

Service Charter Guide 2025



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 quality levels and initiatives to improve passenger satisfaction.

In 2024, the Tito Minniti Airport in Reggio Calabria has set its historic traffic record and the growth record among Italian airports, totalling 623,980 passengers, with an increase of 112% compared to the previous year, and a number of flights equal to 7,463, including landings and take-offs, with a 65% increase in scheduled flights more than in 2023.

Scheduled traffic was both national and international and during the year had as its destinations the airports of Barcelona, Berlin, Bologna, Brussels Charleroi, Frankfurt Hahn, Katowice, London Stansted, Manchester, Marseille, Milan Linate, Milan Malpensa, Paris Beauvais, Pisa, Rome, Tirana, Turin and Venice.

For 2025 scheduled services to Barcelona, Berlin, Bologna, Brussels Charleroi, Frankfurt Hahn, Katowice, London Stansted, Marseille, Milan Linate, Milan Malpensa, Paris Beauvais, Pisa, Rome, Turin and Venice are confirmed. For international routes, some changes may occur.

Some construction sites of an ambitious investment program have been underway since 2024, aimed at making Reggio Calabria airport more modern and functional in a few years. Some interventions for improving safety at the airport have already been completed. The airport will undergo major interventions and the boarding hall, already expanded, will be completely renovated and equipped with additional spaces, while the flight infrastructures will be made more efficient, with advanced technology systems, also in terms of sustainability.

With regard to airport services, in 2024 the lounge next to the check-in was further renovated and equipped with a new bar, from which you can now admire the Strait of Messina and Mount Etna. The check-in desks were completely replaced and increased. The boarding hall was expanded, thanks also to a temporary structure, and has new toilets. The stations for departure security checks were increased. The arrivals area was also reconfigured, with the installation of a new carousel for baggage reclaim and new passport control stations. Free Wi-Fi is now available in the airport and the number of charging stations for mobile phones/laptops, changing tables in the toilets and automatic ticket machines for ground connections has been increased.

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 we are introducing, both in terms of flight offers and airport services, 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 Crotone 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 87.99% of its shares held by public bodies and the remaining 12.01% 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 2025:

- Barcelona
- Berlin
- Bologna
- Brussels Charleroi
- Frankfurt Hahn
- Katowice
- London Stansted
- Marseille
- Milan Linate
- Milan Malpensa
- Paris Beauvais
- Pisa
- Rome Fiumicino
- Turin
- Venice

The airlines that will operate scheduled connections from Reggio Calabria airport throughout the year are ITA Airways and Ryanair. The latter, in 2024, opened a new operational base at the Reggio Calabria airport, starting numerous international and domestic connections



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 extended its management system 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.

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.



MONITORING THE QUALITY OF THE SERVICES IN THE AIRPORT - SUMMARY RESULTS

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.

The Service Charter is checked and approved by ENAC before publication.

For what concern the performance of SACAL during 2024, the results obtained allow us to state that the quality of the services of Reggio Calabria is generally at very positive values.

The satisfaction expressed by passengers in 2024, with percentage always between 90% and 100%, confirms that the quality perceived is high.

The opinions on the aspects of safety, punctuality, cleanliness, information, counter/gate services and assistance services for PRM are excellent, with percentages of satisfied users exceeding 98%, but in general all the indicators achieve results largely satisfactory.

As regards the quality provided, in 2024 service levels were lower than those of 2023, in the face of a doubling of passengers. Many of the indicators relating to waiting times have not reached the service levels estimated for the year 2024, as flights and passengers have increased at unpredictable levels since the end of April 2024. However, we have strengthened, as far as possible, the airport facilities to manage the exceptional increase in traffic recorded last year at the airport.

Excellent results regarding the quality of assistance services were perceived by passengers with disabilities or reduced mobility (PRM) for all the indicators, with satisfaction values equal to 100%.



QUALITY INDICATORS – RESULTS AND TARGETS

Hereafter are released results achieved in the year 2024 and our commitments for the year 2025, formulated on the basis of what succeeded together with our improvement plans for the current year.

In many cases, the value of commitment for 2025 is lower than result achieved in 2024. This is justified by the fact that from 2025 the terminal will be affected by major renovation and expansion works, which may negatively impact service levels; furthermore, a further increase in traffic is expected in 2025 which, given the same infrastructure, will make staying at the airport less comfortable and disruptions more likely to occur at peak times.

TRAVEL SAFETY

We have been recording for years an excellent level of passenger satisfaction with the service offered to departing passengers. SACAL has got special equipment for the control of liquids for medical purposes or special diets (including baby food); besides, SACAL keeps all the control equipment constantly updated.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Overall perception of persons and hand baggage security-check service	% satisfied passengers	99.7%	98%

PERSONAL AND PROPERTY SAFETY

Passengers definitely appreciate our airport security. There has been no theft of cars parked in the SACAL car parks, equipped with video surveillance systems.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Perception level of personal and property safety at the airport	% satisfied passengers	99.7%	98%

REGULARITY OF SERVICE

Delayed flights are in line with expectations and are mainly a consequence of the delays accumulated on the national network. Mishandled baggage departing from our airport remains at irrelevant values. Waiting times for baggage delivery increased, as a consequence of the strong increase in traffic, as well as the times for disembarking passengers, due to some flights simultaneously stopping at the airport. Nevertheless, in 2024 customers declared themselves fully satisfied with the regularity of services. In 2024, new baggage control and sorting systems have been installed. We will do our best to maintain the regularity of services, despite the presence of construction sites in the airport.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Overall punctuality of departing flights	% of punctual flights / Total departing flights	81.4%	80%
Total mishandled baggage departing	N° mishandled baggage / 1000 passengers departing	0.1‰	0.3‰
Delivery of the first piece of baggage from the aircraft block	Delivery in 90% of cases	16'28"	16'
Delivery time last bag from the aircraft block	Delivery in 90% of cases	29'06"	26'
Waiting time on plane for first passenger disembarkation (Time between aircraft block and beginning of disembarkation)	Waiting time in 90% of cases	6'18"	6'00"



Overall perception of regularity and punctuality of airport services	% satisfied passengers	100%	95%
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CLEANING AND SANITATION

In 2024, passenger reviews were decidedly positive. In 2025 it will be difficult to repeat these results, for the works that will affect the terminal.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Perception level of cleanliness and functionality of toilets	% satisfied passengers	98.7%	95%
Perception level of cleanliness inside the air terminal	% satisfied passengers	98.7%	95%

COMFORT DURING AIRPORT STAY

In 2023 the overall judgment of passengers regarding the comfort offered by our airport was very positive. To meet the needs of passengers, we have increased space in the boarding area, the number of seats, the number of luggage trolleys and have continued the redevelopment works of the airport, which include a further expansion of the boarding lounge and the renewal of some systems, to make them more efficient and sustainable. We apologize for the inconvenience the works will cause.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Perceived availability of baggage trolleys	% satisfied passengers	97.9%	96%
Efficiency perception of passenger transfer systems	% satisfied passengers	99.5%	98%
Perception of climate control efficiency	% satisfied passengers	99.5%	98%
Overall perception level of comfort	% satisfied passengers	99.0%	95%

ADDITIONAL SERVICES

A new catering area has been set up in the departure hall in 2024, with a panoramic view of Sicily and Etna. There is also a bar in the boarding area. The charging stations for your electronic devices have been increased and the Wi-Fi service inside the airport has recently been activated.

INDICATOR	UNITA OF MEASURE	RESULT 2024	TARGET 2025
Perception on the Wi-Fi connection in the terminal	% satisfied passengers	Service not available	50%
Perception of the availability of mobile and laptop charging stations in passenger areas	% satisfied passengers	99.7%	98%
Perception of availability, quality and prices of bars and restaurants	% satisfied passengers	98.6%	98%
Perception on the availability of supplied machines for drinks / snacks	% satisfied passengers	99.8%	98%

INFORMATION SERVICES TO THE CUSTOMERS

On our website, available at www.sacal.it/it/reggio-calabria and accessible for different types of disabilities, you can find real-time updates on flight schedules, as well as all the information on our airport. At the airport, at the Courtesy Lounge, you can find out about everything related to the airport.

Passengers show that they appreciate the terminal's information systems, with monitors displaying flight times and other news and information useful to passengers. Large totems indicate the location of the various services.

Overall, the airport's information services achieve the almost total passenger satisfaction.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Website user-friendly and updated	% satisfied passengers	99.7%	98%
Efficacy perception of operating information points	% satisfied passengers	99.7%	98%
Perception of clarity, comprehensibility and effectiveness of the internal signage	% satisfied passengers	99.7%	98%
Perception of staff professionalism (info-point, security)	% satisfied passengers	99.0%	98%
Overall perception of effectiveness and accessibility of public information services (monitor, announcement, signage)	% satisfied passengers	99.7%	98%

COUNTER/CHECK-POINT SERVICE

In 2023, check-in and security check times for departing passengers were maintained within values lower than 10', even if higher than the pre-established targets.

Passenger satisfaction with these services has once again reached excellent levels.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Ticket service perception	% satisfied passengers	98.8%	98%
Waiting time in the queue at check-in	Waiting time in 90% of cases detected	3'06"	4'
Perception of waiting time in the queue at check-in	% satisfied passengers	98.8%	98%
Waiting time in the queue at security checkpoints	Waiting time in 90% of cases detected	8'07"	8'

MODAL INTEGRATION

The judgment on road signs was in line with the expectations.

The rating value for connections between the airport and the main destinations of the province reflects the situation of the airport, which is located within the urban area. The airport, in fact, can rely on the urban bus lines right in front of the terminal, as well as some connections with the Ionic coast of the province. A bus service is also available upon reservation, from the nearby city of Messina; in the summer period, such service are extended to Milazzo, the main port for reaching the Aeolian Islands.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Perception of clarity, comprehensibility and effectiveness of road signs	% satisfied passengers	98.5%	98%
Perceived adequacy of city / airport connections	% satisfied passengers	95.5%	98%

QUALITY OF SERVICES FOR PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY

With the GEN-02B Circular, ENAC has defined quality indicators to be monitored for the services provided by the airport management companies in favor of passengers with disabilities or reduced mobility (PRM). Even in this case, the monitoring of the indicators is performed by means of a measurement of concrete events (monitoring on the quality offered) or perceptions (survey on the perceived quality). The following indicators attest to the qualitative results achieved by the service provided in 2024 by SACAL to PRM using Reggio Calabria airport of for their journeys.

EFFICIENCY OF SUPPORT SERVICES

Waiting times to receive assistance in 2024 were lower than those recorded in 2023, with the exception of PRM arriving without pre-notification. For all indicators, the values achieved and promised are better than the targets set by ECAC Doc. 30.

SACAL recommends passengers and carriers to book assistance in advance, in order to benefit from an optimal service. The passengers should request assistance from the airline, travel agency or tour operators when booking the flight or, at the latest, 48 hours before departure, to allow the airline to notify the airport at due time.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
For PRM departing with pre-notification: waiting time to receive the assistance, by one of the designated points of the airport, in the case of pre-notification	Waiting time in 90% of cases	4'45"	5'30"
For PRM departing without pre-notification: waiting time to receive assistance from one of the designated points of the airport, once notified their presence	Waiting time in 90% of cases	3'40"	6'
For PRM arriving with pre-notification: Waiting time on board for the landing of the PRM, after the last passenger disembarkation	Waiting time in 90% of cases	1'42"	3'
For PRM arriving without pre-notification: Waiting time on board for the landing of the PRM, after the last passenger disembarkation	Waiting time in 90% of cases	4'13"	4'

PERSONAL SAFETY

For the disembarkation and boarding of PRM, the airport is equipped with two special lift vehicles. The service also has a large park of wheelchairs of different sizes. The vehicles and equipment are subjected to many tests of functionality, according to the established frequencies.

The assistance to passengers with reduced mobility is accomplished by SACAL specifically trained staff. It enjoys the almost full satisfaction from the users.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Perception on the status and functionality of vehicles / equipment supplied	% PRM satisfied	100%	98%
Perception of the adequacy of staff training	% PRM satisfied	100%	98%

INFORMATION IN AIRPORT

The staff dedicated to the assistance of PRM provides all the information necessary for the user.

The internal signage also highlights the services exclusively dedicated to PRM (Courtesy Lounge, toilette).

on the airport website, which is accessible for different types of disabilities, at the page <https://sacal.it/it/services/assistenze-speciali-reggio-calabria/>, you can find all the information on special assistance, including information videos and details on the types of assistance.

Some interventions on airport infrastructure are planned during 2025, which may require a different configuration of services.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Accessibility: the number of essential information accessible to disabled visual, auditory and motor compared to the total number of essential information	% of essential information available on the total number of essential information	100%	100%
Completeness: the number of information and instructions relating to the services offered, available in an accessible format respect to the total number	% information / instructions, on services in accessible format on the total number	100%	100%
Perception of efficacy and accessibility of information, communications and air terminal internal signage	% PRM satisfied	100%	98%

COMMUNICATION WITH PASSENGERS

SACAL assistance can be contacted by phone every day and has a dedicated e-mail address. The rapidity of response to requested information is guaranteed by constant monitoring of employees during airport operating hours.

In 2023, SACAL received only one complaint for the services provided to over 9,850 PRM assisted.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Number of responses provided within the stipulated time than the total number of information requests received	% responses in times stated on the total number of requests	100%	100%
Number of complaints received compared to the total traffic of PRM	% Complaints received on the total of PRM traffic	0.1‰	0.3‰

COMFORT IN AIRPORT

The lounge dedicated to the PRM is in the terminal hall, before security checks. Seats reserved for PRM are available in the boarding lounge.

Restrooms for passengers with reduced mobility area available in almost all areas of the air terminal.

On the sidewalk in front of the terminal there is a column with video intercom through which assistance can be requested. From airport parking you can contact the dedicated staff by telephone, dialing 0965 029472.

In the parking areas there are 8 free parking spaces reserved for PRM.

The construction sites planned at the airport during 2025 could cause some difficulties in always offering full usability of the airport infrastructure.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Perception of the efficacy of assistance to PRM	% PRM satisfied	100%	98%

Perception of the level of accessibility and usability of airport infrastructure: parking, intercoms call, dedicated rooms, toilets, etc.	% PRM satisfied	100%	98%
Perception of spaces dedicated to PRM rest	% PRM satisfied	100%	98%

RELATIONS AND BEHAVIOUR

As has been the case for years, PRM feedback on SACAL assistance staff remains absolutely positive.

INDICATOR	UNIT OF MEASURE	RESULT 2024	TARGET 2025
Perception of staff courtesy (info-point, security, Special Care Program staff)	% PRM satisfied	100%	98%
Perception on professionalism of staff dedicated to special assistance to PRM	% PRM satisfied	100%	98%





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 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.

Complaints concerning assistance to PRM at the airport:

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 for ascertaining a possible violation of EC Reg. 1107/2006, only for sanctioning purposes.

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.

Complaints in the event of denied boarding, flight cancellation or long delay:

In the event of no response from the Airline or in the event that it is not deemed appropriate, the complaint may be forwarded to ENAC for the verification of a possible violation of EC Reg. 261/2004, for sanctioning purposes only, through the appropriate online forms available on the institutional website www.enac.gov.it.

Complaints concerning assistance to PRM on board the aircraft:

In the event of no response from the airline or in the event that it is not deemed appropriate, the complaint can be forwarded to ENAC for the verification of a possible violation of EC Reg. 1107/2006, for sanctioning purposes only, through the appropriate online forms, available on the institutional website www.enac.gov.it.

Regardless of the type of complaint and the forwarding of the same to ENAC, in case you feel the reply received unfavorable to you or not completely satisfactory, you can file an application with the competent judicial authorities against the Carrier or the Airport Management Company.

Furthermore, if you have suffered disruptions due to violations of EC Regulation no. 261/2004 for cases of denied boarding, flight cancellation or prolonged delay, or EC Reg. n. 1107/2006 regarding the protection of passengers with disabilities or reduced mobility, you can attempt conciliation (ADR - Alternative Dispute Resolution) through the ConciliaWeb platform on the website of the Transport Regulation Authority, without prejudice to the possibility of sending reports of complaint to ENAC for sanctioning purposes only.

Information on passenger rights is available at the terminal, in dedicated displays, or on the website https://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_it.htm, which you can consult if necessary.



Aeroporto di Reggio Calabria

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: _____

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

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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 Crotone: 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 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 282600, e-mail customer@atam.rc.it, Front Office at ATAM bus terminal (Largo delle Botteghe - Reggio Calabria) from 8.30 am to 13.30 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, 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.).

By taxi:

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

FIND YOUR WAY IN AIRPORT

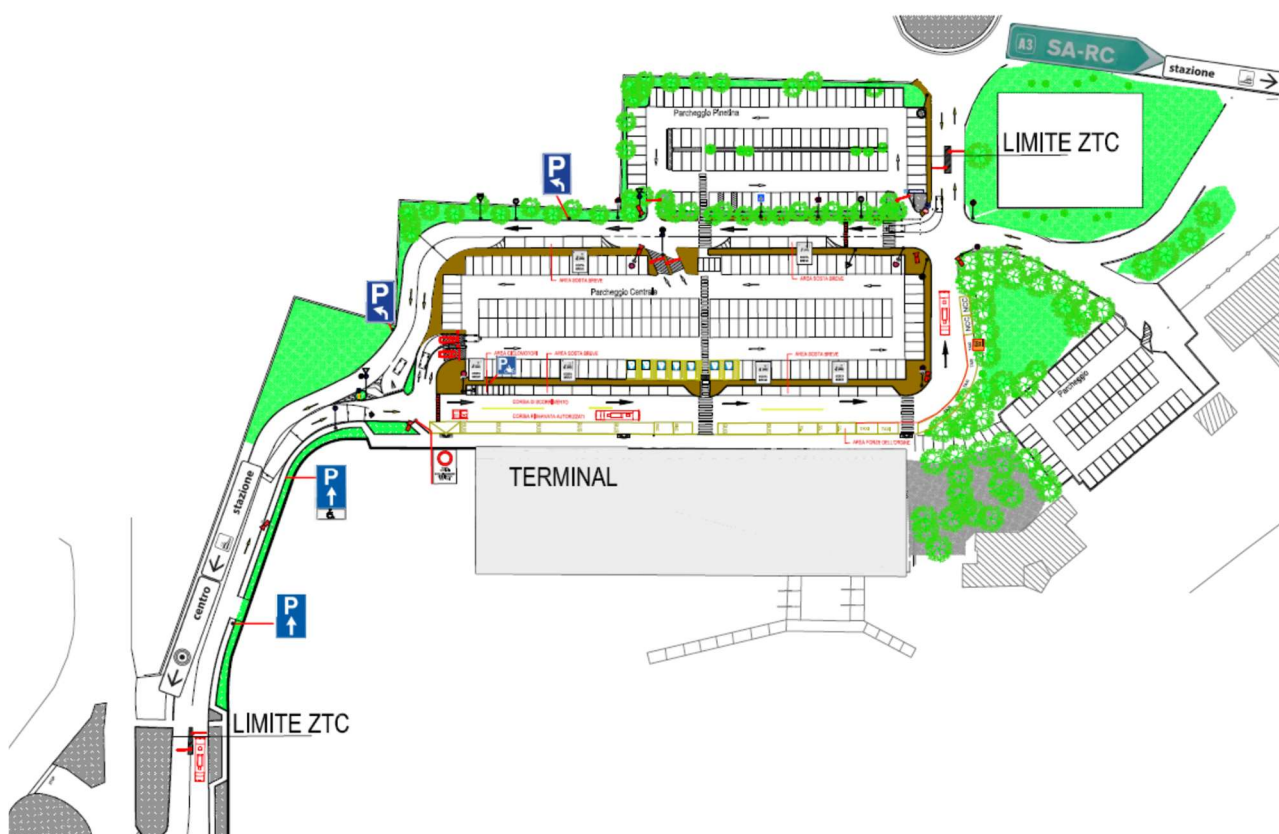
The airport, located within the metropolitan city, look out onto the Ravagnese Province Road, which leads directly to the terminal.

Access to the airport area is regulated by barriers and tickets to access the ZTC (controlled traffic zone). Outside the parking areas, you can stop for free for a maximum of 10 minutes in the spaces identified by special signs.

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 limits of the ZTC, 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 1 hour	€ 1.50
Up to 2 hours	€ 3.00
Up to 4 hours	€ 5.00
Up to 6 hours	€ 7.00
Up 24 hours (1 day)	€ 11.00
Up to 48 hours (2 days)	€ 20.00
Up to 72 hours (3 days)	€ 28.00
Up to 96 hours (4 days)	€ 34.00
Up to 120 hours (5 days)	€ 40.00
Up to 144 hours (6 days)	€ 46.00

Up to 168 hours (7 days)	€ 52.00
Over the 7th day: per day or part of a day	€ 4.00

PASS	Pineta Car Park
Monthly subscription	€ 77.50

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.

Since 2025, a new digital platform dedicated to online parking booking at the airports of Reggio Calabria, Lamezia Terme and Crotona and has been active.

You can book your parking space by connecting to the portal dedicated to parking, via the official SACAL website <https://parking.sacal.it/>:

- Select the desired airport.
- Choose the most suitable parking option.
- Complete the booking and obtain a discount rate.

Inside the parking areas, 8 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. In front of the airport, PRM can stop in a reserved space for the time strictly necessary to get on/off their vehicle.

CAR RENTAL SERVICES

The offices of the car rental companies are located partly inside the terminal, in the arrivals hall, and partly 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 companies Noleggiare and Sicily by car, which have closer parking spaces in the Pineta car park, 70 meters from the airport.

The companies currently operating at the Reggio Calabria airport are:



Tel + 39 0965 636005



Tel + 39 0965 643023



Tel + 39 0965 643093



Tel + 39 0965 643134



Tel + 39 0965 645422



Tel + 39 0965 1651553

USEFUL INFORMATION FOR THE PASSENGER

Check-in of departing passengers

Please note that each airline usually indicates in its Travel Conditions (or General Conditions of Carriage) how much time in advance you must show up at the airport to carry out check-in.

It is advisable to arrive at the airport well in advance to carry out boarding procedures easily. In any case, it is necessary to respect the times indicated by the airline, the tour operator or the travel agent.

Please note that the times indicated by the airlines refer to the start of registration operations at the check-in desk.

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 (antiamarillic 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, 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.viaggiaresicuri.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 “Courtesy Lounge”, where passengers with disabilities or reduced mobility and families with babies can stand quietly, waiting for their flight or any accompanying persons. In addition, changing tables for babies are available at some toilets, including the one next to the Courtesy Lounge.
- A lost property office, managed by SACAL near the Courtesy Lounge, before security checks.
- 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 centre of the airport hall.
- Charging stations for mobile phones, tablets and other portable devices, available in all public areas of the terminal and recently increased.
- Free Wi-Fi service - SSID “Airport Wifi Free” (registration required).
- Free luggage carts.
- Automatic ticket machines for trains, buses and ships, made available by Trenitalia, ATAM, Federico and Liberty Lines.

For departing and arriving passengers with disabilities or 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. PRM 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 then to the designated drop-off point, from which he can continue to reach the desired destination.

You can contact the dedicated structure through the following references:

Tel: 0965 029472 - e-mail: prm.reg@sacal.it – aoc.reg@sacal.it

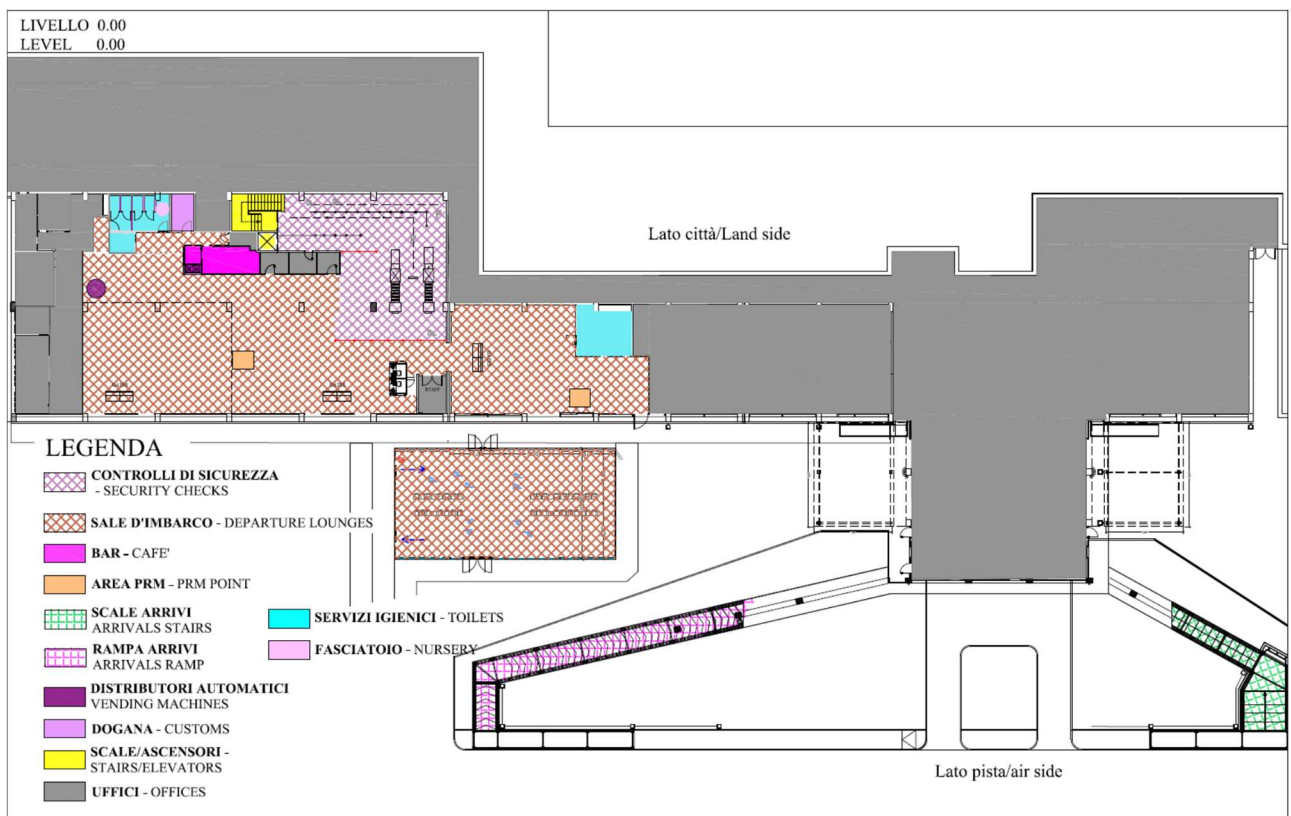
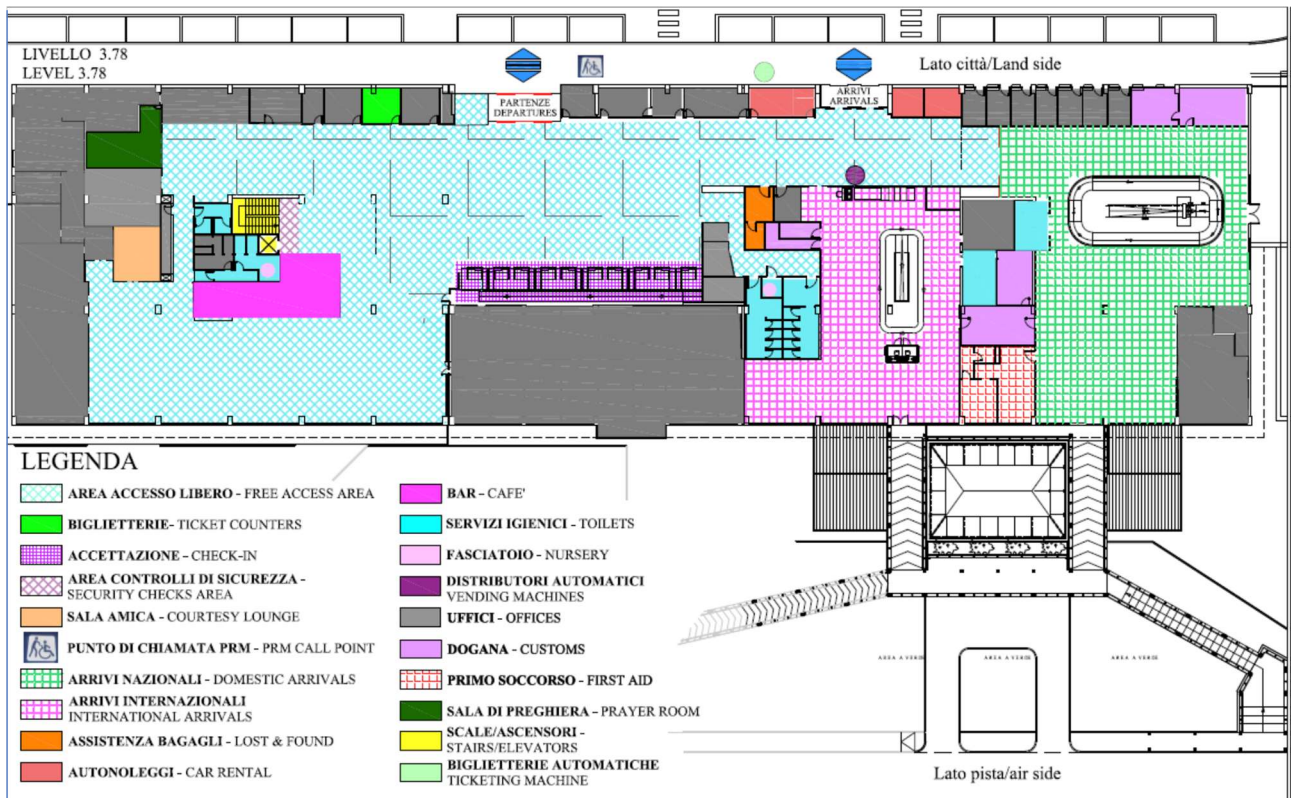
Further information on assistance to PRM is available in the "Special assistance" section of the website <https://sacal.it/it/services/assistenze-speciali-reggio-calabria/>, which is accessible for different types of disabilities.

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	6:00-10:00, 12:00-14:00, 17:00-21:00	
Assistance to Passengers with disabilities or Reduced Mobility	0965 029472	5:00-23:30	
First aid	0965 029477	H24	
Lost property office	0965 029472	6:00-10:00, 12:00-14:00, 17:00-21:00	
Aviapartner Lost and Found	0965 636044	In coincidenza con i voli assistiti	
Pay car park	0968 414377	8:00-24:00	
ENAC - Airport Authority	0965 029474	Lun => Ven 8:00-15:30	
Carabinieri	0965 642359	8:30-20:00	
Customs	0965 029478	6:00-24:00	
Guardia di Finanza	0965 029479	6:00-24:00	
Immigration Police	0965 643463	H24	
Public utility			
Hospital	0965 397111	H24	
Fire brigade	112	H24	
Reggio Calabria Central railway station	0965 324191 – 800 892021	H24	
City Police	0965 53004	H24	
Bus lines for main cities			
ATAM	800 282600 – 0965 620121	Mon => Fri 8:30-12:30; Tue + Thu 15:30-16:30	
Autolinee Federico	0965 644747	Mon => Fri 9:00-14:00; 15:15-17:30; Sat 15:15-16:30	

Updated February 2025