



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 Lamezia Terme Airport, with news on initiatives to improve passenger satisfaction. Lamezia Terme Airport has been monitoring the quality of its services for many years now and publishing its service charter for more than twenty years.

As a result of the COVID-19 pandemic and the consequent travel restrictions, air traffic in 2021 recorded a sharp contraction worldwide compared to the pre-COVID period. Lamezia Terme airport has lost around 43% of the traffic recorded in 2019 and totaled just over 1,700,000 passengers and a number of flights around 18,800, between landings and take-offs.

This result, although decidedly negative in absolute terms, confirms Lamezia Terme airport first in Calabria and among the top 20 Italian airports in terms of passenger numbers.

Scheduled domestic traffic has been centered on the airports of Milan (Linate and Malpensa), Rome, Bergamo, Turin, Bologna, Genoa, Pisa, Verona and Treviso.

International scheduled flights were primarily concentrated in the summer months with destinations to Basel, Berlin, Brussels, Dusseldorf, Frankfurt, Geneva, Innsbruck, Kalamata, Karlsruhe/Baden-Baden, Katowice, Krakow, London, Luxembourg, Malta, Munich, Prague, Salzburg, Stuttgart, Vienna, Warsaw and Zurich.

For 2022 additional links with European cities and the resumption of the intercontinental connection with Toronto are foreseen.

With regard to the improvement of airport services, in the second half of 2021 we activated a new boarding hall, which offers an additional capacity of about 1400 square meters, allowing us to operate in accordance with the spacing measures imposed by the health emergency. Outside, improvements have been made to the flight infrastructure, increasing the number of aircraft stands, the usable length of the runway and the luminous visual aid systems. In addition, a new, more modern and reliable car park automation system has been adopted.

In any case, the greatest effort was placed on prevention measures against COVID-19 virus contagion; the actions implemented made it possible to maintain accreditation from the Airport Council International gained in 2020, which certifies the great attention paid by SACAL to health and safety measures, in accordance with ICAO recommendations, EASA protocols and ACI guidelines.

To learn more about Lamezia Terme 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 Lamezia Terme, Reggio Calabria 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 Lamezia Terme 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 Lamezia Terme 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, baggage and cargo, 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 LAMEZIA

Lamezia Terme Airport connects Calabria with numerous locations in Italy and abroad, 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:

Altenrhein (C)
Aosta (S)
Basel (S)
Bergamo (L+C)
Berlin (S)
Billund (C)
Bologna (S)
Bolzano (S)
Bratislava (C)
Brussels (S)
Burgas (C)
Charleroi (S)
Cologne/Bonn (S)
Düsseldorf (S+C)
Frankfurt (S)
Genoa (S)
Geneva (S)
Hahn (S)
Helsinki (C)
Innsbruck (S)
Karlsruhe/Baden-Baden (S)
Katowice (C)
Kracow (S)
Leipzig (C)
London Gatwick (C)
London Stansted (S)
Luxembourg (S)
Malta (S)
Manchester (C)
Memmingen (S)
Milan Linate (S)
Milan Malpensa (S)
Munich (S)
Nuremberg (S+C)
Paris Orly (S)
Perugia (S)
Pisa (S)
Prague (S)
Rome Fiumicino (S)
Salzburg (S)
Sofia (C)
Stuttgart (S)

Turin (S)
Toronto (S)
Treviso (S)
Venice (S)
Verona (S)
Vienna (S)
Warsaw (S)
Vilnius (C)
Wroclaw (C)
Zurich (S)

The airlines that in 2021 have planned to make connections with Lamezia Terme airport are:

Aeroitalia
Air Explore
Air Transat
AirSeven
Albastar
Austrian Airlines
Blue Air
Bulgaria Air
Condor
Corendon
Cosmo Airlines
Easyjet
Edelweiss
Enter Air
European Air Charter
Eurowings
Eurowings Discover
Finnair
ITA Airways
Jetairfly
Lufthansa
Luxair
Luxwing
Neos
People's
Ryanair
Thomsonfly
Transavia France
Travel Service
Volotea
Wizz Air



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.

In 2002 SACAL achieved the goal of certifying its Quality System in accordance with ISO 9001. Subsequent audits conducted by the prestigious TUV agency have always confirmed SACAL's certification, with praise for improvements introduced and staff motivation. From 2017 SACAL Quality System is certified in accordance to the last version of the standard.

To successfully establish itself in the new role of sole managing company of Lamezia Terme Airport, 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 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 health emergency that has been going on for more than two years now, which has drastically impacted air traffic and made it necessary to remodel the spaces inside the terminal, limiting access to the public area. Therefore, in this edition the quality indicators (together with the results of the previous year and the objective for the current year) are not published.



THE AIRPORT AND THE ENVIRONMENT

According to the regulations of Lamezia Terme 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 a special oil extraction system. 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 Lamezia Terme Airport, are temporarily stored, by cargo operators, in controlled and clearly identified areas, within casings that guarantee safety.

Up to now, all the environmental parameters monitored in the airport are much lower than the thresholds provided for by law.

Inside the air terminal and at airport streets, SACAL has installed new LED lighting equipment that allow significant reductions in electricity consumption, plus lower environmental impact. Other important works for environmental protection are provided by our next investment plan, which includes the construction of a plant for the production of energy from renewable sources.

In the air terminal, waste is separated since 2016, with very good results.



ACTIONS TO CONTAIN THE COVID-19 PANDEMIC SPREAD

As soon as the first news of a possible pandemic spread, in the first months of 2020, SACAL started the implementation of 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 buses.
- 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 masks and disinfectant gel.
- 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.
- The number of active gates has been reduced to avoid congestion between adjacent gates. Cleaning and sanitizing interventions have been intensified.
- Shops and bars have changed the position of counters and furniture; they have installed disinfectant gel dispensers and floor markings to regulate flows. Anti-droplet screens have been installed on the counters.
- 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, in order to 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, Lamezia Terme airport has not registered any critical issues from the health aspect and in October 2020 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.

To contact us directly and as quickly as possible, our e-mail address *infopoint.suf@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 and at the air terminal information desk, 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 offices.

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 Lamezia Terme

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 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 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: _____



Spett.
S.A.CAL. s.p.a.
Direzione Generale
c/o Aeroporto Civile Internazionale
88046 Lamezia Terme (CZ) - Italy



Service Guide

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LAMEZIA TERME AIRPORT

Lamezia Terme Airport is open 24 hours a day and is located in the middle of Calabria, with a very wide user area, that reaches beyond the regional boundary.

From the airport, owing to a favorable geographical position, it is easy to get to the main tourist destinations of Calabria.

Lamezia Terme Airport is located:

- 1 km away from the Highway A2 junction
- 2 km away from Lamezia Terme Central railway station
- 3 km away from the city of Lamezia Terme
- 8 km away from Terme di Caronte
- 30 km away from Pizzo
- 35 km away from Catanzaro
- 36 km away from Vibo Valentia and the Vibo Marina touristic pier
- 42 km away from the archaeological sight of Roccelletta di Borgia
- 60 km away from Tropea
- 65 km away from Soverato
- 65 km away from Cosenza
- 80 km away from Palumbo Village ski resort (Sila)
- 90 km away from Camigliatello ski resort (Sila)
- 100 km away from Isola Capo Rizzuto
- 110 km away from Crotona
- 130 km away from Pollino National Park
- 135 km away from Reggio Calabria
- 136 km away from Aspromonte National Park
- 155 km away from the touristic pier of Sibari Lakes

HOW TO REACH THE AIRPORT

By car:

- From Catanzaro: State Route 280 (4 lanes)
- From Cosenza: Highway A2
- From Crotona: State Route 106 up to Catanzaro and State Route 280
- From Reggio Calabria: Highway A2 or State Route 18
- From Vibo Valentia: Highway A2 or State Route 18

By train:

Lamezia Terme Central Station, main rail hub of the province of Catanzaro, is linked to the airport by bus and taxi.

By bus:

Airport is linked to some of main Calabrian cities by bus, operated by the following companies:

- Lamezia Multiservizi (tel. 0968 441812, website www.lameziamultiservizi.it): bus routes for the city of Lamezia Terme.



- Ferrovie della Calabria (customer care tel. 328 2391117 or 328 2391123, website www.ferroviedellacalabria.it): lines for Catanzaro, Germaneto, Catanzaro Lido, Cosenza, Rende (University of Calabria), Falerna, Vibo Valentia, Tropea, Angitola.
- Autolinee Federico (tel.0965 644747, website www.autolineefederico.it): lines for Locri, Soverato, Germaneto, Rende (University of Calabria).
- Bilotta Autoservizi (tel. 0968 21527, website www.bilottaautolinee.it): lines for Martirano Lombardo, Nocera Terinese, Falerna, Lamezia Terme (L.T. Centrale Station, Nicastro, Sambiasi), Catanzaro, Germaneto, Catanzaro Lido.
- Consorzio Autolinee (tel. 0984 401468, website www.consorzioautolineetpl.it): lines for Paola, Falerna, Germaneto.
- GBV (tel. 0963 94118): lines for Vibo Valentia, Lamezia Terme (L.T. Centrale Station), Catanzaro.
- Genco Bus (tel. 0963 41741, website www.gencobus.it): lines for Vibo Valentia, Angitola, Lamezia Terme (L.T. Centrale Station), Catanzaro.
- Gruppo Romano (tel. 0962 21709, website www.autolineeromano.com): lines for Catanzaro, Cosenza, Crotone and Lamezia Terme (Nicastro).
- I.A.S. (tel. 0983 565635, website www.iasautolinee.com): lines for Rossano, Corigliano, Acri, Cosenza, Rende (University of Calabria), Catanzaro, Messina, Taormina, Catania.
- Lirosi Autoservizi (tel. 0966 57552, website www.lirosiautoservizi.com): lines for Reggio Calabria, Villa San Giovanni, Palmi, Gioia Tauro, Rende (University of Calabria), Catanzaro, Germaneto.
- AMACO (tel. 328 9877343, website www.al-volo.net): minibus service on request to/from Cosenza, with special rates for families, young people and groups.

The airport is also connected to the Lamezia Terme Central Train Station via a convenient public service of high frequency shuttle. Timetables are available on the site www.lameziamultiservizi.it.

In the summer season, further bus lines connect the airport with some resorts (Praia a Mare, Sibari).

Times vary with the seasons and can be requested directly to the bus operators.

By taxi:

Taxi stands are available near the airport exit and at the nearby train station, ready to reach the desired destination.

FIND YOUR WAY IN THE AIRPORT

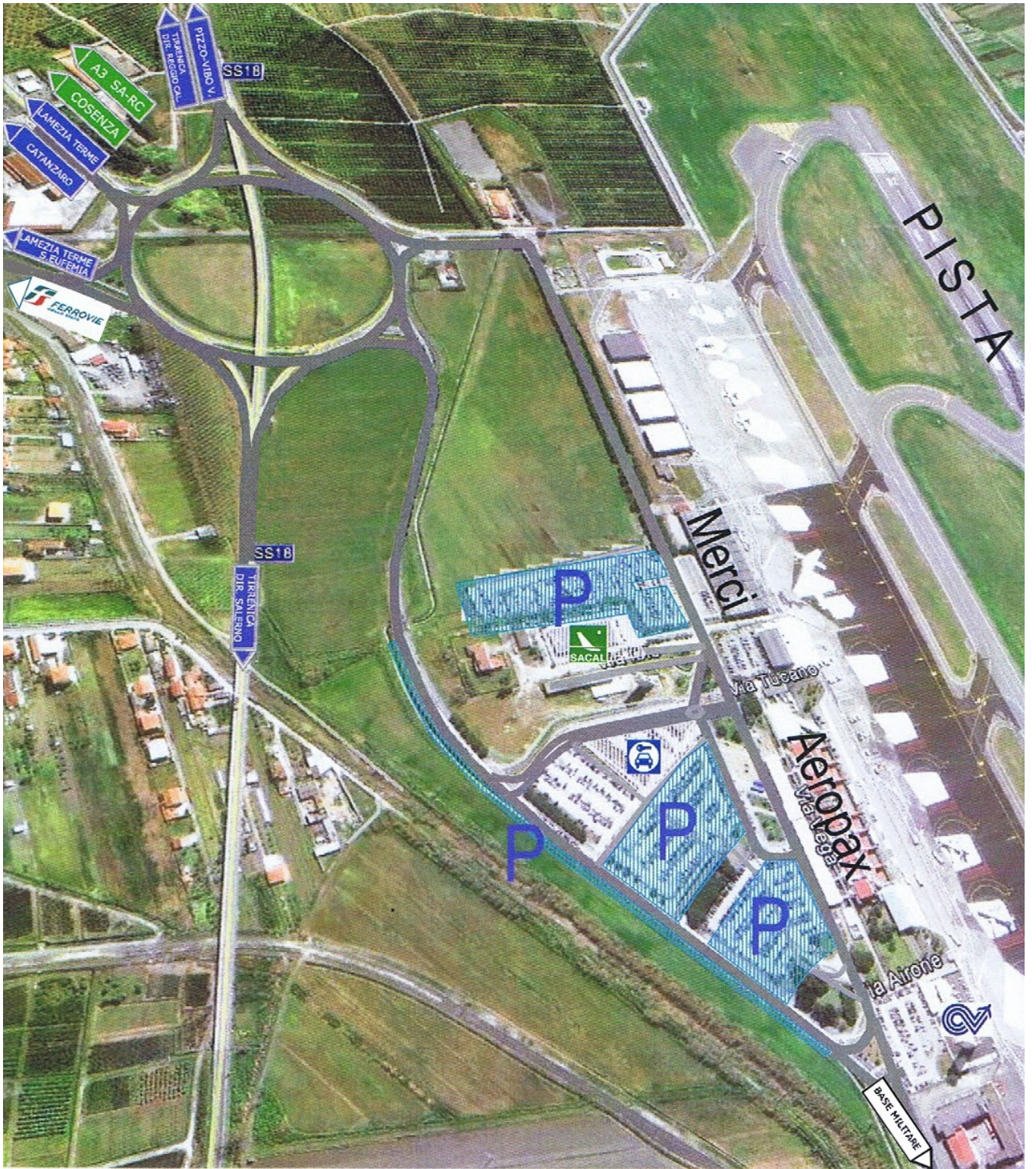
The airport has two accesses, which start at the same roundabout connecting with all main directions.

The first gateway will conduce to the departure hall of the passenger terminal, while the second one will reach the arrival area and the cargo terminal.

The passenger terminal is the most impressive building of the airport, flanked by parks and offices of the car rental suppliers. More distant is the cargo terminal, with freight forwarders offices.

The following plan will help you to better understand the airport's internal road network and to locate your destination.





PARKING

The airport has a parking system that ensures absolute convenience and speed of movement, with very affordable rates. You can count on:

- 625 pay parking spaces in the car park P1, a few meters in front of the airport, ideal for stopovers. Parking is provided with a cash-desk (open from 8:00 to 24:00) and two cash machines in the central area.
- 550 pay parking spaces (parking P2), in front of the freight terminal, with even cheaper rates for long-term parking. Near the exit from the parking lot two cash machines are available.
- 60 metered parking spaces in the immediate vicinity of the passenger terminal, with cash machines that accept different sizes of coins.
- 350 parking spaces reserved for rental cars.
- 36 stands reserved for passengers with reduced mobility, distributed in several parking areas.

Under the platform roof of the terminal private cars can only make short stops for loading and unloading luggage, while it is not permitted to park.

The parking spaces with parking meter, dedicated to those who make a stopover at the airport, provide an hourly rate of € 2.00 / hour, while pay parking lots P1 and P2 have varying rates depending on the stay:

TIME SLOTS	P1
Up to 1 hour	€ 2.50
Up to 3 hours	€ 5.00
Up to 12 hours	€ 15.00
Up to 24 hours (1 day)	€ 20.00
Over the 1 st day: per day or part of a day	€ 15.00

TIME SLOTS	P2
Up to 1 hour	€ 2.00
Up to 6 hours	€ 6.00
Up to 12 hours	€ 10.00
Up to 24 hours (1 day)	€ 15.00
From the 2 nd to the 4 th day: per day or part of a day	€ 8.00
From 5 to 7 days	€ 45.00
Over the 7th day: per day or part of a day	€ 5.00
PASS	P1/P2
Half-yearly	€ 450.00
Annual	€ 800.00

Cash machines of the P1 and P2 car parks accept cash (coins and notes), credit cards and ATMs. Pay car park P1 is open from 8.00 until 24.00 hours.

Pay car park P2 is always open.

The first 10 minutes in the P1 or P2 car park are allowed free of charge, to guarantee a margin of time for those who have entered the car parks by mistake.

CAR RENTAL SERVICES

Offices and parking of the car rental companies are located approximately 100 meters from the airport, immediately visible on the right, leaving the terminal.

The companies present at the airport of Lamezia Terme are:

avis budget group

tel. 0968 51508

Hertz

tel. 0968 51533

Maggiore

tel. 0968 51331

Europcar

tel. 0968 51541

LEASYS

tel. 0968 53690

Sicily by Car

tel. 0968.411088


Rent a car
LOCAUTO

tel. 0968 418555

AutoviA

tel. 0968 419483

SIXT
rent a car

tel. 0968 359383



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, regardless of their measures.

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 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.viaggiasesicuri.it updated by the Ministry of Foreign Affairs.



SERVICES AND ASSISTANCE TO CUSTOMER IN THE AIR TERMINAL

- ✓ An information desk in the arrival hall, to know everything about Lamezia Terme airport services.
- ✓ A reception point dedicated to passengers with reduced mobility and families with babies is located in the check-in area, before security checks. Passengers with reduced mobility also have a courtesy lounge next to the dedicated boarding gate (n. 6), where they can stand quietly, waiting for their flight. In addition, changing tables for babies are available at some restrooms of the terminal.
- ✓ Two office for luggage assistance, with desks dedicated to the flights assisted by different operators. There is no baggage storage service.
- ✓ A lost property office, at the SACAL office in the check-in area.
- ✓ A first medical aid station, managed by medical staff. The service is always active and has ambulance, defibrillator and medication for first responders.
- ✓ Shopping center, open everyday in conjunction with the flight schedule, with shops in the main lobby and in the boarding lounges. Shopping areas offer a various selection of shops, starting with those dedicated to the "made in Calabria", from food and wine production, which shows off extraordinary and typical products of excellence, to local craft creations, jewelry and silverware. The commercial offer is completed by clothing and accessories stores, perfumes and cosmetics, travel goods, a pharmacy, a well renowned pastry / ice-cream shop and two newsstands, which also propose items for smokers and a bookshop.
- ✓ An Info Point / Concierge Service of the Port of Tropea, currently not operational for the health emergency, to welcome and inform all those who want to plan their holiday, or even to find out the beautiful events the Port of Tropea can organize for its boaters and beyond
- ✓ Food services, which include at the main floor:
 - Bar / sandwich shop in the arrival hall,
 - Coffee shop / bakery in check-in area,
 - Lounge bar serving light meals and wine shop in the departure lounge (gate 1),
 - Snack-bar in the departure lounge (gate 5),
 - Pizzeria / rotisserie in the arrival hall.

The opening of the services varies from day to day, according to the flight schedule

Upstairs there is a restaurant with a coffee point and a self-service area, but currently it does not operate for the health emergency.

In the arrival hall, in the boarding lounges, at the car rental offices and on the sidewalk outside the terminal are also available 12 vending machines for drinks and snacks.

Finally, outside the terminal, next to the bus stop, there is a snack bar, with both an internal and an external lounge, in the adjacent garden.
- ✓ ATM, managed by MPS Bank (departure hall) and Euronet Worldwide (baggage reclaim area).
- ✓ Charging stations for mobile phones, tablets and other portable devices, available in all public areas of the airport.
- ✓ Wireless internet service "Wi-Fi", free for the first 30 minutes. To connect: turn on the device (laptop, tablet, smartphone) with Wi-Fi connectivity; search for the "sacal airport hotspot" network; start the browser that will automatically connect to the login page.
- ✓ Luggage packing service, in the check-in area, managed by Plastic Safety.
- ✓ Free luggage carts (coin inserted into the cart is returned at the time of the repositioning at the designated collection bays).



In addition, for the benefit of airport customers and of Calabrian people, a number of valuable paintings and sculptures donated by the most important artists from Calabria is exposed in the terminal.

For departing or arriving passengers with temporary or permanent reduced mobility (PRM), SACAL assures full assistance:

- On departure, the passengers who need individual assistance (notified by the airline) are welcomed at the airport by the specialized SACAL staff. 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, if necessary, facilitates the disembarking of PRM through the use of an ambulift. The passenger is then accompanied to the documents control, 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: +39-0968-414420

E-mail: prm@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.

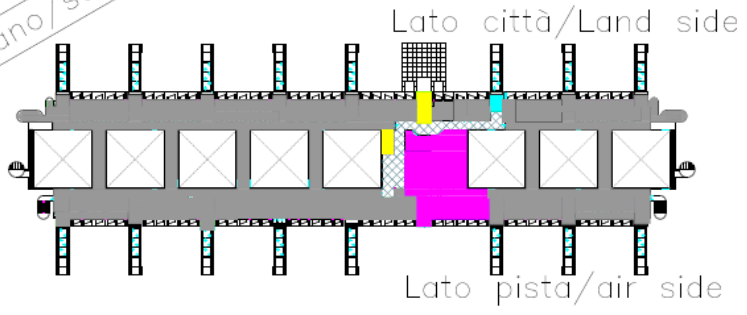
Airport of destination is sent a communication with notifying the assistance needs.

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.



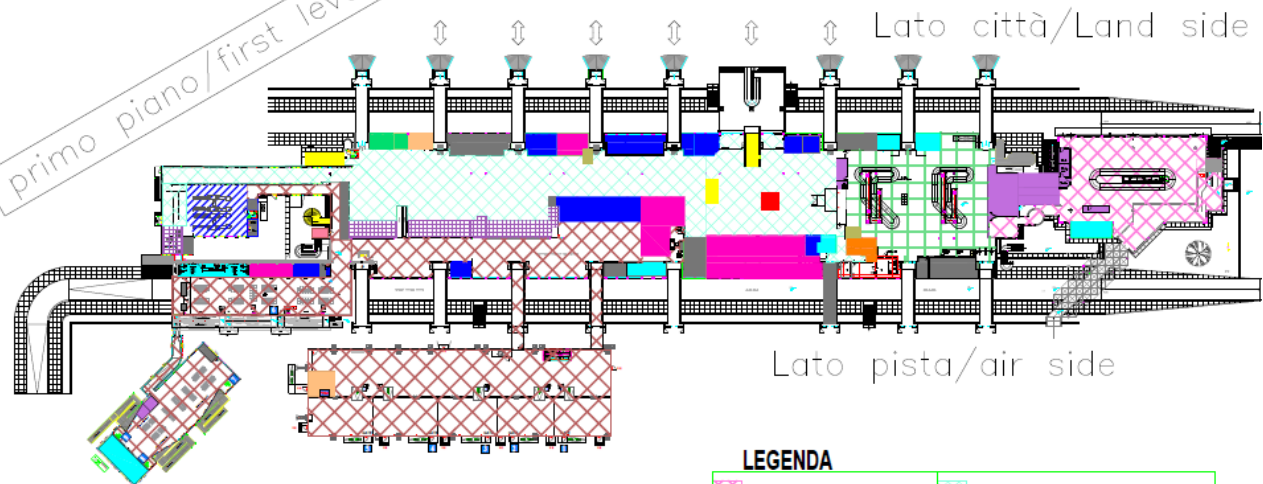
secondo piano/second level



LEGENDA

	SERVIZI IGIENICI - TOILETS
	RISTORANTE - RESTAURANT
	SCALE/ASCENSORI - STAIRS/ELEVATORS
	UFFICI - OFFICES
	AREA ACCESSO SERVIZI - ACCESS TO SERVICES

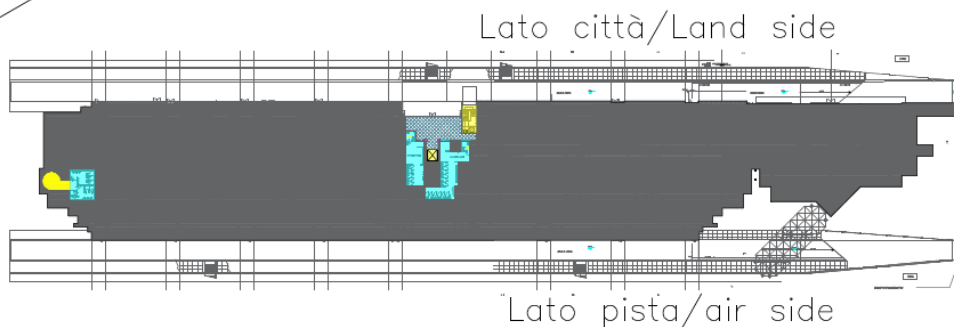
primo piano/first level



LEGENDA

	ARRIVI INTERNAZIONALI - INTERNATIONAL ARRIVALS		ATRIO PRINCIPALE - HALL
	ARRIVI NAZIONALI - DOMESTIC ARRIVALS		ACCETTAZIONE - CHECK-IN
	NEGOZI - SHOPS		KONTROLLI DI SICUREZZA - SECURITY CHECK
	UFFICIO SOCIAL - SOCIAL OFFICE		AULE D'IMBARCO - DEPARTURE LOUNGES
	PRIMO SOCCORSO - FIRST AID		UFFICI - OFFICES
	SARDEGNERIA - COFFEE SHOP/PIZZERIA		BANCOMAT - CASH DISPENSER
	SERVIZI IGIENICI - TOILETS		ASSISTENZA BAGAGLI - LOST & FOUND
	DOGANA - CUSTOMS		SCALE/ASCENSORI - STAIRS/ELEVATORS
	INFORMAZIONI - INFO-POINT		ASSISTENZA PRM - COURTESY LOUNGE
	AREA FUMATORI - SMOKING AREA		

piano terra/ground level



LEGENDA

	SERVIZI IGIENICI - TOILETS
	SCALE/ASCENSORI - STAIRS/ELEVATORS
	AREA ACCESSO SERVIZI - ACCESS TO SERVICES

USEFUL PHONE NUMBERS

At the airport	Phone nr.	Opening time
Info-point	0968 414385	8:00-20:00
Assistance to Passenges with Reduced Mobility	0968 414420	5:00-00:00
First aid	0968 414350	24h
Lost property office	0968 414401	10:00-12:00/15:00-17:00
Lost and found	0968 414335 (file check)	10:00-12:00/18:00-20:00
Pay car park	0968 414377	8:00-24:00
ENAC - Airport Authority	0968 414345	8:00-15:30
Carabinieri	0968 51520	6:00-19:00
Customs	0968 411205	24h
Guardia di Finanza	0968 51713	5:00-24:00
Immigration Police	0968 417711	24h

Public utility		
Hospital	0968 2081	24h
Fire brigade	115	24h
Rail station	892021 – 0968.411061	24h
City Police	0968 22130	8:00-20:00

Bus lines for main cities		
Lamezia Multiservizi	0968 441812	Mon => Fri 9:00-13:00, 15:30-17:30
Ferrovie della Calabria	0961.896262	Mon-Wed-Fri 9:00-13:30; Tue-Thu 9:00-13:30, 15:00-17:00
Autolinee Federico	0965 644747	Mon => Fri 9:00-13:00, 14:00-17:30
Bilotta Autoservizi	0968 21527	Mon => Fri 8:30-13:00, 16:00-19:00; Sat 8:30-12:00
Consorzio Autolinee	0984 401468	Mon => Sat 5:30-19:00
GBV	0963 94118	Mon => Fri 8:30-12:30, 15:00-17:00, Sat 8:30-12:30
Genco Bus	0963 41741	Mon => Fri 9:15-13:00, 15:30-19:00, Sat 9:15-13:00
Gruppo Romano	0962 21709	Mon => Sat 6:30-18:30
I.A.S.	0983 565635	Mon => Sat 8:00-13:00, 15:00-18:00
Lirosi Autoservizi	0966 57552 (dial 1)	Mon => Sat 8:30-12:30, 14:30-22:00; Sat 8:30-12:30, 14:30-18:30; Sun 10:30-12:30, 16:30-22:00
AMACO on-demand shuttle service	333 1861618	Mon => Fri 8:30-13:30, 15:00-18:00