

Service Charter Guide 2023



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 2022, the Tito Minniti Airport in Reggio Calabria totaled 202,386 passengers, with an increase of 37% compared to the previous year, and a number of flights equal to 4,150, including landings and take-offs, with a 58% increase in scheduled flights more than in 2021.

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 2023 scheduled services for Rome and Milan Linate are confirmed.

With regard to airport services, in addition to the existing ones, two car rental companies will soon be available directly in the terminal.

In 2022, the first construction site of an ambitious investment program has been launched, aimed at making Reggio Calabria airport more modern and functional in a few years. The terminal will be completely renovated and the boarding hall will be enlarged, while the aeronautical infrastructures will be made safer, with advanced technology systems, also in terms of sustainability.

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 2023:

- Milan Linate
- Rome Fiumicino

The only airline that operates scheduled connections from Reggio Calabria airport throughout the year is ITA Airways. 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.

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 2022, the results obtained allow us to state that the quality of the services of Reggio Calabria is generally at medium-high levels, with some exceptions.

The satisfaction expressed by passengers in 2022, with percentage almost always between 75% and 100%, confirms that the quality perceived is in many cases adequate.

The assessments on the security aspects and on the counter/gate services are very good, with percentages of satisfied users exceeding 90%.

Unsatisfactory results were found for: passengers transfer systems efficiency (there is only one elevator) and air conditioning systems.

SACAL is planning huge infrastructure investments in the coming years to improve these services.

As for the quality provided, values are almost always in line with expectations and with airports similar to Reggio Calabria. Waiting times are always contained within adequate levels and the airport facilities are sufficient to manage the traffic recorded at the airport.

Excellent results regarding the quality of assistance services were perceived by “Passengers with disabilities or reduced mobility” (PRMs) for most indicators, with satisfaction values above 97%.



QUALITY INDICATORS – RESULTS AND TARGETS

Hereafter are released results achieved in the year 2022 and our commitments for the year 2023, formulated on the basis of what succeeded together with our improvement plans for the current year. In several cases, the value of commitment for 2023 is lower than result achieved in 2019. This is due to the further increase in traffic expected in 2023 which, with the same infrastructures, makes airport stay less comfortable and the occurrence of disservices at peak times more likely.

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 2022	TARGET 2023
Overall perception of persons and hand baggage security-check service	% satisfied passengers	98%	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 2022	TARGET 2023
Perception level of personal and property safety at the airport	% satisfied passengers	93%	98%

REGULARITY OF SERVICE

Delayed flights have decreased compared to previous years.

Mishandled baggage departing from our airport remains on values that are irrelevant.

Waiting times for baggage reclaim were decidedly fast, despite the increase in traffic, and passenger disembarkation times were in line with expectations.

Despite these excellent results, in 2022 customers declared themselves not fully satisfied with the regularity of the services.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
Overall punctuality of departing flights	% of punctual flights / Total departing flights	84.4%	85%
Total mishandled baggage departing	N° mishandled baggage / 1000 passengers departing	0.1‰	0.5‰
Delivery of the first piece of baggage from the aircraft block	Delivery in 90% of cases	8'07"	15'
Delivery time last bag from the aircraft block	Delivery in 90% of cases	13'34"	20'
Waiting time on plane for first passenger disembarkation (Time between aircraft block and beginning of disembarkation)	Waiting time in 90% of cases	4'43"	4'30"
Overall perception of regularity and punctuality of airport services	% satisfied passengers	76%	80%



CLEANING AND SANITATION

In 2022, passengers' opinions worsened slightly, as a result of the greater traffic recorded at the airport. SACAL is committed to improving performance throughout 2023.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
Perception level of cleanliness and functionality of toilets	% satisfied passengers	78%	85%
Perception level of cleanliness inside the air terminal	% satisfied passengers	87%	90%

COMFORT DURING AIRPORT STAY

The overall judgment of passengers regarding the comfort offered by our airport was quite positive.

To meet the needs of passengers, we have increased the number of luggage trolleys and are planning to expand the boarding lounge, that will be reachable from the check-in area by a new escalator and a new lift and will be equipped with completely renovated air conditioning systems.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
Perceived availability of baggage trolleys	% satisfied passengers	68%	70%
Efficiency perception of passenger transfer systems	% satisfied passengers	57%	56%
Perception of climate control efficiency	% satisfied passengers	60%	70%
Overall perception level of comfort	% satisfied passengers	75%	75%

ADDITIONAL SERVICES

The terminal, structured on two levels, currently has a food and beverage commercial activity in the hall of the terminal. There is also a bar in the boarding area, where you can also find typical Calabrian products. Opening hours are consistent with flight schedules.

The charging stations for your electronic devices are in the hall area where the bar/cafeteria is also located.

INDICATOR	UNITA OF MEASURE	RESULT 2022	TARGET 2023
Perception of the availability of mobile and laptop charging stations in passenger areas	% satisfied passengers	89%	86%
Time compatibility bar opening hours with the airport opening	% flights arriving / departing compatible with the opening hours of bars in the respective areas	100%	100%
Perception of availability, quality and prices of bars and restaurants	% satisfied passengers	85%	83%
Perception on the availability of supplied machines for drinks / snacks	% satisfied passengers	87%	85%

INFORMATION SERVICES TO THE CUSTOMERS

On our website, available at www.sacal.it/it/reggio-calabria, 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.

Most of 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.



Passengers prove to appreciate the terminal's information services globally. The judgments reward in particular the behavior of our staff.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
Website user-friendly and updated	% satisfied passengers	77%	75%
Efficacy perception of operating information points	% satisfied passengers	79%	80%
Perception of clarity, comprehensibility and effectiveness of the internal signage	% satisfied passengers	85%	88%
Perception of staff professionalism (info-point, security)	% satisfied passengers	89%	87%
Overall perception of effectiveness and accessibility of public information services (monitor, announcement, signage)	% satisfied passengers	87%	90%

COUNTER/CHECK-POINT SERVICE

In 2022, check-in and security check times for departing passengers were largely within the set target. Passenger satisfaction with these services stood at values of excellence.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
Ticket service perception	% satisfied passengers	96%	94%
Waiting time in the queue at check-in	Waiting time in 90% of cases detected	4'56"	10'
Perception of waiting time in the queue at check-in	% satisfied passengers	98%	97%
Waiting time in the queue at security checkpoints	Waiting time in 90% of cases detected	5'11"	10'

MODAL INTEGRATION

The judgment on road signs was higher than expected.

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; on the other hand, it suffers from city traffic.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
Perception of clarity, comprehensibility and effectiveness of road signs	% satisfied passengers	81%	80%
Perceived adequacy of city / airport connections	% satisfied passengers	71%	75%

QUALITY OF SERVICES FOR PASSENGERS WITH 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” (PRMs).

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 2022 by SACAL to PRM using Reggio Calabria airport of for their journeys

EFFICIENCY OF SUPPORT SERVICES

Waiting times to receive assistance were also contained at adequate levels in 2022, although not at the same levels as in 2021, the year in which traffic was significantly lower than the values of 2022. For all indicators, the values achieved and promised are better than the targets set by ECAC Doc. 30.

Nonetheless, SACAL recommends passengers and carriers to book assistance in advance, in order to benefit from an optimal service. The passenger 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.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
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	10'00"	9'
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	9'57"	10'
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	2'12"	4'
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	7'54"	7'

PERSONAL SAFETY

For the disembarkation and boarding of PRMs, the airport is equipped with a special lift vehicle, recently replaced. 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 PRMs is accomplished by SACAL specifically trained staff. It enjoys the almost full satisfaction from the users.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
Perception on the status and functionality of vehicles / equipment supplied	% PRM satisfied	93%	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).

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
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	90%	95%

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 2022, SACAL did not receive any complaint for the services provided to over 4000 PRMs assisted.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
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	0,0‰	0,5‰

COMFORT IN AIRPORT

The lounge dedicated to the PRM is next to the bar, in the terminal hall, before security checks. An area reserved for PRMs is available in the boarding lounge.

Restrooms for PRMs are available in all areas of the air terminal.

On the sidewalk in front of the terminal there is a column 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 4 free parking spaces reserved for PRMs.

During 2023, some improvement actions on airport infrastructure are planned.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
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	90%	96%
Perception of spaces dedicated to PRM rest	% PRM satisfied	97%	98%

RELATIONS AND BEHAVIOUR

Finally, PRMs feedback on SACAL assistance staff remains absolutely positive.

INDICATOR	UNIT OF MEASURE	RESULT 2022	TARGET 2023
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 PRMs 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 PRMs 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.

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 / 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: _____

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 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 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, Front Office at ATAM bus terminal (Largo delle Botteghe - 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, 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, tel. 0965 639009, 0964 66693, 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.



FIND YOUR WAY IN AIRPORT

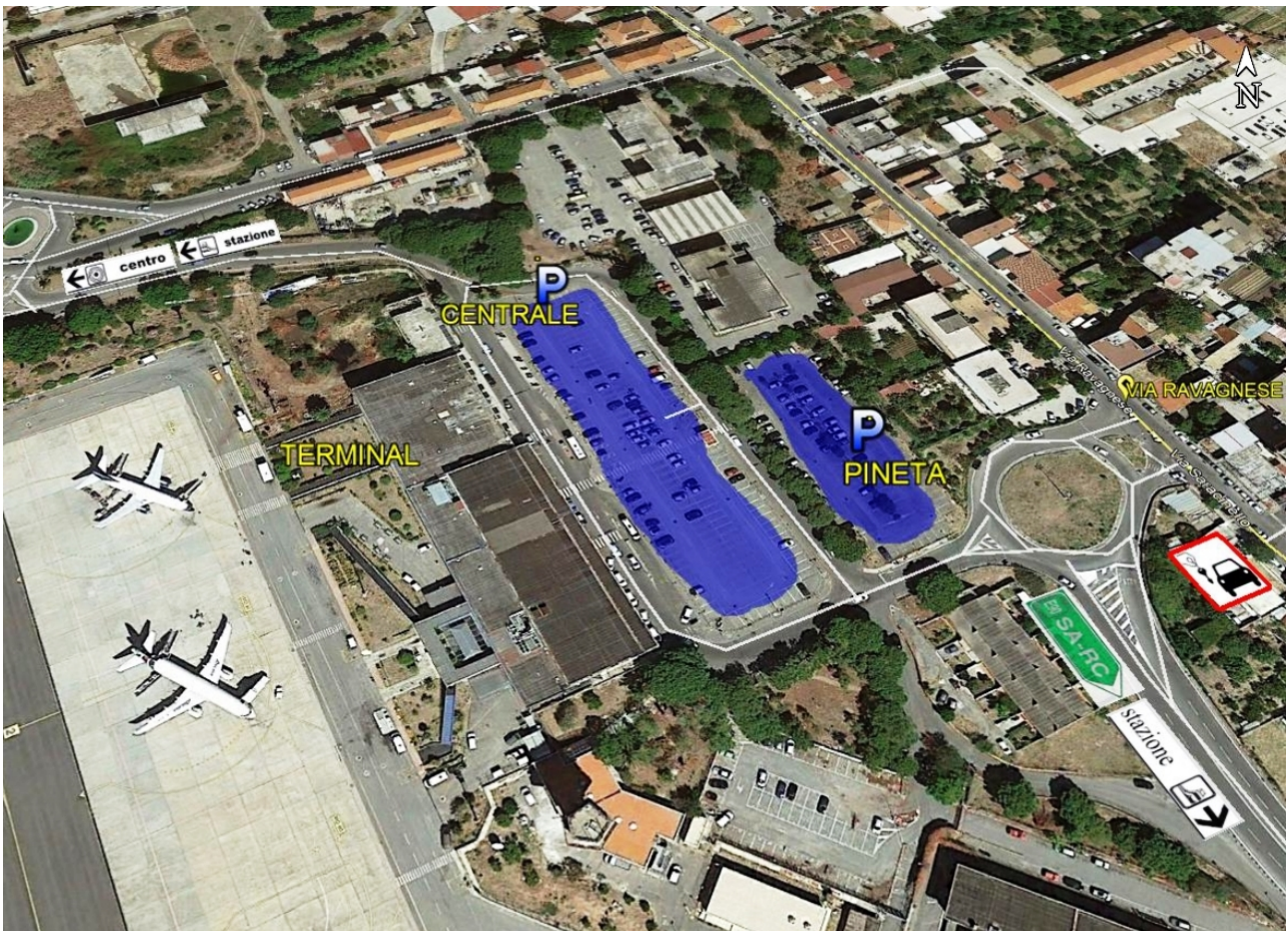
The airport, located within the metropolitan city, look out onto the Ravagnese Province Road, which leads directly to the terminal.

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.

The car rental offices are partly located in the arrival hall of the terminal and partly 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
Up to 1 hour	€ 1.50
Up to 2 hours	€ 2.50
Up to 5 hours	€ 5.00
Up to 7 hours	€ 6.00
Up 24 hours (1 day)	€ 9.00
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
Up to 168 hours (7 days)	€ 49.00
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 PRMs, who have the right to free parking in the reserved parking spaces, upon presentation of the reduced mobility pass together with the parking ticket to the SACAL personnel in charge.

CAR RENTAL SERVICES

The offices of the companies Noleggiare and Sicily by car are located inside the passenger terminal, in the arrivals hall. The car parks for these companies are placed next to the offices in the Pineta car park, 70 meters from the terminal.

The offices of the other car rental companies are located at the exit of the airport area, approximately 250 meters from the passenger terminal. Dedicated parking spaces are next to these offices.

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. + 39 345 6945097



Tel + 39 0965 645422



USEFUL INFORMATION FOR THE PASSENGER

Security checks

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

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

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

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

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

Customs formalities

Passenger's personal effects

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

Shipping currency

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

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

Health formalities

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



Some nations, for example, require traveler certification attesting to the negativity of antibodies to the AIDS virus (HIV), as a condition to enter their territory, or the Certificate of Vaccination against Yellow Fever (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.viaggiasesicuri.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” (PRMs) 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 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 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 disabilities or reduced mobility” (PRMs), 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: prm.reg@sacal.it – aoc.reg@sacal.it

Further information on assistance to PRMs is available in the "Special assistance" section of the website <https://sacal.it/it/services/assistenze-speciali-reggio-calabria/>.

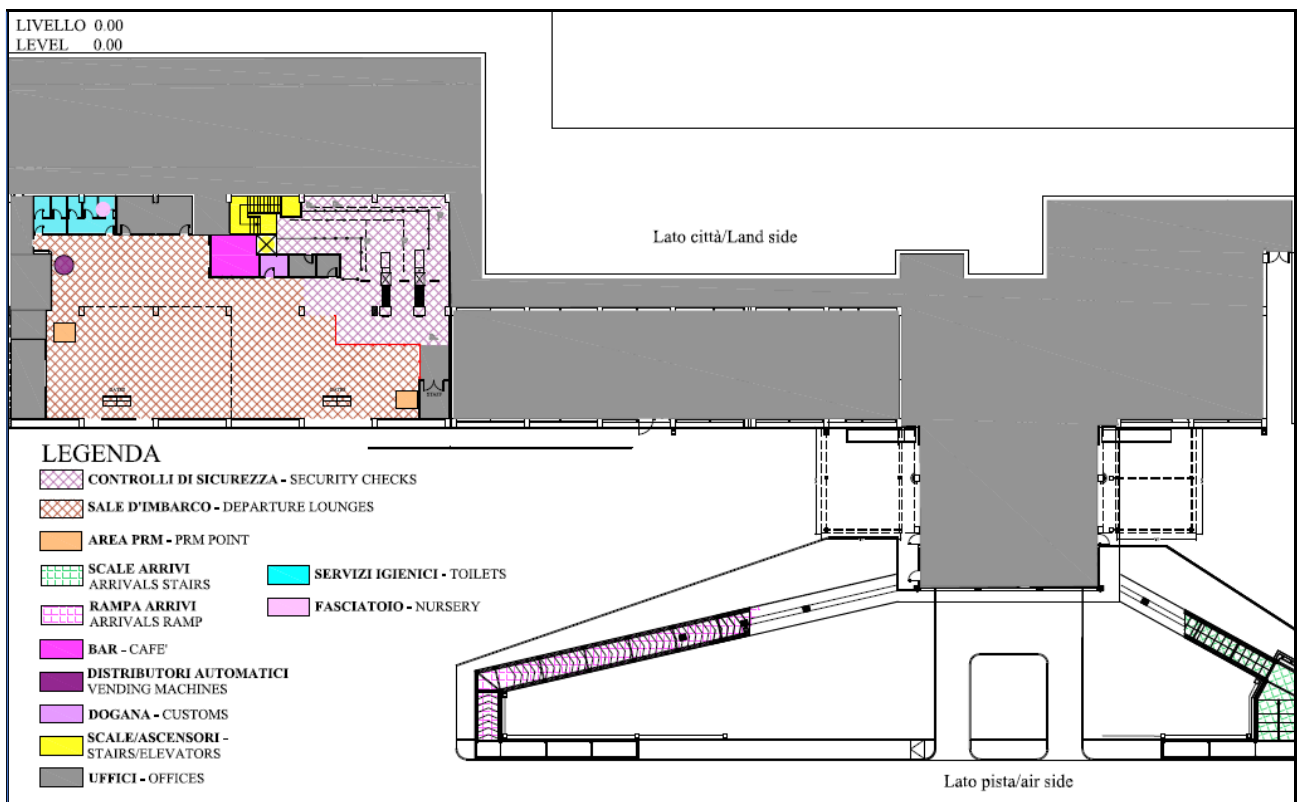
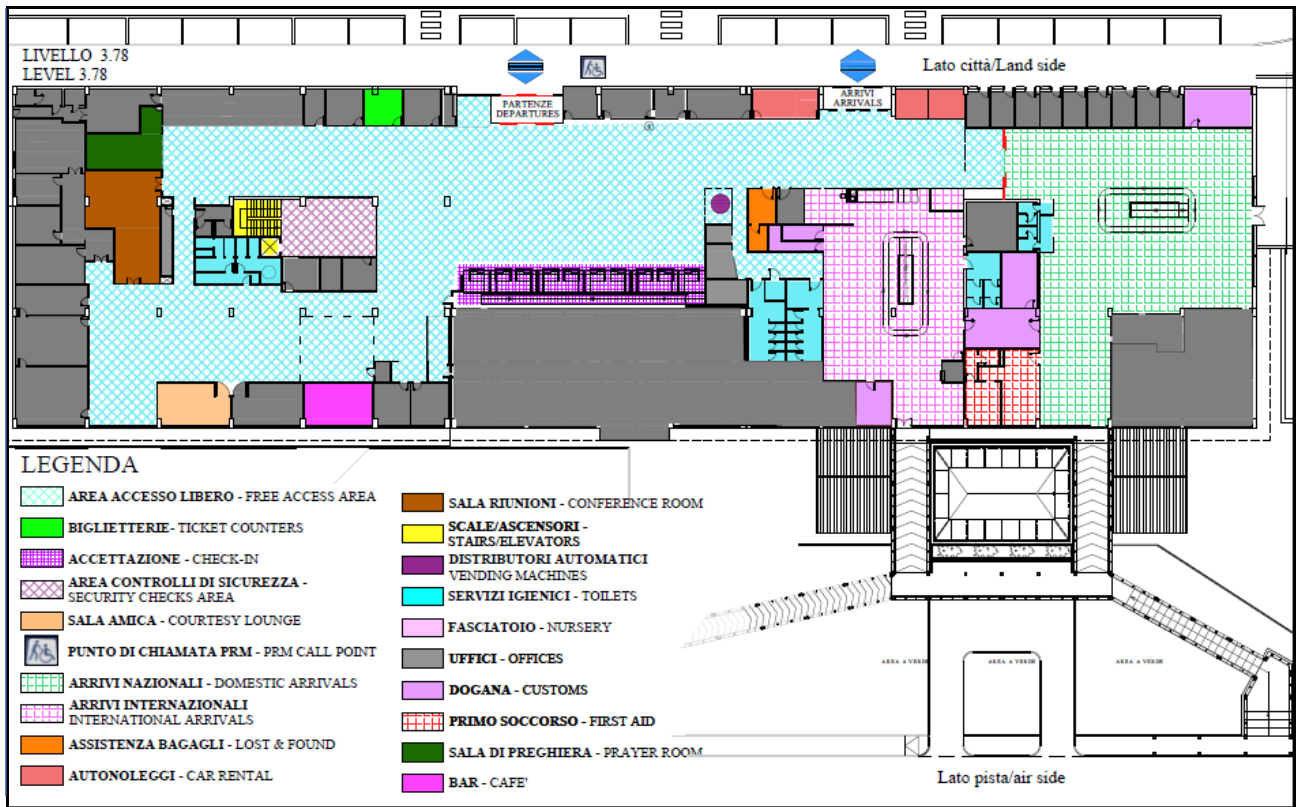


For children aged 5 to 12 years departing by air alone, at check-in an accompanying person must declare to the clerk their personal details and leave a release filled in all its parts, specifying the identity of the person who will pick up the child at the destination airport. The child is provided with 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 disabilities or 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
Public utility		
Hospital	0965 397111	H24
Fire brigade	155	H24
Reggio Calabria Central railway station	0965 324191	
City Police	0965 53004	H24

Bus lines for main cities		
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 2023