



GROUND HANDLING OPERATORS CHARGES GUIDE

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IMPORTANTE

This document is issued for information purposes only, providing a quick reference to the charges applied in airports under ANA's responsibility.

Updated: **1st of April 2023.**

GROUND HANDLING OPERATORS

Price List

Aircraft using the airport are subject to the following charges, exclusive of VAT (Value Added Tax).

Lisbon Airport

1. PASSENGER HANDLING (per check-in desk)	
Traditional check-in desk and Self-service Drop off	€ 2.29
For the first four periods of 15 minutes or fraction	€ 2.21
For the following 15 minutes or fraction	€ 0.37
Per month	€ 1 897.75
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.47
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0,09
15 ≤ MTOW aircraft (ton) <30	€ 0,45
30 ≤ MTOW aircraft (ton) <55	€ 0,78
55 ≤ MTOW aircraft (ton) <72	€ 1,26
72 ≤ MTOW aircraft (ton) <82	€ 1,41
82 ≤ MTOW aircraft (ton) <170	€ 1,70
MTOW aircraft (ton) ≥170	€ 2,23
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0,55
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 2.50
15 ≤ MTOW aircraft (ton) <30	€ 11.67
30 ≤ MTOW aircraft (ton) <55	€ 20.47
55 ≤ MTOW aircraft (ton) <72	€ 32.98
72 ≤ MTOW aircraft (ton) <82	€ 36.33
82 ≤ MTOW aircraft (ton) <170	€ 44.34
MTOW aircraft (ton) ≥170	€ 58.32

GROUND HANDLING OPERATORS

6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.14
15 ≤ MTOW aircraft (ton) <30	€ 0.68
30 ≤ MTOW aircraft (ton) <55	€ 1.19
55 ≤ MTOW aircraft (ton) <72	€ 1.92
72 ≤ MTOW aircraft (ton) <82	€ 2.12
82 ≤ MTOW aircraft (ton) <170	€ 2.59
MTOW aircraft (ton) ≥170	€ 3.40

7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.56
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8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.54
15 ≤ MTOW aircraft (ton) <30	€ 2.54
30 ≤ MTOW aircraft (ton) <55	€ 4.44
55 ≤ MTOW aircraft (ton) <72	€ 7.15
72 ≤ MTOW aircraft (ton) <82	€ 7.88
82 ≤ MTOW aircraft (ton) <170	€ 9.59
MTOW aircraft (ton) ≥170	€ 12.64

9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.39
30 ≤ MTOW aircraft (ton) <55	€ 0.69
55 ≤ MTOW aircraft (ton) <72	€ 1.10
72 ≤ MTOW aircraft (ton) <82	€ 1.20
82 ≤ MTOW aircraft (ton) <170	€ 1.48
MTOW aircraft (ton) ≥170	€ 1.94

10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 2.16
15 ≤ MTOW aircraft (ton) <30	€ 10.11
30 ≤ MTOW aircraft (ton) <55	€ 17.75
55 ≤ MTOW aircraft (ton) <72	€ 28.57
72 ≤ MTOW aircraft (ton) <82	€ 31.50
82 ≤ MTOW aircraft (ton) <170	€ 38.44
MTOW aircraft (ton) ≥170	€ 50.53

Porto Airport

1. PASSENGER HANDLING (per check-in desk)	
First hour or fraction	€ 7.15
Next 1/2 hours or fraction	€ 3.47 €
Per month	€ 1 096.96
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.40
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.45
30 ≤ MTOW aircraft (ton) <55	€ 0.78
55 ≤ MTOW aircraft (ton) <72	€ 1.26
72 ≤ MTOW aircraft (ton) <82	€ 1.41
82 ≤ MTOW aircraft (ton) <170	€ 1.70
MTOW aircraft (ton) ≥170	€ 2.23
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.55
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.59
15 ≤ MTOW aircraft (ton) <30	€ 7.39
30 ≤ MTOW aircraft (ton) <55	€ 12.98
55 ≤ MTOW aircraft (ton) <72	€ 20.89
72 ≤ MTOW aircraft (ton) <82	€ 23.02
82 ≤ MTOW aircraft (ton) <170	€ 28.07
MTOW aircraft (ton) ≥170	€ 36.93
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.14
15 ≤ MTOW aircraft (ton) <30	€ 0.68
30 ≤ MTOW aircraft (ton) <55	€ 1.19
55 ≤ MTOW aircraft (ton) <72	€ 1.92
72 ≤ MTOW aircraft (ton) <82	€ 2.12
82 ≤ MTOW aircraft (ton) <170	€ 2.59
MTOW aircraft (ton) ≥170	€ 3.40

7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.56
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8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.54
15 ≤ MTOW aircraft (ton) <30	€ 2.54
30 ≤ MTOW aircraft (ton) <55	€ 4.44
55 ≤ MTOW aircraft (ton) <72	€ 7.15
72 ≤ MTOW aircraft (ton) <82	€ 7.88
82 ≤ MTOW aircraft (ton) <170	€ 9.59
MTOW aircraft (ton) ≥170	€ 12.64

9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.39
30 ≤ MTOW aircraft (ton) <55	€ 0.69
55 ≤ MTOW aircraft (ton) <72	€ 1.10
72 ≤ MTOW aircraft (ton) <82	€ 1.20
82 ≤ MTOW aircraft (ton) <170	€ 1.48
MTOW aircraft (ton) ≥170	€ 1.94

10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.82
15 ≤ MTOW aircraft (ton) <30	€ 8.55
30 ≤ MTOW aircraft (ton) <55	€ 15.02
55 ≤ MTOW aircraft (ton) <72	€ 24.18
72 ≤ MTOW aircraft (ton) <82	€ 26.65
82 ≤ MTOW aircraft (ton) <170	€ 32.52
MTOW aircraft (ton) ≥170	€ 42.76

Faro Airport

1. PASSENGER HANDLING (per check-in desk)	
For the first 15 minutes or fraction. the first four periods	€ 1.83
For the following 15 minutes of fraction	€ 1.80
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.40
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.45
30 ≤ MTOW aircraft (ton) <55	€ 0.78
55 ≤ MTOW aircraft (ton) <72	€ 1.26
72 ≤ MTOW aircraft (ton) <82	€ 1.41
82 ≤ MTOW aircraft (ton) <170	€ 1.70
MTOW aircraft (ton) ≥170	€ 2.23
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.55
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.59
15 ≤ MTOW aircraft (ton) <30	€ 7.39
30 ≤ MTOW aircraft (ton) <55	€ 12.98
55 ≤ MTOW aircraft (ton) <72	€ 20.89
72 ≤ MTOW aircraft (ton) <82	€ 23.02
82 ≤ MTOW aircraft (ton) <170	€ 28.07
MTOW aircraft (ton) ≥170	€ 36.93
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.14
15 ≤ MTOW aircraft (ton) <30	€ 0.68
30 ≤ MTOW aircraft (ton) <55	€ 1.19
55 ≤ MTOW aircraft (ton) <72	€ 1.92
72 ≤ MTOW aircraft (ton) <82	€ 2.12
82 ≤ MTOW aircraft (ton) <170	€ 2.59
MTOW aircraft (ton) ≥170	€ 3.40

7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.56
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8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.54
15 ≤ MTOW aircraft (ton) <30	€ 2.54
30 ≤ MTOW aircraft (ton) <55	€ 4.44
55 ≤ MTOW aircraft (ton) <72	€ 7.15
72 ≤ MTOW aircraft (ton) <82	€ 7.88
82 ≤ MTOW aircraft (ton) <170	€ 9.59
MTOW aircraft (ton) ≥170	€ 12.64

9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.39
30 ≤ MTOW aircraft (ton) <55	€ 0.69
55 ≤ MTOW aircraft (ton) <72	€ 1.10
72 ≤ MTOW aircraft (ton) <82	€ 1.20
82 ≤ MTOW aircraft (ton) <170	€ 1.48
MTOW aircraft (ton) ≥170	€ 1.94

10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.82
15 ≤ MTOW aircraft (ton) <30	€ 8.55
30 ≤ MTOW aircraft (ton) <55	€ 15.02
55 ≤ MTOW aircraft (ton) <72	€ 24.18
72 ≤ MTOW aircraft (ton) <82	€ 26.65
82 ≤ MTOW aircraft (ton) <170	€ 32.52
MTOW aircraft (ton) ≥170	€ 42.76

Beja Airport

1. PASSENGER HANDLING (per check-in desk)	
First hour or fraction	€ 6.36
Next 1/2s hours or fraction	€ 3.10
Per month	€ 975.81
2. BAGGAGE HANDLING	
Per embarked baggage processed at the sorting baggage system	€ 0.35
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.45
30 ≤ MTOW aircraft (ton) <55	€ 0.78
55 ≤ MTOW aircraft (ton) <72	€ 1.26
72 ≤ MTOW aircraft (ton) <82	€ 1.41
82 ≤ MTOW aircraft (ton) <170	€ 1.70
MTOW aircraft (ton) ≥170	€ 2.23
4. FREIGHT AND MAIL HANDLING (by traffic unit)	
Charge	€ 0.50
5. RAMP HANDLING (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 1.59
15 ≤ MTOW aircraft (ton) <30	€ 7.39
30 ≤ MTOW aircraft (ton) <55	€ 12.98
55 ≤ MTOW aircraft (ton) <72	€ 20.89
72 ≤ MTOW aircraft (ton) <82	€ 23.02
82 ≤ MTOW aircraft (ton) <170	€ 28.07
MTOW aircraft (ton) ≥170	€ 36.93
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)	
0 < MTOW aircraft (ton) <15	€ 0.14
15 ≤ MTOW aircraft (ton) <30	€ 0.68
30 ≤ MTOW aircraft (ton) <55	€ 1.19
55 ≤ MTOW aircraft (ton) <72	€ 1.92
72 ≤ MTOW aircraft (ton) <82	€ 2.12
82 ≤ MTOW aircraft (ton) <170	€ 2.59
MTOW aircraft (ton) ≥170	€ 3.40

7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.56
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8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.54
15 ≤ MTOW aircraft (ton) <30	€ 2.54
30 ≤ MTOW aircraft (ton) <55	€ 4.44
55 ≤ MTOW aircraft (ton) <72	€ 7.15
72 ≤ MTOW aircraft (ton) <82	€ 7.88
82 ≤ MTOW aircraft (ton) <170	€ 9.59
MTOW aircraft (ton) ≥170	€ 12.64

9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.39
30 ≤ MTOW aircraft (ton) <55	€ 0.69
55 ≤ MTOW aircraft (ton) <72	€ 1.10
72 ≤ MTOW aircraft (ton) <82	€ 1.20
82 ≤ MTOW aircraft (ton) <170	€ 1.48
MTOW aircraft (ton) ≥170	€ 1.94

10. ASSISTÊNCIA DE RESTAURAÇÃO - CATERING (p/ tipo de aeronave)

0 < MTOW aircraft (ton) <15	€ 1.23
15 ≤ MTOW aircraft (ton) <30	€ 5.83
30 ≤ MTOW aircraft (ton) <55	€ 10.24
55 ≤ MTOW aircraft (ton) <72	€ 16.50
72 ≤ MTOW aircraft (ton) <82	€ 18.18
82 ≤ MTOW aircraft (ton) <170	€ 22.17
MTOW aircraft (ton) ≥170	€ 29.17

Azores Airports

	Ponta Delgada	Santa Maria	Horta	Flores
1. PASSENGER HANDLING (per check-in desk)				
First hour or fraction	€ 6.68	€ 6.68	€ 6.68	€ 6.68
Next 1/2s hours or fraction	€ 3.37	€ 3.37	€ 3.37	€ 3.37
Per month	€ 1 014.28	€ 1 014.28	€ 1 014.28	€ 1 014.28
2. BAGGAGE HANDLING				
Per embarked baggage processed at the sorting baggage system	€ 0.41	€ 0.41	€ 0.41	€ 0.41
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.45	€ 0.45	€ 0.45	€ 0.45
30 ≤ MTOW aircraft (ton) <55	€ 0.78	€ 0.78	€ 0.78	€ 0.78
55 ≤ MTOW aircraft (ton) <72	€ 1.26	€ 1.26	€ 1.26	€ 1.26
72 ≤ MTOW aircraft (ton) <82	€ 1.41	€ 1.41	€ 1.41	€ 1.41
82 ≤ MTOW aircraft (ton) <170	€ 1.70	€ 1.70	€ 1.70	€ 1.70
MTOW aircraft (ton) ≥170	€ 2.23	€ 2.23	€ 2.23	€ 2.23
4. FREIGHT AND MAIL HANDLING (by traffic unit)				
Charge	€ 0.55	€ 0.50	€ 0.50	€ 0.50
5. RAMP HANDLING (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 1.82	€ 1.59	€ 1.59	€ 1.59
15 ≤ MTOW aircraft (ton) <30	€ 8.55	€ 7.39	€ 7.39	€ 7.39
30 ≤ MTOW aircraft (ton) <55	€ 15.02	€ 12.98	€ 12.98	€ 12.98
55 ≤ MTOW aircraft (ton) <72	€ 24.18	€ 20.89	€ 20.89	€ 20.89
72 ≤ MTOW aircraft (ton) <82	€ 26.65	€ 23.02	€ 23.02	€ 23.02
82 ≤ MTOW aircraft (ton) <170	€ 32.52	€ 28.07	€ 28.07	€ 28.07
MTOW aircraft (ton) ≥170	€ 42.76	€ 36.93	€ 36.93	€ 36.93
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)				
0 < MTOW aircraft (ton) <15	€ 0.14	€ 0.14	€ 0.14	€ 0.14
15 ≤ MTOW aircraft (ton) <30	€ 0.68	€ 0.68	€ 0.68	€ 0.68
30 ≤ MTOW aircraft (ton) <55	€ 1.19	€ 1.19	€ 1.19	€ 1.19
55 ≤ MTOW aircraft (ton) <72	€ 1.92	€ 1.92	€ 1.92	€ 1.92
72 ≤ MTOW aircraft (ton) <82	€ 2.12	€ 2.12	€ 2.12	€ 2.12
82 ≤ MTOW aircraft (ton) <170	€ 2.59	€ 2.59	€ 2.59	€ 2.59
MTOW aircraft (ton) ≥170	€ 3.40	€ 3.40	€ 3.40	€ 3.40

7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.56	€ 0.56	€ 0.56	€ 0.56
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8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.54	€ 0.54	€ 0.54	€ 0.54
15 ≤ MTOW aircraft (ton) <30	€ 2.54	€ 2.54	€ 2.54	€ 2.54
30 ≤ MTOW aircraft (ton) <55	€ 4.44	€ 4.44	€ 4.44	€ 4.44
55 ≤ MTOW aircraft (ton) <72	€ 7.15	€ 7.15	€ 7.15	€ 7.15
72 ≤ MTOW aircraft (ton) <82	€ 7.88	€ 7.88	€ 7.88	€ 7.88
82 ≤ MTOW aircraft (ton) <170	€ 9.59	€ 9.59	€ 9.59	€ 9.59
MTOW aircraft (ton) ≥170	€ 12.64	€ 12.64	€ 12.64	€ 12.64

9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08	€ 0.08	€ 0.08	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.39	€ 0.39	€ 0.39	€ 0.39
30 ≤ MTOW aircraft (ton) <55	€ 0.69	€ 0.69	€ 0.69	€ 0.69
55 ≤ MTOW aircraft (ton) <72	€ 1.10	€ 1.10	€ 1.10	€ 1.10
72 ≤ MTOW aircraft (ton) <82	€ 1.20	€ 1.20	€ 1.20	€ 1.20
82 ≤ MTOW aircraft (ton) <170	€ 1.48	€ 1.48	€ 1.48	€ 1.48
MTOW aircraft (ton) ≥170	€ 1.94	€ 1.94	€ 1.94	€ 1.94

10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.23	€ 1.23	€ 1.23	€ 1.23
15 ≤ MTOW aircraft (ton) <30	€ 5.83	€ 5.83	€ 5.83	€ 5.83
30 ≤ MTOW aircraft (ton) <55	€ 10.24	€ 10.24	€ 10.24	€ 10.24
55 ≤ MTOW aircraft (ton) <72	€ 16.50	€ 16.50	€ 16.50	€ 16.50
72 ≤ MTOW aircraft (ton) <82	€ 18.18	€ 18.18	€ 18.18	€ 18.18
82 ≤ MTOW aircraft (ton) <170	€ 22.17	€ 22.17	€ 22.17	€ 22.17
MTOW aircraft (ton) ≥170	€ 29.17	€ 29.17	€ 29.17	€ 29.17

Madeira Airports

	Funchal	Porto Santo
1. PASSENGER HANDLING (per check-in desk)		
First hour or fraction	€ 5.89	€ 5.89
Next 1/2s hours or fraction	€ 2.87	€ 2.87
Per month	€ 901.41	€ 901.41
2. BAGGAGE HANDLING		
Per embarked baggage processed at the sorting baggage system	€ 0.40	€ 0.40
3. GROUND ADMINISTRATION AND SUPERVISION (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.09	€ 0.09
15 ≤ MTOW aircraft (ton) <30	€ 0.45	€ 0.45
30 ≤ MTOW aircraft (ton) <55	€ 0.78	€ 0.78
55 ≤ MTOW aircraft (ton) <72	€ 1.26	€ 1.26
72 ≤ MTOW aircraft (ton) <82	€ 1.41	€ 1.41
82 ≤ MTOW aircraft (ton) <170	€ 1.70	€ 1.70
MTOW aircraft (ton) ≥170	€ 2.23	€ 2.23
4. FREIGHT AND MAIL HANDLING (by traffic unit)		
Charge	€ 0.55	0,50 €
5. RAMP HANDLING (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 1.82	€ 1.82
15 ≤ MTOW aircraft (ton) <30	€ 8.55	€ 8.55
30 ≤ MTOW aircraft (ton) <55	€ 15.02	€ 15.02
55 ≤ MTOW aircraft (ton) <72	€ 24.18	€ 24.18
72 ≤ MTOW aircraft (ton) <82	€ 26.65	€ 26.65
82 ≤ MTOW aircraft (ton) <170	€ 32.52	€ 32.52
MTOW aircraft (ton) ≥170	€ 42.76	€ 42.76
6. CLEANING AND AIRCRAFT SERVICES (by aircraft type)		
0 < MTOW aircraft (ton) <15	€ 0.14	€ 0.14
15 ≤ MTOW aircraft (ton) <30	€ 0.68	€ 0.68
30 ≤ MTOW aircraft (ton) <55	€ 1.19	€ 1.19
55 ≤ MTOW aircraft (ton) <72	€ 1.92	€ 1.92
72 ≤ MTOW aircraft (ton) <82	€ 2.12	€ 2.12
82 ≤ MTOW aircraft (ton) <170	€ 2.59	€ 2.59
MTOW aircraft (ton) ≥170	€ 3.40	€ 3.40

GROUND HANDLING OPERATORS

7. FUEL AND OIL HANDLING (by fuel hl and oil lt)

Charge	€ 0.61	€ 0.61
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8. AIRCRAFT MAINTENANCE (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.54	€ 0.54
15 ≤ MTOW aircraft (ton) <30	€ 2.54	€ 2.54
30 ≤ MTOW aircraft (ton) <55	€ 4.44	€ 4.44
55 ≤ MTOW aircraft (ton) <72	€ 7.15	€ 7.15
72 ≤ MTOW aircraft (ton) <82	€ 7.88	€ 7.88
82 ≤ MTOW aircraft (ton) <170	€ 9.59	€ 9.59
MTOW aircraft (ton) ≥170	€ 12.64	€ 12.64

9. SURFACE TRANSPORT (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 0.08	€ 0.08
15 ≤ MTOW aircraft (ton) <30	€ 0.39	€ 0.39
30 ≤ MTOW aircraft (ton) <55	€ 0.69	€ 0.69
55 ≤ MTOW aircraft (ton) <72	€ 1.10	€ 1.10
72 ≤ MTOW aircraft (ton) <82	€ 1.20	€ 1.20
82 ≤ MTOW aircraft (ton) <170	€ 1.48	€ 1.48
MTOW aircraft (ton) ≥170	€ 1.94	€ 1.94

10. CATERING SERVICES (by aircraft type)

0 < MTOW aircraft (ton) <15	€ 1.23	€ 1.23
15 ≤ MTOW aircraft (ton) <30	€ 5.83	€ 5.83
30 ≤ MTOW aircraft (ton) <55	€ 10.24	€ 10.24
55 ≤ MTOW aircraft (ton) <72	€ 16.50	€ 16.50
72 ≤ MTOW aircraft (ton) <82	€ 18.18	€ 18.18
82 ≤ MTOW aircraft (ton) <170	€ 22.17	€ 22.17
MTOW aircraft (ton) ≥170	€ 29.17	€ 29.17

GROUND HANDLING OPERATORS

The fees for ground handling are due to the exercise of any of the types of services listed in the list in Annex I from the Decree-Law nº 257/99. from July 23rd.

The passenger handling charge is due by the service providers and by the airport or aerodrome users in auto assistance regime. Exception to ground administration and supervision charge which is due by the service providers only.

According to the Annex 12 of ANA's Concession Contract both passenger and baggage handling charges are considered as regulated.

For the proper settlement and collection of ground handling fees. service providers or users of a self-handling airport or aerodrome shall report their activity to the airport manager in accordance with the terms of this decree-law.

According to the law the omission and failure to comply with this information as well as the falsehood of any statements constitute grounds for the revocation of the license.

BILLING AND CHARGES PAYMENT

BILLING AND CHARGES PAYMENT

Rules of invoice processing, dispatch and payment

Charges Category	Billing schedule ¹	Payment Terms
Traffic / Security / PRM	3 invoices are issued per month for the following periods: 1st invoice period 1 st to 10 th calendar days; 2nd invoice period 11 th to 20 th calendar days; 3rd invoice period 21 st to last day of each month.	<ul style="list-style-type: none"> • Cash basis (prompt payment) regime; • Pre-payment regime; • Granting of credit: payment within 15 days from date of the issuance of invoices;
Regulated Handling	One monthly invoice is issued, dated the last day of each month.	<ul style="list-style-type: none"> • Through payment representative (handler).
Equipment	One monthly invoice is issued, dated the last day of each month.	
Others	One monthly invoice is issued, dated the last day of each month.	

Details of payment terms:

- Invoices and payments are made in euros.
- In the Cash Basis Regime, the payment of all services must be made immediately after the invoice issuance, including terminal control duties from NAV, EP. The payment shall be made by the company or by the handler at airport services, prior to take-off.
- In the Pre-payment Regime, the payment of services estimated by ANA based on the flight schedule shall be made prior to any operation.
- To apply for the Credit Payment Regime, the client shall submit a written request to ANA, which will be subject to a case-by-case evaluation. In the case that this regime is accepted, ANA reserves the right to make its decision to grant credit subject to the provision of a guarantee. The payment of invoices must be made within the established period, and the amount owed cannot, in any situation, exceed the amount of the guarantee presented. In case of non-compliance with the due date agreed for the invoice's payment, daily late interest shall be payable by the debtor until the effective date of payment.
- The credit conditions assigned may be modified or cancelled by ANA with a 5 working days' notice.
- In the event of non-compliance situations ANA may determine, without prior notice, the cancellation of the assigned credit and the consequent change to the cash / prepayment regime. The suspension of the provision of services will also be possible. In the event of non-compliance with the terms established for the current account, the cancellation of credit and alteration to the prompt/ prepayment scheme, or suspension of services provision may be determined.

¹ Not applicable to the cash basis payment regime, since in this scheme all services and accesses provided are invoiced immediately by aerodrome services (SOA).

CONTACTS

Airport Charges

Isabel Gonçalves — ldgoncalves@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
Tel. +351 218 413 510

Billing Services

Coordination

Marta Ramos — msramos@ana.pt

Sede - Rua D, Edifício 120, 2º Piso, Aeroporto de Lisboa 1700-008 Lisboa – Portugal
Tel: (+351) 218 413 500 - ext. 24281

Lisbon Airport | Beja Airport — faturacao.ahd@ana.pt

Faro Airport — faturacao.afr@ana.pt

Porto Airport — nucleoclientes@ana.pt

Azores Airports — faturadaa@ana.pt

Ponta Delgada Airport | Horta Airport | Santa Maria Airport | Flores Airport

Madeira Airports — faturacao.dam@ana.pt

Madeira Airport | Porto Santo Airport

Comercial Aviation Department

Nuno Costa — nacosta@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
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Lisbon Airport and Beja Airport

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