

Conditions of Use

Including Airport Charges

Dubai World Central
Passengers & Cargo

Category: Passenger and Cargo

Airport: Dubai World Central

This edition replaces the IATA Summer 2017 Conditions of Use (reference P&CDWCS17_v3 effective since 2nd July 2017) and any of its preceding versions.

The use of any facilities at the Airport by any Operator constitutes acceptance of these Conditions of Use.

No clause shall be taken to confer a right for an Operator to use Airport facilities without Dubai Airports Corporation's permission.

Dubai Airports Corporation retains the right to withdraw such agreement in accordance with the regulator where the Operators have breached any of these conditions.

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DEFINITION OF TERMS

'ACL', 'the Coordinator', Slot Coordinator' or 'the Slot Facilitator' means Airport Coordination Limited.

'AED' or Dirham is the lawful currency of the UAE.

'Airline' means an air transport undertaking holding a valid operating license or equivalent at the latest on 31 January for the following summer season or on 31 August for the following winter season.

'Airport' or 'DWC' means Dubai World Central.

'Airport Charges' are charges levied on aircraft Operators in connection with the landing, parking and other services offered to the Operator including security charges, aerobridge charges and passenger charges.

'Airside' refers to those zones within the Airport that are subject to explicit security control.

'AFS' means Airport Fire Service.

'Arriving Passenger' means inbound passenger whose entering the United Arab Emirates as final destination.

'Certificate of Airworthiness' shall include any validation thereof and any flight manual or performance schedule related to the aircraft.

'DA' or 'Dubai Airports' means Dubai Airports Corporation.

'DCAA' means Dubai Civil Aviation Authority.

'Departing Passenger' means any passenger whose final destination is a place outside the United Arab Emirates.

'Diverted flight' is a flight that has been routed from its scheduled arrival destination to a new temporary arrival destination due to emergency cases, weather conditions etc.

'General Aviation' (GA) refers to all flights other than military, cargo and regular public transport operations (scheduled and non-scheduled airline flights). GA flights range from light propeller to large/wide Body flights, including Private, Ambulance, Rescue Relief and Diplomatic flights.

'GCAA' means UAE General Civil Aviation Authority.

'Inadmissible Passenger' refers to a passenger who is refused admission to the United Arab Emirates by the Immigration Authority, and/or a passenger who is refused onward carriage through the UAE due to improper or missing documentation such as, but not limited to, expired visa, expired travel documents or the absence of same.

'Landside' refers to those zones within the Airport that are not subject to explicit security control.

'Maximum Take-Off Weight' (MTOW) refers to the maximum total weight of the aircraft and its contents at which it may safely take-off anywhere in the world under the most favourable conditions in accordance with Certificate of Airworthiness in force for that aircraft.

'Narrow-body aircraft' means any single-aisle plane used mainly for short and medium haul flights with seats arranged 2 to 6 abreast, with a fuselage diameter of typically of 3 to 4 metres (10 to 13 ft) and accommodating fewer than 200 passengers such as Airbus A319 and A320, Boeing 717, 727, 737, and 757, McDonnell Douglas DC9, MD 80, and MD 90.

'ODMA' means Operations Duty Manager Airside.

'Operator' in relation to an aircraft Operator means the organisation that is responsible for the management of that aircraft.

'Passenger' or 'PAX' means any person carried on an aircraft with the exception of the flight crew and cabin staff operating the flight.

'Passenger Charges' refers to the charges on passenger services listed in the Schedules of Charges.

'QHSSE' means DA Quality Health Safety Security and Environment department.

'Series of slots' means at least five slots having been requested for the same time on the same day of the week regularly in the same season and allocated in that way or, if that is not possible, allocated at approximately the same time.

'Season' refers to IATA scheduling seasons.

‘Slots’ means the permission given by a coordinator to use the full range of Airport infrastructure necessary to operate an air service at a coordinated Airport on a specific date and time for the purpose of landing or take-off.

‘Schedule of Charges’ refers to the Schedule set out in Clause 4.

‘TDM-P&CT’ means Terminal Duty Manager-Passenger & Cargo Terminal.

‘Time of Landing’ refers to the time recorded by Air Traffic Control (ATC) as the time of touchdown of an aircraft.

‘Time of Take-off’ refers to the time recorded by Air Traffic Control (ATC) when the aircraft is airborne.

‘Transfer Passenger’ means passenger arriving and departing on a different aircraft, or on the same aircraft bearing different flight numbers.

‘Transit Passenger’ means any passenger who arrives at the Airport in an aircraft and departs from the Airport in the same aircraft, where such an aircraft is operating through a flight transiting the Airport. It also refers to a passenger in transit through the Airport who has to depart in a substituted aircraft.

‘UAE’ means United Arab Emirates.

‘Wide-body aircraft’ shall refer to any twin-aisle plane with seats arranged 7 to 10 abreast, typically with a fuselage diameter of 5 to 6 meters (16 to 20 ft.) and accommodating between 200 and 600 passengers such as Airbus A300, A310, A330, A340, A380 and A350, Boeing 747, 767, 777 and 787.

1 GENERAL

- 1.1 Operators must comply with instructions, orders or directions published from time to time by DA that may supplement, vary or discharge any of the terms and conditions of use set out herein.
- 1.2 Full compliance to directives and regulations issued from time to time or set by the General Civil Aviation Authority (GCAA), the Dubai Civil Aviation Authority (DCAA), other UAE authorities and/or DA, including but not limited to the Airport Health, Safety and Environment Regulations document and the UAE National Civil Aviation Security Programme (NCASP) and their appendices is required. For more information please contact: HSSE@dubaairports.ae
- 1.3 The Enterprise Assurance Unit of DA in coordination with the local authorities has the right to inspect any aircraft or facilities at the Airport as per the Health, Safety & Environment Regulations to ensure compliance with the rules and regulations.
- 1.4 Operators are reminded that in the prevailing ambient conditions, their aircraft must be able to meet the published minimum climb gradients for departure from DWC. Payload must be adjusted accordingly to ensure these requirements are met. Evidence that aircraft does not exceed MTOW shall be provided to the DCAA on request. Load manifest, trim sheet and load plan relating to each specific flight shall be left with the handling agent and will be subject to random checks. The Authority (DCAA) has procedures in place for conducting random checking of aircraft payload by weight, as well as automated climb gradient monitoring to ensure compliance.
- 1.5 Operators are responsible for ensuring that flight plans submitted by their office or agent comply with correct ICAO flight planning principles.
- 1.6 Aircraft must be able to fly Standard Arrival Routes (STAR) and Standard Instrument Departures (SID) to the required degree of accuracy and be equipped in accordance with rules and regulations governing the airspace in which the aircraft will be flying.
- 1.7 Operators are responsible to ensure that transit/transfer passengers are holding proper documents and connecting ticket to a final destination, and that the transit time should not exceed 24 hours from arrival to the Airport.
- 1.8 The UAE General Civil Aviation Authority- GCAA in coordination with the local authorities has the right to inspect any aircraft at the Airport as per UAE Safety Regulations to ensure compliance with the international laws, rules and regulations - Federal Act No. 20 of 1991 Article 4, 46 & 68.
- 1.9 The use of any facilities at the Airport by any Operator constitutes acceptance of these Conditions of Use
- 1.10 This document is for passenger and cargo operations only. For General Aviation operations, please refer to GA-CoU.
- 1.11 These Conditions of Use shall be governed by and construed according to the law of the Emirates of Dubai and federal laws of United Arab Emirates. DA and the Operators irrevocably agree to the exclusive jurisdiction of Dubai Courts in respect of any dispute.

Liability

- 1.12 In any event, neither DA nor their respective employees, officers or agents shall be liable for the loss, indirect loss and/or expense of profit suffered by an Operator, damage to the aircraft, its parts or accessories or any property contained in the aircraft, occurring while the aircraft is on the Airport or is in the course of landing or taking-off at the Airport, arising or resulting directly or indirectly from any act, omission, neglect or default on the part of DA, or their employees, officers or agents unless done with the intent to cause damage, reckless and inexcusable negligence and with knowledge that damage would probably result.
- 1.13 The burden of proof to prove the intent to cause damage, recklessness and inexcusable negligence is on the claimant/Operator.

Disabled and/or Abandoned Aircraft

- 1.14 Any owner, lessee, Operator or other person having the control, or the right of control of any disabled and/or Abandoned aircraft on the Airport shall be jointly and severally responsible for the prompt removal and disposal thereof, and any and all parts thereof, subject, however, to any requirements or direction by the GCAA that such removal or disposal be delayed pending an investigation of an accident. Any owner, lessee, Operator or other person

having control, or the right of control, of any aircraft does, by use of the Airport, agree and consent, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that the Chief Executive Officer (CEO) DA or his designee may take any and all necessary action to effect the prompt removal or disposal of disabled and/or Abandoned aircraft that obstructs any part of the Airport utilised for aircraft operations; that any costs incurred by or on behalf of the Airport for any such removal or disposal of any aircraft shall be paid to DA; that any claim for compensation against DA and any of their officers, agents or employees, for any and all loss or damage sustained to any such disabled and/or Abandoned aircraft, or any part thereof, by reason of any such removal or disposal is waived, and that the owner, lessee, Operator or other person having control, or the right of control, of the said aircraft shall indemnify, hold harmless and defend DA and all their employees and agents, against any and all liability for injury to or the death of any person or for any damage to any property arising out of such removal or disposal of said aircraft. As such all aircraft owners, lessees or Operators are required to forward their Aircraft Recovery Plans to the DA Emergency Planning Department and to include copies of their Aircraft Recovery Manuals/Documents to Emergency.PlanningDWC@dubaairports.ae.

Emergency Planning and Response

1.15 To ensure an effective emergency response and management at Dubai Airports, Operators are required to coordinate with the DA Emergency Planning Department, including at minimum:

- Nomination of representative/s with the responsibility and authority for emergency planning and response;
- Nomination of a responsible person to represent the Operator in the Emergency Operations Center in the event of an emergency involving that airline. Should the Operator not have a representative present to fulfil this function, Operators are required to contract this service through a Handling Agent and notify DA of that arrangement;
- Establish which actions are provided in the Operator's Emergency Plan for action by the Operator only;
- Establish which actions are provided by the contracted Handling Agent;
- Establish and share timeline on actions to be taken;
- Establish a GCAA accepted Family Assistance Plan;
- Should the Operator fail to comply with the above requirements and/or coordination does not meet DA's standards in the unfortunate event of an incident, DA will procure (or cause to be procured) the required urgent/imminent emergency response. DA shall take necessary actions, which shall include but may also not be limited to; instructing a "Handling Agent" to assist passengers, crew and family members in accordance with DA's AEP. The Operator shall bear all costs incurred by DA in this process and shall settle such costs upon DA's instruction (invoice) without delay.

Right of DA to Control the Airfield

1.16 The CEO DA, or his designee shall have the right at any time to close the Airport in its entirety or any portion thereof to air traffic, to delay or restrict any flight or other aircraft operation, to refuse take-off permission to aircraft, and to deny the use of the Airport or any portion thereof to any specified class of aircraft or to any individual or group, when any such action is considered necessary and desirable to avoid endangering persons or property and to be consistent with the safe and proper operation of the Airport. In the event the CEO, or his designee determines the condition of the Airport or any part thereof to be unsafe for landings or take-offs, a Notice to Airmen (NOTAM) shall be issued, or cause to be issued, closing any affected area, or the entire Airport.

Parking Responsibility

1.17 When instructed by the CEO or his designee, the Operator of any aircraft parked or stored at the Airport shall move the said aircraft from the place where it is parked or stored. If the Operator refuses to comply with such directions, the CEO or his designee may order such aircraft be moved at the expense of the owner or Operator, and without liability on DA for the damage, which may result in the course of such moving.

Restricted Aircraft Operations

- 1.18 The GCAA / DCAA/ DA, or designee, may restrict the allowable types of aircraft operations on certain during noise sensitive hours, or for other operational considerations, with prior notification.
- 1.19 No person shall park or store on Airport property any non-airworthy aircraft for a period in excess of ninety (90) days without written permission of the DA/DCAA / GCAA, or designee. This provision does not apply to aircraft under construction in leased fully enclosed premises, or aircraft under repair by an authorized maintenance provider.

Prohibited Aircraft Operations

- 1.20 The GCAA/ DCAA /DA or designee, may prohibit or restrict any type of operation deemed detrimental to the safe, efficient and proper operation of an Airport, including, but not limited to, parachute jumping/sky diving, ultra-light aircraft and tow banner pick-up or drop-off on Airport property

2 OPERATIONAL REQUIREMENTS

Landing Permission & Traffic Rights

- 2.1 Application for landing permission and traffic rights to operate to Dubai should be directed along with the proposed schedule and Aircraft Operators Security Programme (AOSP), to the Dubai Civil Aviation Authority (DCAA) on the following address:

Executive Director
Air Transport & International Affairs Sector
Dubai Civil Aviation Authority
Dubai International
P.O. Box 49888
Dubai, UAE
Tel: 00971 4 5042 774 / 742
Mobile: 0097156 6869128
Fax: 00971 4 2244502
Email: air.transport@dcaa.gov.ae
Website: www.dcaa.gov.ae

- 2.2 Upon granting of traffic rights, an Operator should then apply for clearance of its proposed schedule on an IATA season by season basis directly with the Schedules Facilitator appointed by DA.

Schedule Facilitation

- 2.3 No Operator shall operate to or from Dubai World Central without first obtaining schedule clearance from ACL and subject to prior landing permission from DCAA.
- 2.4 Schedules should be sent in IATA SSIM format to Airport Coordination Limited (ACL) in the time scales specified by the IATA schedules calendar to the address hereafter: Email: slots@acl-international.com.
- 2.5 The Schedules Facilitator on behalf of the Airport will manage submitted schedules within the identified capacity levels of the Airport facilities. In periods where submitted schedules result in over-capacity of the Airport facilities, Operators are expected to work constructively with the schedule facilitator to reduce demand in those periods to levels below the capacity limit through accommodation of their schedule in less busy periods.
- 2.6 The allocated slots by ACL are all subject to the respective handling agreement with dnata.

Ad Hoc and Late Notice Schedule Requests – Schedule Facilitation

- 2.7 Dubai World Central requests for ad hoc movements will be processed by ACL up to 24 hours before operation, Sunday through to Friday.
- 2.8 Requests should be sent in IATA SSIM format or via the Online Coordination System (OCS).
- 2.9 Request within 24 hours remain subject to prior approval from DCAA and should be directed to the Airport Operations Centre, JCR to obtain schedule clearance at the following address whilst remaining subject to prior permission from the DCAA.

Airport Operations Control Centre, JCR
Tel: 00971 4 504 5016
Fax: 00971 4 2245928
Email: jointcontrol.room@dubaiairports.ae
SITA: DWCADXH

- 2.10 Operators can manage their own schedules via the Online Coordination System. Further information and an application form for access is available at www.online-coordination.com
- 2.11 Ad hoc Operators using code F aircraft should apply for schedule clearance at a minimum of 72 hours prior to arrival.

Existing Airlines – Schedule Facilitation

2.12 The airline Operator is requested to contact DCAA for landing permission and traffic rights on a season by season basis. Schedules Facilitated by ACL should form part of the application to the DCAA. All schedules facilitated by ACL are subject to a permit being issued by the DCAA. If a permit is not issued by DCAA, schedules may be withdrawn and reallocated where possible.

2.13 The airline Operator should apply for clearance of its proposed schedule on a season by season basis directly with the Schedule Facilitator appointed by DA adhering to the time scales specified by the IATA schedules calendar, by contacting:

Airport Coordination Ltd. (ACL)
Email: slots@acl-international.com
Tel: +44 (0) 208 564 0600 (option 2) or +971 4 216 2153

2.14 Schedules should be sent in IATA SSIM format to the following address.

Airport Coordination Ltd.(ACL)
Email: slots@acl-international.com
Tel: +44 (0) 208 564 0612 or +971 4 216 2153

2.15 The Schedules Facilitator on behalf of the Airport will manage submitted schedules within the identified capacity levels of the Airport facilities. In periods where submitted schedules result in over-capacity of the Airport facilities, Operators are expected to work constructively with the schedule facilitator to reduce demand in those periods to levels below the capacity limit through accommodation of their schedule in less busy periods.

2.16 Further details on the schedules facilitation process can be obtained from ACL by emailing dxbstaff@acl-international.com

2.17 In the event an existing airline Operator intends to make changes to a schedule that has already been approved by the DCAA, the airline Operator shall obtain prior landing permission from the DCAA as per the amended schedule.

2.18 The allocated slots by ACL are all subject to the respective handling agreement with dnata.

Data Submission

2.19 Queries regarding data delivery should be sent to the Airport Operations Control Centre, JCR jointcontrol.room@dubaiairports.ae or refer to the contact details paragraph.

2.20 For the purpose of data submission, an aircraft movement is considered as any movement occurring Airside, including but not limited to movements to/from hangars and stands/aprons.

Operator's contact details

2.21 The airline/Operator must provide Aviation Business Management team with full contact details of its local station and key people in town office. It is the responsibility of the Operator to update Aviation Business Management team of any changes made to the contact details within 07 working days of such change.

General Requirements

- Operators shall comply with data requests issued by DA for the purposes of invoicing, reconciliations and supporting the planning, operation and performance management of the Airport.
- The Operator shall comply with the data requirements as set out in these Conditions of Use. DA shall be entitled to publish any such information for the purpose of comparing the Operator's performance (e.g. On Time Performance) in such format as it may determine from time to time.

Reference data

2.22 The Operator shall, submit on demand and in agreed format:

- Fleet details including aircraft type and registration, number of seats, Maximum Take-Off Weight (MTOW in kilograms) of each aircraft owned or operated by the Operator.
- Details of the Aircraft's Ascertained NOx Emissions in respect of each aircraft owned by the Operator.
- Details of the noise certification values for sideline, flyover and approach in respect of each aircraft owned or operated by you.
- New and amended ownership or registration details to be advised before 20th of the month preceding first usage.
- Scheduled time of operation in (UTC) of all flights from point of origin to Dubai World Central with flight duration.

Flight plan call signs matching the flight number

Payload data

2.23 The Operator shall submit within 24 hours and in agreed format:

- Information related to the movement of its aircraft or aircraft handled by the agent at the Airport of each of those movements. This will include information about the total number of passengers originating, terminating, transiting or transferring (male, female, children, infant, crew, split by travel class), baggage and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the Airport.
- The name and postal address, phone and fax numbers, IATA/ICAO prefix and SITA address of the Operator who is to be invoiced.

The Operator should submit 24 hours prior to flight departure Passenger Name List (PNL) to the appointed handling agent (dnata) at Dubai World Central in the agreed format on the following address SITA: HDQKMEK

Operational data

The Operator shall also provide DA with timely transmission of complete and accurate operational data by automatic electronic means using (and conforming to) IATA messaging and communication standards.

The required operational data include:

- Variations to schedule (including flight number, aircraft type, number of seats, route and scheduled time of operation).
- Aircraft type and registration (including aircraft substitutions).
- Turnaround linked flight numbers.
- Estimated Times of Operation to an accuracy of +/- 5 minutes.
- Passenger Service Charges (PSC) messages as detailed in section 3 Airport Charges Definition.
- Passengers Security and Safety Fee (PSSF) messages as detailed in section 3 Airport Charges Definition.
- Advance Passenger Information Fee (API) messages as detailed in section 3 Airport Charges Definition.
- Passenger Forecasts and Booked Loads (originating, terminating and transferring in DWC) two weeks prior to operation.
- The following list of standard messages:

ACRONYM	TYPE OF MESSAGE	DEADLINE
MVT	Aircraft Movement Message	after take-off / landing
ASM	Ad-hoc Scheduled Message	ASAP
DIV	Aircraft Diversion Message	ASAP
DELAY CODES	Various	ASAP
LDM	Load Message	after take-off
PTM	Passenger Transfer Message	after take-off
PSM	Passenger Service Message	after take-off
ICL	Inbound Connection List	after take-off
BPM	Baggage Processing Message	(via BRS)

BSM	Baggage Service Message (Including Short Connections)	(via BRS)
BTM	Baggage Transfer Message	after take-off
BPM	Baggage Processing Message	(via BRS)
BUM	Baggage Unload Message	ASAP
BNS	Baggage Not Seen Message	after take-off
BAM	Baggage Acknowledge Message	ASAP
MSF	World Tracer Fault Station Log	after take-off
CPM	Container / Pallet Distribution Message	after take-off
UCM	ULD Control Message	after take-off
CAL	Change Assistance List	after take-off
SLS	Statistical Load Summary	after take-off
PAL	Passenger Assistance List	after take-off

DA IT systems recognise and strictly apply the following IATA standards:

- Message Formats IATA AHM 780
- Message Corrections IATA AHM 781
- Airport Codes IATA AHM 010
- Delay Information Codes IATA AHM 011 RES 730
- Interline Baggage Tag Form IATA RES 740

The data should be sent

- via SITA message to DWCADXH, or
- via email to DWCOPS.data@dubaairports.ae

Please note that the address above should only be used for the communication of automated operational messages following the standard IATA format.

Further clarification regarding messages format or means of communications can be sought from DA Aviation Business Management team by writing airline.relations@dubaairports.ae

Emergency Services

2.24 For all types of emergencies including medical emergencies, the Operator or the FBO should contact the emergency services cell in Airport Operations Centre, JCR +971(0) 4 5045000. Failure to report emergency case to the mentioned area will cause delaying the action and response time and Dubai Airports will not be liable for any damage and/or loss whatsoever that would arise caused due to failure/delay to report.

Passenger Welfare

2.25 The relaying of any type of charges to the passenger on Airport site, including but not limited to fines, excess baggage charges, operational cost etc. should be explicit and supported in writing through means such as the conditions of carriage, failing which the relaying of any such charges to the passenger will be strictly forbidden.

Operator shall comply with DA' Passenger Welfare Policy in handling passengers during flight diversions, disruptions and delays (refer to annex II).

Ground Handling

2.26 dnata is the sole ground handling service provider at Dubai World Central. Requests should be sent to groundhandling@dnata.com

Flight Catering

2.27 As per DA safety and security standards, Operators are not permitted to purchase onboard catering from food outlets in the terminal at DA. Any in-flight catering and support needs should be addressed to Emirates Flight Catering:

Tel: +971 4 2086764

SITA:DXBKCXH

Email: VPACSEC@EKFC.AE

Baggage Handling

2.28 No Operator should persistently and voluntarily accept baggage load that is beyond aircraft maximum payload.

2.29 Operators must comply with the Baggage policy made available to all Operators with the Aviation Business Management team. (see contact details)

3 CHARGES & PAYMENTS

- 3.1 For queries, contact DA finance department on: central.cashoffice@dubaairports.ae or billing@dubaairports.ae or refer to the contact details paragraph.

Cash Flight

- 3.2 The cash Operator shall make all payments in respect of Airport charges to the ground handler dnata. An administration charge of 5% applies to the DA Charges as referred in this paragraph and the ground handler (dnata) shall collect this from the cash Operator.
- 3.3 The cash Operator shall pay the appropriate charges for any services provided to an aircraft, as set out in the Schedule of Charges to dnata.
- 3.4 The cash Operator shall also pay for any supplies, services or facilities provided to him or to the aircraft at the charges determined by DA to dnata.
- 3.5 All charges referred to in this paragraph shall accrue on a daily basis and shall become due on the day they were incurred and shall be payable to dnata prior to submitting the Flight Plan and before the aircraft departs from the Airport unless otherwise agreed by DA/dnata (which agreement may be withdrawn at any time at the discretion of DA/dnata).
- 3.6 Payments shall be made without deductions (including any charges). If the applicable law (in the home country/location of the Operator) requires any charge to be deducted before payment, the amount shall be increased so that the payment made will be equal to the amount due to DA as if no such charge had been imposed.
- 3.7 DA/dnata has the right to detain the cash Operator where default is made in the payment of Airport charges. The power relates to aircraft in respect of which the charges were incurred (whether or not they were incurred by the person who is the Operator of the aircraft at the time the detention begins) or to any other aircraft of which the person in default is the Operator at the time the detention begins. In case of aircraft detention where passengers are stuck at the Airport, the Operator is responsible to handle stranded passengers who should not stay at the Airport premises more than 12 hours.
- 3.8 The cash Operator that made a default in payment will be denied landing/parking of its next flight at Dubai International/Dubai World Central.
- 3.9 The cash Operator shall not, without the express written consent of DA or dnata, be entitled, in respect to any claim it may have against DA or dnata or otherwise, to make any offset against or deduction from the charges provided for in these conditions. It must pay such charges in full pending resolution of any such claim.

Credit Flight

- 3.10 Credit on settlement of Airport charges is granted only for airline Operators that successfully meet DA' credit terms and conditions. DA must secure its accounts receivable by obtaining either a Cash Deposit or Bank Guarantee valid for one year with an automatic renewal statement from a designated bank operating in the UAE before the Operator is entitled to use Dubai Airport's credit facilities.
- 3.11 The Operator should specify the services they require access to on a credit basis. The credit limits and required collateral will be determined by the DA. Credit limit and total estimated three months charges will be monitored, re-calculated and re-evaluated at the end of each quarter, thus some Operators might need to provide additional collateral if their total estimated three months charges have been apparently increased and exceeded the approved credit limit. If the Operator has appointed a GSA to be fully responsible for their operations at Dubai World Central, the GSA must provide airline authorization documents along with the credit application form.
- 3.12 The Operator that has applied and received approval for credit facilities must agree and sign the credit application form.
- 3.13 The credit customer must pay the full due invoices within (30) days from the date of the invoice.

- 3.14 DA has the full right to stop credit facilities and seek the collateral's encashment if one or all of the following cases occurred:
- The total outstanding or overdue amount is not settled by the customer within the specified credit period.
 - The total outstanding amount exceeded the credit limit and the customer intentionally or unintentionally did not settle the difference.
 - The total expected three months charges exceeded the credit limit and the customer intentionally or unintentionally did not increase his collateral amount within a specific period of time set out by Finance Unit.
 - Customer intentionally or unintentionally did not respond to the finance notification of renewal of pertinent collateral before one month of the collateral's expiration date.
- 3.15 All invoices should be paid in full without any deduction and DA will not bear any charges on account of bank transfer, exchange difference, etc.
- 3.16 Credit customers are requested to upgrade their collateral following the standard procedures set by DA Finance if they are expanding their operations to Dubai World Central. Operators who fail to upgrade the Bank Guarantee, will be required to lodge a deposit equivalent to 3 months of operations based on anticipated flight schedule, aircraft type and passenger numbers. Deposit should be made within 2 weeks of Finance notification.
- 3.17 Failure to action the upgrade request after 14 days notification from DA Finance, will result in the encashment of the collateral and the loss of credit privilege. The customer will consequently be requested to follow the cash process to settle its Airport charges.
- 3.18 The Operator can request to withdraw its submitted collateral if it decides to stop using credit facilities. In this instance, collateral would be handed over by the DA Finance Unit after two months from the requested date, in order to prepare all pending invoices and settle pending accounts of the customer.

Policing

- 3.19 Where a flight destination or carrier is identified as being at significant or high risk, the Operator shall pay a charge as notified by the CEO of DA equating to the cost of any policing cost additional to the services normally provided at the Airport for carriers or destinations at lower levels of risk.

Late payment policy

- 3.20 Any payment due to DA (including but not limited to landing, parking, security or fines) that is not paid by cash, cheque, credit card or bank transfer in cleared funds by the due date, shall carry interest at the rate of 3% above EIBOR per annum, or 8% per annum (whichever is higher) to be charged on a daily basis from the day that any amount becomes due until it represents cleared funds into the DA bank account.
- 3.21 DA will invoice cash and credit Operators for such interest and the right to charge interest shall not affect any other right that DA may have. The waiver of these charges will be at the discretion of the CEO of DA under exceptional circumstances.

Charges Disputes

- 3.22 Disputes in general are only possible if accurate information was provided within the defined timeframe and in the right standard format template.
- 3.23 Disputes have to be raised within 30 days after the receipt of invoice along with invoice copy and passenger manifest. Disputes which are claimed beyond this time period will not be entertained.
- 3.24 For queries regarding PSC invoices and disputes please contact:
JCR – Dispute Team
Tel: 009714 5045305
Fax: 009714 2167152
Email: disputes@dubaairports.ae
- 3.25 Data delivery or invoice/dispute requests which are addressed to the wrong department are excluded from any possibility for later claims

Exemptions

- 3.26 Royal, diplomatic, and state aircraft are exempted from landing and parking charges.
- 3.27 However, the Operator is responsible to provide the Airport Operation Centre all relevant documents about such movements including a copy of diplomatic clearance to operate to Dubai World Central (DWC) prior to operation date.

Airport Operations Control Centre, JCR
Tel: 00971 4 504 5016
Fax: 00971 4 2245928
Email: jointcontrol.room@dubaairports.ae
SITA: DWCADXH
- 3.28 Diverted Flights are not exempt from Airport charges. All relevant Airport charges are applicable as set out on Schedule of Charges and payable by the Operator.

Airport Charges Definition

3.29 Charges on Landing

- 3.29.1 At Dubai World Central, the relevant charges for landing and the subsequent take-off of aircraft shall be paid as set out in the Schedule of Charges.
- 3.29.2 The charges will be based on MTOW (Maximum Take-Off Weight) of the aircraft submitted by the airline/Operator, rounded off to the nearest metric tonne. Therefore, Operators should submit MTOW certificate(s) which should be either from the aircraft manufacturer or from the civil aviation authority of the host country of the carrier. In the absence of MTOW certificates, the billing will be calculated based on standard MTOW for each aircraft type
- 3.29.3 To ensure correct landing charges are invoiced, airlines/operators must provide the Aircraft Noise Certificate (detailing Aircraft registration number and MTOW) to Dubai Airports Finance Unit on billing@dubaairports.ae prior to their operations and/or should any change to an aircrafts' MTOW incur.
- 3.29.4 Should an airline/Operator fail to provide the above details, the highest level of Maximum Take Off Weight (for their respective aircraft categories/families) will be considered for landing charges, thereafter no disputes will be entertained.

3.30 Aircraft Parking Charges

- 3.30.1 The relevant charges for aircraft parking as set out in the Schedule of Charges are payable by the Operator.
- 3.30.2 Parking charges will be based on the total number of hours or part thereof that an aircraft has been parked on areas designated as the Airport parking areas.
- 3.30.3 Parking charges are calculated by aircraft category; either narrow body or wide body.
- 3.30.4 These charges will apply On-block time to Off-block time when the aircraft is secured on the ground.

3.31 Passenger Service Charges (PSC)

- 3.31.1 The relevant charges for departing passengers (excluding infants, aircraft operating crew, transit and transfer passenger continuing travel within 24 hours of arrival) as set out in the Schedule of Charges are payable by outbound Airline.
- 3.31.2 The airline must ensure that correct passenger load is forwarded to DA Operations Centre, JCR in DA standard format.
- 3.31.3 The following standards apply for the different channels of PSC data submission:
Email: data delivery within 12 hours after ATD via standard format template in Annex II
SITA: data delivery within 24 hours after ATD via standard format template in Annex I
- 3.31.4 Data has to be timely and in correct format, addressed to:
Airport Operations Control Centre, JCR
Tel: 00971 4 504 5016 Fax: 00971 4 2245928
Email: jointcontrol.room@dubaiairports.ae
SITA: DWCADXH
- 3.31.5 Failure to submit accurate information in the defined standard format or within 12 hours (email)/24 hours (SITA) of each flight departing from Dubai World Central will result in penalty of full flight passenger load. Any dispute raised by the Airlines will not be entertained if the Operator fails to send the requested details on time.

3.32 Passenger Security & Safety Fee (PSSF)

- 3.32.1 The relevant charges for departing passengers (excluding infants, aircraft operating crew, transit/transfer passengers continuing travel within 24 hours of arrival) are set out in the Schedule of Charges are payable by outbound Airline.
- 3.32.2 The airline/dnata must ensure that PSSF data is forwarded to DA Operations Centre, JCR (in DA standard format) within 12 hours (email)/ 24 hours (SITA) of each flight departure on the following address:
Airport Operations Control Centre, JCR
Tel: 00971 4 504 5016
Fax: 00971 4 2245928
Email: jointcontrol.room@dubaiairports.ae
SITA: DWCADXH

3.33 Advance Passenger Information Fee (API)

- 3.33.1 The relevant charges for departing, transferring, transiting and arriving passengers (excluding infants, aircraft operating crew, transit/transfer passengers continuing travel within 12 hours of arrival) are set out in the Schedule of Charges section of these Conditions Of Use.
- 3.33.2 For tickets sold on or after 7th November 2017, the API fee shall include departing, transferring and transiting passengers. The fee is payable by the inbound airline for arriving, transferring and transiting passengers, and by the outbound airline for departing passengers. (Exemption shall only include infants and operating crew).

3.33.3 The airline must ensure that API data is forwarded to DA Operations Centre, JCR (in DA standard format) within 12 hours (email)/ 24 hours (SITA) of each flight departure on the following address:

Airport Operations Control Centre, JCR
Tel: 00971 4 504 5016
Fax: 00971 4 2245928
Email: jointcontrol.room@dubaairports.ae
SITA: DWCADXH

3.34 Security Screening Charge

3.34.1 Effective June 1st 2017, Security Screening Charge is levied on all Integrator flights departing from DWC.

4 SCHEDULE OF CHARGES

Airport charges at Dubai World Central are as included in the schedule below.

4.1 Charges on Landing

Landing charges are based on the MTOW:

Aircraft Landing Charges	
Up to 4.5 tonnes	AED 11.00 per tonne
4.5 – 45 tonnes	AED 12.80 per tonne
Over 45 tonnes	AED 13.95 per tonne

4.2 Aircraft Parking Charges

The charges for parking aircraft at Dubai World Central are based on number of parking hours and aircraft category:

Aircraft Parking Charges	
Narrow body A/C	<ul style="list-style-type: none"> - 6 hours free after landing (starts on block) - AED 200 for first charging hour or part of it (after end of free period) - AED 325 per each additional hour or part of it
Wide body A/C	<ul style="list-style-type: none"> - 6 hours free after landing (starts on block) - AED 300 per hour or part of it for first 3 charging hours (after end of free period) - AED 550 per each additional hour or part of it

4.3 Passenger Service Charges (PSC)

An amount of AED 75 per departing passenger

4.4 Passenger Security & Safety Fee (PSSF)

An amount of AED 5.00 per departing passenger to be paid by the outbound Operator to DA.

4.5 Advance Passenger Information Fee (API)

4.5.1 An amount of AED 5.00 per arriving passenger for tickets sold before 7th November 2017

4.5.2 An Amount of AED 5.00 per arriving, departing, transferring, transiting passenger for tickets sold on or after 7th November 2017.

4.6 Other Charges

In addition to the above charges, Security charge and Airport Fire Service charge are payable by the Operator as follows:

Security Charge	
Charge per service for flight requiring extra security	AED 300
Charge per departing flight (Integrator flights starting June 1 st 2017)	AED 300

Airport Fire Service Charge	
Charge per service	AED 200

5 OTHER GENERAL RESTRICTIONS AND PROCEDURES

New Operators

5.1 Before using the Airport facilities and services, Operators must provide the Aviation Business Management team with:

- Your name, address and contact details;
- The names, addresses, telephone numbers and all other contact details of your key personnel who we can contact at any time for emergencies, security, operational or financial matters in connection with your operations.

Inadmissible Passenger Policy

5.2 Definition: An Inadmissible Passenger refers to a passenger who is refused admission to the United Arab Emirates by the Immigration Authority, and/or a passenger who is refused onward carriage through the UAE due to improper documentation such as, but not limited to, no visa, expired visa, or expired travel documents.

5.3 Purpose: This policy outlines the procedures and steps that must be adhered to in handling an inadmissible passenger arriving in the United Arab Emirates through Dubai World Central.

5.4 Procedures

- It is the responsibility of the Operator (inbound/delivering carrier) to make sure that passengers travelling to the UAE Emirates have the proper documentation. In the event of an inadmissible passenger arriving at Dubai World Central, it is the sole responsibility of the Operator (inbound/delivering carrier) to arrange and cover the cost of a return ticket/flight to return the passenger to their country of origin.
- After receiving the Inadmissible Passenger Form from the Immigration Authorities, the Operator (inbound/delivering carrier) must ensure the removal of the passenger from the country on the next available flight to the Airport of origin.
- During the waiting time, the Operator shall take full responsibility for the passenger's welfare in the terminal and provide all necessary amenities.
- The Operator (inbound/delivering carrier) shall provide the final date of departure of the inadmissible passenger(s) to DA.

5.5 Fines

- DA shall impose a fine of AED 5,000 per inadmissible passenger regardless of age or gender to the Operator in question.
- DA will also impose an additional fine of AED 1,000 per passenger for every 24 hours calculated from actual time of arrival (ATA) (From the time the Inadmissible passenger form is issued).

5.6 Billing and Collection Procedures

Finance Unit raises invoice(s) and collects penalties upon receiving the final date of departure from dnata/Airline and the Deportee Advice Form from Immigration along with the following documents:

- a) Passenger passport copy & visa copy
- b) Ticket copy endorsed by the respective Airline/s
- c) Airline name and flight number/date of operation

5.7 For more details on Inadmissible Passengers' operations and billing procedures, contact the Airline Business Management department (refer to annexed contact list).

Airport Airside Security Pass

- 5.8 Regardless of its category (temporary, permanent, vehicle, special, equipment, escorted, car, controlled area, driving permit etc.), the issuing of (an) Airside Airport security pass(es) to individuals and/or equipment is a process solely governed by DA in collaboration with the relevant authorities including Dubai Police.
- For Airside access relevant to Airport familiarisation, Airline Business Management activities or inaugural flights: please contact airline development on airline.relations@dubaiairports.ae;
 - For Airside access of media, government/civil aviation delegations, media, community groups and suppliers, please contact Corporate Communications;
 - For any other request please contact the relevant pass office directly and/or refer to the Airport security pass issuance terms and conditions available with QHSSE.
- 5.9 DA or its designee retains the right to withhold the issuing of (a) pass(es) in the event the documentation required is incomplete, not submitted in a timely manner, a pass is already issued to another general sales agent (GSA) representing the same airline, or for any other reason deemed relevant and that may or may not be disclosed to the requestor.
- 5.10 DA or its designee retains the right to withdraw full or partial Airside access(es) without needing to provide any notice when any such action is considered necessary.
- 5.11 In the event a pass is withdrawn, cancelled, expired, or is no longer required due, for example, to the temporary suspension or permanent halt of operations of an airline: it is the sole responsibility of the pass-holder, his/her sponsor and/or the airline the pass-holder represents to return the pass to the pass office within 2 working days.

Landside Operations

- 5.12 All ground transportation vehicle operations upon an Airport's premises, including its terminal buildings, roadways, parking facilities, curb frontages and any other Landside ground transportation facilities, are governed Dubai Police and the Airport local regulations. The TDM or designee, shall have the right to designate areas for all ground transportation and parking activities at Airport to provide an efficient, safe and orderly parking and ground transportation system for the traveling public, and ensure the efficient use of limited capacity respective to an Airport's facilities. The TDM has the authority to institute revenue collection or traffic monitoring systems, or other systems, and can require all commercial vehicles to take all necessary actions to comply with such program(s) at the Airport. All ground transportation activities and associated Operators will be required to comply with this program when implemented.

Airside Operations

- 5.13 The following GCAA regulation and guidance material is applicable to the Operators operations and is available at www.gcaa.gov.ae :
- Civil Aviation Regulation (CAR) Part IX (Aerodromes);
 - Civil Aviation Regulation (CAR) Part X (Safety Management Systems);
 - Civil Aviation Advisory Publication (CAAP) – various;
 - Aeronautical Information Publication (AIP).
- 5.14 The following DA standards and recommended practices material is available via the public site and/or upon request to smsdwc@dubaiairports.ae :
- Aerodrome Manual;
 - Airport Emergency Plan;
 - Airside Driving Regulations;
 - Airside Communications;
 - DA-GHSSE Regulations.

5.15 Safety and Quality Management Systems

To ensure the highest level of operational safety and a continuous improvement of safety performance at Dubai Airports, Operators (and their contracted service providers) shall maintain and operate a Safety Management System (SMS) that meets pertinent regulatory requirements and/or industry best practices. Operators shall also ensure collaboration with and adherence to Dubai Airports' SMS principles and policy. Dubai Airports requires airside stakeholders to:

- Participate in and adhere to DA's SMS, as detailed in Part 6 of the DWC Aerodrome Manual and;
- Follow the DA SMS policy referred from Part VI of the Aerodrome manual available on DA public notification site (see clause "Methods of Promulgating Information");
- Ensure that incidents and accidents airside are reported to the Operations Duty Manager Airside (ODMA) on 056 788 2374;
- Nominate a focal point for airside safety concerns to the Director of Compliance Assurance – this delegate is required to actively participate in safety forums, and coordinate their organization's participation in safety campaigns;
- Proactively identify hazards, assess risks and implement controls to lower risks to As Low As Reasonably Possible (ALARP) within their operation;
- Employ trained, qualified and competent staff, and provide evidence of qualification and training to DA upon request;
- Receive and disseminate as appropriate, all DA safety and operational instructions (see clause "Methods of Promulgating Information");
- Dubai Airports reserves the unconditional right to conduct Safety and Quality Assurance audits of stakeholders in accordance with our SMS and QMS. The primary purpose of these audits is to ensure that safety, compliance and conformance standards are present, appropriate and effective. The audit process shall follow a structured process and as such stakeholders are required to make relevant evidence available upon request;
- All organizations are required to participate unreservedly in any/all safety investigations conducted by Dubai Airports.

Methods of Promulgating Information

5.16 Technical guidance is promulgated via the following:

- Aeronautical Information Publication (AIP), including supplements. Available via UAE GCAA;
- NOTAM: Available via UAE GCAA;
- Airside Advice Notice (AAN) Published via email and public site to advise aerodrome users of temporary, urgent and/or immediate changes to the airfield (infrastructure, operation, etc.);
- Airside Safety Alert (ASA): Published via email and public site to advise aerodrome users of urgent and/or serious safety issues related to the Airport;
- Airside Operations Directive (AOD): Published via email and public site to ensure the airside community adhere to the mandatory detail within. Its purpose is to ensure legislative and safety requirements are communicated and observed.

5.17 Parties wishing to register for AOD, AAN and ASA must email their request, along with nominated name/title and email address to smsdwc@dubaiairports.ae.

5.18 The DA public notification site is <https://dubaiairports.box.com/v/Airside-Operations-Documents>

Hydrocarbon and Dangerous Goods Spills

5.19 Shall be managed in coordination with the Airport ODMA and AFS in accordance with aerodrome incident response procedures.

Foreign Object Debris (FOD)

5.20 DA operates according to a 'zero tolerance' FOD policy, and requires all Operator and visitors to abide by the principles of Zero-FOD in all operations at the Airport, and the provisions of operational notifications, as promulgated via AAN/ASA.

Airside Driving

5.21 Airside driving standards are governed by the provisions of the Airside Driving Permit (ADP) system, supported by the Airside Driving Regulations (ADR) of DA. Possession of a valid ADP is mandatory for all Airside vehicle/GSE operation. More information, including the application and training process, is available at: <https://dubaairports.box.com/v/Airside-Operations-Documents>

Safety, Health & Environment

5.22 It is the mission of DA to provide a safe and healthy work environment and to ensure the safety and health of our customers. Operators who conduct business at DWC facilities are encouraged to use a proactive approach in ensuring that all employees and customers have an environment that is free from recognised safety and health hazards that could cause accidents and injuries. All Operators who conduct business at DWC facilities have a duty and the obligation to comply with all applicable safety and health standards and with all rules, regulations and orders that apply to their employees' actions and conduct on the job. The Operators and contractors should follow safety and health standards that have been set forth by QHSSE.

Smoking

5.23 Smoking is strictly prohibited at the Airport (Airside and Landside), except in those areas that have been designated and approved as smoking areas.

Commercial Photography, Film and Recording on Airport property

5.24 Unless authorised in writing by DA and Dubai Police, no person shall take still, motion, or sound motion pictures or sound records or recordings of voice or otherwise for commercial, training or education purposes, other than news coverage, or use electronic amplification devices in public areas of the terminal or on the public areas of any facility under the administration of DA.

5.25 Additional permits may be required from the Dubai Film Commission in case of non-journalistic filming), please coordinate with Aviation Business Management team for further details.

5.26 DA, its authorized representatives and agents reserve the right to photograph and/or film airline facilities, vehicles, equipment, personnel and/or aircraft in the context of general Airport operations as part of its efforts to create communication support materials to establish the context of its international operations and client base for use on its website, newsletters and internal and/or international communication vehicles. Any independent media or third party requests to film or take pictures of specific airline brands or operations will be referred directly to the airline representative for review and approval as required.

Media and other Commercial Activity on Airport property

5.27 Unless authorised in writing by DA, no person shall post or distribute commercial signs, advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at the Airport.

- 5.28 Any media related activity must obtain prior written approval from DA Corporate Communications department. Refer to Contact list.
- 5.29 Airline Operators are allowed to display operational communication materials next to their allocated check-in counters only during their operation hours. It is the responsibility of the Operator to remove and store the materials immediately after closing the counters
- 5.30 Airline Operators should contact Aviation Business Management for approval of displaying materials (operational and promotional) in the check-in area and boarding gates.
- 5.31 For displaying non-operational materials and promotional campaigns, airline Operators should contact the Commercial Unit directly on the following address:
- Advertising Sales Team
Tel: 009714 216 6905
Email: Commercial@dubaiairports.ae
- 5.32 DA conducts regular audit exercises, airline Operators will be asked to remove unnecessary materials within 24 hours.

6 Annexes:

6.1 Email format outbound passenger figures

Outbound PAX Figures - FLIGHT XXXX/ OPERATION DATE (DAY/MONTH/YEAR) UTC					
	Joining	Transfer within 24hrs	Transfer more than 24hrs	Transfer more than 24hrs due to technical delay	Transit with same flight number
	AA	BB	CC	DD	EE
Total PAX onboard					
"FF" Number of tickets issued before 7th Nov 2017					
Number of operating crew					
Number of deadhead crew					
Infants					

- "AA" Joining passengers from DXB
- "BB" transfer less than 24hrs
- "CC" Transfer more than 24 hrs arrival & flight# doesn't equal departure flight# Excluding technical delay
- "DD" Transfer more than 24 hrs due to technical delay
- "EE" Transit PAX arrival flight# equal departure flight#
- "FF" Total number of tickets Issued before 7th Nov 2017

Charges formulas

- $PSC = AA + CC$
- $PSSF = AA + CC$
- $PFC = AA + BB + CC$
- $API = (AA + BB + CC + EE) - FF$

6.2 Email format inbound passenger figures

Inbound PAX Figures - Flight XXXX Operation date (DAY/MONTH/YEAR) UTC				
	Arriving	Transfer within 24hrs	Transfer more than 24hrs	Transit with same flight number
	AA	BB	CC	DD
Total PAX on board				
Number tickets issued before 7th Nov 2017	EE	FF	GG	HH
Number of operating crew				
Number of deadhead crew				
Infant				

- "AA" Arrival passengers to DXB
- "BB" Transfer less than 24 hrs.
- "CC" Transfer more than 24 hrs.
- "DD" Transit more than 24 hrs excluding technical delay
- "EE" Number of Arrival PAX TKT Issued before 7th Nov 2017
- "FF" Number of Transfer within 24hrs TKT Issued before 7th Nov 2017
- "GG" Number of Transfer more than 24hrs TKT Issued before 7th Nov 2017
- "HH" Number of Transit more than 24hrs TKT Issued before 7th Nov 2017

Charges formulas

- $API = AA + CC - GG$

6.3 SITA outbound passenger figures

Outbound PAX Figures

FLT NO: XX000/DDMM ACFT REGN:XXXXX DATE OF OPS UTC:DD/MM/YY		
	Total PAX onboard	
AA)	XX	Joining
BB)	XX	Transfer less than 24 hrs.
CC)	XX	Transfer more than 24 hrs. excluding technical delay
DD)	XX	Transfer more than 24 hrs. due to technical delay
EE)	XX	Transit with same flight number
(FF) Total Number of Tickets issued before 7th Nov 2017	XX	
Number of operating Crew	XX	
Number of deadhead Crew	XX	
Infants	XX	

- PSC = AA+CC
- PFC = AA+BB+CC
- PSSF= AA+CC
- API = (AA+BB+CC+EE)-FF

6.4 SITA inbound passenger figures

Inbound PAX Figures

FLT NO:XX000/DDMM ACFT REGN:XXXXX DATE OF OPS IN UTC:DD/MM/YY		
	Total PAX onboard	
AA)	XX	Arriving
BB)	XX	Transfer within 24hrs
CC)	XX	Transfer more than 24hrs
DD)	XX	Transit with same flight number
EE) Number of Arrival tickets issued before 7th Nov 2017	XX	
FF) Number of Transfer within 24hrs tickets Issued before 7th Nov 2017	XX	
GG) Number of Transfer more than 24hrs tickets Issued before 7th Nov 2017	XX	
HH) Number of Transit more than 24hrs tickets Issued before 7th Nov 2018	XX	
Number of operating Crew	XX	
Number of deadhead Crew	XX	
Infants	XX	

Charges formula

- $API = AA + CC - GG$

Annex II: Passenger Welfare & Consumer Protection**Purpose:**

The purpose of this section is to set Dubai Civil Aviation Authority (DCAA) and DA (DA) expectations in regards to passengers' welfare standards and minimum assistance required by the airlines during times of disruption.

Flight disruption could be caused either by flight cancellation, flight delay or major incident causing Airport closure or significant capacity reduction.

During any period of flight disruption, airlines shall ensure compliance with this policy and assume full accountability in addressing passengers' minimum welfare requirements.

Communications and Information

- During any type of disruption, the affected airline shall nominate an informed representative to communicate with passengers and with DA Operations and ensure full availability at all times. The airline representative shall be available at check-in and throughout the period of disruption.
- In the event of a flight cancellation, the airline shall notify DA Joint Control Room (JCR) and immediately after the decision and notify passengers within the first hour of the cancellation decision.
- In case of a flight delay, the airline representative shall provide regular updates to passengers, DA and DCAA OPS every hour.
- Disruption details and information shall be reflected on the airline's social media channels and website if available, also communicated via SMS or phone calls.

Provision of Support

- Priority shall be given during the whole period of disruption to vulnerable passengers such as passengers with reduced mobility, special needs, unaccompanied children, elderly, and families with young children.
- Check-in desks and transfer desks shall be manned adequately to ensure full support is provided to passengers during the rebooking, cancellations, and refund request process. The airline shall rebook the next available flight to be as convenient as possible at the wish of passenger.
- The airline shall provide the passengers, DCAA consumer protection, and DA Terminal Duty Managers with the 24/7 rebooking center contact details.
- During any type of disruption beyond 3 hours, the airline shall provide the passengers with meals and refreshments free of charge, and in a reasonable relation to their waiting time.
- During any type of disruption beyond 8 hours or necessitating an overnight stay, the airline shall provide hotel accommodation to passengers and transport between the Airport and place of accommodation.
- Airline should provide clear complaint procedures to passengers.
- DA will reserve the rights to provide assistance to passengers directly if the affected airline does not comply with the above minimum standards, all costs incurred by us shall be fully charged back to the defaulting airline and payable on demand.

Terminal Duty Managers Contacts:

JCR 00971(0)45045000

DWC

Terminal Duty Manager, **M:** 00971(0)566864922

DCAA

Aviation Consumer Protection Manager, **T:** 00971(0)45042806

DCAA Operations, **M:** 00971(0)566869128

Annex III: Contact Information

DUBAI AIRPORTS	Tel	Email	SITA	AFTN
Aviation Business Management		airline.relations@dubaairports.ae		
Airport Operations Centre, JCR (24/7)	+971(0)4504 5016	jointcontrol.room@dubaairports.ae	DWCADXH	
Aviation Safety		SMSDWC@dubaairports.ae		
Corporate communications		Lorne.Riley@dubaairports.ae		
Quality Health Safety Security and Environment (QHSSE)		QHSSE@dubaairports.ae		
Finance (Billing)	+971(0)42162018	billing@dubaairports.ae		
Finance (Cash office)	+971(0)4 2162142	central.cashoffice@dubaairports.ae		
JCR – Dispute Team	+971 (0)4 5045305	dispute@dubaairports.ae		
On Duty Manager Airside (ODMA)	+971(0)567882374	ODMADWC@dubaairports.ae		
Terminal Duty Manager	+971(0)566864922	DWCTerminalandCargoOPS@dubaairports.ae		
DUBAI CIVIL AVIATION AUTHORITY (DCAA)				
Executive Director	+971(0)4 504			
Air Transport & International Affairs Sector	2774/742	air.transport@dcaa.gov.ae		
P.O. Box 49888 Dubai, UAE.	+971(0)566869128			
www.dcaa.gov.ae				
ACL (SLOT COORDINATORS)				
Dubai (Sunday to Thursday 0730/1430 GST)		slots@acl-international.com		
Terminal 1 Departures lower Level 2525 Dubai International	+971(0)42162153			
www.online-coordination.com				
UK (Monday to Friday 1230/2030 GST)		slots@acl-international.com		
Capital Place 120 Bath Road Harlington Hayes UB3 5AN	+44 208 564 0600 (option 2)			
www.online-coordination.com				

Annex IV: Credit Application Form

Date of Application _____

Part I Customer Information

Customer Name: _____

Type of Business: _____ In Business Since: _____

Address: _____

PO Box: _____ Phone: _____ Fax: _____

Billing Address: _____ PO Box _____ Phone _____ Fax _____

☐ Contact Person ☐ Title ☐ Telephone # ☐ E-mail

Credit Details

- Expected Monthly Business in AED _____
- Required Monthly Credit in AED _____
- Amount of Deposit / Bank Guarantee in AED _____

You must submit the following along with this credit application

- a. Valid bank guarantee or security deposit
- b. Two years' audited financial statements, if available.
- c. Company trade license copy / Certificate of Incorporation.

Note: In consideration for extension of credit, debtor agrees to the following:

(1) Credit Terms of 30 DAYS from invoice date

(2) Bank Guarantee must be from a designated bank in UAE

(3) In case of billing disputes, payment will not be withheld and invoice amount should be paid in FULL without adjustment.

(4) There will be no payment off-set against any amount that is due from Dubai Airports.

(5) The signature below authorizes Dubai Airports to charge admin fees on Post Dated Cheques (PDCs).

Customer Name:

Designation:

Signature:

Company Stamp:

Date: _____

Part II DAC Finance Approval

☐ Approved

☐ Rejected

Comments:

AR Manager

Date

Name:

Signature:

Senior Manager - AR

Date

Name:

Signature:

Part III Collateral Details

Collateral Amount: AED _____

Security Deposit / Bank Guarantee (Select One)

Bank Guarantee Details

Bank Name _____

Bank Address _____

Bank Account # _____

Bank Guarantee # _____

Credit Application Procedure

1. Credit application must be filled out in its entirety and duly signed and stamped.

The credit application should include:

- a. Valid bank guarantee
- b. At least three trade references
- c. Two years' audited financial statements

d. Company trade license copy

2. Fax or mail the completed application to:

Dubai Airports Company,
Finance Unit – Revenue Division
Po Box 2525
Fax: 009714 216 7250
Email: billing@dubaairports.ae

3. Our payment terms are 30 days, from invoice date.

4. Based on the review of each application, payment terms and collateral requirements may differ.

5. Collateral amount will be reviewed quarterly.

Payment Instructions

All **payment of INVOICES** must be remitted as follows:

Payable to	Government of Dubai - Airport Revenue
Bank Name	Dubai Islamic Bank, Main Branch Al Shola Building, Deira, Dubai, U.A.E.
Account No.	001-520-0050981-01
IBAN No.	AE26 0240 0015 2000 5098 101
Swift number	DUIBAEAD
Fax	+971 4 2117108

Payment of DEPOSITS must be remitted as follows:

Account Title	: Government of Dubai – Dubai Airports - AMANAT
Bank Name	: Dubai Islamic Bank
Branch	: Main Branch – Al Shola Building – PO Box 1080, Dubai – UAE
Account No.	: 001520046207601
IBAN	: AE730240001520046207601
SWIFT Code	: DUIBAEAD