



Aeroporto Internazionale di  
Lamezia Terme

# Service Charter Guide 2024



*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 quality levels and 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 twentyfive years.*

*In 2022, Lamezia Terme Airport recorded a further sign of recovery after the pandemic crisis, with a good increase in the number of passengers and number of flights, respectively around 2,840,000 and equal to 24,849, between landings and take-offs.*

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

*International scheduled flights were primarily concentrated in the summer months with destinations to Basel, Brussels, Cologne/Bonn, Dusseldorf, Frankfurt, Geneva, Innsbruck, Kalamata, Karlsruhe/Baden-Baden, Krakow, London, Luxembourg, Malta, Memmingen, Munich, Nuremberg, Paris, Prague, Salzburg, Stuttgart, Tirana, Vienna, Warsaw and Zurich, as well as the intercontinental connection with Toronto.*

*For 2024 additional links with European cities are foreseen.*

*With regard to the improvement of airport services, in 2023 we worked inside the terminal, renovating the arrivals hall and installing new LED walls throughout the airport, which provide information on flights and advertising content. We have also renewed the commercial offer, with a large duty-free area and an additional bar in the boarding area, as well as a sports clothing and merchandising store and the expansion of an existing bar. Outside, we have increased the number of parking spaces available for car rentals.*

*Finally, despite the end of the health emergency period, we have maintained some measures to prevent virus contagion (e.g. breath-holding screens, "touchless" document control devices, sanitizing environments and equipment), to guarantee an adequate level of safety for airport users and operators.*

*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 could be however subject to variations:

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

Tallin (C)  
Toronto (S)  
Turin (S)  
Valencia (S)  
Venice (S)  
Verona (S)  
Vienna (S)  
Warsaw (C)  
Vilnius (C)  
Wroclaw (L)  
Zurich (S)

The airlines that in 2024 have planned to make connections with Lamezia Terme airport are:

Aeroitalia  
Air Horizont  
Air Seven  
Air Transat  
Albastar  
AMC Aviation  
Austrian Airlines  
Condor  
Cosmo Airlines  
Easyjet  
Edelweiss  
Enter Air  
Eurowings  
Get Jet Airlines  
Heston Airlines  
ITA Airways  
Jetairfly/TUI fly Belgium  
LOT  
Lufthansa  
Luxair  
Neos  
People's  
Ryanair  
Sky Alps  
Thomsonfly  
Transavia France  
Travel Service



## 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.

## 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 runway, taxiways and aprons with special 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 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, at the aprons 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 passenger terminal halls, waste is separated since 2016, 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 2023, the results obtained allow us to state that the quality of services at Lamezia Terme Airport is almost always high, with an overall improvement compared to 2022.

The satisfaction expressed by passengers in 2023, with percentage often higher than 90%, confirms that the quality perceived is generally high.

The assessments on the safety aspects, on the regularity of the services, on the cleanliness in the terminal, on the luggage trolleys, on the efficiency of the lifts, on the overall perception of comfort, on the smoking areas, on customer information, on the counter/gate services and on almost all assistance services to PRMs are definitely flattering, with values equal or close to 100%.

Compared to 2022, in 2023 there was a significant increase in satisfaction with cleaning services, air conditioning systems, charging stations for mobile phones and laptops, shops/newsstands, drink/snack vending machines, smoking rooms, the website, time waiting at check-in.

There was a similar lower appreciation only for the indicator relating to city/airport connections, penalized by some cancellations and delays of scheduled buses and by the fact that the regional bus stop is now further away from the passenger terminal.

As regards the quality provided, the majority of indicators have reached the service levels promised for the year 2023. Only at check-in the waiting times have exceeded the set objectives. These results were obtained despite the increase in traffic recorded in 2023, with about 200,000 more passengers than in 2022, with the same infrastructure facilities.





## QUALITY INDICATORS – RESULTS AND TARGETS

Hereafter are released results achieved in the year 2023 and our commitments for the year 2024, formulated on the basis of what succeeded together with our improvement plans for the current year. In several cases, the value of commitment for 2024 is lower than result achieved in 2023. This is justified by the fact that the operational situation of 2024, with numerous construction sites both on the airside and on the landside, will lead to greater difficulties in obtaining optimal performance.

### TRAVEL SAFETY

For many years we have recorded 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. Since 2018 a fast-track lane is available for those passengers who want to reduce waiting. In 2024 we will install even more high-performance hold baggage screening equipment

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Overall perception of persons and hand baggage security-check service	% satisfied passengers	99%	98%

### PERSONAL AND PROPERTY SAFETY

Passengers definitely appreciate our airport security.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception level of personal and property safety at the airport	% satisfied passengers	99%	98%

### REGULARITY OF SERVICE

Even in 2023 customers have openly declared themselves satisfied with the regularity of service, despite many delayed flights (most of them due to delays of incoming flights). The number of mishandled bags in departure from our airport remains at irrelevant values. Passengers disembarking and baggage claim waiting times have been improved on adequate values, despite the increase in traffic.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Overall punctuality of departing flights	% of punctual flights / Total departing flights	66.5%	68%
Total mishandled baggage departing	N° mishandled baggage / 1000 passengers departing	0.1‰	0.2‰
Delivery of the first piece of baggage from the aircraft block	Delivery in 90% of cases	16'33"	17'30"
Delivery time last bag from the aircraft block	Delivery in 90% of cases	22'42"	27'
Waiting time on plane for first passenger disembarkation (Time between aircraft block and beginning of disembarkation)	Waiting time in 90% of cases	4'58"	5'
Overall perception of regularity and punctuality of airport services	% satisfied passengers	99%	98%



### CLEANING AND SANITATION

In 2023 passenger ratings were satisfactory. We have recently opened a completely renovated and expanded block of toilets, serving the terminal hall, on the lower floor, which can be reached via two lifts and stairs, which have been renovated too. Resources for cleaning have been strengthened, permanent cleaning staff will be established at times of greatest traffic and the control over the service will be intensified.

Some inconvenience may occur in 2024 due to the presence of construction sites in the airport.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception level of cleanliness and functionality of toilets	% satisfied passengers	88%	85%
Perception level of cleanliness inside the air terminal	% satisfied passengers	96%	93%

### COMFORT DURING AIRPORT STAY

The overall assessment of the passengers about the comfort offered by our airport was certainly positive. The completion of a new building is expected in 2024 which will replace the current marquee used as a boarding hall. In this way, passengers will be able to enjoy even more comfortable and higher quality spaces. Until the new lounge is put into service, the presence of construction sites at the airport could negatively impact the perception of comfort.

The availability of luggage trolleys fully satisfies the passengers, who also appreciate the passenger transfer systems, thanks also to the large panoramic lift located in the terminal hall.

SACAL intervened on air conditioning, to improve its efficiency.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perceived availability of baggage trolleys	% satisfied passengers	100%	98%
Efficiency perception of passenger transfer systems	% satisfied passengers	99%	97%
Perception of climate control efficiency	% satisfied passengers	87%	86%
Overall perception level of comfort	% satisfied passengers	99%	97%

### ADDITIONAL SERVICES

In the boarding area of the terminal, a large duty free shop, a pastry shop and a new bar are available in the area leading to boarding gates 1 to 5, while other two bars are placed next to the gates nr. 2 and 6.

Other shops, bar with successful pastry shop, a pizzeria / diner (recently renewed), a parapharmacy and a news stand with bookshop are available in the main lobby.

On the upper floor there is a cozy restaurant, equipped with a coffee point and a wide self-service area.

In the outdoor area, next to the shuttle bus stop for railway station, there is a snack bar, with tables inside and in the garden. Under the large arcade of the terminal, some assistance points for tour operators are active in the summer.

Many companies offer car rental services. The offices are in front of the terminal, a few meters away.

Free Wi-Fi service is available inside the terminal; the charging stations for mobile phones and computers, considered barely sufficient in 2023, will be increased during 2024.

Inside and outside the terminal, vending machines for drinks and snacks are positioned.

Finally, the boarding lounge has a smoking area, which is located immediately after security checks.

INDICATOR	UNITA OF MEASURE	RESULT 2023	TARGET 2024
Perception on the Wi-Fi connection in the terminal	% satisfied passengers	96%	94%
Perception of the availability of mobile and laptop charging stations in common areas	% satisfied passengers	62%	70%



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 adequacy of smoking rooms	% satisfied passengers	97%	97%
Perception of availability, quality and prices of shops and newsagents	% satisfied passengers	80%	80%
Perception of availability, quality and prices of bars and restaurants	% satisfied passengers	95%	95%
Perception on the availability of supplied machines for drinks / snacks	% satisfied passengers	93%	90%

### INFORMATION SERVICES TO THE CUSTOMERS

Our website, recently renewed in content and graphics, obtained very satisfactory reviews in 2023; by connecting to [www.sacal.it/it/lamezia-terme](http://www.sacal.it/it/lamezia-terme), you can find real-time updates on flight times, as well as all the information on our airport.

New monitors have been installed in the terminal hall, larger than the previous ones, which show flight times and other useful news and information for passengers. Furthermore, an info-point manned by SACAL personnel is available in the arrivals waiting area.

As it has been for several years, the ratings also reward the behavior of our staff, with always excellent judgments.

Overall, information services to the customers are highly valued by passengers at our airport.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Website user-friendly and updated	% satisfied passengers	95%	95%
Efficacy perception of operating information points	% satisfied passengers	96%	94%
Perception of clarity, comprehensibility and effectiveness of the internal signage	% satisfied passengers	98%	97%
Perception of staff professionalism (info-point, security)	% satisfied passengers	99%	98%
Overall perception of effectiveness and accessibility of public information services (monitor, announcement, signage)	% satisfied passengers	100%	98%

### COUNTER/CHECK-POINT SERVICE

Check-in times have further lengthened as a result of security procedures adopted by the Carriers and the fact that activities which in the past were absorbed by the ticket office (no longer active at Lamezia) are now carried out at check-in.

Nonetheless, passengers' opinions are absolutely positive.

As regards waiting times at security checks for departing passengers, a significant improvement was recorded in 2023 and the values are now optimal.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Waiting time in the queue at check-in	Waiting time in 90% of cases detected	19'58"	18'
Perception of waiting time in the queue at check-in	% satisfied passengers	100%	98%
Waiting time in the queue at security checkpoints	Waiting time in 90% of cases detected	3'59"	4'



### MODAL INTEGRATION

In 2023, the opinion on road signs, which in the airport area also has indications in English, was in line with expectations, despite some moments of traffic congestion have affected negatively the judgment.

The appreciation value for the connections between the airport and the main Calabrian destinations has got worse, despite the commitment made by the Calabria Region, which has included our airport among the hubs for intra-regional transport, making numerous bus lines stop every day in front of the terminal.

The result was penalized by some cancellations and delays of scheduled buses and by the fact that the regional bus stop is now further away from the passenger terminal.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception of clarity, comprehensibility and effectiveness of outdoor signs	% satisfied passengers	90%	90%
Perceived adequacy of city / airport connections	% satisfied passengers	42%	50%



## 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” (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 2023 by SACAL to PRM using Lamezia Terme airport for their journeys.

### EFFICIENCY OF SUPPORT SERVICES

Waiting times for assistance were well contained in 2023 too. For all indicators, both the achieved and the promised values are far better than the targets set by Doc. 30 ECAC.

SACAL recommends passengers and carriers to arrange for the reservation of assistance in advance. 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 at due time.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
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	4'38"	5'
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	4'00"	5'30"
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	4'51"	5'
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	3'58"	5'30"

### PERSONAL SAFETY

The airport is equipped with lifting means for landing and boarding of PRM. The service also has a large park of wheelchairs of different sizes some of which assisted by electric motors. The vehicles and equipment are subjected to numerous tests of functionality and sanitized, according to the established frequencies.

The service dedicated to the assistance of PRMs is carried out by SACAL personnel, who are periodically provided with specific training and who enjoy the total satisfaction of the users. Even airport staff not directly involved in assistance are trained to interact correctly with PRMs.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception on the status and functionality of vehicles / equipment supplied	% PRM satisfied	99%	98%
Perception of the adequacy of staff training	% PRM satisfied	100%	98%



### INFORMATION IN AIRPORT

A system of tactile maps and routes for the blind and visually impaired is available in the terminal hall and outside, extending to public transport stops.

The Braille version of the passenger rights charter is available in the Courtesy Lounge and at the service representatives.

The internal signals also highlight the services dedicated exclusively to the PRM (Courtesy Lounge, toilets).

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
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.

SACAL received no complaint for services to the 39,274 PRM assisted in 2023.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
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‰	0,05‰

### COMFORT IN AIRPORT

The room dedicated to the first reception of the PRM is in the check-in area, just before the security checks. An area reserved for PRMs with a dedicated gate is available in the boarding lounge.

The toilets for PRMs are available in all the common areas of the airport and near the Courtesy Lounge.

On the platform in front of the terminal are active two new columns with video intercoms for assistance.

From airport parking you can contact the dedicated staff by telephone, dialing 0968.414420.

There are 36 stands reserved for PRM in the parking areas.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception of the efficacy of assistance to PRM	% PRM satisfied	99%	98%
Perception of the level of accessibility and usability of airport infrastructure: parking, intercoms call, dedicated rooms, toilets, etc.	% PRM satisfied	97%	97%
Perception of spaces dedicated to PRM rest	% PRM satisfied	95%	96%



### RELATIONS AND BEHAVIOUR

Finally, are definitely positive PRM feedback on SACAL assistance staff.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
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.

To contact us directly and as quickly as possible, our e-mail address [infopoint.suf@sacal.it](mailto: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.

### *Complaints regarding assistance to PRMs at the airport:*

We invite you to communicate any complaints to SACAL by ordinary mail or by e-mail to the following address: [infopoint.suf@sacal.it](mailto:infopoint.suf@sacal.it).

In the event of any failure to respond from SACAL within 6 weeks of sending the complaint or in the event that the same is not deemed adequate with respect to the provisions of the EC Reg. 1107/2006 (rights of the PRM), the complaint can be forwarded to ENAC (Italian Civil Aviation Authority) through the online form or the other methods specified on the institutional website [www.enac.gov.it](http://www.enac.gov.it) for ascertaining a possible violation of EC Reg. 1107/2006, only for sanctioning purposes.

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.

### *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 the same is not deemed appropriate, the complaint may be forwarded to ENAC for the verification of a possible violation of EC Regulation 261/2004, for sanctioning purposes only, through the appropriate online forms available on the institutional website [www.enac.gov.it](http://www.enac.gov.it).

*Complaints regarding 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](http://www.enac.gov.it).

Regardless of the complaint and its sending 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 towards the Carrier or the Airport Operator.

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 airport, in special displays, or on the website [https://europa.eu/youreurope/citizens/travel/passenger-rights/air/index\\_it.htm](https://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_it.htm), which you can consult if necessary.





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 <a href="http://www.sacal.it">www.sacal.it</a> , sezione "privacy". --- <i>The above personal data will be processed by S.A.CAL exclusively in order to provide an answer to this report, in accordance with the procedure published on the web site www.sacal.it, section "privacy".</i>		

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

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

Suggerimento n° \_\_\_\_\_ Segnalazione n° \_\_\_\_\_ Reclamo n° \_\_\_\_\_ Ricezione in data: \_\_\_\_\_

Unità/Ente competente: \_\_\_\_\_ Riscontro al Cliente in data: \_\_\_\_\_ Firma: \_\_\_\_\_



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 448610, website [www.lameziamultiservizi.it](http://www.lameziamultiservizi.it)): bus routes for the city of Lamezia Terme.



- Ferrovie della Calabria (customer care tel. 0961 896262 or 328 2391123, website [www.web.ferroviedellacalabria.it](http://www.web.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](http://www.autolineefederico.it)): lines for Locri, Soverato, Germaneto, Rende (University of Calabria).
- Bilotta Autoservizi (tel. 0968 21527, website [www.bilottaautolinee.it](http://www.bilottaautolinee.it)): lines for Martirano Lombardo, Nocera Terinese, Falerna, Lamezia Terme (L.T. Centrale Station, Nicastro, Sambiase), Catanzaro, Germaneto, Catanzaro Lido.
- Consorzio Autolinee (tel. 0984 401468, website [www.consorzioautolineetpl.it](http://www.consorzioautolineetpl.it)): lines for Paola, Falerna, Germaneto.
- GBV (tel. 0963.94118, sito web [www.gbvsrl.it/gbvautolinee/](http://www.gbvsrl.it/gbvautolinee/)): lines for Vibo Valentia, Lamezia Terme (L.T. Centrale Station), Catanzaro.
- Genco Bus (tel. 0963 41741, website [www.gencobus.it](http://www.gencobus.it)): lines for Vibo Valentia, Angitola, Lamezia Terme (L.T. Centrale Station), Catanzaro.
- Gruppo Romano (tel. 0962 21709, website [www.autolineeromano.net](http://www.autolineeromano.net)): lines for Catanzaro, Cosenza, Crotona and Lamezia Terme (Nicastro).
- I.A.S. (tel. 0983 565635, Whatsapp 342 7930484, website [www.iasautolinee.com](http://www.iasautolinee.com)): lines for Rossano, Corigliano, Acri, Cosenza, Rende (University of Calabria), Catanzaro, Messina, Taormina, Catania.
- Lirosi Autoservizi (tel. 0966 57552, website [www.lirosiautoserviziorari.com](http://www.lirosiautoserviziorari.com)): lines for Reggio Calabria, Villa San Giovanni, Palmi, Gioia Tauro, Rende (University of Calabria), Catanzaro, Germaneto.

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](http://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**

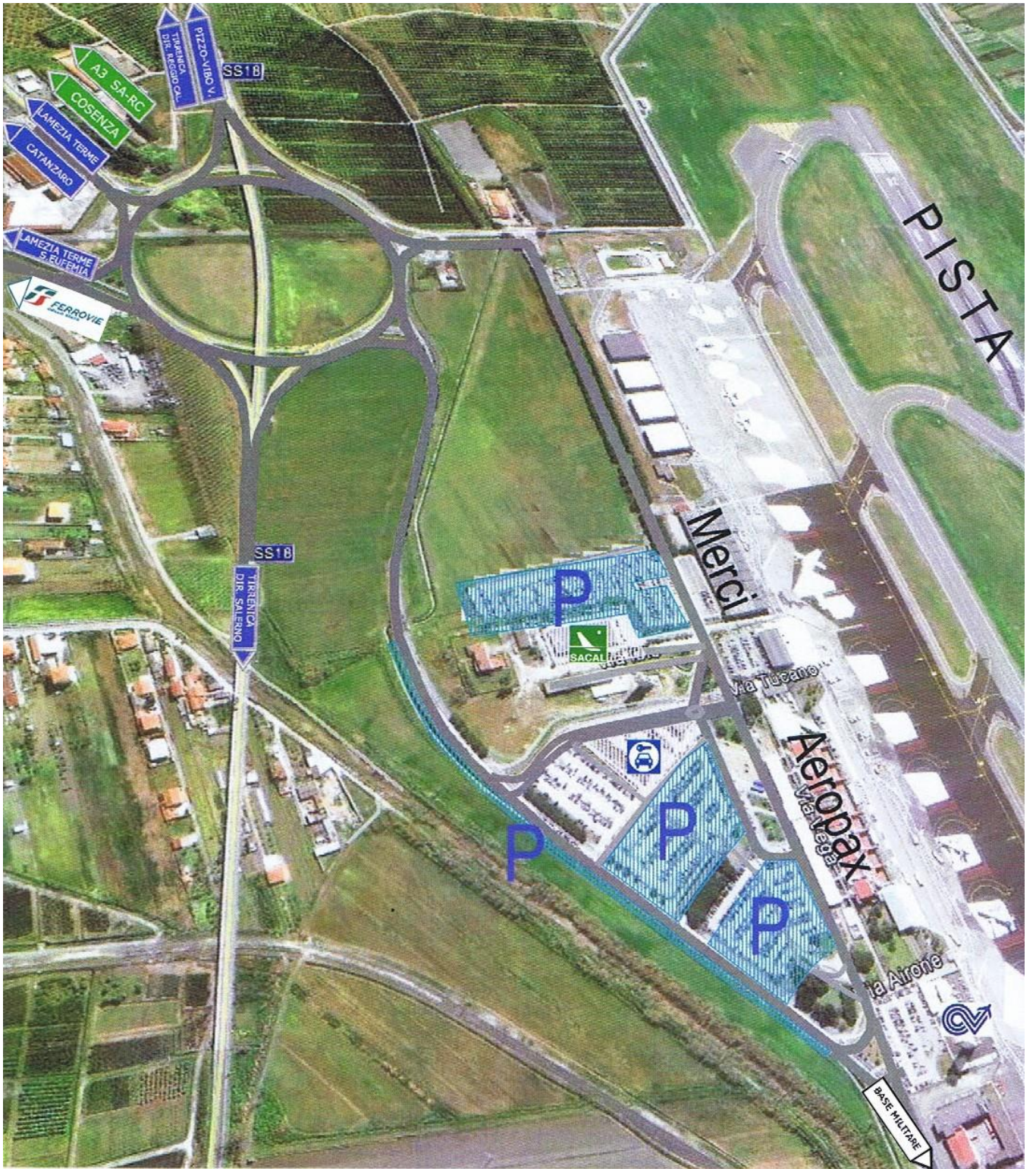
The airport has two accesses, which start at the same roundabout connecting with all main directions.

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.
- 390 parking spaces reserved for rental cars.
- 36 stands reserved for PRMs equipped with EU parking card for people with disabilities, distributed in several parking areas and accessible directly from the airport road network.

Under the platform roof of the terminal private cars can only make short stops without hindering the vehicular flow, while parking is not permitted, even if for loading or unloading luggage, which is instead possible in car parks P1 and P2 and in car parks delimited by blue lines, at the roadside.

The parking spaces with parking meter delimited by blue lines, 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
<b>Up to 1 hour</b>	<b>€ 3.00</b>
Up to 3 hours	€ 5.00
Up to 12 hours	€ 15.00
<b>Up to 1 Day</b>	<b>€ 20.00</b>
Up to 2 Days	€ 30.00
Up to 3 Days	€ 40.00
Up to 4 Days	€ 50.00
Up to 5 Days	€ 60.00
Up to 6 Days	€ 70.00
Up to 7 Days	€ 80.00
Over the 7th day: per day or part of a day	€ 8.00

TIME SLOTS	P2
<b>Up to 1 hour</b>	<b>€ 2.00</b>
Up to 6 hours	€ 6.00
Up to 12 hours	€ 10.00
<b>Up to 1 Day</b>	<b>€ 15.00</b>
Up to 2 Days	€ 24.00
Up to 3 Days	€ 32.00
Up to 4 Days	€ 40.00
Up to 5 Days	€ 48.00
Up to 6 Days	€ 55.00
Up to 7 Days	€ 60.00
Over the 7th day: per day or part of a day	€ 5.00
<b>PASS</b>	<b>P1/P2</b>
Half-yearly	€ 550.00
Annual	€ 1000.00





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.

In the P1 and P2 car parks, free parking is granted for the first 10 minutes, to guarantee an adequate margin of time for those who 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



tel. 0968 51533



tel. 0968 51331



tel. 0968 51541



tel. 0968 53690



tel. 0968.411088



tel. 0968 418555





tel. 0968 419483



tel. 0968 359383



tel. 345 6945097



## 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](http://www.adm.gov.it) website.

### *Health formalities*

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



Some nations, for example, require traveler certification attesting to the negativity of antibodies to the AIDS virus (HIV), as a condition to enter their territory, or the Certificate of Vaccination against Yellow Fever (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.viaggiare Sicuri.it](http://www.viaggiare Sicuri.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 first reception point (Courtesy Lounge) for "Passengers with disabilities or reduced mobility (PRM)" located in the check-in area, before the security checks. PRMs also have a reserved pre-boarding area next to the dedicated boarding gate, where they can stand quietly while waiting for their flight. Families with newborns can also sit in the Courtesy Lounge. Changing tables for babies are available at some restrooms of the terminal.
- ✓ Two offices 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 on the upper floor of the terminal.
- ✓ 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 a large duty free shop, with perfumes and cosmetics, glasses, wines and spirits, gastronomic specialties and tobacco, and other shops with sports clothing and merchandising, travel items, souvenirs, a parapharmacy, two pastry/ice cream shop and a newsstand, which offers items for smokers and a section dedicated to a bookshop.
- ✓ Food services, which include at the main floor:
  - a bar / sandwich shop in the arrival hall,
  - a coffee shop / bakery in check-in area,
  - three snack bars in the boarding areas,
  - a pizzeria / rotisserie in the arrival hall.

The opening of the bar services varies from day to day, according to the flight schedule; the pizzeria/rotisserie is open for lunch and dinner.

Upstairs there is a restaurant with a coffee point and a self-service area, open for lunch.

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 shuttle bus stop for rail station, 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.
- ✓ Free luggage carts (coin inserted into the cart is returned at the time of the repositioning at the designated collection bays).
- ✓ 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 net.
- ✓ Luggage packing service, in the check-in area, managed by Plastic Safety.
- ✓ Trenitalia automatic ticket machine on the sidewalk in front of the terminal.
- ✓ Drug vending machine on the sidewalk in front of the terminal.



For departing or arriving passengers with disabilities or 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 collect his/her baggage and then to the designated drop-off point, from which he/she can continue to reach the desired destination, eventually assisted by the PRM service in compliance with current regulations.

You can contact the dedicated structure through the following references:

Tel: +39-0968-414420

E-mail: [prm.suf@sacal.it](mailto:prm.suf@sacal.it)

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

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.

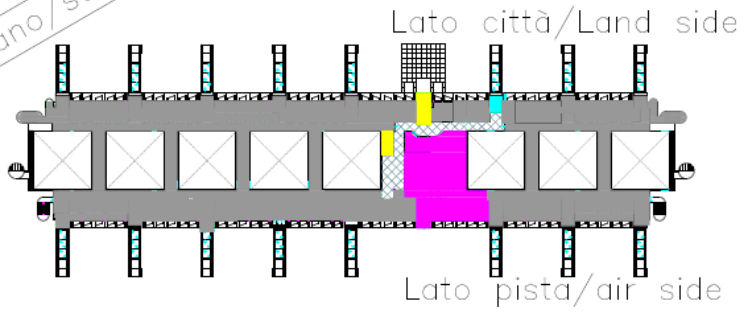
Airport of destination is sent a communication with notifying the assistance needs.

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.



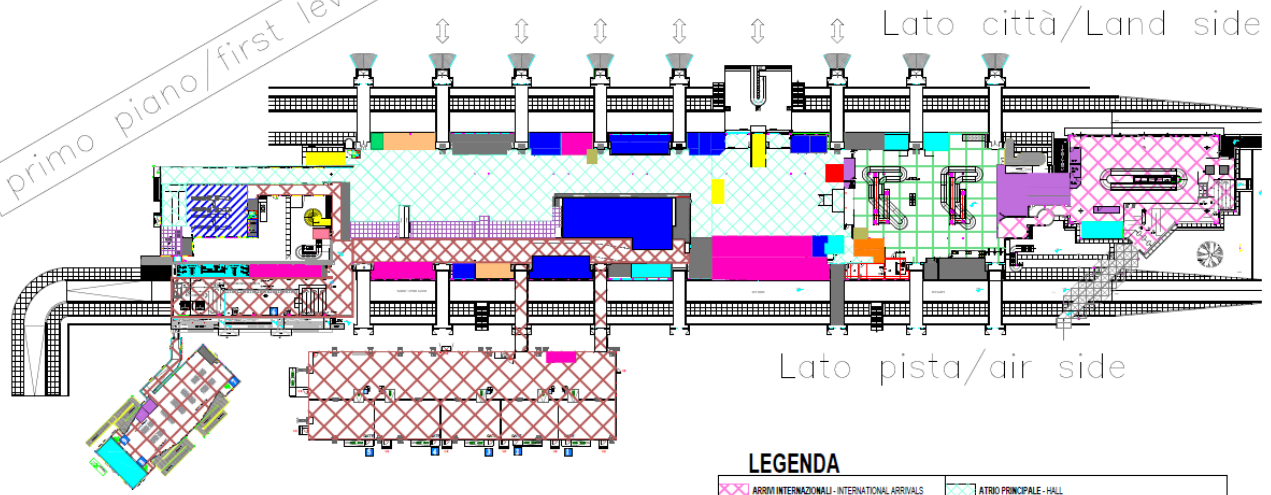
secondo piano/second level



LEGENDA

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

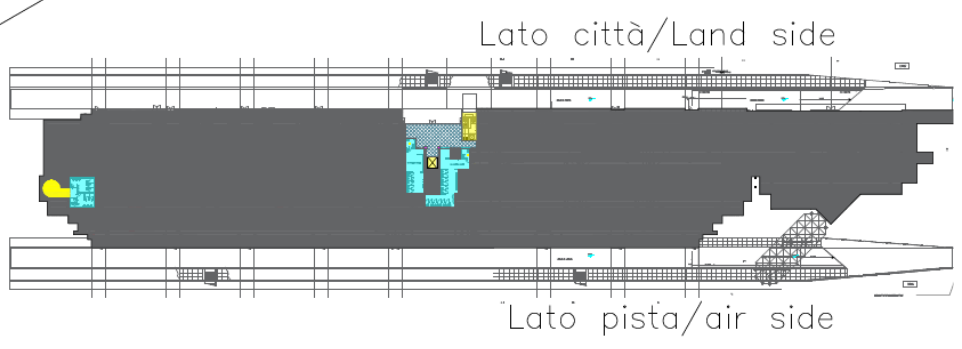
primo piano/first level



LEGENDA

	ARRIVI INTERNAZIONALI - INTERNATIONAL ARRIVALS		ATRIO PRINCIPALE - HALL
	ARRIVI NAZIONALI - DOMESTIC ARRIVALS		ACCETTAZIONE - CHECK-IN
	NEGOZI - SHOPS		CONTROLLI DI SICUREZZA - SECURITY CHECK
	UFFICIO SACAL - SACAL OFFICE		SALE D'IMBARCO - DEPARTURE LOUNGES
	PRIMO SOCCORSO - FIRST AID		UFFICI - OFFICES
	BAR/PIZZERIA - COFFEE SHOP/PIZZERIA		BANCOMAT - CASH DISPENSER
	SERVIZI IGIENICI - TOILETS		ASSISTENZA BAGAGLI - LOST & FOUND
	DOGANA - CUSTOMS		SCALE/ASCENSORI - STAIRS/ELEVATORS
	INFORMAZIONI - INFO-POINT		ASSISTENZA PRIM - 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 Passengers with disabilities or 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 448610	Mon => Fri 9:00-13:00, 15:30-17:30
Ferrovie della Calabria	328 2391123	Mon-Wed-Fri 8:00-14:00; Tue-Thu 8:00-14:00, 15:00-17:30
Autolinee Federico	0965 644747	Mon => Fri 9:00-13:00; 15:00-17:30; Sat 9:00-13:00; 15:00-16:30
Bilotta Autoservizi	0968 21527	Mon => Fri 9:00-12:00, 16:00-18:00; Sat 9:00-11:00
Consorzio Autolinee	0984 837133 (dial 1)	Mon => Sun 7:30/19:30
GBV	0963 94118	Mon => Fri 8:15-12:30, 15:00-17:00, Sat 8:15-12:30
Genco Bus	0963 41741	Mon => Fri 9:15-13:00, 15:00-18:30, Sat 9:15-13:00
Gruppo Romano	0962 21709	Mon => Thu 9:00-13:00, 15:00-19:00; Fri 9:00-13:00, 16:00-18:00
I.A.S.	0983 565635	Mon => Sab 8:30-13:00, 15:00-18:00
Lirosi Autoservizi	0966 57552 (dial 2)	Mon => Fri 9:00-13:00, 14:00-16:30; Sat 9:00-12:30