

Charter

SERVICE

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 Crotone Airport, with news on quality levels and initiatives to improve passenger satisfaction.

In 2023, Crotone Airport totaled around 228,000 passengers and a number of flights equal to 2,085, including landings and take-offs.

National scheduled traffic had the airports of Bergamo, Bologna and Treviso as its main routes. From October 2023 the daily flight to/from Rome has been added.

For 2024 these destinations are all confirmed and the air connection with Turin will be added.

During 2023 we made some improvements to airport services, intervening on the air conditioning and lighting systems; the number of drink/snack vending machines was also increased and the call point for PRMs was completely renewed.

Outside, some improvements were carried out at the Fire Brigade Station.

For 2024, further interventions are planned to improve both the flight infrastructures and perimeter and terminal security.

To learn more about Crotone 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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● Section One

WHO IS SACAL

S.A.CAL. S.p.A., Calabrian Airport Company, is the managing company of the three Calabrian airports (Crotone, Lamezia Terme and Reggio Calabria Airport), entrusted, under the control and



surveillance of ENAC (National Agency for Civil Aviation), with the task to manage the airport infrastructure, in accordance with criteria of transparency and nondiscrimination, and to co-ordinate and control the activities of private operators working in the airport, maintaining adequate standards of service and airport safety.

SACAL is a joint stock company with 87.99% of its shares held by public bodies and the remaining 12.01% by private investors.

SACAL's **mission** is to manage, develop and promote airport activity in accordance with safety and environmental standards, ensuring the maximum efficiency of the airport structure, performing the duties arising from the new regulatory framework and guaranteeing the quality of service expected by customers, designing and implementing expansion plans, and modernizing infrastructure with the aim of increasing productivity and profitability, while contributing to the socioeconomic development of the territory.

Implementing the provisions of article 705 of the Navigation code stated for any **airport managing company** and respecting the obligations undertaken with ENAC, SACAL performs the following activities at Crotone 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 Crotone 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 CROTONE

Crotone Airport connects Calabria with some important locations in Italy, with both scheduled (S) and charter (C) flights.

This year the following destinations are proposed:

- Bologna (S)
- Milano Orio/Bergamo (S+C)
- Rome Fiumicino (S)
- Treviso (S)
- Turin (S)

Currently the airlines that uses Crotone airport for scheduled flights are Ryanair and SkyAlps. During the summer there are also some charter flights with the airline Albastar.



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 have extended its management system also to the Crotone airport, which it has managed since December 2017.

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

AIRPORT AND ENVIRONMENT

According to the regulations of Crotone 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.

SACAL ensures water treatment for the aprons with specific oil extraction systems.

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.

In the air terminal, waste is collected separately, with very good results.



SECTION TWO

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 the services of Crotone stands for many indicators on satisfactory values for a low traffic airport.

The satisfaction expressed by passengers in 2023, with percentage with percentages often higher than 90%, confirms that the perceived quality is in many cases adequate.

Definitely flattering are the opinions on safety aspects, on the cleaning services, on the professionalism of the staff, on the information services, on the waiting time at check-in and on the personnel assisting "Passengers with disabilities or reduced mobility" (PRMs), with values between 95% and 100%.

Not completely satisfactory results were found for: availability of luggage trolleys, air conditioning systems, drink/snack dispensers and website.

Finally, passengers expressed dissatisfaction with mobile phone/laptop charging stations, city/airport connections and outdoor signage.

In 2024 SACAL will intervene on its services, to improve performance.

As for the quality provided, values are better than expected. Waiting times are almost always very low and the airport facilities are sufficient to manage the traffic recorded at the airport.



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 due to the further increase in traffic expected in 2024 which, with the same infrastructures, makes airport stay less comfortable and the occurrence of disservices at peak times more likely.

TRAVEL SAFETY

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.

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. There has been no theft in the airport car park so far.

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

In 2023, 93% of customers declared themselves satisfied with the regularity of services received at the airport, down compared to the previous year, probably due to numerous delayed flights.

No mishandled baggage departing from our airport was recorded and passenger disembarkation and baggage delivery times were very low.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Overall punctuality of departing flights	% of punctual flights / Total departing flights	53%	55%
Total mishandled baggage departing	N° mishandled baggage / 1000 passengers departing	0‰	0,3‰
Delivery of the first piece of baggage from the aircraft block	Delivery in 90% of cases	7'18"	8'
Delivery time last bag from the aircraft block	Delivery in 90% of cases	12'48"	14'
Waiting time on plane for first passenger disembarkation (Time between aircraft block and beginning of disembarkation)	Waiting time in 90% of cases	1'00"	2'
Overall perception of regularity and punctuality of airport services	% satisfied passengers	93%	95%

CLEANING AND SANITATION

In 2023, the passenger ratings were decidedly appreciating. We will continue with our commitment to offer an optimum service.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception level of cleanliness and functionality of toilets	% satisfied passengers	97%	96%
Perception level of cleanliness inside the air terminal	% satisfied passengers	99%	98%

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 will increase the number of luggage trolleys and the checks on the air conditioning systems.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perceived availability of baggage trolleys	% satisfied passengers	73%	80%
Perception of climate control efficiency	% satisfied passengers	85%	85%
Overall perception level of comfort	% satisfied passengers	91%	90%

ADDITIONAL SERVICES

Crotone air terminal currently offers only a few additional services.

The terminal has drink and snack vending machines in the boarding area and in the arrivals area, the number of which was increased during 2023.

In 2023 we will improve the signage for the charging stations for cell phones and other electronic devices.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception of the availability of mobile and laptop charging stations in passenger areas	% satisfied passengers	34%	50%
Perception on the availability of supplied machines for drinks / snacks	% satisfied passengers	74%	75%

INFORMATION SERVICES TO THE CUSTOMERS

On our website, available at www.sacal.it/it/crotone/, was recently renewed. There you can find the schedule of current flights, as well as all the information on our airport.

At the airport, some displays with flight information are positioned and large totems indicate the location of the various services.

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

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Website user-friendly and updated	% satisfied passengers	89%	87%
Efficacy perception of operating information points	% satisfied passengers	97%	95%
Perception of clarity, comprehensibility and effectiveness of the internal signage	% satisfied passengers	96%	95%



Perception of staff professionalism (info-point, security)	% satisfied passengers	95%	97%
Overall perception of effectiveness and accessibility of public information services (monitor, announcement, signage)	% satisfied passengers	97%	97%

COUNTER/CHECK-POINT SERVICE

In 2023, waiting times at check-in and security checks were almost always within optimal levels, as confirmed by the excellent passengers' judgment.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Waiting time in the queue at check-in	Waiting time in 90% of cases detected	2'50"	5'
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	5'55"	7'

MODAL INTEGRATION

The opinion on the road signs is not satisfactory, probably due to the roundabout leading to the airport (which is not the responsibility of SACAL), which has no directional signs.

The rating value for connections between the airport and the main destinations of the province is very low and reflects the situation of the airport, which is located outside the urban area, connected by bus to the city of Crotona only.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception of clarity, comprehensibility and effectiveness of road signs	% satisfied passengers	56%	60%
Perceived adequacy of city / airport connections	% satisfied passengers	13%	30%

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 2023 to PRMs using Crotone airport of for their journeys

EFFICIENCY OF SUPPORT SERVICES

In 2023, registered waiting times for receiving assistance, both departing and arriving, were decidedly better than the targets set by European standards (ECAC 30 Doc.).

Only in one case the waiting time reached a value slightly higher than the target.

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	2'09"	2'30"
For PRM departing without pre-notification: waiting time to receive assistance from one of the designated points of the airport, once notified their presence	Waiting time in 90% of cases	<1'	3'
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	3'30"	2'30"
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	1'	3'

PERSONAL SAFETY

The airport is equipped with a special mobile ramp for disembarking and boarding, which is used by both independent passengers and assisted PRMs. If necessary, a special lifting vehicle is also available.

The service also has some wheelchairs of different sizes.

The vehicle and equipment are subjected to tests of functionality, according to the established frequencies.

The assistance to PRMs is accomplished by specifically trained staff. It enjoys full satisfaction from the users.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception on the status and functionality of vehicles / equipment supplied	% PRM satisfied	100%	97%
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 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 (aoc.crv@sacal.it). The rapidity of response to requested information is guaranteed by constant monitoring of employees.

In 2023, SACAL did not received any complaints for services to more than 2350 PRMs assisted.

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‰	0.5‰

COMFORT IN AIRPORT

The lounge dedicated to the PRM is located in the center of the terminal hall, next to departure security checks. Restrooms for PRMs are available in all areas of the air terminal.

On the sidewalk in front of the terminal a new video intercom was installed, through which assistance can be requested. Another intercom, by which you can contact the dedicated staff, is available at the airport parking entrance.

In the parking areas there are 4 free parking spaces reserved for PRMs.

INDICATOR	UNIT OF MEASURE	RESULT 2023	TARGET 2024
Perception of the efficacy of assistance to PRM	% PRM satisfied	100%	98%
Perception of the level of accessibility and usability of airport infrastructure: parking, intercoms call, dedicated rooms, toilets, etc.	% PRM satisfied	100%	98%
Perception of spaces dedicated to PRM rest	% PRM satisfied	100%	98%

RELATIONS AND BEHAVIOUR

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.

The complaints procedure is part of the current Regulation of Crotona 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.
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 you can find the appropriate form 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 (AOC office) or mailed.

The annual statistical data on complaints received by SACAL are communicated to anyone who requests them from our centralized information office (email info@sacal.it).

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.

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

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



Aeroporto di Crotone

SUGGERIMENTO / SEGNALAZIONE / RECLAMO
SUGGESTION / REPORT / CLAIM

Nome Name		Cognome Surname	
e-mail e-mail		Tel. Ph.	
Indirizzo di residenza Permanent Address			
Città City	CAP Post code	Nazione Country	
Recapito temporaneo (valido fino al ...) Temporary Address (validity)			
Città City	CAP Post code	Nazione Country	
Testo Text			
Data Date	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". --- 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".		
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.			

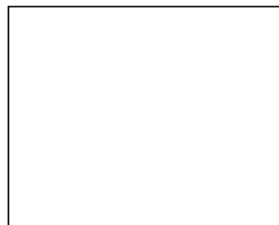
Da compilare a cura della S.A.CAL. *** To be filled in by S.A.CAL.

Suggerimento n° _____ Segnalazione n° _____ Reclamo n° _____ Ricezione in data: _____

Unità/Ente competente: _____ Riscontro al Cliente in data: _____ Firma: _____

Mod. QSM 101 Rev. 0

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Spett.le
S.A.CAL. s.p.a.
Direzione Generale – Ufficio Comunicazioni Clienti
c/o Aeroporto Civile Internazionale
88046 Lamezia Terme (CZ)

Service

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CROTONE AIRPORT

Crotone airport, located in the municipality of Isola Capo Rizzuto, is the reference airport for users living in the Crotone province and in the Ionian belt of the neighboring provinces.

From the airport it is easy to get to many of the main tourist and cultural destinations of Calabria.

Crotone airport is:

- 4.5 Km away from the town of Isola Capo Rizzuto and 12 Km from its protected sea area
- 14 Km away from Crotone city and its harbour
- 14 Km away from Le Castella aragonese fortress
- 19 Km away from Capo Colonna archaeological park
- 41 Km away from Santa Severina historical village
- 47 Km away from Cirò Marina
- 57 Km away from Catanzaro
- 61 Km away from Roccelletta di Borgia archaeological site
- 65 Km away from San Giovanni in Fiore
- 69 Km away from Palumbo Village ski resort (Sila)
- 76 Km away from Soverato
- 87 Km away from the junction to Highway A2
- 87 Km away from Camigliatello ski resort (Sila)
- 105 Km away from Rossano
- 114 Km away from Corigliano Calabro
- 121 Km away from Cosenza
- 124 Km away from Vibo Valentia
- 124 Km away from the touristic pier of Sibari Lakes
- 143 Km away from Tropea

HOW TO REACH IN AIRPORT

By car:

From Crotona: State Route 106 Jonica (southward).

From Catanzaro: State Route 106 Jonica (northward).

From Cosenza / Vibo Valentia / Reggio Calabria: Highway A2 up to Lamezia Terme, State Route 280 up to Catanzaro and State Route 106 Jonica (northward).

By train:

The closest railway stations are those of Isola Capo Rizzuto and Crotona.

Trenitalia website and call center are available for timetables and other information on rail links (www.trenitalia.com/tcom/Informazioni/Orario-ferroviario, tel. 06 3000).

By bus:

The airport is connected to Crotona city the city of Crotona by bus ("Romano" bus lines). From Crotona it is possible to move to other regional locations, by bus too.

For information on timetable and rates, please contact Tel. +39 0962 21709, web site www.autolineeromano.com.

FIND YOUR WAY IN AIRPORT

The airport has access to the State Route 106, which leads directly to the terminal.

The management company's offices are located inside the terminal.

The parking lots are located in front of the terminal, about 30 m away.

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



PARKING

The fully automated parking area of the "Sant'Anna" airport in Crotone has 175 toll parking spaces.

The unguarded car park is located in front of the terminal, about 30 meters away.

The proposed rates vary according to the stay.

TIME SLOTS	Toll
Up to 1 hour	€ 2.00
Up to 2 hours	€ 3.00
Up to 6 hours	€ 4.00
Up to 12 hours	€ 8.00
Up to 18 hours	€ 10.00
Up to 24 hours	€ 12.00
Up to 36 hours	€ 15.00
Up to 48 hours	€ 20.00
Up to 60 hours	€ 22.00
Up to 72 hours	€ 28.00
Up to 96 hours	€ 32.00
Up to 7 days	€ 40.00
Over the 7th day: per day or part of a day	€ 4.00

Payment for parking is made directly at the automatic cash machines installed there, by cash or with credit cards (Maestro, MasterCard and Visa circuits).

Inside the parking area, 4 parking spaces are reserved for PRMs, who are entitled to free parking in the reserved stalls, upon presentation of the European badge together with the parking ticket to the SACAL personnel in charge.

Next to the terminal entrance, an additional short stay space is reserved only for getting the PRM on or off the vehicle.

Taxis and buses can park in front of the terminal, in dedicated stands.

CAR RENTAL SERVICES

Offices are inside the terminal, in arrival area, while stands reserved to car rentals are located in front of the terminal, 30 metres away.

Currently the car rental company operating at the airport is:

avis budget group

Tel + 39 0962 29102

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 the measures.

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

Customs formalities

Passenger's personal effects

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

Shipping currency

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

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

Health formalities

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

Some nations, for example, require traveler certification attesting to the negativity of antibodies to the AIDS virus (HIV), as a condition to enter their territory, or the Certificate of Vaccination against Yellow Fever (antiamarillic vaccination).

If you decide to travel within Europe, you need to bring with you your European Health Insurance Card (EHIC), which entitles you, in the EU countries and Switzerland, free health care, that is, if necessary, to enjoy the same benefits (medical visits, hospital admissions, etc.) as the nationals of the country visited.

In this period, 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 updated by the Ministry of Foreign Affairs.



SERVICE AND ASSISTANCE TO CUSTOMER IN THE AIR TERMINAL

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

- Office for luggage assistance. There is no baggage storage service.
- “Courtesy Lounge”, located in the center of the main hall, where “Passengers with disabilities or reduced mobility” (PRMs) and families with babies can stand quietly, waiting for their flight or any accompanying persons.
- Changing table for babies, which is available at the restrooms next to the Courtesy Lounge.
- A first medical aid station, managed by medical staff. The service is always active during airport opening time and is equipped with ambulance, defibrillator and medication for first responders.
- A lost property office, located in the departure hall and managed by SACAL.
- Charging stations for mobile phones, tablets and other portable devices, available in the public areas of the terminal.
- Free luggage carts.
- Vending machines for drinks and snacks, in the main hall (arrivals area) and in the boarding lounge.

For departing and arriving Passengers with disabilities or reduced mobility” (PRMs), full assistance is assured, 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. For the transfer on board a special mobile ramp (aviramp) or a special elevator (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 the aviramp or the ambulift. The passenger is then accompanied to baggage collection and then to the designated drop-off point, from which he can continue to reach the desired destination. In the event that the passenger has to wait for a companion, the SACAL employee will accompany him/her to the Courtesy Lounge, where he can stay until the companion arrives.

SACAL recommends passengers and carriers to book 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.

You can contact the dedicated structure through the following references:

Tel: +39 0962 794811 (dial nr 4) - e-mail: aoc.crv@sacal.it

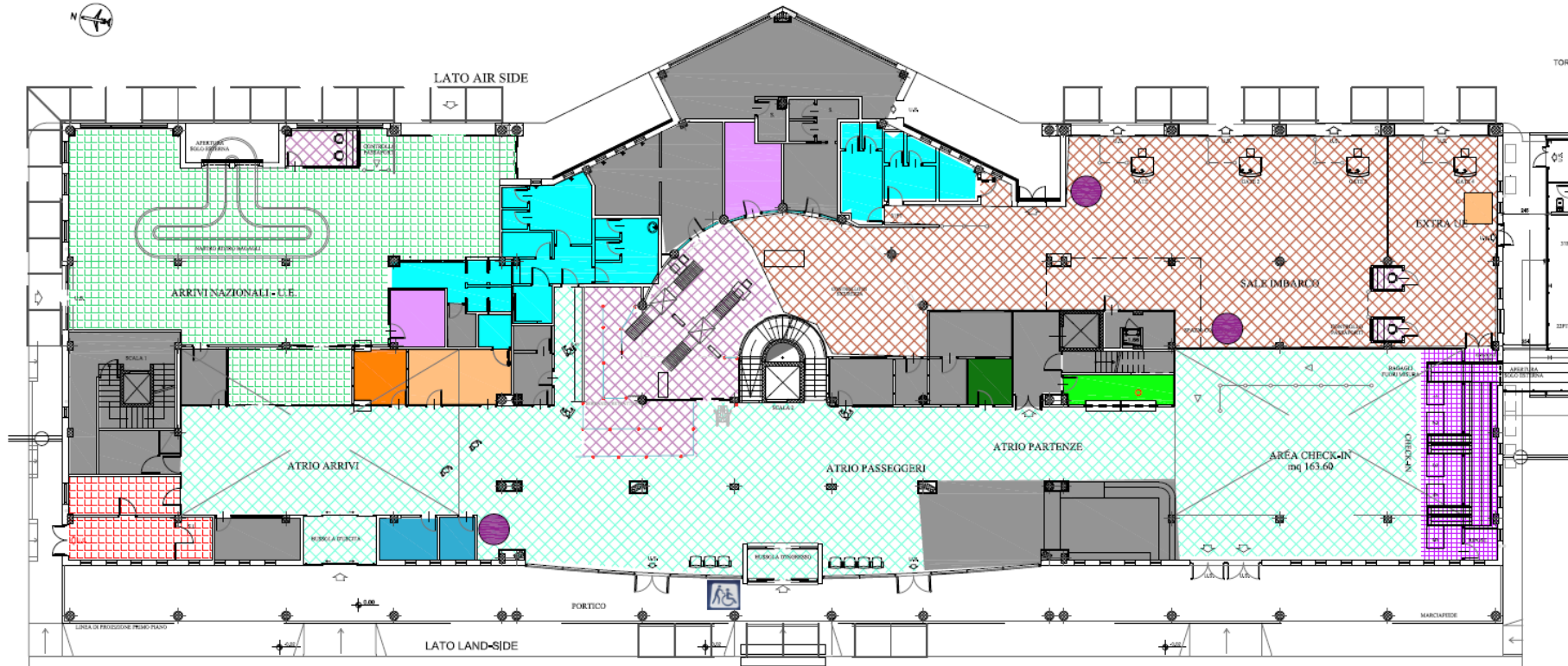
Further information on assistance to PRMs is available in the "Special assistance" section of the website <https://sacal.it/it/services/assistenze-speciali-crotone/>.

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 map will help you find the different services available in the air terminal.



LEGENDA			
	AREA ACCESSO LIBERO - FREE ACCESS AREA		SALA AMICA - COURTESY LOUNGE
	BIGLIETTERIE - TICKET COUNTERS		PUNTO DI CHIAMATA - CALL POINT
	ACCETTAZIONE - CHECK-IN		ASSISTENZA BAGAGLI - LOST & FOUND
	CONTROLLI DI SICUREZZA - SECURITY CHECKS		UFFICIO OGGETTI SMARRITI - LOST PROPERTY OFFICE
	SALE D'IMBARCO - DEPARTURE LOUNGES		DISTRIBUTORI AUTOMATICI VENDING MACHINES
	ARRIVI - ARRIVALS		SERVIZI IGIENICI - TOILETS
			AUTONOLEGGI - CAR RENTALS
			UFFICI - OFFICES
			DOGANA - CUSTOMS
			PRIMO SOCCORSO - FIRST AID

USEFUL PHONE NUMBER

At the Airport	Phone nr.	Opening time
Contact center (answering machine)	0962 794801	7:00 - 19:00
Infopoint SACAL	0968 414385	08:00 - 20:00
Baggage assistance (Aviapartner)	347 3224831	When flights are scheduled
Lost property office	0962 794811 dial 2	7:00 - 19:00
Assistance to passengers with disabilities or reduced mobility	0962 794811 dial 1	When flights are scheduled
Public utility		
Hospital	0962 924111	H24
Fire Brigade	115	H24
Immigration Police	113	H24
Carabinieri	112	H24
Customs	0961 508011	Mon, Wed, Fri 10:00 – 12:00
City Police	0962 797970	Mon => Sat 8:00 - 14:00
Trenitalia – Train information	06 3000	H24 (answering machine)

Bus lines for main cities		
Gruppo Romano	0962 21709	Mon => Thu 9:00-13:00, 15:00-19:00; Fri 9:00-13:00, 16:00-18:00

Updated March 2023