

Airline Welcome Guide



Welcome to Aena

This guide has been designed to help your airline to set-up business and carry out its activity at Aena's airports.

You will find within this guide general information about Aena's airport services to help you launch your operations.

We hope this document will meet your expectations and assist the development of your company.

The Airline Customer Relations and Airport Marketing team is also at your disposal to help you and answer your specific requests.

Do not hesitate to contact us.

Airline Customer Relations & Airport Marketing Division.
Aena

Calle Peonías, 12 - 28042 MADRID

E-mail: airlinebox@aena.es



Index

1. Operating authorisations

1.1. Traffic Permits

1.2. Slots Coordination office (AECFA)

2. Aeronautical and aircraft services

2.1. Aena's charges

2.2. Airport rights management (Collections)

2.3. Additional services

3. Security

3.1. Security badges for restricted areas

3.2. Airside driving permits

4. Commercial and Real State services

4.1. Renting in air terminals

4.2. VIP lounges

4.3. Car parks

4.4. Advertising

5. Incentives and marketing support activities.

5.1. Incentives

5.2. Marketing support

6. Air Freight activities

7. Environmental Sustainability

8. Quality at airports

1. Operating authorisations

1.1 Traffic Permits

All flights that land in, take off from or fly over Spanish territory are subject to Spanish law for matters of civil aviation and the current penal, police, and public safety provisions in Spain.

To get information on the essential requirements and authorisations to operate in Spain, please refer to the AIS aeronautical information and contact the:

AESA

Avenida General Perón, 40. Portal B. 1ª Planta - 28020 Madrid (Spain).

permisos_comerciales@seguridadaerea.es

Tel: +34 91 396 82 04

+34 91 396 82 28

Fax: +34 91 7705 469

For more information please [click here](#)



1.2 Slots Coordination office (AECFA)

AECFA has been appointed by the Spanish Minister of Development as the Slot Coordinator and Schedules Facilitator for the Spanish airports (Order FOM/1050/2014 of 17 June).

The contact information and opening hours of AECFA offices are as follows:

Contact information:

slots@aecfa.es for slot coordinator/ schedules facilitation standard messages (i.e. SCR/SMA)

sloot.coord.admin@aecfa.es for communications on general matters.

Tel.: +34 91 393 77 50

Fax: +34 91 393 77 51

Postal address (registered office):

Edificio de Servicios Generales

Avda. Central, 1 oficina 422 4ª planta

Centro de Carga Aérea

Aeropuerto A.S. Madrid-Barajas

28042 Madrid

Opening hours

Normal Office hours (from Monday to Friday, except public holidays) as follows:

Monday, Tuesday, Wednesday and Thursday: 08:00 – 17:00 local time (08:00 – 15:00 local time during July and August) Friday: 08:00 – 15:00 local time.

The out-of-office-hours contact details for the Coordinated and Schedules Facilitated airports in Spain would be :

xxx.gtr@aena.es where “xxx” will be the airport IATA code.

For more information please [click here](#)

2. Aeronautical and aircraft services

2.1 Aena's charges

Users of airport facilities and services are obliged to pay a series of taxes in accordance with current legislation.

Download the Aena's charges guide and have access to the bill simulator by [clicking here](#)

2.2 Airport rights management (Collections)

You may use this procedure to request the applicable regulations, the credit line procedure to fly with Aena and the customer status information with Aena.

For more information please [click here](#)

For information on Air Navigation Services provided by Enaire please [click here](#)



2.3 Ground Handling services

In order to know which authorized handling agent is operating in each airport or the documentation required for self-handling contract at Spanish airports, please [click here](#)

For information about additional services please send an e-mail to: airlinebox@aena.es



Telecom and IT services

Airbridge driving service

Heating and cooling

Aircraft water supply

Electricity

Aircraft re-fuelling service

De-icing service

PRM

Catering service

Fast Track/Fast lane

3. Security

3.1 Security badges for restricted areas

Any person working in the restricted area must carry his or her own personal security badge or temporary security pass.

Requests for authorizations and badges or pass documents must be directly obtained from each airport, where the activity will be carried out. For more information please [click here](#)

3.2 Airside driving permits

Procedures for Airside Driving Permits (ADP) by companies for people who habitually drive inside the airport grounds' restricted areas. For more information please [click here](#)



4. Commercial and Real State services

4.1 Renting in air terminals

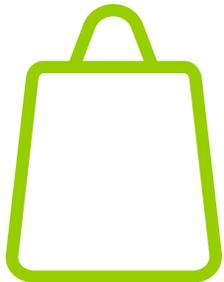
Aena offers premises at its Airports to meet your operational or administrative business needs. Different types of dedicated areas are available (counters, offices, lounges etc.).

For more information about our premises, please send an e-mail:

For A.S. Madrid-Barajas airport to:
mad_realestate@aena.es

For Barcelona-El Prat airport to:
bcnatcliente@aena.es

For the rest of airports to:
realestate@aena.es



4. Commercial and Real State services

4.2 VIP lounges

The VIP lounges at Aena's airports are designed for the well being of your special passengers before they board their flight and offer both comfort and essential services (friendly welcome and assistance by qualified host staff, buffets with hot and cold drinks and food and refreshments available, free access: WiFi, national and international press, ...).

For more information please send an e-mail to: salasvip@aena.es



4. Commercial and Real State services

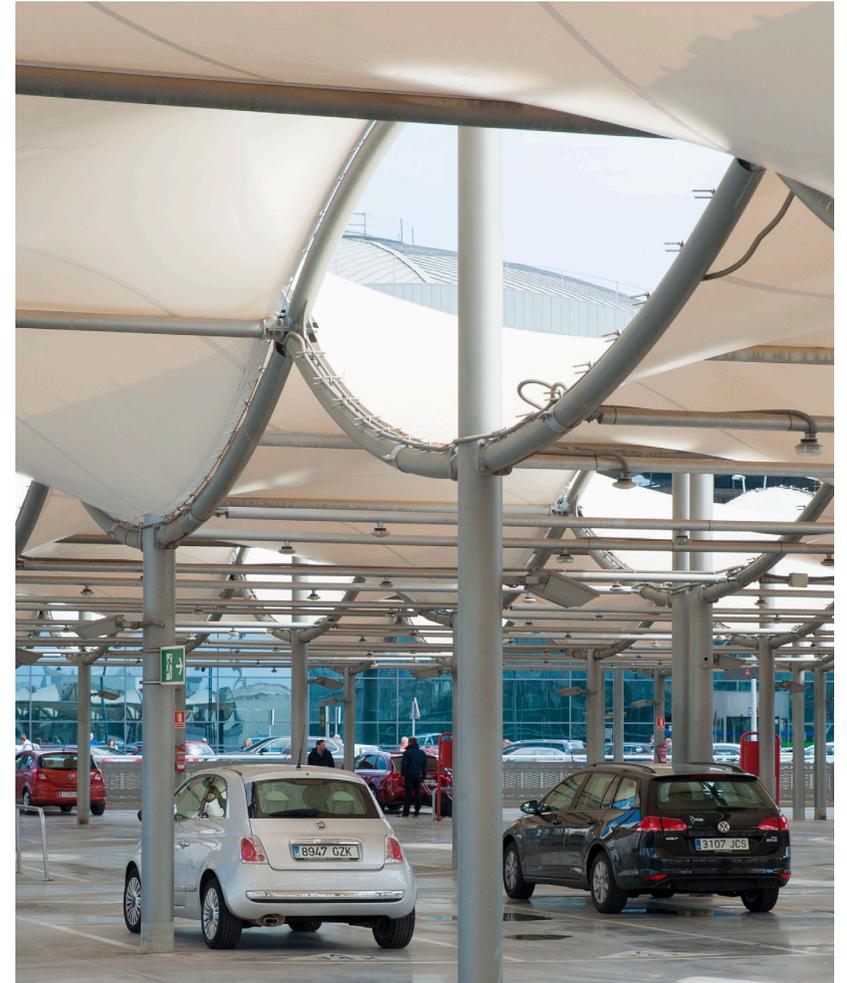
4.3. Car Parks

The best way to park the car is using the Aena's airports official parkings, just one step from the terminals. For more information about our parking services please contact:
Marta Andrés Hermán
maherman@aena.es
Tel: +34 91 655 09 85



4.4 Advertising

For the development of any advertising at our airports, you should contact the leasing companies for the advertising business management at Aena airports. They inform you about rates and possibilities of development in Spanish airports.
For more information please [click here](#)



5. Incentives and marketing support activities



5.1 Incentives

For information about the incentive scheme Aena offers airlines [please click here](#)

5.2 Marketing support

Aena collaborates on an ongoing basis with airlines on aspects such as organising events relating to first flights, advertising in media belonging to Aena, press releases, publicity on social networks, information to travel agencies associations, temporary discounts on parking, VIP lounges, shops and F&B, etc. All of this is geared towards achieving greater visibility and publicity for the launch of new routes or new bases.

For more information please [click here](#)



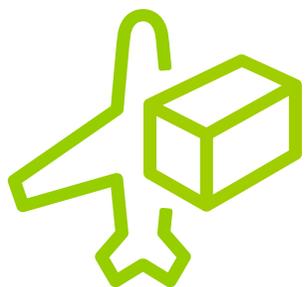
6. Air freight activities

Aena has developed a dynamic approach in order to enhance freight transport activity in the network's airports and has drafted a Strategic Plan for Air Freight Development, based on three fundamental goals:

- Detecting business opportunities and driving the development of new air freight routes in Spanish airports.
- Encouraging goods transport using existing passenger routes.
- Increasing awareness and positive

opinions, locally, nationally and internationally of Spanish air freight facilities as logistical platforms providing competitive advantages, efficiency and security to companies in the sector.

For more information please [click here](#)



7. Environmental Sustainability

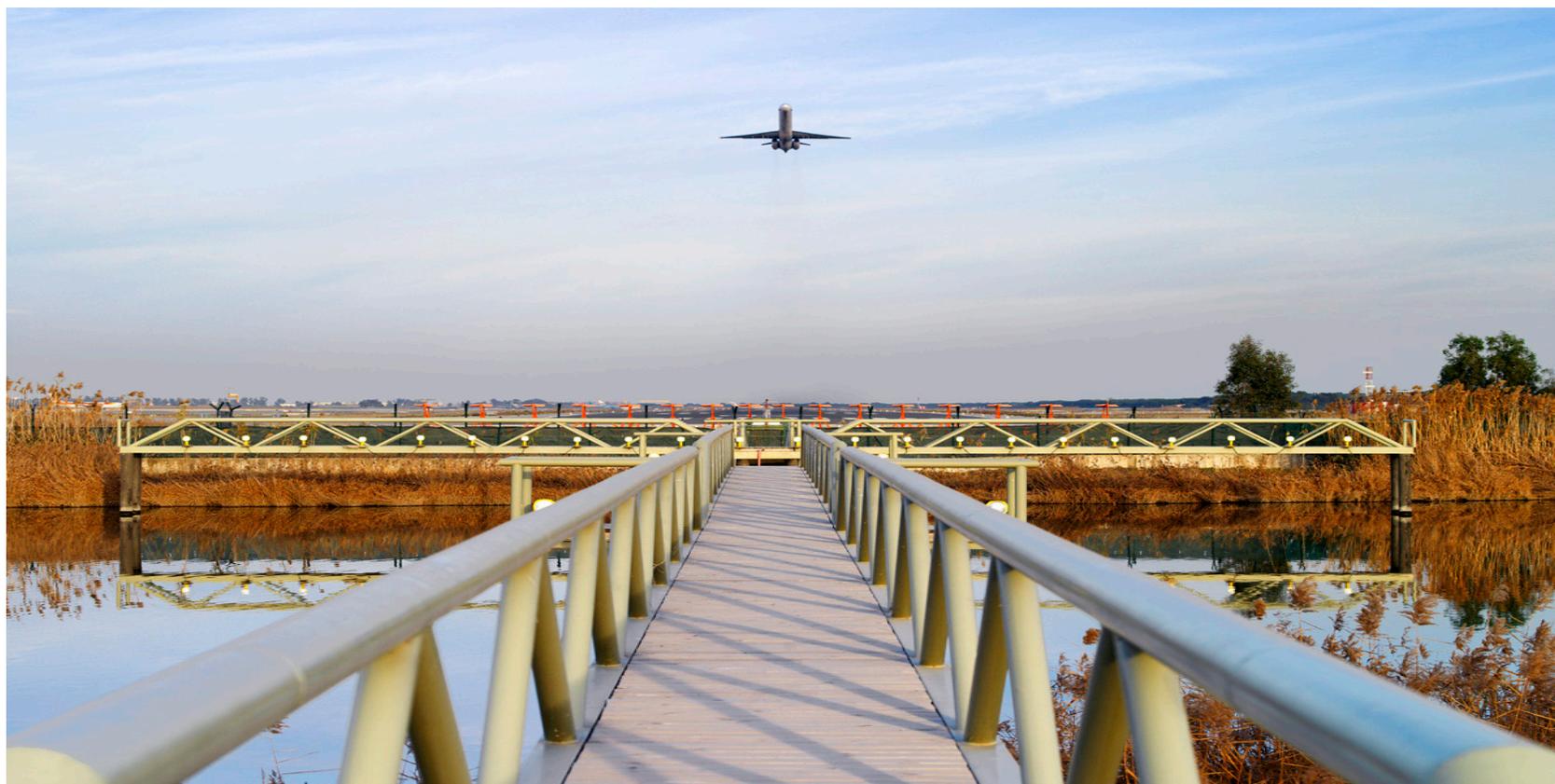
In line with its Environmental Policy, Aena carries out a large number of actions and measures to compatibilize its activities with the environment, within a framework of safety, quality and efficiency.

For more information about environmental issues in Aena please [click here](#)

For Aena is also an strategic issue the reduction of gas emissions (CO2) and noise levels , as well as the

welfare and quality of life of residents in the airport surroundings. The aim is to get the proper balance between the conservation of the natural environment of the airport and its activities and services.

For more information please [click here](#) and see Aerodrome Data document, sections 20 - 21 (noise information) and section 23 (wildlife risk management information)



8. Quality at airports

To continually improve the quality of services rendered, Aena has implemented Quality Management Systems at its airports and guarantees the compliance of the requirements established in the ISO 9001 International Standards.

On a yearly basis, Aena also makes a quick questionnaire to airlines operating at each airport, that includes general questions about the different areas of the airport activity, with the purpose of measure the levels of quality perceived by

airlines, evaluating the results and their evolution and acting to improve the quality of service offered.

Aena monitors the quality standards required by DORA to ensure that the airport services provided to passengers comply with them.

For more information about Aena's Corporate Responsibility policy please [click here](#)





For any suggestions or remarks about
this guide, please contact:

Data and the Aviation Market
Directorate Team
airlinebox@aena.es



Please, keep in mind the environment
before printing this e-mail.