



# Service Charter 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 Reggio Calabria 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 60% of the passenger traffic recorded in 2019, before the pandemic coming. At the end of the year, the airport had a total of just over 147,000 passengers and a number of flights equal to 3,417, including landings and take-offs.*

*The scheduled traffic was exclusively national and had the Rome and Milan Linate airports as its main routes. A line connection with Turin was also operational during the summer.*

*For 2022 these destinations are confirmed 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.*

*In 2022, the first construction site of an ambitious investment program will be launched, aimed at making Reggio Calabria airport more modern and functional in a few years.*

*To learn more about Reggio Calabria 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 (Reggio Calabria, Lamezia Terme and Crotona 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 Reggio Calabria 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 Reggio Calabria 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.



## FLYING IN REGGIO CALABRIA

Reggio Calabria Airport connects Calabria with the most important locations in Italy. Below are the destinations scheduled by the Carriers for 2022, which are however subject to variations, depending on the progress of the health emergency in progress in the various States:

- Milan Linate
- Rome Fiumicino
- Turin (seasonal)

Currently, the only airline that operates scheduled connections from Reggio Calabria airport is ITA Airways. Blue Air would be added in summer. Some charter companies also operate at the airport, in conjunction with sporting events.



## 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 Reggio Calabria airport, which it has managed since July 2017.

To successfully establish itself in the new role of sole managing company of Reggio Calabria, Lamezia Terme and Crotona 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.



## THE AIRPORT AND THE ENVIRONMENT

According to the regulations of Reggio Calabria 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.

As for whitewater, SACAL ensures water treatment for the aprons with specific oil extraction systems. On the other hand, the sewer flows into the sewage treatment plant that serves the entire airport.

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. Any other sources that may transit through Reggio Calabria Airport, are temporarily stored, by cargo operators, in controlled and clearly identified areas, within casings that guarantee safety.

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 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](http://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.
- Anti-droplet screens have been installed on the bar counters. The correct distance to keep is indicated with markings on the floor.
- 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.
- 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, Reggio Calabria 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 Reggio Calabria airport, which has been adopted by ENAC.

To contact us directly and as quickly as possible, our e-mail address [info@sacal.it](mailto: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.  
Ufficio Comunicazioni Clienti  
c/o Aeroporto di Reggio Calabria  
Via Provinciale Ravagnese, 11  
89131 Reggio Calabria (RC) – ITALY*

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

In this issue and in the air terminal, at the Courtesy Lounge, you can find the appropriate forms for suggestions, comments and complaints. Our staff will be happy to assist you in completing forms. Once completed, the forms 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](http://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 Reggio Calabria

**SUGGERIMENTO / SEGNALAZIONE / 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 <a href="http://www.sacal.it">www.sacal.it</a> , 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 riscontrare 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: \_\_\_\_\_

Mod. QSM 201 Rev. 0

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Spett.le  
 S.A.CAL. s.p.a.  
 Ufficio Comunicazioni Clienti  
 Aeroporto di Reggio Calabria  
 Via Provinciale Ravagnese, 11  
 89131 – REGGIO CALABRIA



# Service

# Guide

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## REGGIO CALABRIA AIRPORT

“Tito Minniti” Reggio Calabria airport, open from 6:00 am to midnight, is located south of Calabria, just 7 km from the center of the metropolitan city of Reggio Calabria. Its catchment area extends beyond the regional borders, up to the eastern coasts of the neighboring region of Sicily.

From the airport it is easy to get to the main tourist destinations of Calabria:

- 1,5 km away from the Highway A3 junction
- 5 Km away from Reggio Calabria Central railway station
- 11 km away from Reggio Calabria harbour
- 19 km away from Villa San Giovanni
- 28 km away from Scilla
- 32 Km away from Aspromonte National Park
- 90 Km away from the archaeological site of Locri Epizefiri
- 100 Km away from Gerace
- 108 Km away from Pizzo
- 117 Km away from Tropea
- 114 Km away from Serra San Bruno
- 145 Km away from Stilo

Embarking at Villa San Giovanni, you can easily reach important tourist destinations in Sicily:

- Messina, 30 km far away
- Milazzo, 66 km far away
- Taormina, 81 km far away

## HOW TO REACH THE AIRPORT

### *By car:*

- From Catanzaro / Cosenza / Vibo Valentia: Highway A3 or State Route 18
- From Crotona: State Route 106 to Catanzaro / State Route 280 / Highway A3
- From Sicily: ferry / hydrofoil.

### *By train:*

Reggio Calabria Central railway station is linked to airport by ATAM bus and taxi.



### *By bus:*

The city of Reggio Calabria is connected to the airport by urban bus and a dedicated shuttle service that goes to the port.

Service timetables are published on the website [www.atam-rc.it](http://www.atam-rc.it) by ATAM, which is the company that manages urban transport services.

Timetables vary with the seasons and can be requested directly from the ATAM company (toll free nr. 800 282 600, e-mail [info@atam.rc.it](mailto:info@atam.rc.it), Front Office at ATAM bus terminal (Largo delle Botteghelle - Reggio Calabria) from 8.30 am to 12.30 pm from Monday to Friday, Tuesday and Thursday also from 3.00 pm to 5.00 pm) or can be seen on the public notice boards located at the city bus stops.

A dedicated App is also active: *ATAM – Trasporto Pubblico*, which can be downloaded free of charge.

The Ionian coast of Reggio Calabria is connected to the airport by a bus service of the Federico Autolinee ([www.autolineefederico.it](http://www.autolineefederico.it), tel. 0965 644747), which leaves / arrives from / to Caulonia, stopping in the major centers crossed (Roccella, Marina di Gioiosa, Siderno, Locri, Bovalino, Bova, Melito PS, etc.). A similar service is provided from Bovalino to the airport by Mediterraneabus ([www.mediterraneabus.com](http://www.mediterraneabus.com), tel. 0965 639009, 0964 66693, [segreteria@mediterraneabus.it](mailto:segreteria@mediterraneabus.it)).

### *By taxi:*

The taxi stop is located in front of the passenger terminal.

You can book rides at 0965 27450 or 0965 27550.

For information on rates, please contact Tel. 0965 3622240 - Mob. +39 335 8745816 or consult the website <http://www.reggiocal.it/on-line/Home/PrimoPiano/articolo107660.html>.



## FIND YOUR WAY IN AIRPORT

The airport, located within the metropolitan city, look out onto the Ravagnese Province Road, which leads directly to the terminal.

The offices of airport managing company and carriers operating at the airport are located inside the air terminal.

The parking lots are located in front of the airport and the car rental offices, housed in a dedicated building, are located about 250 m away, at the exit from the airport area.

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



## PARKING

Reggio Calabria airport has two large parking areas, **Central Car Park** and **Pineta Car Park**, with 180 total parking spaces, open **24 hours a day**.

The rates of the Central Car Park are variable depending on the stay, while the Pineta Car Park is usable only with a fixed price pass.

TIME SLOTS	Central Car Park
Up to 40 minutes	€ 1.00
<b>Up to 1 hour</b>	<b>€ 1.50</b>
Up to 2 hours	€ 2.50
Up to 5 hours	€ 5.00
Up to 7 hours	€ 6.00
<b>Up 24 hours (1 day)</b>	<b>€ 9.00</b>
Up to 48 hours (2 days)	€ 17.50
Up to 72 hours (3 days)	€ 25.00
Up to 96 hours (4 days)	€ 31.00
Up to 120 hours (5 days)	€ 37.00
Up to 144 hours (6 days)	€ 43.00
<b>Up to 168 hours (7 days)</b>	<b>€ 49.00</b>
Over the 7th day: per day or part of a day	€ 5.00

PASS	Pineta Car Park
Monthly subscription	€ 77.20

Payment for parking in the Central Car Park can be made directly from the automatic tellers installed there, by cash or credit cards from the **Maestro**, **MasterCard**, **Visa** circuits. To purchase season tickets, you must contact the operator and payment can be made in cash or by credit card.

Inside the parking area, 4 parking spaces are reserved for passengers with reduced mobility, who have the right to free parking in the reserved parking spaces, upon presentation of the reduced mobility pass together with the parking ticket.

## CAR RENTAL SERVICES

The offices of the car rental companies are located at the exit of the airport area, about 250 meters from the passenger terminal. The parking lots are next to the offices, except for the company Locauto, which has closer parking spaces in the Pineta car park, 70 meters from the airport.

The companies currently operating at the Reggio Calabria airport are:

**avis budget group**

Tel + 39 0965 643023



Tel + 39 0965 643431



Tel + 39 0965 643093



Tel + 39 0965 643134



Tel + 39 0965 643148

## 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](http://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.viaggiare Sicuri.it](http://www.viaggiare Sicuri.it) updated by the Ministry of Foreign Affairs.





## SERVICES AND ASSISTANCE TO CUSTOMER IN THE AIR TERMINAL

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

- One office for luggage assistance, dedicated to the flights of every Carrier. There is no baggage storage service.
- A lost property office, managed by SACAL at the Courtesy Lounge, located near the check-in area, before security checks.
- A “Courtesy Lounge”, where passengers with reduced mobility and families with babies can stand quietly, waiting for their flight or any accompanying persons. In addition, changing table for babies is available at the restrooms next to the Courtesy Lounge.
- A first medical aid station, managed by medical staff. The service is always active and has ambulance, defibrillator and medication for first responders.
- Catering services, which include a café next to the check-in area, another café in the boarding lounge and vending machines for drinks and snacks in the boarding lounge and in the center of the airport hall.
- Charging stations for mobile phones, tablets and other portable devices, available in all public areas of the terminal.
- Free luggage carts.

For departing and arriving passengers with temporary or permanent reduced mobility (PRM), SACAL assures full assistance, 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. If necessary, for the transfer board a special passenger lift (ambulift) is put at their disposal.
- 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 an ambulift. The passenger is then accompanied to the baggage claim and outside the airport, to the means chosen to reach the desired destination.

You can contact the dedicated structure through the following references:

Tel: 0965 029472 - e-mail: [regprm@sacal.it](mailto:regprm@sacal.it) – [aoc.reg@sacal.it](mailto:aoc.reg@sacal.it)



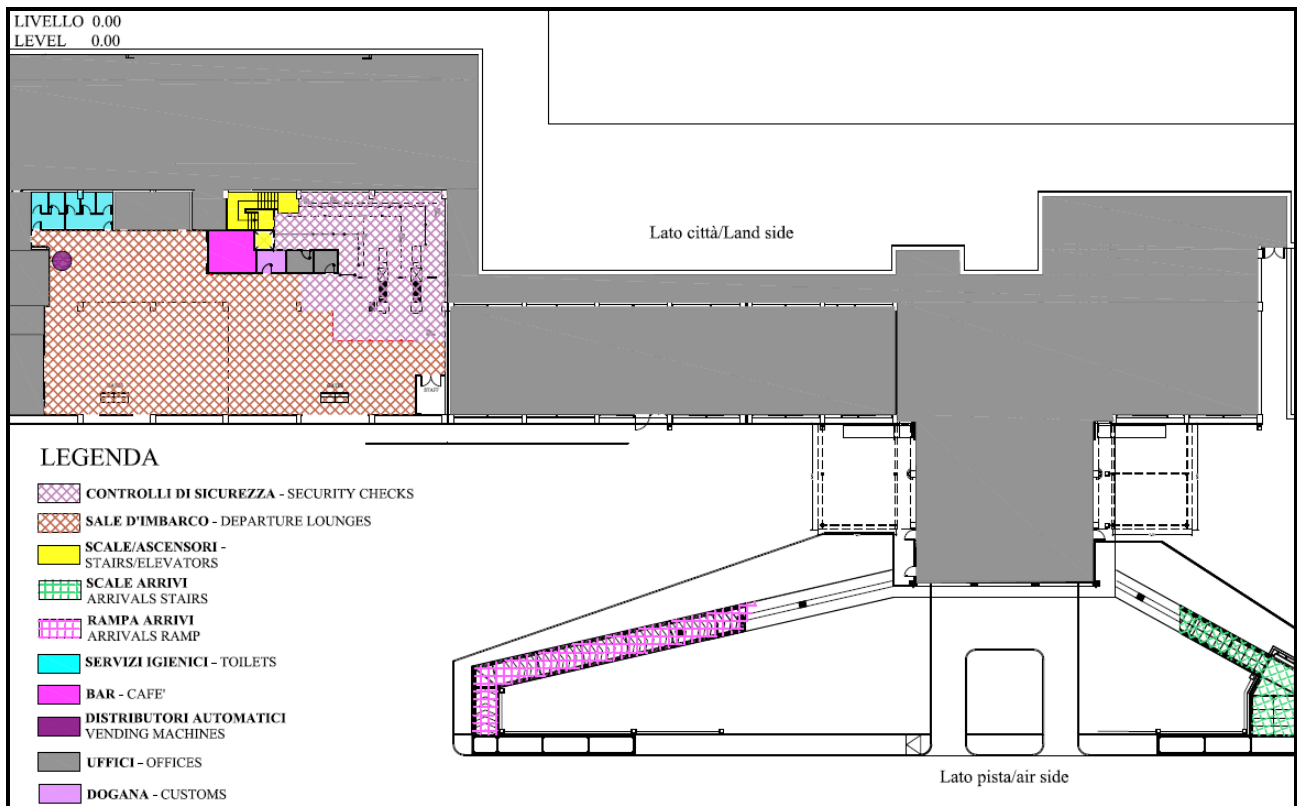
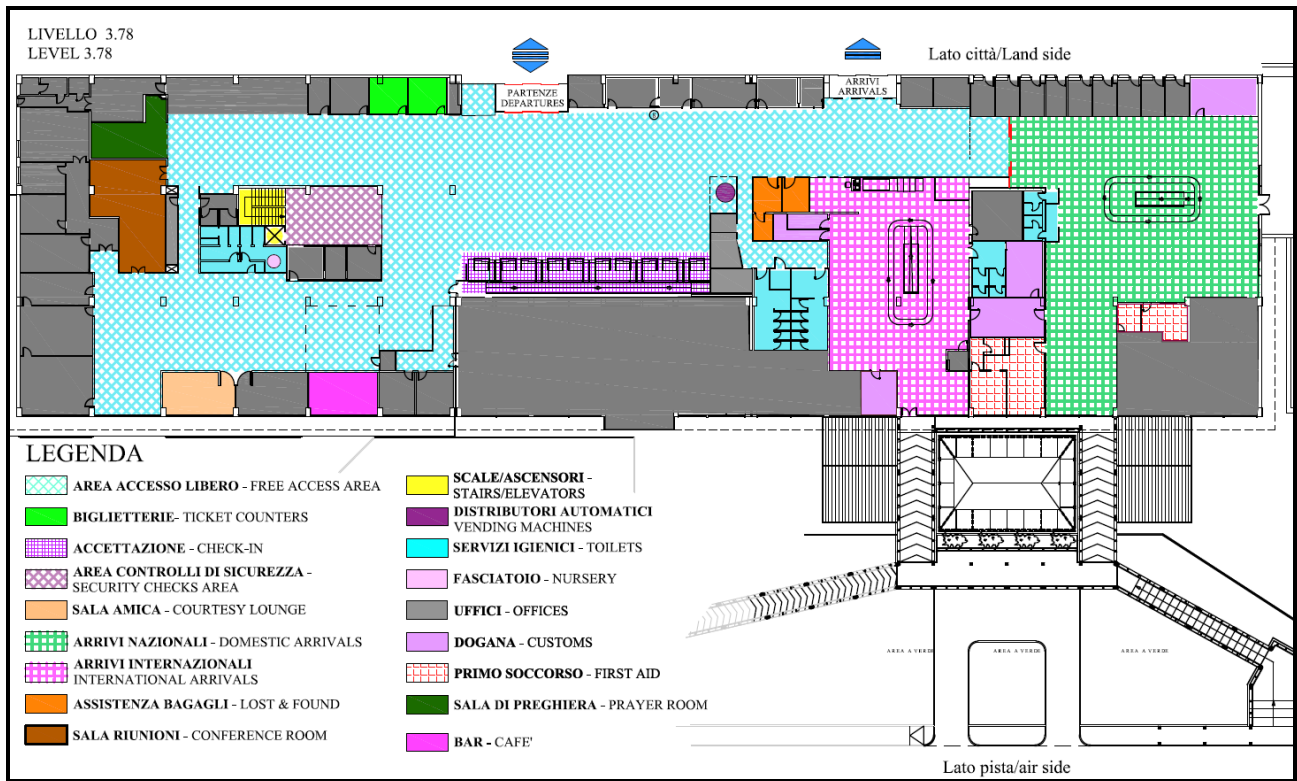
For children aged 5 to 12 years departing by air alone, at check-in an accompanying person must declare to the clerk their personal details and leave a release filled in all its parts, specifying the identity of the person who will pick up the child at the destination airport. The child is provided with 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
Info-point	0965 029472		5:00-8:30, 13:30-24:00
Assistance to Passengers with Reduced Mobility	0965 029472		5:00-8:30, 13:30-24:00
First aid	0965 029477		H24
Lost property office	0965 029472		6:00-22:00
Aviapartner Lost and Found	0965 636044		During flight operations
Pay car park	345 9727069		14:00-20:00
Taxi service	0965 27450		When flights are scheduled
ENAC - Airport Authority	0965 638219		Mon => Fri 8:00-15:30
Carabinieri	0965 642312		8:30-20:30
Customs	0965 029478		7:00-19:00
Guardia di Finanza	0965 029479		6:00-24:00
Immigration Police	0965 643463		H24
<b>Public utility</b>			
Hospital	0965 397111		H24
Fire brigade	155		H24
Reggio Calabria Central railway station	0965 324191		
City Police	0965 53004		H24
<b>Bus lines for main cities</b>			
ATAM	800 282 600		Mon => Fri 8:30-12:30; Tue + Thu 15:00-17:00
Autolinee Federico	0965 644747		Mon => Fri 9:00-17:30; Sat 9:00-13:00, 15:00-16:30
Mediterraneabus	0964 66693		Mon => Sat 9:00-17:30

Updated March 2022