

Next to the terminal entrance, an additional short stay space is reserved for the loading and unloading of passengers with reduced mobility.

Taxis and buses can park in front of the terminal, in dedicated stands.

CAR RENTAL SERVICES

Offices are inside the terminal, in arrival area, while stands reserved to car rentals are located in front of the terminal, 30 metres away.

Currently the car rental company operating at the airport is:

avis budget group

Tel + 39 0962 29102



USEFUL INFORMATION FOR THE PASSENGER

Security checks

After completing the check-in operations, to access the boarding area you must perform security checks at the special stations equipped with a metal detector for the control of passengers and X-ray equipment for hand baggage control. To carry out this operation, it is necessary to show your boarding pass and put in the appropriate trays coats, jackets, keys, purses, belts, buckles, metal items, mobile phones, tablets, personal computers.

In hand baggage is only allowed to take a small amount of liquid (creams, lotions, oils, perfumes, sprays, shaving creams, deodorants, gels, pastes, toothpastes) in containers each with a maximum capacity of 100 milliliters or equivalent measuring (100 grams), to be placed in clear and re-sealable plastic bags (maximum capacity of 1 liter) and showed for inspection separately from other baggage.

It is also allowed to bring baby food, medicines in liquid form and syringes when accompanied by a medical prescription.

Both dressed and stored in hand baggage, items that may constitute improper weapons (e.g. scissors, knives, metal files, cutters, screwdrivers, chisels) are not allowed.

To reduce the waiting times at security checkpoints maximum cooperation by the passengers is required. European legislation in force is imperative, therefore, the security officers are obliged to apply it.

Customs formalities

Passenger's personal effects

Passengers departing to non-European countries can carry photographic equipment, video cameras, personal computers, watches, if accompanied by a receipt of purchase. In the absence of these documents, it may want to produce, at the customs office of departure, a statement of ownership to show to return.

Shipping currency

Passengers arriving from or departing to non-EU countries may carry with themselves cash or similar assets when the total amounts are less than 10,000 €. Over this amount, they are obliged to complete a declaration, to be signed and deposited only at customs offices at entry into the State or out of the same. Failure to declare is a violation of the Currency Law and carries a penalty.

For further information on customs formalities you can consult the "Customs charter for traveler" on www.adm.gov.it website.

Health formalities

Passengers who intend to visit certain destinations should read up on the obligation of vaccination against specific diseases. Therefore, it is advisable to consult your doctor at least 4-6 weeks before departure.

Some nations, for example, require traveler certification attesting to the negativity of antibodies to the AIDS virus (HIV), as a condition to enter their territory, or the Certificate of Vaccination against Yellow Fever (anti-malarial vaccination).

If you decide to travel within Europe, you need to bring with you your European Health Insurance Card (EHIC), which entitles you, in the EU countries and Switzerland, free health care, that is, if necessary, to enjoy the same benefits (medical visits, hospital admissions, etc.) as the nationals of the country visited.

In this period of global health emergency, the health provisions of the various States change frequently, so it is advisable to continuously inquire about the actual possibility of reaching the desired destination before making any trip.

For more information on the health formalities, you can visit the website www.viaggiaresecuri.it updated by the Ministry of Foreign Affairs.



SERVICE AND ASSISTANCE TO CUSTOMER IN THE AIR TERMINAL

At the Crotone passenger terminal it is possible to use the following services:

- Office for luggage assistance. There is no baggage storage service.
- “Courtesy Lounge”, located in the center of the main hall, where passengers with reduced mobility and families with babies can stand quietly, waiting for their flight or any accompanying persons.
- Changing table for babies, which is available at the restrooms next to the Courtesy Lounge.
- A first medical aid station, managed by medical staff. The service is always active during airport opening time and is equipped with ambulance, defibrillator and medication for first responders.
- A lost property office, managed by SACAL at the upper floor of the terminal.
- Charging stations for mobile phones, tablets and other portable devices, available in the public areas of the terminal.
- Free luggage carts.
- Vending machines for drinks and snacks, in the main hall (arrivals area) and in the boarding lounge.

For departing and arriving passengers with temporary or permanent reduced mobility (PRM), full assistance is assured, according to specific safety standards established by current legislation:

- On departure, the passengers who need individual assistance (notified by the airline) are welcomed at the airport by the specialized staff of the Courtesy lounge. PRMs are assisted during check-in and accompanied through security, designed to accommodate passengers with wheel chair and/or pacemaker, and then up at the boarding gate. A special mobile ramp with a cover is used for on-board transfer.
- On arrival, when the airline notifies to our airport the presence of a passenger who needs assistance, after landing a SACAL attendant facilitates the disembarking of PRM through the use of the mobile ramp. The passenger is then accompanied to the baggage claim and outside the airport, to the means chosen to reach the desired destination.

For more information and to request assistance, You can consult the page of our web site <http://crotoneairport.it/azienda/prm/> or contact the dedicated structure through the following references:

Tel: +39 0962 794811 (dial nr 4) - e-mail: aoc.crv@sacal.it

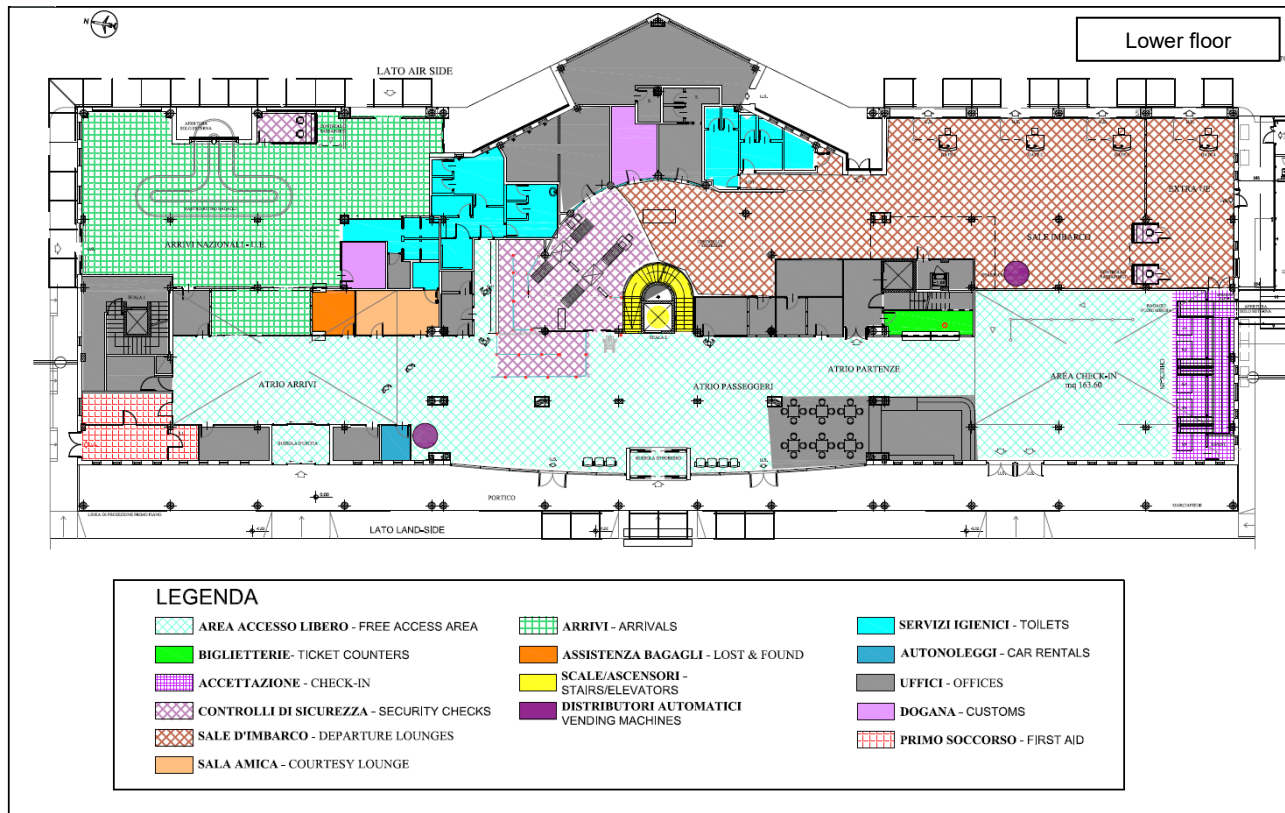
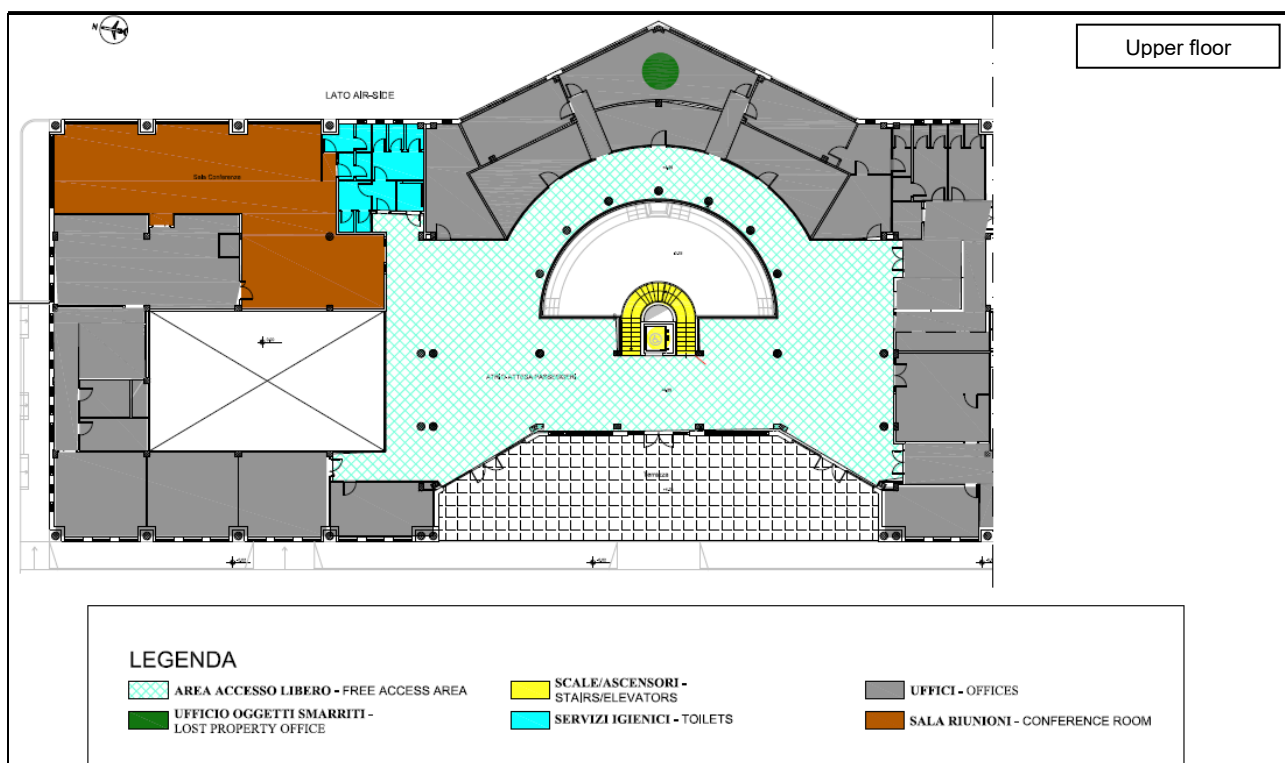


For children aged 5 to 12 years departing by air alone, at check-in an accompanying person must declare to the clerk their personal details and leave a release filled in all its parts, specifying the identity of the person who will pick up the child at the destination airport. The child is provided with a transparent document (to be kept in a sling for the whole duration of the journey) in which are inserted all the documents required for the trip. When these formalities are completed, the minor is accompanied on board the aircraft by an airport operator and entrusted to the Chief of the aircraft crew, who is given a copy of the documentation related to the child.

Airport of destination is sent a communication with notifying the assistance needs.

Small incoming travelers are assisted during disembarking by an airport operator that accompanies them at the exit, until the reunion with the person specified on the child's travel documents.

The following maps will help you find the different services available on the various floors of the air terminal.



USEFUL PHONE NUMBER

At the Airport	Phone nr.	Opening time
Contact center	0962 794801	11:00 – 19:00
Infopoint SACAL	0968 414385	08:00 - 20:00
Biglietteria/Assistenza bagagli (Aviapartner)	349 1055579	When flights are scheduled
Ufficio oggetti smarriti	0962 794811	11:00 - 19:00
Assistenza Passeggeri a Ridotta Mobilità	0962 794811	When flights are scheduled
Hospital	0962 924111	H24
Fire Brigade	115	H24
Immigration Police	113	H24
Carabinieri	112	H24
Customs	0961 508011	Mon, Wed, Fri 10:00 - 12:00
City Police	0962 797970	Mon => Sat 9:00 - 12:00
Trenitalia – Train information	06 3000	H24 (answering machine)

Bus lines for main cities		
Gruppo Romano	0962 21709	Mon => Sat 6:30 - 18:30

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