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Final Setting

# Schiphol Airport Charges and Conditions

**April 1, 2020**  
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**Schiphol**



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**Royal Schiphol Group N.V.**  
**Amsterdam Airport Schiphol**

## **Schiphol Airport Charges and Conditions**

'Royal Schiphol Group N.V.', operator of the designated airport Schiphol;

in regard to article 8.25d, of the Aviation Act;

AMMENDS:

charges and conditions for activities of the airport operator for the use of the designated airport Schiphol by airlines, as well as by a natural or legal person operating flights, other than an airline

This text is a translation of the original Dutch document. In the event of a difference of understanding, the Dutch text will prevail.

# Schiphol Airport Charges and Conditions

## Article 1 Definitions

It is understood to mean:

- |                                     |   |
|-------------------------------------|---|
| a. Schiphol Airport                 | The designated airport "Schiphol" as mentioned in chapter 8 of the Aviation Act.  |
| b. The Company                      | The operator of the designated airport, Royal Schiphol Group N.V..  |
| c. User                             | An airline, or a natural or legal person other than the airline, that operates flights.   |
| d. Representative organisation      | A legal entity, designated by ministerial regulation, which represents the interests of Users.  |
| e. Schiphol East                    | The area situated adjacent to the runway 04-22 (East runway). The aircraft stands at Schiphol East consist of the stands situated on platform K, platform M, the hangar positions, environmental stands (N) and the aircraft test facility. The terminal facility at Schiphol East consists of the general aviation terminal adjacent to platform K.  |
| f. 24-hour period                   | A period of 24 hours, starting from the time of landing of an aircraft at Schiphol Airport.   |
| g. Aircraft                         | Any power driven, heavier than air aircraft.  |
| h. Weight                           | The maximum certified take-off weight, i.e. the maximum permissible total weight with which the aircraft is authorised to take off under the most favourable conditions in accordance with the Certificate of Airworthiness (MTOW).   |
| i. Certificate of Airworthiness     | The valid Certificate of Airworthiness for the aircraft issued by the competent authorities, or the certificate of equivalence issued by the competent authorities under an international convention. For the purposes of this document, the Certificate of Airworthiness shall also be understood to mean the limitation of use (such as the maximum permissible total weight) relating to the aircraft under the said certificate laid down in the Flight Manual approved by the competent authorities. |
| j. Flight                           | The movement of an aircraft, from the time period that it starts to move with the purpose of taking off until the moment that it has fully stopped after landing.   |
| k. Cargo flight                     | A cargo flight is a point to point flight operating with the sole purpose of transporting air cargo and/or mail, in the sense that cargo is loaded and/or unloaded at Schiphol Airport.   |
| l. Handling at a connected stand    | Handling of an aircraft which is parked at an aircraft stand at the gate where airlines have the possibility to use a passenger bridge to have passengers covered the distance between the aircraft and the terminal (and vice versa) regardless of the actual use of the passenger bridge.   |
| m. Handling at a disconnected stand | Handling of an aircraft which is parked at an aircraft stand at the gate or at a remote stand and in which case the airline has no other possibility than to have passengers covered the distance between the aircraft and the terminal (or vice versa) by bus or on foot. The handling of all cargo flights is at a disconnected stand.  |

n. Aircraft parking	Parking an aircraft in the open air at a location owned by and situated at Schiphol Airport.
o. Owner	The owner, holder, and user of an aircraft, or their respective authorised representatives.
p. Passenger	Occupant of an aircraft, not being the aircraft's crew and dead-heading crew.
q. Crew	Anybody on board of the aircraft carrying out activities which are of direct importance for the operation of the aircraft or carrying out activities on behalf of the passengers or the load.
r. Dead-heading crew	Anybody on board of the aircraft, not being the aircraft's crew, carrying out activities on behalf of the passengers or the load of the flight, the return flight or the aircraft.
s. Transit passenger	A passenger arriving at the airport on a through flight and subsequently leaving the airport on the same aircraft or on a replacement aircraft following a breakdown of the former, without having left the customs area.
t. Transfer passenger	A passenger arriving at and departing from the airport on a different aircraft or on the same aircraft under a different flight number, whose main purpose for using the airport is to effect a transfer (originating airport ≠ destinating airport) with a time period between the arriving and departing flight not exceeding 24 hours.
u. State aircraft	Aircraft used in military, customs and police services.
v. Cargo	Freight, transported under Air Waybill, which is loaded or unloaded at the airport, including express cargo and military mail and excluding mail and trucked cargo.
w. Mail	Mail which is loaded or unloaded at the airport.
x. Chapter 2 aircraft	A civil subsonic aircraft, noise certified on the grounds of the standards as referred to in Annex 16, volume 1, Chapter 2, to the ICAO convention (fifth edition, 2008).
y. Chapter 3 aircraft	A civil subsonic aircraft, noise certified on the grounds of the standards as referred to in Annex 16, volume 1, Chapter 3, to the ICAO convention (fifth edition, 2008).
z. Chapter 4 aircraft	A civil subsonic aircraft, noise certified on the grounds of the standards as referred to in Annex 16, volume 1, Chapter 4, to the ICAO convention (fifth edition, 2008).
aa. Load	Baggage, cargo and mail.

## Article 2 Landing and take-off charges

Section 1 For aircraft landing at and taking off from the airport, a landing and a take-off charge is payable to the airport's operator, the amount of which is determined by the aircraft's weight and which is differentiated based on the following:

- I the noise certification of the aircraft (to be hereinafter referred to as the charge according to noise);
- II the point in time of arrival at and departure from the airport (to be hereinafter referred to as the charge according to point in time);
- III the flight type: flights or cargo flights.
- IV the handling location: at a connected stand or at a disconnected stand.

Section 2 The base charge is applicable for a landing or a take-off by an aircraft defined in noise category S3 (see article 3, section 1) between 6:00am and 11:00pm local time. This base charge serves as a starting point for determining the charge differentiated according to the characteristics mentioned in section 1.

### The charge in relation to the base charge as per April 1, 2020:

Landing and take-off charges	Category S1			Category S2			Category S3		
	day	night		day	night		day	night	
	landing and take-off	landing	take-off	landing and take-off	landing	take-off	landing and take-off	landing	take-off
Handling at a connected stand	170%	432%	509%	125%	167%	197%	100%	127%	150%
Handling at a disconnected stand	136%	345%	408%	100%	133%	157%	80%	102%	120%
Cargo flight	88%	224%	265%	65%	87%	102%	52%	66%	78%

Landing and take-off charges	Category S4			Category S5			Category S6			Category S7		
	day	night		day	night		day	night		day	night	
	landing and take-off	landing	take-off	landing and take-off	landing	take-off	landing and take-off	landing	take-off	landing and take-off	landing	take-off
Handling at a connected stand	87%	110%	131%	75%	95%	113%	60%	76%	90%	50%	64%	75%
Handling at a disconnected stand	69%	88%	105%	60%	76%	90%	48%	61%	72%	40%	51%	60%
Cargo flight	45%	57%	68%	39%	49%	59%	31%	40%	47%	26%	33%	39%

### The charge in relation to the base charge as per April 1, 2021:

Landing and take-off charges	Category S1			Category S2			Category S3		
	day	night		day	night		day	night	
	landing and take-off	landing	take-off	landing and take-off	landing	take-off	landing and take-off	landing	take-off
Handling at a connected stand	180%	457%	540%	135%	189%	223%	100%	127%	150%
Handling at a disconnected stand	144%	366%	432%	108%	151%	179%	80%	102%	120%
Cargo flight	94%	238%	281%	70%	98%	116%	52%	66%	78%

Landing and take-off charges	Category S4			Category S5			Category S6			Category S7		
	day	night		day	night		day	night		day	night	
	landing and take-off	landing	take-off	landing and take-off	landing	take-off	landing and take-off	landing	take-off	landing and take-off	landing	take-off
Handling at a connected stand	85%	108%	128%	70%	89%	105%	55%	70%	83%	45%	57%	68%
Handling at a disconnected stand	68%	86%	102%	56%	71%	84%	44%	56%	66%	36%	46%	54%
Cargo flight	44%	56%	67%	36%	46%	55%	29%	36%	43%	23%	30%	35%

Please refer to article 3, section 1 for the description of the noise categories.

Section 3 In the event of a flight which is handled at a connected stand, the basic compensation per 1.000 kg (or part thereof) for a landing or take-off is calculated according to aircraft weight:



	As per April 1, 2020	As per April 1, 2021
a. for aircraft not weighing more than 20.000 kg MTOW	€ 91,60	€ 93,00
b. for aircraft weighing more than 20.000 kg MTOW	€ 4,58	€ 4,65

In the event of a flight which is handled at a disconnected stand, the basic compensation for a landing or take-off per 1.000 kg (or part thereof) is calculated according to aircraft weight:

	As per April 1, 2020	As per April 1, 2021
a. for aircraft not weighing more than 20.000 kg MTOW	€ 73,20	€ 74,40
b. for aircraft weighing more than 20.000 kg MTOW	€ 3,66	€ 3,72

In the event of a cargo flight the basic compensation per 1.000 kg (or part thereof) for a landing or take-off is calculated according to the aircraft weight:

	As per April 1, 2020	As per April 1, 2021
a. for aircraft not weighing more than 20.000 kg MTOW	€ 47,60	€ 48,40
b. for aircraft weighing more than 20.000 kg MTOW	€ 2,38	€ 2,42

Section 4 All the charges are rounded off to cents. Please refer to appendix I for an overview of the charges.

Nb: The airport's operator will set adjusted charges in year 3 of the charges period (2021), after settlement 2019. The above mentioned charges as per April 1, 2021 will therefore be adjusted and set on October 31 2020.

## Article 3 Noise categories

Section 1 The charge applicable according to the amount of noise generated, is related to the extent to which individual aircraft engage available capacity within Schiphol's noise contours. The basis is the noise production in EPNdB values per aircraft, according to the certification as acknowledged and accepted by ICAO. The EPNdB must be defined within the Chapter 3 or Chapter 4 certification. The  $\Delta$ EPNdB is calculated by subtracting the sum of the three limit values (in accordance with ICAO document Annex 16, Volume 1, Chapter 3) by the sum of the three EPNdB noise certification values. The following noise categories have been defined:

- noise category S1:  $\Delta$ EPNdB > -10 (most noisy aircraft)
- noise category S2:  $-10 \geq \Delta$ EPNdB > -14
- noise category S3:  $-14 \geq \Delta$ EPNdB > -17
- noise category S4:  $-17 \geq \Delta$ EPNdB > -20
- noise category S5:  $-20 \geq \Delta$ EPNdB > -23
- noise category S6:  $-23 \geq \Delta$ EPNdB > -26
- noise category S7:  $\Delta$ EPNdB  $\leq$  -26 (most quiet aircraft)

Section 2 For aircraft, which are not Chapter 3 or Chapter 4 certified, the following is applicable:

- Chapter 2 aircraft: noise category S1
- Helicopters: noise category S3
- Aircraft < 6 tonnes MTOW: noise category S5
- (Turbo)prop aircraft < 9 tonnes MTOW: noise category S5

Section 3 If the noise certification values of an aircraft are not available for the Company, the charges according to noise will be based on the most unfavourable configuration of that aircraft type based on the so called 'Conservative Classification of Noise Categories' (see appendix II for an overview per aircraft type).

## Article 4 Surcharge regulation concerning the use of Chapter 2 and MCC3 aircraft

Section 1 Chapter 2 operations are not allowed at Schiphol Airport. If, in spite of this ban, Chapter 2 aircraft land at Schiphol Airport, for example in case of an emergency, an additional surcharge will apply.

Section 2 The basis for calculating the surcharge for Chapter 2 aircraft, but also for MCC3 aircraft (until  $\Delta$ EPNdB -5) is as follows:

- up to 100 tonnes MTOW € 1,837.80 per landing
- from 100 tonnes MTOW € 2,756.70 per landing

Section 3 On first request, the owner/operator of the aircraft should provide a copy of the noise certificate of the aircraft operated at Schiphol Airport to the Company.

## Article 5 Passenger charges

Section 1 In the event of passenger transportation, passenger related charges are payable, namely the Passenger Service Charge and the Security Service Charge, the amount of which is determined by the number of passengers on board of the aircraft upon departure from the airport (to be hereinafter referred to as the charges for passengers).

Section 2 To calculate the charges as referred to in section 1 a distinction is made between departing local passengers and departing transfer/transit passengers and between the handling location.

Section 3 The charges for passengers as referred to in section 1 are not payable for:

- a. passengers under two years of age;
- b. passengers on state aircraft.

Section 4 The charges for passengers as referred to in section 1, which are handled at Schiphol Centre, are for the Passenger Service Charge as follows:

	As per April 1, 2020	As per April 1, 2021
Per departing local passenger	€ 14,36	€ 15,39
Per departing transfer/transit passenger	€ 6,03	€ 6,46

Section 5 The charges for passengers as referred to in section 1, which are handled at Schiphol East, are for the Passenger Service Charge as follows:

	As per April 1, 2020	As per April 1, 2021
Per departing local passenger	€ 11,49	€ 12,32
Per departing transfer/transit passenger	€ 4,81	€ 5,15

Section 6 The charges for passengers as referred to in section 1, are for the Security Service Charge as follows:

	As per April 1, 2020	As per April 1, 2021
Per departing local passenger	€ 12,61	€ 12,73
Per departing transfer/transit passenger	€ 7,06	€ 7,13

Nb: The airport's operator will set adjusted charges in year 3 of the charges period (2021), after settlement 2019. The above mentioned charges as per April 1, 2021 will therefore be adjusted and set on October 31 2020.

## Article 6 Aircraft parking charges

- Section 1 For parking an aircraft in designated general use areas of Schiphol airport, a parking charge per 24-hour period or part thereof will be due in accordance with the provisions laid down in section 2, 3, 4 and 5 of this article.
- Section 2 Except for the provisions laid down in section 3 and section 4, the following parking fee per 1,000 kilograms of weight (MTOW) is payable for parking each 24 hours or part thereof:
- € 1,73 as per April 1, 2020
- € 1,74 as per April 1, 2021
- Section 3 No charge is due if parking takes place for a period of less than six hours and fifteen minutes.
- Section 4 No parking charge is due for the period between 11:00pm and 6:00am local time.
- Section 5 A parking period is defined as the total time the aircraft stays at the airport, from the moment of touchdown until the moment of airborne, minus the period of time the aircraft is positioned at an aircraft stand not controlled by the Company, minus the period(s) between 11:00pm and 6:00am local time, minus six hours and fifteen minutes.

Nb: The airport's operator will set adjusted charges in year 3 of the charges period (2021), after settlement 2019. The above mentioned charges as per April 1, 2021 will therefore be adjusted and set on October 31 2020.

## Article 7 Payment obligations

- Section 1 The owner of the aircraft, the holder and the user thereof, and the person acting as an authorised representative of the owner, the holder or user thereof, are responsible for payment of the charges referred to in articles 2, 4, 5 and 6, subject to the provisions of article 12.
- Section 2 All rates listed are exclusive of any taxes or levies payable thereon.
- Section 3 The level of the payable charges referred to in article 2, 4, 5 and 6 is based on the flight data, fleet data and loading data which are required to be provided by the owner, or the one acting on its behalf, in accordance with the provisions laid down in article 9, 10 and 11.

## Article 8 Unforeseen circumstances

- Section 1 If, due to bad weather conditions, engine trouble, or any other unforeseen causes, after having taken off from the airport an aircraft returns without having landed at another airport, the charges listed in article 2 and article 5 are levied for 1 landing and 1 take off.
- Section 2 Furthermore, the Company has the discretion to waive the charges as listed in article 2, 5 and 6 in case of, in its opinion, other unforeseen circumstances than mentioned in section 1 of this article.

## Article 9 Provision of flight data

- Section 1 The owner, or the one acting on its behalf, is required to provide the flight data to the Company, for every flight which is carried out, in accordance with appendix – ‘Flight Information – Data Specifications’.
- Section 2 Flight data of the following nature shall be submitted (details as specified in appendix – ‘Flight Information – Data Specifications’.)
1. Flight schedules and flight schedule updates, including code share and/or joint operation flight information
  2. Aircraft type and seating configuration
  3. Numbers of Passengers on board: Local boarding, transferring and Terminating, separated into adult, child, infant and including deadheading crew and state seats occupied
  4. Inbound and onward flight information per passenger
  5. Number of, and inbound and outbound flight numbers of passengers requiring assistance
  6. Baggage on board: local departing, transfer and terminating
  7. Cargo and mail weight
  8. Flight delay and deviation information
- Section 3 Data shall be delivered in IATA standard messages. The following messages will be accepted:

Message abbreviation	Message	IATA Reference
PAL, CAL	Passenger assistance list, Change assistance list	IATA PSCRM, RP 1708a
PSM	Passenger service message	IATA PSCRM, RP 1715
PNL	Passenger name list	IATA PSCRM, RP 1708
PTM (numeric)	Passenger transfer message	IATA PSCRM, RP 1718
PRL	Passenger reconciliation list	IATA PSCRM, RP 1719b
BSM	Baggage source message	IATA PSCRM, RP 1745, sec. 4
BMM	Baggage manifest message	IATA PSCRM, RP 1745 Sec. 9
SSM	Standard schedules message	IATA SSIM, Chapter 4 (7)
ASM	Ad-hoc schedules message	IATA SSIM, Chapter 5 (7)
LDM	Load message	IATA AHM 583
MVT	Aircraft movement message	IATA AHM 780
EDP Load sheet	Electronic Data Processing load sheet	IATA AHM 517
SLS	Statistical Load Summary	IATA AHM 588

Section 4 Data shall be supplied as per the following time schedule:

Flight schedules	1 month prior to the start of each IATA season, and updates daily.  Updates received after 1200 hours local time on the day before operation of the flight will be ignored for that day of operation.
All load data	Estimates of passenger, baggage and cargo/mail counts and weights: six (6) weeks before operation of the flight. Updates to estimates on a daily basis.  Expected passenger, baggage and cargo/mail counts and weights: as data becomes available, but no later than 1200 hours on the day before operation of the flight.
Movement messages	As soon as data becomes available.

Section 5 All messages shall be sent to the following address, depending on the message mechanism:

Telex Type B	SPLLA7X
XML	<i>To be disclosed upon request at data@schiphol.nl</i>
REST	<i>To be disclosed upon request at data@schiphol.nl</i>

Section 6 The owner is responsible for correct, complete and timely supply of the data, even in the event of a third party providing the data on owner's behalf.

Section 7 Supplied data will be used for:

- Internal purposes: forecasting/planning and daily airport operations;
- Monitoring and reporting operational, tactical and strategic performance;
- Communication to passengers and stakeholders;
- Airport slot management and ACNL reporting;
- External reporting, i.e. Eurocontrol CODA etc. etc.

Section 8 The owner is responsible for avoiding and/or resolving discrepancies between all data elements of its coordinated slots and the supplied data, even in the event of a third party providing the data on owner's behalf.

## Article 10 Provision of fleet data

Section 1 The owner, or the one acting on its behalf, is required to provide a full statement of the aircraft, containing the following specifications:

1. Manufacturer, type and model
2. Serial number of the aircraft
3. Nationality and registration marks (aircraft registration)
4. MTOW (in kilos)
5. Configuration
6. Noise certification values (EPNdB Fly-over, Lateral, Approach)

## 7. Motortype

Section 1a Fleet data shall be submitted 1 month prior to the operation of flights. Updates of fleet data shall be submitted as soon as data is available. Updates received after 1200 hours local AMS time on the day before operation of the flight will be ignored for the day of operation.

Section 2 To demonstrate the validity of the MTOW and the noise certification values, a copy of the official noise certificate (EASA Form 45) should be provided.

If no official noise certificate (EASA Form 45) is available for the specific aircraft, copies of the following relevant pages from the approved Aircraft Flight Manual should accompany this specification:

1. the pages with limitations showing the MTOW (Limitations)
2. the section describing the aircraft and the engines installed and noise certification values (Appendices and supplements external noise)
3. the page with the list of valid pages (List of Valid Pages, Log of pages) with date and serial number(s)(Airplane Serial Number Effectivity).

Section 3 The owner is required to report all changes occurring in its fleet configuration immediately to the Company and is required to provide the documents as described in section 2.

Section 3a The owner is responsible for correct, complete and timely supply of the data, even in the event of a third party providing the data on owner's behalf.

Section 4 Should the MTOW data of an aircraft that has landed at the airport not be available, the highest weight of the aircraft type concerned will be charged. If noise certification values are not available, the noise category will be based on the most unfavourable configuration of the aircraft type concerned (see conservative classification of noise categories in appendix II). If the MTOW is not certified, the charge will be based on the 'Maximum Design Taxi Weight', or the 'Maximum Flight Weight with Flaps in Take-off Position'.

Section 5 Reimbursement or additional charging of noticed differences in the charges which are due following from incorrect or incomplete fleet data will be applied for a maximum period of 12 months preceding the moment that the difference is noticed, regardless of the cause or character of the incorrectness or incompleteness or the party who has noticed this. The correct fleet data must be provided instantly to the Company in accordance with the provisions in section 1 and 2 of this article, in writing or electronically together with the onus of proof. The Company reserves the right to require an audit certificate in case of differences noticed. Reimbursements will not be applicable in case the incorrect or incomplete data provision is caused by wilful misconduct or gross negligence of the user. The Company is not entitled to additionally charge users in case the incorrect or incomplete processing of data is caused by wilful misconduct or gross negligence of the Company.

## Article 11 Provision of loading data

**Section 1** To determine the amount of the payments charged to passengers as well as to enable the operator to perform its duty so as to achieve the most efficient possible air cargo operation, by or on behalf of the owner of the aircraft, the operator must be provided with a statement per flight of the number of passengers and amount of cargo located on board on departure. This statement must be made in a proper and verifiable way, in the opinion of the operator. The user must provide a statement each calendar day of all passengers on board and the amount of cargo of the planes that have departed from and arrived at the airport and the road transport replacing air transport, even if there are no passengers or cargo on board. Cargo loading data must be provided to the operator and/or the party working on behalf of the operator that administers the exchange of data (Cargonaut). For the purposes of an efficient cargo operation at the airport, data must be as recent as possible and, if so requested by the Schiphol Cargo Section / Cargonaut, real time, divided into Import and Export. It must also contain a breakdown per flight according to Manifest, Master Airway Bill (MAWB), House Airway Bill (HAWB) and Airway Bill (AWB), according to underlying cargo documents as well as according to underlying weight. In addition, the user must provide the operator and/or the party working on behalf of the operator that administers the exchange of data (Cargonaut) with the FSUs (Flight Status Updates) of cargo flown, divided into incoming and outgoing cargo:

- Inbound AMS:
  - RCS from origin (Received from Shipper / Agent)
  - DEP from origin (Departing Flight)
  - RCF Schiphol (Received from Flight)
  - NFD Schiphol, (Arrived Destination / Agent informed)
  - DLV Schiphol, (Delivered to Agent)
- Outbound AMS:
  - RCS, DEP, RCF (destination)
  - NFD (destination)
  - DLV (destination)

Schiphol uses the aforementioned data (information) primarily for its own research, for publications of generic airport data as well as for efficiency improvements, unless otherwise agreed with the user.

**Section 2** The owner is responsible for correct, complete and timely supply of the data, even in the event of a third party providing the data on owner's behalf.

**Section 3** The information on the actual load data of flights operated the previous day shall be provided electronically to the Company every day before 9.30am local time.

**Section 4** In case of non compliance to the procedure as described in this article sections 1 to 3, calculation of the passenger charges will be made in accordance with seating capacity of the relevant aircraft type on an 'all economy' basis.

**Section 5** Contrary to the provisions of section 4 of this article, in the event of a prolonged interruption of the process of the supply of loading data by the user, which severely disrupts or renders impossible the operator's regular, weekly invoicing process based on the loading data supplied as set out in article 12 section 2, the Company will draw up and issue a provisional invoice. The provisional invoice will be based on a reasonable estimate at the Company's discretion of the airport charges owed, based on an earlier comparable invoicing period, possibly extrapolated from recent information regarding the development of loading data. The moment the correct loading data are subsequently supplied by the user within a maximum of 12 months of the provisional invoice date, reimbursement or additional charging will take place of the differences between the actual charges which are due and the charges paid by the user on the basis of the provisional invoice for the full period of the disruption. Should the correct loading data not be supplied within 12 months of the provisional invoice date, the provisional invoice is deemed the definitive invoice and the right of reimbursement or additional charging will lapse.



Section 6 All documents that are necessary to check the accuracy and completeness of the loading data which is provided, should be available for inspection by the Company.

This documentation consists of:

- The document based on which the total number of passengers can be determined, e.g. a SLS-message and Pieces & Weight list, the authorised load sheet or the 'Customer Weight and Balance Display'
- The passenger list
- In case of transfer passenger: the inbound list with the origin and final destination of the transfer passengers
- In case of passengers under two years of age which are not mentioned on the passenger list: a list with these passengers

These documents should remain available for at least 12 months after departure of the aircraft in hard-copy or in the automated systems of the airline. On request of the Company, these documents should be provided for inspection.

Section 7 Reimbursement or additional charging of noticed differences in the charges which are due following from incorrect or incomplete loading data will be applied for a maximum period of 12 months preceding the moment that the difference is noticed, regardless of the cause or character of the incorrectness or incompleteness or the party who has noticed this. In consultation with the Company, the correct loading data must be provided instantly to the Company, in writing or electronically and together with the onus of proof. The Company reserves the right to require an audit certificate in case discrepancies are noticed. Reimbursements will not be applicable in case the incorrect or incomplete data provision is caused by wilful misconduct or gross negligence of the user. The Company is not entitled to additionally charge users in case the incorrect or incomplete processing of data is caused by wilful misconduct or gross negligence of the Company.

Section 8 The Company shall keep and treat the information provided to the Company pursuant to this article confidential. The Company will make sure that its publications will not disclose information on individual users.

Section 9 Information provided by users for the purpose of inspection of loading data, as described in section 6, shall not be used by the Company other than for this purpose. This information shall only be disclosed to those persons who need to know such information with regard to these inspections and who are bound to confidentiality obligations. The Company shall comply with the Dutch Data Protection Act ('Algemene Verordening Gegevensbescherming' (AVG)) with regard to personal data provided to the Company in this respect.

## Article 12 Obligations

Section 1 All charges referred to in article 2, 4, 5 and 6 should be paid in full prior to departure of the aircraft by means of:

1. payment with a credit card to the Apron Office of the Company
2. with reference to section 3: weekly pre-payments or a weekly invoice with complementary guarantees in the form of a bank guarantee or deposit in case the Company and the user can agree on this way of payment.

Section 2 In case of weekly invoicing, the maximum payment term is within three weeks from the date on the invoice. When this term is exceeded, an interest charge of 1% on a monthly basis applies to the amount of the invoice.

- Section 3 The Company has the discretion to allow a certain credit limit to a user, in a manner to be chosen by the Company. In determining the credit limit, the company takes the credit worthiness and payment behaviour of the user into account. The Company can terminate a credit limit agreement unilaterally and restrict the credit limit when the payment behaviour or credit worthiness of the user gives reason to do so.
- Section 4 In case of an aircraft being leased out for a period exceeding six months, it is possible to send the invoice to the lessee concerned on request of the owner/lessor. In order to receive the invoice, the lessee should provide a request, in writing or electronically, in advance. The owner/lessor will remain fully liable for all sums payable. In the event the lessee of an aircraft would like to stand surety for one or more flights, the completed form 'Guarantee per flight' should be submitted to the Company, department Customer Solutions (customersupport@schiphol.nl).
- Section 5 Claims on invoices should always be received within 30 days after the date of the invoice. In case of claims on invoices which take place later than 30 days after the invoice date, the right on a reimbursement of the differences between the data which is provided and the invoicing of the fleet and load data expires and the user can by no means submit claims regarding the invoice. Any change in the invoice amount or postponement of payment is not permitted, nor is it permitted to return the invoice without preliminary consultation. Claims of users following noticed differences between the data provided and the invoice of the fleet and loading data must be provided to the Company, in writing or electronically, together with the onus of proof.
- Section 6 In the event a flight as defined in article 8 is charged, the relevant user can provide a request, in writing or electronically, for exemption of payment at the Company, department Account Management, within 30 days after date of invoice.
- Section 7 In case of non compliance by the user to the provisions as described in article 10 and article 11 with regard to the provision of fleet and loading data, credit invoices of differences arising from the application of conservative values or seat capacity or possible other differences will not be made.

## Article 13 Turnover tax

- Section 1 Under Dutch Tax Legislation (Turnover Tax Act 1968), turnover tax is levied on all charges and amounts stated, with the exception of governmental levies as mentioned in the explanatory notes. The current turnover tax rate is levied on the landing and take-off charges, parking charges, Passenger Service Charge and Security Service Charge.
- Section 2 For the users which have an Air Operator Certificate (AOC), the zero rate of turnover tax will apply if its aircraft is operated by means of public transport in international air traffic.

## Article 14 Notice charges and conditions

- Section 1 The Company gives notice of the charges and conditions before the time period to which the charges and conditions apply. Further rules are laid down, by or pursuant to a general

administrative order, regarding the manner in which and date on which notice is to be given (AAS Operation Decree, article 3 and 4).

- Section 2 The notice of the charges and conditions will be made by:
- making the charges and conditions available for inspection, in any case at the offices of the airport operator at the airport,
  - by sending the charges and conditions to users on request at the addresses given by them.
- Section 3 The airport's operator will set adjusted charges after settlements in year 2 and year 3 of the charges period (2020 and 2021).
- Section 4 When needed, the airport's operator can make interim adjustments to the operational conditions for the remaining part of the three-year charges period.

## Article 15 Allocation of airport infrastructure and facilities

- Section 1 Airport infrastructure and facilities will be allocated to users in an objective, transparent and non-discriminatory manner.
- Section 2 For the allocation to users of aircraft stands and accompanying facilities for the handling of aircraft, the Regulation Aircraft Stand Allocation Schiphol (RASAS) is applicable (website: <https://www.schiphol.nl/en/operations/page/aircraft-process/>).
- Section 3 For the allocation to users of check-in facilities for the handling of passengers and their baggage, the Check-In Desk Allocation Rules (CIDAR) are applicable (website: <https://www.schiphol.nl/en/operations/page/passenger-process/>).
- Section 4 For the allocation to users of reclaim belts for the handling of arriving baggage items, the Baggage Reclaim Allocation Rules are applicable (website <https://www.schiphol.nl/en/operations/page/baggage/>).
- Section 5 The Company can set additional criteria for allocation of infrastructure. Users will be informed in writing or electronically.

## Article 16 Other conditions

- Section 1 Regulations regarding signing, branding and communication material of airlines in the terminal are laid down in the document 'Branding Regulations' (website <https://www.schiphol.nl/en/operations/page/branding-and-airline-logos/>).
- Section 2 Regulations regarding the entire airport area, are laid down in the document 'Schiphol Regulations' (website: <https://www.schiphol.nl/nl/schiphol-regulations/>).
- Section 3 Other rules and conditions which could be relevant for users are published on <https://www.schiphol.nl/en/operations/>.

## Article 17 Liability

- Section 1 The airport operator is not liable for damage and/or personal injury sustained as a result of or during a stay in the airport area. The previous sentence does not apply to damage and/or injury sustained as a result of a demonstrable intentional act or omission and/or demonstrable gross negligence on the part of the airport operator.
- Section 2 Parties whose acts or omissions cause direct and/or indirect damage to the airport operator will be held fully liable
- Section 3 Furthermore, with regard to liability, the Schiphol regulations are applicable (amongst which are articles 36 section 2 and article 37 and also article 3 and 4) (without prejudice), insofar as it regards aviation activities (as described in article 2 of the Amsterdam Airport Schiphol Operation Decree).

## Article 18 Compliance with charges and conditions

- Section 1 Costs incurred because of non compliance with any condition mentioned may be charged to the owner.

## Article 19 Applicable law and settlement of disputes

- Section 1 All rights, obligations and disputes arising under the present 'Schiphol Airport Charges and Conditions' and appendices are exclusively subject to the provisions of Dutch law.
- Section 2 Within a period legally defined, users or representative organisations can submit a request to the Netherlands Authority for Consumers and Markets, in order to determine whether the charges and conditions are contrary to the rules laid down by or pursuant to the law (please refer to Aviation Act article 8.25f and AAS Operation Decree article 27).
- Section 3 Any other disputes will be submitted only to the judgement of the authorised Court in the District of Amsterdam, the Netherlands.

## Article 20 Appendices

- Section 1 The appendices I and II attached to this 'Schiphol Airport Charges and Conditions' are an integral part of 'Schiphol Airport Charges and Conditions'.
- Section 2 The part 'Levies and taxes at Amsterdam Airport Schiphol' is solely added for informative purposes for the users.

## Article 21 Effective date

These Schiphol Airport Charges and Condition are effective as of 1 April 2020, except for those documents as referred to in article 16, for which a different effective date can apply.

Royal Schiphol Group N.V.

The Board of Management

Date: October, 2019

## Appendix I Airport Charges (in euros)

Landing and take-off (€) as per April 1, 2020	Category S1			Category S2			Category S3			Category S4		
	Day		Night	Day		Night	Day		Night	Day		Night
	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off
(Charge per 1,000 kg)												
Handling at a connected stand	7,78	19,76	23,33	5,72	7,64	9,01	4,58	5,81	6,86	3,98	5,04	5,99
Handling at a disconnected stand	6,22	15,81	18,67	4,57	6,11	7,21	3,66	4,65	5,49	3,18	4,03	4,79
Cargo flight	4,04	10,28	12,13	2,97	3,97	4,69	2,38	3,02	3,57	2,07	2,62	3,11

Landing and take-off (€) as per April 1, 2020	Category S5			Category S6			Category S7		
	Day		Night	Day		Night	Day		Night
	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off
(Charge per 1,000 kg)									
Handling at a connected stand	3,43	4,35	5,17	2,74	3,48	4,11	2,28	2,93	3,43
Handling at a disconnected stand	2,75	3,48	4,14	2,19	2,79	3,29	1,83	2,34	2,75
Cargo flight	1,78	2,26	2,69	1,43	1,81	2,14	1,19	1,52	1,78

Passenger charges		
Passenger Service Charge	Schiphol Centre	Schiphol East
per departing local passenger	€ 14,36	€ 11,49
per departing transfer/transit passenger	€ 6,03	€ 4,81
Security Service Charge		
per departing local passenger	€ 12,61	€ 12,61
per departing transfer/transit passenger	€ 7,06	€ 7,06

Parking charge	
per 1.000 kg per full day	€ 1,73

Minimum charge based on an MTOW of 20 tonnes

Day: 06.00 – 23.00 hrs

Night: 23.00 – 06.00 hrs

Chapter 2 and MCC3 surcharge per landing:

Up to 100.000 kg: € 1,837.80

Over 100.000 kg: € 2,756.70

Landing and take-off (€) as per April 1, 2021	Category S1			Category S2			Category S3			Category S4		
	Day		Night	Day		Night	Day		Night	Day		Night
	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off
(Charge per 1,000 kg)												
Handling at a connected stand	8,38	21,26	25,13	6,28	8,80	10,38	4,65	5,91	6,98	3,96	5,02	5,96
Handling at a disconnected stand	6,70	17,01	20,11	5,02	7,04	8,30	3,72	4,72	5,59	3,17	4,02	4,77
Cargo flight	4,36	11,06	13,07	3,26	4,58	5,40	2,42	3,07	3,63	2,06	2,61	3,10

Landing and take-off (€) as per April 1, 2021	Category S5			Category S6			Category S7		
	Day		Night	Day		Night	Day		Night
	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off	landing/ take-off	landing	take-off
(Charge per 1,000 kg)									
Handling at a connected stand	3,25	4,14	4,88	2,56	3,25	3,86	2,09	2,65	3,16
Handling at a disconnected stand	2,60	3,31	3,90	2,05	2,60	3,08	1,67	2,12	2,53
Cargo flight	1,69	2,15	2,54	1,33	1,69	2,01	1,09	1,38	1,65

Passenger charges		
Passenger Service Charge	Schiphol Centre	Schiphol East
per departing local passenger	€ 15,39	€ 12,32
per departing transfer/transit passenger	€ 6,46	€ 5,15
Security Service Charge		
per departing local passenger	€ 12,73	€ 12,73
per departing transfer/transit passenger	€ 7,13	€ 7,13

Parking charge	
per 1.000 kg per full day	€ 1,74

Minimum charge based on an MTOW of 20 tonnes

Day: 06.00 – 23.00 hrs

Night: 23.00 – 06.00 hrs

Chapter 2 and MCC3 surcharge per landing:

Up to 100.000 kg: € 1,837.80

Over 100.000 kg: € 2,756.70

Nb: The airport's operator will set adjusted charges in year 3 of the charges period (2021), after settlement 2019. The above mentioned charges as per April 1, 2021 will therefore be adjusted and set on October 31 2020.

## Appendix II Conservative Classification of Noise Categories

Noise category S1	Noise category S2	Noise category S3	Noise category S4
Airbus A300	Airbus A310 Airbus A321 Airbus A319 Airbus A320 Airbus A330	Airbus A318	
B727 B737-100/200/300/400/500 B767-100/200/300 B747-200	B737-600/700/800/900 B767-400 B747-400 B757	B777-200/300er	B717
Antonov types not mentioned	Antonov 148  ATR42 ATR72		
BAe types not mentioned DC-8 DC-9 DC-10 Ilyushin alle typen Tupolev alle typen Yak42	Embraer 170/175/190/195  Fokker 100  MD-11  Shorts 360	BAe 146/AVRO RJ series Bombardier CRJ700 Bombardier 900 Canadair CL600 Canadair RJ 700/900  Sukhoi Superjet SU9	Bae 125-800         Fokker 70         MD-90  Gulfstream IV/V or 650 Hawker 800 Hawker 750/800 XP Cessna 500 Cessna 560 XL Cessna 750  Falcon 200/900/2000/7x IAI Galaxy SPX IAI other types Learjet 31/35/36/45/55/60 Beech all types
Fokker 27/50			
Lockheed alle typen			
MD-81/82/83/87/88			
Gulfstream II/III Hawker 700			
Cessna 650			
Falcon 10/20/50			
All aircraft not mentioned in noise categories S1, S2, S3, S4, S5, S6 or S7.		All helicopters	

<b>Geluidscategorie S5</b>	<b>Geluidscategorie S6</b>	<b>Geluidscategorie S7</b>
Airbus A340 DHC (DH8D) Bombardier Global Express  Canadair CL601/604 Dornier 328/jet Embraer E120 Embraer E135/145 Saab all types	Airbus A321NEO  B737-800MAX B747-800 B787  Canadair RJ100/200	Airbus A320NEO Airbus A350 Airbus A380
All aircraft < 6 ton MTOW  All (turbo-)props ≤ 9 ton MTOW		



## Levies and taxes at Amsterdam Airport Schiphol

On the next pages, an explanation is given on the levies and taxes, not being airport charges and conditions, which apply at Schiphol Airport and which are invoiced and collected by Schiphol airport. It concerns the levies and taxes which are imposed by the government or which are set in cooperation with the airlines.

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## PRM Levy

As of July 2008, the EU Regulation 1107/2006 concerning 'the rights of disabled persons and persons with reduced mobility when travelling by air' is effective. Specified in this regulation are not only the rights of these persons, but also the extent of assistance required in order to offer them opportunities in air travel which are equal to all other citizens. The managing body of the airport has the overall responsibility to ensure that the provision of this assistance is met.

Together with the major airlines operating at Schiphol airport, the Schiphol Airline Operators Committee (SAOC) and the CG Raad (Board of chronic invalids and disabled persons) a PRM Committee was established in 2006. This Committee has decided to outsource the assistance of disabled persons and persons with reduced mobility (PRM).

The EU regulation states that in the interest of social inclusion, persons concerned should receive assistance without additional charge. The assistance should be financed in such a way as to spread the burden proportionally among all passengers using the airport. The managing body of the airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance. For this reason, Schiphol has introduced a PRM levy which is charged to all airlines operating at Amsterdam Airport Schiphol. The levy is cost-related and includes the costs of outsourcing and the overhead costs made by the airport. In cooperation with the airlines represented in the PRM Committee, the PRM levy was established at €0,90 per departing passenger effective as of 1 April 2019.

The PRM levy applicable as from April 1, 2020 and 2021 is not known yet at the moment of setting of 'Schiphol's charges and conditions' and will be set and communicated in due time.

Airlines operating at Amsterdam Airport Schiphol will be charged based on the number of passengers they transport from the airport. The levy has to be paid for all departing passengers, both local boarding passengers and transfer passengers. Only transit passengers and infants (< 2 years) are excluded. Definitions of passenger types are in accordance with the definitions as stated in the article 1 of the document 'Schiphol Airport Charges & Conditions'.

The PRM levy will be recalculated every year. Differences in costs and revenues for PRM handling, which will primarily follow from differences between the expected and actual number of PRM's, will be settled in the levy for the following year.

For the payment of the PRM levy, the (payment) obligations as described in Article 12 and Article 18 of the document 'Schiphol Airport Charges & Conditions' apply accordingly.

## General Information

### Amsterdam Airport Schiphol

Office address	Evert van de Beekstraat 202 1118 CP Schiphol
Postal address	P.O. Box 7501 1118 ZG Schiphol
Bank	ABN-AMRO Bank P.O. Box 7585 1118 ZH Schiphol BIC : ABNANL2A IBAN: NL20ABNA0486749304
Chamber of Commerce Amsterdam	trade register number 34029174

### Relevant Departments

For information on invoices:

<b>Airport Administration</b>	telephone	+31.20.601.2416
	SITA	SPLLA7X
	e-mail	<a href="mailto:airportadministration@schiphol.nl">airportadministration@schiphol.nl</a>

For information on airport charges to be paid and day-to-day operational issues:

<b>Customer Support</b>	telephone	+31.20.601.2580
	e-mail	<a href="mailto:customersupport@schiphol.nl">customersupport@schiphol.nl</a>

For information on urgent operational issues:

<b>Airside Operations / Apron Office</b>	telephone	+31.20.601.2116
	e-mail	<a href="mailto:apronoffice@schiphol.nl">apronoffice@schiphol.nl</a>

For market information:

<b>Aviation Marketing</b>	telephone	+31.20.601.3924
	e-mail	<a href="mailto:aviationmarketing@schiphol.nl">aviationmarketing@schiphol.nl</a>

For general information on airport charges:

<b>Pricing &amp; Regulatory Affairs</b>	telephone	+31.20.601.2689
	e-mail	<a href="mailto:airportcharges@schiphol.nl">airportcharges@schiphol.nl</a>



Welcome to Amsterdam Airport

**Schiphol**