

## AIRPORT SERVICES AGREEMENT

signed on 21<sup>st</sup> December, 2010

between:

Karlstad Airport AB whose registered office is at Karlstad (Vat No SE-5568046535-1) represented by Ulf Nyqvist in his capacity as President, and Peter Landmark in his capacity of CEO.

hereinafter referred to as "the Airport" or "KSD Airport";

and

Ryanair Limited, whose registered office is at Dublin Airport, County Dublin, Ireland, a company registered under the laws of Ireland, with Company No. 104547 and VAT No. 4749148U, represented by Mr. Michael Cawley, in his capacity of Deputy Chief Executive and Chief Commercial Officer,

hereinafter referred to as "Ryanair";

together, individually or collectively, referred to as "the Party" or "the Parties".

### WHEREAS

A. KSD Airport, has a maximum capacity of 600.000 passengers per annum, and is currently underutilized given that the current traffic levels do not exceed 100.000 passengers per annum. If the Airport attracted more traffic, the fixed costs of operating the airport could be spread over a higher number of passengers than they currently are;

The Airport refers to the highly successful examples of other "low cost" airports throughout Europe which have managed to attract low fares airlines and by doing so, have dramatically increased their passenger throughput. Airports like London Stansted, London Luton, Frankfurt Hahn and many others seek efficiencies in every field of airport activity. Hence, they lower their costs and are able to offer lower charges to airlines. They also concentrate on non-aeronautical revenues, i.e. on revenues generated by terminal shopping areas, car parks, etc. which are inextricably linked to passenger throughput. As a result of this strategy, these low cost airports were able to increase their passenger throughput and to improve their financial positions significantly, including the economic value of their facilities;

Therefore, so as to better utilise the available capacity and to improve its financial position, the Airport wishes to enhance its commercial development and to offer, on a non discriminatory basis, operational and commercial conditions to any airline that would commit itself to operate international routes to and from KSD Airport, under the conditions set forth hereafter;



This Airport Services Agreement (hereafter referred to as "the Agreement") is based on a new charges/incentives structure which reflects the needs of the Airport to improve its financial position. This new structure was adopted by the Airport on 12th of November 2010 and was approved by the Board of Directors at Karlstad Airport AB;

B. Ryanair, an Irish airline, has successfully developed a pan-European airline based on a low-cost/low-fare model which affords significant advantages to airports, regions and consumers, and has developed a valuable link between underused and regional European airports and its industry leading low fares and point-to-point services;

Ryanair envisages establishing a number of routes to and from KSD Airport, provided that the technical and financial conditions proposed by the Airport are attractive, so as to make the operation of the routes viable;

C. Within this framework, the Airport offers Ryanair the necessary conditions to establish new routes and to increase traffic volumes. The financial conditions are based on the new charges/incentives structure and KSD Airport undertakes that these conditions will also be granted to any other airline committing itself to developing a comparable volume of activity at the Airport;

the Parties hereby mutually agree as follows:

### 1. PURPOSE OF THE AGREEMENT

This Agreement is intended to determine both the operational and financial conditions under which Ryanair will establish and operate commercial flights (including flights diverted from another Ryanair airport due to weather, strikes or operational or technical reasons) to and from the Airport.

Moreover, this Agreement sets forth the conditions of landing, handling and other services offered by the Airport to Ryanair.

### 2. TERM

- 2.1. The Agreement is entered into for an initial term commencing on 1<sup>st</sup> April, 2011 (commencement of the IATA summer season 2011) and ending on 3 (three) years thereafter.
- 2.2. The Agreement may be extended for an additional period under the terms and conditions set forth herein, or as amended by the Parties, provided that prior written consent can be reached by both Parties in advance.
- 2.3. Any subsequent renewal of this Agreement shall be negotiated between the Parties, at least three (3) months before the expiry of the additional term defined in paragraph 2.2.
- 2.4. If the services (as so defined) are not announced/ commenced by 11<sup>th</sup> January, 2011 this agreement will lapse without liability to either party.

### 3. NON-EXCLUSIVE AGREEMENT

Handwritten signature and initials, possibly "R" and "K", with a checkmark.



This Agreement is entered into on a non-exclusive basis. The Parties agree that the conditions granted to Ryanair according to this Agreement are also available, on a transparent and non-discriminatory basis, to any other airline that would commit itself to an equivalent volume of airline activity at the Airport.

4. **OBLIGATIONS OF RYANAIR**

- 4.1 Ryanair will operate a 2 per week summer season service to Barcelona Girona, subject to Article 8 of this agreement.
- 4.1. Ryanair will pay the Airport the official Charges as detailed in Article 7.1.
- 4.2. Ryanair will collect and pay all the taxes that shall be paid by an airline operating in KSD.
- 4.3. Ryanair will pay commissions on excess luggage charges according to the provisions of Annex III hereto.

5. **BEST ENDEAVOURS OF RYANAIR**

Ryanair will undertake its best endeavours to develop the level of airline activity at the Airport.

6. **OBLIGATIONS OF THE AIRPORT**

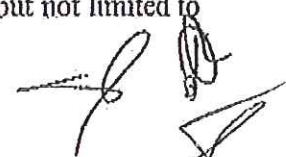
- 6.1. In exchange for the handling charge referred to in Article 7.1 the Airport will provide or procure the provision of such aircraft handling tasks as more particularly set out in Annex I, II, and III hereto.

In consideration of the Ryanair strict punctuality policy, the following penalties will apply:

a) The Airport/Handling Agent shall pay to Ryanair a penalty of fifteen percent (15%) of the turnaround charge for each turnaround completed in a given month if the average monthly departure punctuality for that month is less than ninety per cent (90%).

b) In the event that a Ryanair departure is delayed due to the failure of the Airport/Handling Agent to adhere to Ryanair's policies and procedures, no payment shall be made in respect of that flight.

- 6.2. The Airport will provide, at no extra cost, the airport terminal/infrastructure services as set out in Annex I, II and III hereto.
- 6.3. The Airport will collect and remit to Ryanair ticket sales and excess baggage revenue from passengers departing from the Airport in accordance with the provisions of Annex III hereto.
- 6.4. The Airport will provide, at no extra cost, a sufficient space at the Airport designed to give Ryanair a very visible "wall to wall" brand presence, including but not limited to



both in front and behind the ticketing and check in desks and any boarding gates used for Ryanair flights, baggage reclaim areas, arrivals and departure areas, as agreed with Ryanair's marketing department.

In addition to the above, KSD Airport will make temporary branding positions available in the terminal for a 6 month period.

- 6.5. The Airport / Handling Agent shall indemnify Ryanair against any physical loss or damage to Ryanair's aircraft caused by the Airport's / Handling Agent's negligent operation of ground support equipment (including any consequential or subsequent loss that may occur as a result of the negligent operation of ground support equipment) provided always that the Airport's / Handling Agent's liability of any such loss of or damage to Ryanair's aircraft does not exceed USD 1,500,000 (one million five hundred thousand US dollars).
- 6.6 The Airport will maintain the level of Charges as detailed in Article 7.1 and 7.2 and unless otherwise required by legal or administrative order.
- 6.7 The Airport will:
- (a) Provide assistance to Ryanair where necessary to secure approval from the appropriate National Authorities for Ryanair's internet / online check-in service.
  - (b) Facilitate the use of Ryanair's internet checkin service at KSD Airport.
  - (c) Provide the scanning equipment and a suitable PC for each security point through which passengers enter the restricted zone.
  - (d) Maintain the appropriate level of training for all security staff in relation to Ryanair's internet check-in service.
- 6.8 The airport will not impose any levies of any sort, either directly or indirectly for fuel or for central infrastructure or any other facility or service.
- 6.9. Fuel will be provided at Ryanair's request by Shell, BP or Statoil.
- 6.10 The Airport will use its best endeavours to send the invoice backup via Electronic Data Interface (EDI) to Ryanair, in a format that meets Ryanairs specifications

## 7. CHARGES

- 7.1. The Charges to be paid by Ryanair are based on the Airport's newly adopted tariffs and for the purpose of this Agreement are calculated for the Ryanair 737-800 aircraft (MTOW 67 tonnes). Ryanair will pay an all inclusive per departing passenger charge of € 8. The quoted charges are fully inclusive of all amounts that may be payable by Ryanair for operating to KSD Airport. Specifically they include any charges relating to:

- Landing
- Take-off
- Handling
- Aircraft and passenger handling charges
- PRM (EC regulation 1107/2006)
- ATC



- Any installation/ operating charges relating to placement of kiosks in the airport

- 7.2 At the end of each month, the Airport will issue an invoice on the basis of the Charges listed under Section 7.1 of this agreement, taking into account the actual number of departing passengers and flights operated during the relevant month. Ryanair shall pay these invoices within thirty days of the date of the invoice.
- 7.3 Ryanair can offset any fees/charges payable to the Airport against any amounts due by the Airport to Ryanair (or any Ryanair subsidiary) that have not been paid within 45 days following the date of invoice.
- 7.4 The Airport/Handling Agent shall ensure that all correspondence between the Airport/Handling Agent and Ryanair, including invoices shall be conducted in English. In the event that invoices are not issued in English, delays in payment will ensue.

## 8. FORCE MAJEURE

- 8.1. The Parties shall not be liable for failure to comply with the obligations set forth in this Agreement that result from *Force Majeure*.

*Force Majeure* events include but are not limited to, war; insurrection; terrorism; embargo; military requisition of the airport; adverse weather conditions; industrial strikes or any form of industrial action; technical problems; introduction of environmental taxes.

- 8.2. In case of a failure to meet the frequency or route forecasts described in Article 4.1. as a result of a *Force Majeure* event which impacts Ryanair's operations, the Parties recognise that Ryanair cannot be held liable for such events which are beyond its control and mutually agree that the number of seats sold on each of the flights cancelled as a result of a *Force Majeure* event will be counted towards the frequency and route forecasts for a given year.

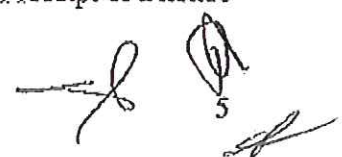
## 9. CHANGE OF MATERIAL CONDITIONS

If any of the material conditions of trading change substantially following the signature of this Agreement, the Parties will, in good faith, undertake to amend the contract so as to reflect such a change. If no agreement can be reached within one month following the notification by Ryanair to KSD Airport of the change of the material conditions of trading, Ryanair may give KSD Airport two months notice of termination of the Agreement.

Changes of the material conditions of trading in the meaning adopted for the purpose of this Agreement include, but are not limited to a significant drop, over a period of at least three months, in the level of revenues generated by Ryanair from the routes to/from KSD Airport.

## 10. TERMINATION

- 10.1. This Agreement may be terminated by either Party in the event of a material failure of the other Party to fulfil any of its obligations set forth by this Agreement and such failures not being remedied within thirty days following the date of receipt of a notice requiring such remedy.



10.2. If the Airport does not fulfil its obligations under Article 6.5 Ryanair will be entitled to terminate the Agreement with immediate effect, by providing written notice.

#### 11. CONFIDENTIALITY

Both Parties undertake to hold in strict confidence the provisions set forth in this Agreement, and any other agreements and contracts entered into by Ryanair and KSD Airport, unless disclosure is requested by law, pursuant to an administrative or judicial order or within the framework of a legal proceeding.

Any disclosure to third parties, in all circumstances, is subject to the prior authorisation of the other Party.

#### 12. ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations hereunder shall be assigned by any of the parties hereto (whether by direction of legislation or regulations or otherwise) without the prior written consent of the other parties, provided that each party shall be entitled to assign the benefit of this Agreement or any part of it to:

- a) any of its affiliates (including a subsidiary or holding company or a subsidiary of a holding company within the meaning of Section 155 of the Companies Act 1963)
- b) any person who acquires the whole of the issued share capital of that party;
- c) any person who acquires the business and/or assets of that party or any part thereof.

#### 13. WAIVER

The waiver by either Party of any rights under this Agreement shall not prevent the subsequent enforcement of those rights and shall not be interpreted as a waiver of any other or subsequent rights.

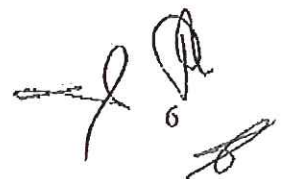
#### 14. SEVERABILITY

Each of the provisions of this Agreement is severable. In the event that one or more of the provisions set forth in this Agreement shall, for any reason, be held to be invalid, illegal, or unenforceable in any respect, the legality, validity or enforceability of the remaining provisions of this Agreement shall not in any way be affected or impaired thereby.

In such eventuality, the parties undertake to replace the provision affected or impaired by a provision (i) having an effect as similar as possible to the provision which has been invalidated and (ii) maintaining the fairness of the contractual terms.

If the Parties are unable to agree a mutually acceptable replacement for the severed clause(s) within one month following the notification by either Party to the other of the need of such replacement, either Party may terminate the Agreement with immediate effect following written notification.

#### 15. ENTIRE AGREEMENT

Handwritten signature and initials, possibly "J. P." and "6", with a date "2010" written below.



This Agreement (and any accompanying or related side letters or agreements) constitutes the entire understanding between the Parties and replaces any prior agreements and understandings, where applicable.

This Agreement may be amended by written agreement, upon mutual consent of the Parties.

## 16. NOTICES

All communications and notices between the Parties pursuant to this Agreement shall be made in writing by facsimile or regular mail to the following addresses and numbers:

Karlstad Airport  
SE 655 91 Karlstad  
Sweden

Fax: +46 (0)54-55 60 90

**Ryanair Limited**  
Head Office  
Dublin Airport  
County Dublin  
Ireland  
Fax: 00 353 1 812 12 13

## 17. GOVERNING LAW

This Agreement, its interpretation, validity, performance and any breach thereof shall be governed by English law.

## 18. DISPUTE RESOLUTION

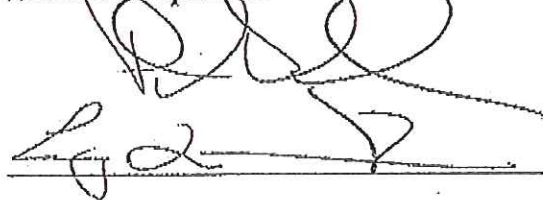
The Parties undertake to amicably resolve any dispute arising out of, or in connection with, the Agreement, including any question regarding its existence, validity or termination. Disputes not resolved amicably shall be referred to, and finally resolved, by arbitration under the London Court of International Arbitration Rules, which Rules are deemed to be incorporated by reference into this clause. The number of arbitrators shall be one. The seat, or legal place, of arbitration shall be London, England. The language to be used in the arbitral proceedings shall be English.

## 19. LANGUAGE

This Agreement is prepared in English language version.

*The Parties assure each other that the Agreement is signed by their duly authorized representatives as of the date of signature.*

Karlstad Airport AB



Ulf Nyqvist and Peter Landmark

Ryanair



**Annex I: HANDLING & RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS – Version 1.3 June 2009****Standard of Work & Right of Inspection**

The Airport/Handling Agent shall carry out the ground handling and related services as specified in Paragraph 2 below in accordance with all current Ryanair's safety instructions, policies and procedures and all applicable ICAO and JAA rules which may be amended. Turnaround for all Ryanair flights should be completed in accordance with Ryanair's 25 minute turnaround document. Upon prior notice and by appointment, Ryanair shall be entitled to inspect and audit the facilities of the Airport / Handling Agent and access all appropriate documentation and records relating to the provision of such services.

All activities below are included in the turnaround rate:

**Representation and Accommodation**

1. General
2. Liaise with local authorities and indicate that the handling company is acting as handling agent for Ryanair
3. Inform all interested parties concerning movements of Ryanair's aircraft (arrival & departure).
4. Participate in the morning "first wave" conference call, as instructed and submit first wave report. (Base Only)
5. Provide ad-hoc office space (desk, phone & IT connection) for Ryanair's representative.

**Administration**

6. Maintain Ryanair's manuals, circulars, etc., connected with the performance of the services.
7. Provide staff with access to Ryanair's Ground Operations Manual [www.groundops.com](http://www.groundops.com).
8. Maintain and update aircraft libraries.
9. Distribute information from Ryanair to based crews. (Base Only)
10. All communication will be in English.

**Supervision and / or Co-ordination of Services Contracted by Ryanair with Third Parties**

11. Ensure approved third parties are informed about operational data and Ryanair's requirements in a timely manner.
12. Liaise with the Ryanair's designated representative, Ground Ops Control and Ops Control as required.
13. Confirm availability and preparedness of staff, equipment, loads, documentation and services of the third parties to perform the services in advance of aircraft arrival.
14. Meet aircraft upon arrival and liaise with crew on any special requirements.
15. Send timely movement, load message and passenger service signals to Ryanair Ops Control & Destination airport, in specified format, confirming actual arrival and departure time and actual passenger and baggage details. (MVT / LDM / PSM).
16. Note irregularities and inform Ryanair.
17. Provide reports as requested by Ryanair.

**Passenger Services**

18. Ticket sales desks opened STD -2hrs (unless otherwise agreed) to STD for sales / collection of additional fees.
19. Provide the PC and Printer at the ticket desk as per Ryanair specifications. Ryanair provide network connection.
20. Annex III Reservations Facility and Commissions may apply.
21. No cash can be accepted at the ticket desk. Payments to be made using the passenger's credit card, or alternatively the handling agent may accept cash and use their credit card to make payments.
22. Handle passengers who miss their flight as per Ryanair's procedure.
23. Minimum two check-in desks to be opened by STD -2hrs and closed STD -40 minutes (unless otherwise agreed).
24. Ensure queue barriers and hand baggage gauge are available at check-in desks.
25. All signage required for dangerous goods / EU261 notice must be displayed on desks.
26. Ryanair operate the Ryanair manual check-in system (unless otherwise agreed).
27. Weigh and / or measure checked and / or cabin baggage, record baggage figures for flight.
28. Charge all XS baggage / additional changes in accordance with Ryanair's policies and procedures. (charges will be measured against network average to ensure compliance with procedures).
29. Provide all stationary required.
30. Check all travel documents are valid for destination.
31. Direct passenger through security / passport control immediately after check-in.



**Annex I: HANDLING & RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS – Version 1.3 June 2009**

32. One gate agent to be available at the boarding gate by STD -40 to ensure gate signage is in place and priority / non priority queues are properly organised using tensa barrier and gate bag gauge system in accordance with the Ryanair 25 minute turnaround and Gate Pre Q procedures. Second gate agent at STD -30.
33. Gate agent to pre check pax documents and ensure "VISA CHECK" stamp on all Non EU/EEA boarding cards.
34. Ensure cabin baggage gauge is in place at gate and that hand baggage size / quantity rules are enforced.
35. Ryanair cabin crew may assist with passenger marshalling and gate announcements (if available).
36. Make boarding / delay announcements as per Ryanair's procedures from STD -40.
37. Ensure the aircraft is parked on a contact, walk on / off stand. Gate to be displayed in airport by STD -40.
38. All staff to carry and be familiar with Ryanair's 25 minute turnaround plan and follow these procedures.
39. Inform passengers and/or public of time of arrival and/or departure of Ryanair's aircraft.
40. Provide assistance to passengers with reduced mobility (PRM) in accordance with Ryanair's policies/procedures.
41. Provide passenger assistance in case of delays or cancellation in accordance with Ryanair's policies/procedures and instructions.
42. Handle on the same terms, flights periodically diverted from another airport in the Ryanair network due to but not limited to weather, industrial disputes or technical reasons. Provide onward transport to destination airport, at cost to Ryanair if requested to do so by Ryanair Ground Operations.
43. Report to Ryanair any irregularities discovered in passenger and baggage handling.
44. Carry suitable public Liability insurance cover of at least \$1.5m United States Dollars (\$1,500,000).

**Departure**

45. Boarding to be conducted in accordance with Ryanair procedures. Gate to be organized in advance in line with Ryanair Pre Q procedures and hand baggage strictly controlled to 1 piece per passenger. Additional / oversize hand bags to be charged for at current rate and placed in aircraft hold.
46. Check and ensure that travel documents are valid for the flight for which they are presented and ensure "VISA CHECK" stamp on all Non EU/EEA boarding cards (passports, visas, identity cards, etc.).
47. The handling agent will agree a procedure with the local Immigration Authorities for the expeditious processing of inadmissible passengers at the airport.
48. It is expressly understood and agreed that the Handling Company shall be liable for Immigration fines and other related charges such as removal and detention costs levied to Ryanair by any Immigration and or Border Police Authority at out stations, in respect of passengers boarding at their airports. Ryanair may upon reasonable notice to Handling Company re-bill the charges levied to Ryanair as defined in this clause.
49. The Handling Company staff will be deemed negligent and in breach of their duty of care in the following cases:
  - Where the passenger's passport or travel document is not valid, out of date or not acceptable for entry.
  - Passengers arriving at their destination without the necessary visa or a visa of the required kind and valid for the holder and any other accompanying persons named in the passport.
  - Passengers arriving at their destination with a false document if the falsity is reasonably apparent.
  - Passengers arriving at their destination with a document which may be genuine but of which they are not the rightful holder, if the dissimilarities between the passengers and the photograph in the document are reasonably apparent.
  - Airports shall not be exempted to pay charges levied to Ryanair for no Visa Cases.
50. Ryanair will arrange for Immigration Training as deemed necessary or as requested by Ryanair to a maximum of 2 training sessions per year. Handling company to ensure that check – in personnel undertake a suitable training programme.
51. Effect post-departure flight close off procedure in accordance with Ryanair's procedures. Send APIS details at STD.

**Arrival / Baggage Tracing**

52. Meet aircraft on arrival
53. Arrange for opening / closing terminal passenger doors
54. Direct passengers from the aircraft through passport controls
55. Record any missing / damaged bags in World Tracer system, in accordance with Ryanair's policies / procedures.
56. Forward baggage mishandled by airport / handling agency at earliest opportunity to passenger's destination address at cost to the airport / handling agent, or indemnify Ryanair for all costs.
57. Airport or Handling agent liable for €40 for each bag short shipped.
58. Handle all lost property from Ryanair flights and accept passenger calls on lost property queries.

**Ramp Services / Baggage Handling**

59. Handle baggage in the baggage sorting area; ensure that all trolley covers are secure during transit.
60. Ensure bags are secure and attended at all times.





**Annex I: HANDLING & RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS -- Version 1.3 June 2009**

61. First Bag to be delivered by ATA + 20 / Last Bag by ATA + 40.
62. Deliver baggage, oversized baggage to claim area in accordance with local procedures
63. Arrange for sortation of rush baggage, security screening and storage of rush baggage prior to despatch and transport of rush baggage to the sorting area of the receiving carrier.
64. Prepare a hold baggage manifest in accordance with EC Regulation 2320/2003 5.1(3), or as may be amended.
65. Secure bags in the aircraft holds using nets provided.
66. Provide baggage reports as requested.

**Marshalling**

67. Provide / Ensure for aircraft marshalling at arrival and /or departure (as required)
68. Marshall the passengers on the ramp at all times in accordance with Ryanair's procedures.
69. Ensure PIGs (passenger guidance system) are used on all turnarounds. (only connected to stairs with plastic clips)

**Parking**

70. Provide position and / or remove wheel chocks.
71. Arrange priority parking of Ryanair aircraft in the closest possible vicinity of (crew briefing rooms at bases) and passenger embarkation / disembarkation gates so as to enable passengers to embark / disembark on foot to and from the terminal building.
72. Provide suitable ground power unit (GPU) or FEP free of charge for all turnarounds and overnight stops.
73. Give Ryanair the option of supplying its own GPU to support maintenance activities and provide re-fuel service. Ryanair will pay for the fuel. Fuelling process must be free of charge.

**Cooling and Heating**

74. Arrange for heating or cooling unit (as required)

**Ramp to Flight Deck Communication**

75. Perform ramp to flight deck communication (headsets) during tow-in and / or push back, during engine starting or as requested by the Captain / Engineer.

**Loading and Unloading**

76. Provide 2 sets of passenger steps for B737-800 (or similar) as are operated by or on behalf of Ryanair.
77. Provide passenger transport between aircraft and airport terminal for remote stands. Separate buses must be available for inbound / outbound passengers. Separate bus must be provided for outbound Priority passengers.
78. Provide / operate suitable equipment for loading / unloading and baggage delivery.
79. Baggage loading and unloading (no commercial cargo).
80. Unload aircraft, returning lashing materials to Ryanair, load and secure loads in the aircraft
81. Close and secure aircraft hold doors.

**Starting**

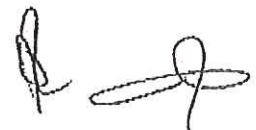
82. Provide and operate Air Start Unit when required.

**Safety Measures**

83. Provide or Arrange for fire-fighting and other equipment (as necessary).
84. All staff to have recurrent fire and dangerous goods training.

**Moving Aircraft**

85. Provision for tow-in and / or push-back tractor (towbarless tugs must be Boeing / JAR Ops approved)
86. Provision of B737-800 compatible tow-bar (as required)
87. Tow aircraft between other points (if required).
88. Provide authorised cockpit brake operator for towing.
89. Self-maneuvring contact stands for day-to-day operations are acceptable.
90. Provide wing-walkers during pushback as per Ryanair's procedures.





**Annex I: HANDLING & RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS – Version 1.3 June 2009****Interior Cleaning (Overnight cleaning applies to Base Operations only)**

- 91. Provide ad-hoc cleaning as required.
- 92. Overnight cleaning according to Ryanair's instructions and cleaning manual (Base Only)
- 93. Remove, as necessary, any contamination caused by airsickness and offensive stains.
- 94. Remove and destroy rubbish bags from incoming flights.
- 95. Disinfect and/or deodorize aircraft with materials approved by Ryanair.
- 96. The airport/handling agent shall dispose of items of hazardous waste material (e.g. used hypodermic syringes) in an appropriate manner when requested to do so by Ryanair (free of charge).
- 97. Provide all required re-cycling of any office, aircraft and engineering waste free of charge.

**Exterior Cleaning**

- 98. Exterior cleaning according to Ryanair's instruction (Base Only)

**Toilet / Water Service**

- 99. Provision of toilet service overnight and on request.
- 100. Provision water service, potable and non potable, treated to reduce calcium carbonate content to a level acceptable to Ryanair.

**Storage of Cabin Material**

- 101. Provide for suitable storage space for Ryanair's Cabin material. (Base Only)

**Handling of Catering Material**

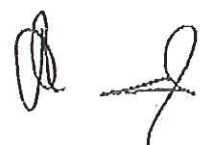
- 102. Unload/load bars
- 103. Transfer catering suppliers between aircraft and agreed point
- 104. Liaise with Ryanair's catering suppliers as required

**De-icing/ Anti-icing Services and Snow/ Ice Removal**

- 105. Carry out de-icing services in accordance with JAR-OPS and Ryanair's de-icing manual as available on [www.groundops.com](http://www.groundops.com) including use of de-icing forms as supplied by Ryanair.
- 106. Free delivery and application of de-icing fluid when required by Ryanair with fluid recharged to Ryanair at cost (maximum €2.00 euro) per litre. Costed at 100% mix, the cost will reduce accordingly by the % of water mixture used. The airport must possess a suitable de-icing rig. Fluids to receive purity and contamination inspection prior to use.
- 107. The airport/handling agent shall ensure that the provider of de-icing/anti-icing service to Ryanair will adhere to the de-icing/anti-icing procedures as set out in the Ryanair de-icing/Anti-icing Manual as published from time to time on [www.groundops.com](http://www.groundops.com).
- 108. Supervise performance of de-icing/ anti-icing operations.
- 109. Perform final inspection after de-icing/ anti-icing operations and inform flight crew of results.
- 110. Provision of 'hot air blower' similar to ground conditioning unit to de-ice engine fan blades (as required).
- 111. Removal of non-environmental icing through use of the de-icing backpack.
- 112. Fluid in and maintenance of backpack prepared for use at each turnaround.
- 113. Airport /handling agent must have available a set of engineering steps at all airports.

**Load Control, Communications and Flight Operations**

- 114. Convey and deliver flight documents between the aircraft and appropriate buildings / authorities.
- 115. Prepare, sign, distribute, clear and file as appropriate, documents including but not limited to, loading instructions, loadsheets, balance charts, Captain's load information and manifests, in accordance with local or international regulations or as required by Ryanair.
- 116. All required documentation to be on board by STD -20. Load sheet complete and with Captain STD -10.
- 117. Compile, analyse, send and maintain statistics and reports (as requested).
- 118. Maintain a flight / message file containing all documents for each flight for a minimum of ninety (90) days.
- 119. Provide / Operate suitable means of communication between the ground station and Ryanair's aircraft.
- 120. Inform Ryanair Operations of any known operational irregularities, which may lead to delays e.g. ATC (Air Traffic Control), meteorological conditions, technical problem, etc.





**Annex I: HANDLING & RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS – Version 1.3 June 2009****Flight Operations – Flight Preparation at the Airport of Departure**

- 121. Provision of meteorological documentation and aeronautical information 'NOTAMS' for each flight.
- 122. Deliver documentation to the aircraft or crew briefing area (as necessary).
- 123. Make available the operational flight plan according to the instructions and data provided by Ryanair.
- 124. Provide the crew with required briefing for each flight.
- 125. Hand out flight operation forms and obtain signature of the pilot-in-command.
- 126. Obtain signature of the pilot-in-command in respect of any chargeable handling services requested.
- 127. Provide ground handling parties with the required weight and fuel data.
- 128. Maintain and Update airport base Library and ships Libraries in accordance with Ryanair's requirements.

**Flight Operations – Crew Administration**

- 129. Distribute relevant crew schedule information provided by Ryanair to all parties concerned.
- 130. Arrange hotel accommodation for crew layover (non scheduled) as requested by Ryanair Operations.
- 131. Provision for crew transportation (as requested by Ryanair Operations).
- 132. Inform the designated Ryanair representative of any crew indisposition or potential absence.

**Cargo and Mail Service**

- 133. Ryanair does not carry commercial cargo.
- 134. When carried, company mail or aircraft spares shall be handled in accordance with Ryanair's procedures.
- 135. All staff must be trained to recognise and handle dangerous goods in accordance with IATA regulations. Staff must be trained in accordance with JAR OPS Sub Part R and ICAO 9284 (Technical Instructions for the Safe Transportation of Dangerous Goods by Air) and comply with latest Ryanair instructions.
- 136. Check for any leaks from dangerous goods shipments and brief Ryanair Operations accordingly.
- 137. Signed NOTOC's must be provided with all dangerous goods shipments and details advised to the destination airport.

**Automation / Computer Systems**

- 138. Provide and operate IT network equipment to enable access to Ryanair's system's. (Free use of CUTE systems)

**Ramp Fuelling/ De-fuelling Operations**

- 139. Liaise and assist Ryanair with the fuel suppliers (if required) in its negotiations with the fuel companies towards achieving the lowest attainable costs in respect of fuel uplifted.
- 140. Carry out fuelling and boarding in accordance with Ryanair procedures.
- 141. Provide a trained Fuelling Supervisor during simultaneous fuelling and boarding/disembarkation.

**Security**

- 142. Passengers and Baggage Screening and Reconciliation.
- 143. Provide/ Arrange for matching of passengers against established profiles and security questioning.
- 144. Provide/ Arrange for screening of checked baggage, rush baggage, mishandled baggage. Physical examination of checked, rushed and mishandled baggage Identification of passengers prior to boarding. Identification of security cleared baggage.
- 145. Provide / Arrange for screening of passengers, cabin / unchecked baggage. Physical examination of passengers and cabin / unchecked baggage.
- 146. Provide/ Arrange for identification of passengers prior to boarding, reconciliation of boarded passengers with their baggage. Passengers to identify their own baggage, as required.
- 147. Offloading of baggage of passengers who fail to board the aircraft by STD -10.
- 148. Ensure secure access to the catering until and supervise security during bar preparation. Security checks of catering uplifts and Sealing of bar trolleys/ containers. Physical examination of catering vehicles prior to loading.
- 149. Provide/ Arrange for additional security services as may required by law Temporary or Permanent.
- 150. Prevent damage, theft or unauthorised use of Ryanair's property whilst in the care and control of Airport / Handling Agent.
- 151. Ensure passengers, aircraft and baggage is protected from unauthorised access or interference in accordance with the mandatory requirements in force.

**Airport Closure / Reduction of Services**



## Annex I: HANDLING &amp; RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS -- Version 1.3 June 2009

152. Notify Ryanair Operations by SITA to DUBOOFR on a monthly basis of any works or diminution of services planned at the airport which might be likely to effect Ryanair operations during the following six months. Relevant issues include but are not limited to airport closures, changes in runway length, runway or taxiway closures, down grading or decommissioning of Instrument Landing Systems (ILS), changes to or removal of navigational aids, approach lights or runway lights, reduction in the level of fire cover, reduction in the level of Air Traffic Control cover, changes to SIDS and/or STARS. In the event that works or diminutions of services previously not notified to Ryanair are due to commence before or within three months of the next quarterly update, the airport must advise Ryanair Operations immediately
153. Ryanair cannot accept costs and responsibilities for diversions or cancellations which arise from the closure of your airport or runway for whatever reason, including weather, security alerts, etc. All transport, accommodation, refreshment and food costs, along with the provision and arrangements for same will be the responsibility of your airport. Ryanair will not accept costs other than refunds, except where the diversion or cancellation is directly Ryanair's fault (technical or crewing)

## Punctuality

154. In consideration of Ryanair's strict punctuality targets, the following penalties / targets apply:
- 15% (of monthly handling cost) if average punctuality falls below 90% departures within 15 minutes.
  - No payment will be made for flights delayed due not adhering to Ryanair's policies / procedures.
  - A punctual flight is one that has departed within 15 minutes of scheduled departure time.
  - A recovery flight which is defined as a turnaround completed in less than 25 minutes in the event of a late inbound aircraft, should also be regarded as a punctual departure for the purposes of this calculation.
  - Performance results shall be based on Ryanair's Lisine system statistics. In the event of a dispute in relation to the Actual Time of Departure, the time noted in the Captain's Voyage Report shall prevail.

## Web and/or Kiosk check-in

155. Where 100% web or kiosk check-in is operational the following shall apply:
- One baggage drop per 3 based aircraft (or per 3 flights or part thereof in any 2 hour period) will be opened and staffed 3 hours before the earliest flight and closed to baggage 40 minutes prior to each flight.
  - Web or kiosk boarding cards requiring "Visa Check" will be checked and date stamped at the baggage drop or designated Visa Check location.
  - Where kiosks are used, 1 kiosk per based aircraft is the minimum requirement for check in and ticket desk function.
  - Where web check in is used, 1 kiosk per 3 based aircraft is required for ticket desk functions.
  - Pre-organisation of boarding queues will be carried out to ensure that all "Visa Check" boarding cards are date stamped and all non-EU passport holders carry appropriately stamped visa check boarding cards.
  - Boarding queues will be screened to ensure that priority boarding passengers are in the correct queue.
  - Boarding queues will be pre-screened to ensure that passengers are limited to their individual carry on baggage allowance.
  - Security X-Ray machines will be fitted with sizers to prevent the acceptance of outsize cabin luggage.

## Penalties

Repeated failure to adhere to Ryanair policies and procedures will result in the following fines:

Failure categories	Penalty
Failure to send timely and accurate movement and load messages	€100
Failure to close flights in New Skies after check-in	€100
Failure to adhere to the Ryanair 25 minute turnaround plan	€100
Failure to send APIS / e-Borders information as required	€100
Failure to load bags and secure cargo hold nets in accordance with Ryanair procedures	€100
Failure to organize gate for boarding in line with our Pre Q requirements and implement strict 1 bag rule	€100
Loading of unpaid bags (excluding approved rush bags) in hold	€100

## Annex I: HANDLING &amp; RELATED SERVICES APPLICABLE TO RYANAIR FLIGHTS -- Version 1.3 June 2009

Contract exceptions / exemptions (use reference number / do not delete exceptions)

Item No.	Item Description	Reason for exceptions / exemptions

Ryanair Base / Airport Sign off:

Department	Inspection Comments	Comments	Sign off / Date
Engineering			
Ground Ops			





**ANNEX II – SERVICES TO BE PROVIDED BY AIRPORT AUTHORITY (Base & Non-Base)– Version 1.4 March 2010**

**Terminal / Infrastructure**

1. Priority contact stand parking of Ryanair aircraft in the closest possible vicinity of passenger embarkation / disembarkation gates to enable passengers to walk to and from the aircraft via ramp, within close vicinity (walking distance) of Ryanair Base office. Ryanair do not use air bridges or buses.
2. Provision of free wall to wall branding spaces to give Ryanair a prominent highly visible presence both in front and behind the ticketing and check-in desks, at the boarding gates used for Ryanair flights, in the baggage reclaim hall, arrivals and departure area (both landside and airside). Ryanair will organise artwork, production and installation.
3. Provision of training room for in-flight training.
4. Provision of land close (within walking distance) to airport for Ryanair to erect a hotel.
5. All infrastructure charges i.e. marshalling, 'CUTE', baggage infrastructure, flight information display, paging / information desk, 'Follow Me' vehicle and airport lost / found facility included in charges.
6. Provision of a car rental desk in the arrivals hall at cost to the car rental company nominated by Ryanair if such is not already in existence. (Space will be proportioned to Ryanair traffic).
7. Ensure that a suitable de-icing rig is both available and serviceable.
8. Provision of a ticket sales desk at cost to the airport.
9. Where required, provide equipment and facilitate the use of Ryanair's Web Check in service.
10. Provision of space (free of all charges) for self service check-in kiosks.
11. Provision of local ATC.
12. The airport shall monitor the performance of the handling agent in relation to the handling of Ryanair flights and ensure actions are taken to address service failures.
13. The Airport shall ensure that a wildlife and bird control management is carried out to meet with all applicable regulations and licensing requirements and ICAO standards, and is fully auditable. In the event that bird strikes at the airport exceeds the Ryanair network average, the airport shall at their cost, arrange for an external audit of the bird control procedures at the airport to be carried out by experts in the field of bird & wildlife management as nominated by Ryanair. Non compliance with applicable regulations and / or a failure to resolve any shortcomings identified by the audit on the part of the Airport shall result in the Airport being liable for any cost associated with subsequent bird strikes involving Ryanair aircraft.
14. The Airport must ensure that they meet all national criteria regarding the checking of travel documentation by Border / local Police (i.e. passports, visas, identity cards, etc.) for inbound and outbound passengers and that sufficient officer are available to ensure that no delays are caused to arriving / departing flights.
15. No detention costs can be levied to Ryanair by any Immigration and or Border Police or Airport Authority.
16. Provision of fire cover to a minimum of ICAO category 7 for Boeing 737-800 aircraft, or similar.
17. Provision of all applicable security, 100% Hold Baggage Screening (HBS) of checked baggage, mishandled baggage.
18. Co-ordination of appropriate fuelling, boarding, police, immigration and security procedures to ensure that Ryanair can always maintain a twenty five (25) minute turnaround.
19. All flights will be handled in accordance with Ryanair's policies and procedures, including the Ryanair 25 minute Turnaround Plan as published and may be amended on [www.groundops.com](http://www.groundops.com) and in accordance with DfT, DQT, JAR Ops, EU Ops, Airport and State Requirements, these being included in the handling rate.
20. Provide a suitable trained Fuelling Supervisor during simultaneous fuelling and boarding/disembarkation.
21. The airport will not impose any levies, either directly or indirectly through fuel or handling companies for fuel, central infrastructure or any other facility or service.
22. Notify Ryanair Operations by SITA to DUBOOFR on a monthly basis of any planned works or diminution of services at the airport which may effect Ryanair operations during the following six months, such as airport closures, changes in runway length, runway or taxiway closures, down grading or decommissioning of Instrument Landing Systems (ILS), changes to or removal of navigational aids, approach lights or runway lights, reduction in the level of fire cover, reduction in the level of Air Traffic Control cover, changes to SIDS and/or STARS. In the event that works or diminutions of services previously not notified to Ryanair are due to commence before or within three months of the next quarterly update, the airport must advise Ryanair Operations immediately.
23. Airport to remain open to accommodate all Ryanair operations, including delayed flights.
24. Provide free use of aircraft wash stand for based aircraft.
25. Provide free overnight parking for Ryanair aircraft.
26. Meet all reasonable requirements of Ryanair on an ad-hoc basis.
27. Provide airport ID's for all Ryanair based crew's, including back round checks (staff pay directly for ID) (Base Only)
28. Provide car parking spaces for Ryanair based crew's (staff pay directly for Car Park passes) (Base Only)
29. Provide free live access to CCTV footage of bag drop desks, boarding gates and parking stands used by Ryanair, with secure access via the internet and ability to replay previous 14 days.

**Accommodation: (29 & 30 Base Only)**

*A* 



**ANNEX II – SERVICES TO BE PROVIDED BY AIRPORT AUTHORITY (Base & Non-Base)– Version 1.4 March 2010**

30. Ryanair require an airside base office, with direct ramp access, adjacent to our contact parking stands.  
31. Based on the first 2 - 8 based aircraft (and increased proportionally thereafter), 350 m<sup>2</sup> of accommodation divided as follows, with male & female toilets and a kitchenette area (full IT, Phone and Fax requirements):

**Internal**

- 100 m<sup>2</sup> of Engineering Space divided into:
  - 40 m<sup>2</sup> Bonded storage (temperature and humidity controlled)
  - 40 m<sup>2</sup> of open plan office accommodation
  - 20 m<sup>2</sup> of tooling / chemical / grease store (indoor and temperature controlled).
- Open plan crew brief area of minimum 120 m<sup>2</sup>
  - Reinforced floor area by door to hold safe (900kgs / 1 m<sup>2</sup> X 1.5 m tall)
- Open plan office area of 20 m<sup>2</sup>
- Meeting / Training room minimum 70 m<sup>2</sup>

**External**

- Bulk Storage of 80 m<sup>2</sup> with roofing, (If the bulk storage is out door is has to be sealed off with fencing)
- Emergency shower facilities connected to office (may be internal)

**Fit out / Furnishings**

- Heating and air conditioning provided by the airport
- Blue Carpet tiles in office areas, white walls.
- Water resistant blue floor covering in kitchen / toilet / storage area's.
- Swipe access to office (airport ID)
- Office cleaned by airport cleaners

32. Provision of Hangar of 2800 m<sup>2</sup> with dimensions height 14.5m, width 38.0m, depth 42.0m, with unlimited access 24x7.  
33. Provision of serviced land on a rent free basis to enable Ryanair to erect an aircraft hangar of at least 2,800 square metres in size, or else free use of an existing hangar, with all services provided.  
34. If no suitable hangar is available, the airport shall provide a serviced apron area capable of supporting the weight of a 737-800 onto which Ryanair may place a temporary hangar. The site to be occupied will be 50m x 45m and the minimum services acceptable will be 115vac and 400 hertz electrical power, gas supply and water drainage. If gas is not available then Ryanair must have an unrestricted ability to locate a diesel heating system and diesel storage tank on the site. The fire alarm for the facility will be allowed to be tied back into the airport fire service at no cost to Ryanair. Such site for the hangar must be located adjacent to the area in which Ryanair a/c will be parked overnight.  
35. There is no storage required for in flight catering as that is provided by the catering company. The airport agrees to ensure adequate aircraft catering facilities for all Ryanair based aircraft are in place prior to the commencement of Ryanair basing aircraft at the airport. Should such facilities not be available the airport, in conjunction with Ryanair, undertakes to locate/source such catering companies ensuring catering facilities are in place prior to the commencement of operation in the airport facility at no additional cost to Ryanair. (Base Only)

**Automation / Computer / Phone Systems**

36. Ensure that the IT network serving the airport is sufficient to accommodate Ryanair's needs.  
37. Free use of airport CUTE (common check-in system).  
38. Free local area cabling and zero rent for Ryanair's Self Service Kiosks.  
39. Free local area cabling of the Ryanair crew room. (Base Only)  
40. Provide phone system for base office. (Base Only)

**Base set up requirements / timelines**

- |   |             |
|---|-------------|
| 41. High speed IT connection lines ordered  | - 90 days.  |
| 42. Office location and layout agreed   | - 120 days. |
| 43. All office works completed and hand over from airport                         | - 40 days   |
| 44. Crew ID applications (provide airport ID's to based crews)                    | - 40 days   |
| 45. All IT, power and services installed  | - 30 days   |
| 46. All systems tested  | - 20 days   |
| 47. All furnishings completed (airport to provide free skip for package disposal) | - 20 days   |
| 48. Full audit, system test and dry run   | - 20 days   |
| 49. Base fully ready for operation  | - 15 days   |



## ANNEX II – SERVICES TO BE PROVIDED BY AIRPORT AUTHORITY (Base & Non-Base)– Version 1.4 March 2010

### Airport set up requirements / timelines

- |  |            |
|--|------------|
| 50. High speed IT connection lines ordered | - 90 days. |
| 51. Ticket Desk handover to Ryanair        | - 30 days  |
| 52. Desk set up / Branding in place        | - 20 days  |
| 53. Airport fully ready for operation      | - 15 days  |

### Public Relations

54. Ryanair may conduct a Press Trip on the route prior to launch of Base or new initiative / service to build up PR hype, in which case airport will provide on-ground services and organise a successful and productive Press Conference which will include both local and national media.
55. On launch day, Airport will ensure that sufficient quality TV / Radio journalists are present. Ryanair will normally conduct at least four Press Conferences per year at the airport, and requires the following support from Airport on such occasions, at no cost to Ryanair:
- Booking and preparation of venue at Airport
  - Distribution of Invitations
  - Hire of audio / visual equipment if necessary
  - Distribution of Press Releases to all Press (both those present at Press Conferences and absentees)
  - Monitoring of Press Coverage and forwarding Press Clippings to Ryanair.
  - Airport to host, in co-operation with Ryanair representative, two Journalist familiarisation trips per year both into and ex-airport (max 30 bed nights per year, accommodation, meals and taxis).
  - Airport regularly to distribute Press Releases, at least two per month.
  - Airport to respond to Media queries on a day-to-day basis and forward details of queries to Ryanair.
  - Airport to fax all relevant press cuttings from the local media to the designated Ryanair Sales Manager.

### Sales & Marketing

56. Airport to provide sales support and assistance to assist Ryanair during any periodic sales missions in the catchments area of the Airport.
57. Airport to monitor all opportunities for budget advertising (outdoor, newspapers, TV, radio and other) that the airport sees in their region as a good opportunity for Ryanair. Airport promptly to inform the relevant department in Ryanair of such opportunities.
58. Airport to provide Ryanair sales & marketing personnel with office space and telecommunications facilities at Airport on a complimentary basis during media campaigns and initial start up phase.

Contract exceptions / exemptions (use line / reference number / do not delete contract exceptions)

Item No.	Item	Reason for exception / exemption

### Ryanair Base / Airport Sign off:

Department	Inspection Comments	Comments	Sign off / Date
Flight Ops			
Engineering			
Ground Operations			



**ANNEX II – SERVICES TO BE PROVIDED BY AIRPORT AUTHORITY (Base & Non-Base)– Version 1.4 March 2010**

**All new Base Operations are subject to the approval of Ground, Flight and Engineering Operations**

Aircraft type / Configuration	Boeing 737-800 / 189Y																											
RTOW	66,990kg (higher weights of 69,990 and 74,990 MTOW may be used occasionally)																											
Aerodrome reference code	Not less than 4C																											
Minimum runway length	1,852 metres LDA at (sea level)																											
Minimum runway width	45 metres.																											
Minimum taxiway width	23 metres																											
Airport Location:	Must not be situated in 'hostile' terrain or require special piloting techniques																											
Aeronautical Information publication must contain the following charts:	a) ICAO Type A chart, and b) ICAO Type B chart if in hilly/mountainous terrain. c) At least one precision instrument approach chart to one runway (maximum glide slope 3.5 degrees). d) Aerodrome chart																											
Aeronautical Information Publication must:	List the airport as an international airport																											
Fire cover	ICAO Category 7 is a minimum requirement																											
Aerodrome markings/signage	Signage and markings must comply with ICAO annex 14.																											
Bird Control	Bird control procedures must be robust and audited prior to commencement of operations																											
Air Traffic Control	Full ATC. AFIS is not acceptable.																											
Airspace Class	A, B, C or D as minimum. (E, F and G are not acceptable)																											
Landing aids	ILS category II as a minimum for base operations, unless airport has all year round clement weather record. CAT III preferred for base operations.																											
Runway lighting	Approach lighting to the main instrument runway and runway lights.																											
Landing aids	PAPI'S or VASI'S on any runway without an approach with a glide slope.																											
Strength of Runway, Apron and Taxiways	a) Runway, taxiway and apron strength PCN, Pavement Classification Number needs meet the following shown below- <table><tr><td>Weight</td><td>RIGID</td><td>RIGID</td><td>RIGID</td><td>RIGID</td><td>FLEX</td><td>FLEX</td><td>FLEX</td><td>FLEX</td></tr><tr><td>KGS</td><td>A</td><td>B</td><td>C</td><td>D</td><td>A</td><td>B</td><td>C</td><td>D</td></tr><tr><td>74990</td><td>47</td><td>49</td><td>51</td><td>54</td><td>41</td><td>43</td><td>47</td><td>52</td></tr></table> Refer to Paddy Webber if the runway type or PCN is different or less than the above. b) Sufficient apron space for the planned based B737-800W aircraft and other expected traffic.	Weight	RIGID	RIGID	RIGID	RIGID	FLEX	FLEX	FLEX	FLEX	KGS	A	B	C	D	A	B	C	D	74990	47	49	51	54	41	43	47	52
Weight	RIGID	RIGID	RIGID	RIGID	FLEX	FLEX	FLEX	FLEX																				
KGS	A	B	C	D	A	B	C	D																				
74990	47	49	51	54	41	43	47	52																				
Terminal facilities	Terminal must accommodate 189 pax along with any other traffic. 2 check-in desks required, 2 hours pre departure. Handling facilities must accommodate 189 seat aircraft. Security 100% holds baggage screening, hand baggage and Pax AMD's. Space for a Ryanair ticket desk is required (minimum 1 desk) 2 check-in desks, 2 hours pre departure. Gate area organised to allow for 2 queues (Priority / Non Priority)																											
Parking Stands	Aircraft must be parked on contact stands adjacent to the boarding gates allowing walk on / off for arriving / departing passengers.																											
Ground Equipment	Ground Power Unit (GPU) or FEP (Fixed Electrical power) Air start Unit (ASU) Pushback Tug / TLTV Tug – B737-800 approved Tow bar for B737-800 2 sets of Steps for B737-800 Serviced De-icing Rigs (where required) Baggage belt loaders Toilet Service Unit / Potable Water Unit Snow removal equipment																											
Perimeter fence of the airport	Must be complete																											
Operating procedures	All the Airport's procedures with respect to ground handling, traffic handling, and ground equipment and aviation fuel must be made available to Ryanair both in the native language and English, for review by the Ryanair Quality Department so that correct auditing procedures may be carried out against the procedures. Failure to respond to audit findings in a timely manner will result in a financial penalty.																											



ANNEX III - RESERVATIONS FACILITY AND COMMISSIONS – Version 1.2 June 2009

1. The Handling Agent will establish and operate a passenger service desk ('walk up' reservation facility) in a prime location in the main airport terminal, using sufficient trained staff in making reservations, changing reservations, collecting late fees, excess baggage fees, closing out Ryanair flights in the "New-Skies" system, issuing Itinerary / Receipts for the Services and other scheduled flights operated by Ryanair in accordance with the instructions, rules, regulations, rates and tariffs of Ryanair. Such passenger service desk shall be opened no less than two (2) hours prior to the scheduled departure time of each of the Services and shall remain open until actual departure. In case of cancelled or re-scheduled flights, the Airport/ Handling Agent will notify those passengers booked through them. All flights / transactions will be handled in accordance with Ryanair's procedures as published on [www.ryanair.com](http://www.ryanair.com), which are subject to change. All correspondence (including invoices) with Ryanair must be in English.
2. The initial training will take place in Dublin, the Airport / Handling Agent shall keep reservation staff adequately trained, once the initial training has been completed. The Airport / Handling Agent will pay for travel, meal and accommodation costs of its staff during training in Dublin but Ryanair will offer free travel to/from its airports on flights operated by Ryanair for such staff, if and when required. Ryanair will perform all the necessary training activities and supply appropriate software at no cost to the Handling Agent.
3. The Airport/Handling Agent will provide / pay for the PC (computer hardware), printer, telephone, fax and SITA equipment located at the ticket desk. The ticket desk must be set up / ready three weeks before first flight. To achieve this, the equipment listed below must be in place and you must facilitate the installation of all required lines by Ryanair or their appointed supplier / representative.

**Ticket Desk PC:**

- Intel Pentium 4 Processor (1ghz minimum)
- 40 Gb Hard Disk
- 512Mb RAM
- 10/100Mb Network Card
- No Modems

**Ticket Desk Printer:**

- Hewlett Packard HP4250TN Laser Printer

**Operating System:**

- Operating System must be an English Language version of Windows XP PRO, which can be purchased from <http://www.scan.co.uk/products/software.htm>

4. The Handling Agent shall not make any refund on fares, charges or any other sums, unless specifically so authorised by Ryanair. If, and when so authorised, any refund will be made in accordance with such conditions as Ryanair may specify.
5. The Airport/Handling Agent will lodge all monies received by credit or debit card on Ryanair's behalf in respect of air transportation on Ryanair's scheduled services and other miscellaneous sales in respect of Ryanair's scheduled services into Ryanair's reservation system (New Skies). Cash acceptable subject to the airport/handling agent using its own credit card facility to lodge an equivalent amount into Ryanair's open skies system. All relevant administrative documentation should be sent to Ryanair's accounts department. Should there be any discrepancy between the amounts so lodged and the 'New Skies' reports for the relevant period, such reports shall prevail and, if insufficient revenue has been lodged, Ryanair may deduct any shortfall from any other amount due to the Airport/Handling Agent hereunder.
6. In consideration for the services listed in this Annex III, without prejudice to Section 7, Ryanair shall pay or allow commission to the Airport/Handling Agent at the rate of 5% (five per cent) of all new Ryanair bookings (excluding taxes, change fees, other fees and passenger service and other charges) sold by debit/credit card by the Handling Agent, however change fees, late fees and upgrades are not entitled to any commission. A "Pro-Forma" invoice detailing the commission calculated, will be produced by Ryanair and payment automatically made to the airport of this basis 30 days following the month end. No invoice for the commission will be required from the airport to Ryanair.
7. Ryanair will pay 10% on all excess baggage revenue collected by the airport and 5% on "A-bags". However, Ryanair will withhold any commissions to airports who are shown to not be collecting all available revenue. Commission payable on rates at date of contract signing. Commission on rate increases above these rates will be payable at 5%, or a new combined commission rate as agreed. Gate bag fixed commission fee of €10/£10.
8. This Agreement is intended to determine both the operational and financial conditions under which Ryanair will establish and operate commercial flights, including flights diverted from another Ryanair airport due to weather, strikes or operational or technical reasons, to and from the Airport. Moreover, this Agreement sets forth conditions of landing, handling and other services offered by the Airport to Ryanair.



ANNEX III - RESERVATIONS FACILITY AND COMMISSIONS – Version 1.2 June 2009

Contract exceptions / exemptions (use reference number / do not delete exceptions)

Item No.	Item Description	Reason for exceptions / exemptions

Ryanair Base / Airport Sign off:

Department	Inspection Comments	Comments	Sign off / Date
Ground Ops			

