

Remote aircraft handling at Amsterdam Airport Schiphol



All arriving and departing aircrafts at Amsterdam Airport Schiphol are allocated at one of the 90 connected gates or at remote stand. The handling of passenger flights at pier gates takes priority over remote handling that involves transporting passengers to and from the aircraft by bus.

When does aircraft get allocated on a remote aircraft stand?

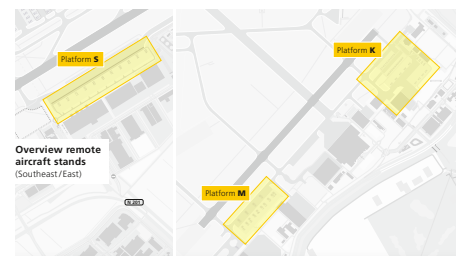
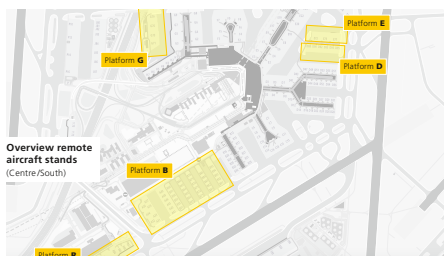
Aircraft allocation is based on the Regulations Aircraft Stand Allocation Schiphol (RASAS). The full RASAS can be found on <http://www.schiphol.nl/rasas/>

In case of remote handling passenger numbers play an important role. Flights with a relatively low number of passengers have a bigger chance to be allocated at a remote stand. Flights without passengers are automatically assigned remote stands, unless the flight is linked to another flight that does have passengers. Provided that there is sufficient capacity available to assign a pier gate to the turnaround flight.

Please make sure to submit the correct passenger numbers in advance.

Remote aircraft stands at Amsterdam Airport Schiphol

Amsterdam Airport Schiphol has the opportunity to allocate aircrafts at one of the 98 remote aircraft stands. Aircraft with a shorter turnaround time will have priority to be allocated at 'Schiphol Centrum', using the B-platform, the D-/E- buffer or G-/H- buffer.



<https://www.schiphol.nl/en/operations/page/maps/>

Bus Transport in case of remote handling

Buses at Amsterdam Airport Schiphol

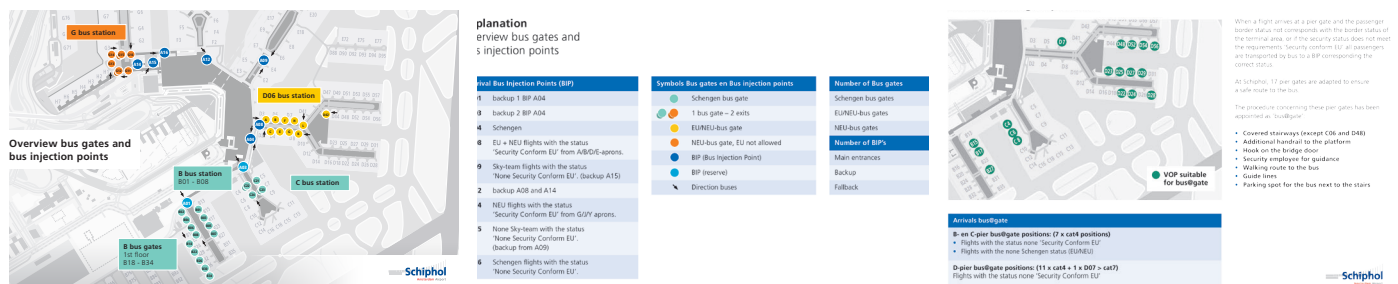
At Schiphol we have more than 40 electric and diesel busses. Buses can carry between 50 and 70 persons. In theory the buses are equipped to transport greater numbers of passengers, however AAS limits the numbers to allow for greater comfort and because passengers often have hand luggage.

Allocation of shuttle bus gates

If an aircraft has to be handled on a remote stand, a shuttle bus gate (for departing flights) or bus drop-off point (for arriving flights) will be allocated in the zone with the relevant border status, with due regard for the designated passenger check-in area and the allocation of the remote aircraft stand for the aircraft (RASAS article 3.7). Passengers will be transported to and from remote aircraft stands by bus.

Register of passenger numbers for buses

Submitting the correct passenger numbers in advance is very important. The date received will be used by AAS Bus Control to calculate the number of buses required. If neither the ground handler nor the airline registers any passenger numbers, a single bus will be allocated.



<https://www.schiphol.nl/en/operations/page/maps/>

Arriving flights that require buses

Buses will be ready before the aircraft is parked to prevent any delay for the passengers. Once the passengers have entered the bus, the buses drive to the bus drop-off point (the location of which depends on the origin of the passengers and their border/security status) where the passengers enter the Terminal.

The location of the bus drop-off points allows transfer passengers quick access into the central area where the transfer desks are located. Passengers terminating at Amsterdam Airport Schiphol have a short route through baggage reclaim and on to the exit.

Departing flights that require buses

Passengers departing from a bus gate are collected from on the 30 bus gates. Sufficient buses will be sent in accordance with passenger numbers to ensure that all passengers can board on time. Standard times are used for bus pick-up and drop-off at the aircraft. See bus table in this document.

Bus Operation Hours

Bus services are carried out daily between 06:00 and 23:59. Flights that would normally qualify for bus handling (i.e. flights that cannot be allocated to a pier gate or that must be handled remotely according to agreements) with an arrival time after 23:30 and an expected on-blocks time up until 23:59 are still eligible for handling by bus. After this time, such flights will be sent by AAS Gate Planning to a pier gate. Boarding and disembarkation are then facilitated using a fixed staircase next to the passenger bridge. Please consult the Standards [table](#) for operating airside buses.

| Standards table for operating airside transfer buses, applicable to all aircraft - standard times | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|--|
| Step | Explanation of steps | | | | | | | | | | | | | | | | | | | | | | | | | | | | E-bus = Electric bus for 55 passengers max. D-bus = Diesel bus used during peak periods for 55 passengers max. Always use an E-bus as a first option; this may also be changed to a D-bus 50 pax per bus will be calculated as standard upon departure. Passenger S | | | | | | | | | | | | |
| 1 | Boarding times at bus gate (standard bus gate) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Boarding time at bus gate with double entry doors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Bus travel time to aircraft | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Aircraft boarding time for passengers. The bus driver will remain available to assist passengers. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Departure ≤ 25 pax from all bus gates: 1 Bus | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buses | Type | -50 | -49 | -48 | -47 | -46 | -45 | -44 | -43 | -42 | -41 | -40 | -39 | -38 | -37 | -36 | -35 | -34 | -33 | -32 | -31 | -30 | -29 | -28 | -27 | -26 | -25 | -24 | -23 | -22 | -21 | -20 | -19 | -18 | -17 | -16 | -15 | -14 | -13 | | |
| 1 Bus | E-bus | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Departure 26 to ≤ 100 pax from all bus gates: 2 Buses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buses | Type | -50 | -49 | -48 | -47 | -46 | -45 | -44 | -43 | -42 | -41 | -40 | -39 | -38 | -37 | -36 | -35 | -34 | -33 | -32 | -31 | -30 | -29 | -28 | -27 | -26 | -25 | -24 | -23 | -22 | -21 | -20 | -19 | -18 | -17 | -16 | -15 | -14 | -13 | | |

If an airline company and/or handling agent wishes to deviate from the 'Bus Transport' regulations and the parties reach an agreement to that effect with AAS, there is a possibility to conclude special agreements per season, subject to the applicability of articles 3.20 and 3.21 in RASAS. Please contact your Business Partner for this.

Exceptions to the bus transport regulations

For your passengers with reduced mobility, we offer various services when your flight is allocated at a remote aircraft stand. The type of service is depending on the degree of mobility of your passenger(s).

PRM Service in case of remote handling

Services for passengers with reduced mobility at remote gates

Arrivals

In case of a WCHR passenger - Axxicom welcomes the passenger at the Bus Injection Point (BIP), where all passengers enter the terminal.
Axxicom is using the following BIPs: A4 for Schengen; A8 for Non-Schengen screened; and A15 for Non-Schengen unscreened.
In case of a WCHS, WCHC, BLIND, DEAF, BLINDDEAF or DPNA passenger, then two teams pick them up at the buffer: an 'ambulift' team and a bus team. The bus team will bring the PRM to the one of the above mentioned BIP's.

Departures

For departing flights, Axxicom reports the PRM at the bus gate and subsequently escorts the PRM to the VOP.
In case of a WCHR passenger, the passenger uses the regular passenger busses.

Important note:

To ensure a smooth operation and to give the best service to your PRM passengers, please make sure that you send the right PAL (48 hours before the flight), CAL (24 hours before) and PSM (after take-off) to Axxicom. If sent in this order.

Important phone numbers in case of remote handling

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|-------------------|-----------------------------------|---------------------|
| Passenger Process | Airport Control Centre Passengers | +31(0)20 – 601 2555 |
| Aircraft Process | Airport Control Centre Aircraft | +31(0)20 – 601 2115 |
| Baggage | Airport Control Centre Baggage | +31(0)20 – 601 2662 |
| Security | Airport Control Centre Security | +31(0)20 – 601 3000 |