

## Conditions of Use

**Airport:** Dubai International (DXB)

**Category:** Passengers and Cargo

**Effective date:** IATA Summer Season 2020

- A. This Condition edition replaces the IATA Winter 2019 Conditions of Use and any of its preceding versions.**
- B. These Conditions of Use set out (as comprehensively as possible), the terms and conditions that apply to and govern the relation with all Operators that use any facilities at the Airport. An Operator shall be deemed to have agreed to be legally bound by fully and irrevocably accepted the terms and conditions set out in these Conditions by using or continuing to use any facilities at the Airport.**
- C. No clause shall be taken to confer a right for an Operator to use Airport facilities without Dubai Airports Corporation's permission.**
- D. These Conditions are not intended and shall not be taken as waiving or limiting the powers and authority of Dubai Airports Corporation conferred on it by the applicable laws of the Emirate of Dubai and/or the United Arab Emirates.**
- E. An Operator will only be permitted to use or continue to use any facilities at the Airport subject to and conditional upon the strict compliance at all times with the terms and conditions stipulated in these Conditions. Dubai Airports Corporation reserves the right to modify such Conditions in accordance with the regulator where the Operators have breached any of these Conditions.**

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## 1 DEFINITIONS OF TERMS

**'ACL', 'the Coordinator', Slot Coordinator or 'the Schedules Coordinator'** means Airport Coordination Limited;

**'AED'** or Dirham is the lawful currency of the UAE;

**'Airline'** or **'airline'** means an air transport 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 **'DXB'** means Dubai International;

**'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;

**'AOCC'** means Airport Operations Control Center

**'Arriving Passenger'** means inbound passenger entering the United Arab Emirates as their final destination;

**'ATD'** means Actual Time of Departure Corporations;

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

**'Chapter 2'** Aircraft types refers to aircraft with noise standards described in Chapter 2 of Annex 16 *'Subsonic Jet Aeroplanes – Application for Type Certificate Submitted before 6 October 1977'*. Noise evaluation measurement to effective perceived noise level in EPNdB shall be as described in Appendix 1 of Annex 16 with maximum noise levels not to exceed those described in Annex 16, Chapter 2, 2.4 *'Maximum Noise Levels'*;

**'DA'** or **'Dubai Airports'** means Dubai Airports Corporation;

**'dans'** means Dubai Air Navigation Services;

**'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.;

**'GCAA'** means UAE General Civil Aviation Authority;

**'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;

**'Ground Handler'** means dnata;

**'GSA'** means General Sales Agent;

**'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;

**'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 meters (10 to 13 feet) 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'** refer to the charges on passenger services listed in the Schedules of Charges;

**'SSD'** means DA Safety and Sustainability department;

**'Schedule of Charges'** refers to the Schedule set out in Clause 5;

**'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;

**'Slot'** or **'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;

**'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;

**'VAT'** means value added tax payable in accordance with the applicable laws and regulations in force in the United Arab Emirates from time to time; and

**'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.

## 2 GENERAL COMPLIANCE

2.1.1 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.

2.1.2 Full compliance to directives and regulations issued from time to time or set by the General Civil Aviation Authority (GCAA), specific requirements for services issued by 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: [safety.sustainability@dubaairports.ae](mailto:safety.sustainability@dubaairports.ae)

2.1.3 The Corporate Affairs 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.

2.1.4 Operators are reminded that in the prevailing ambient conditions, their aircraft must be able to meet the published minimum climb gradients for departure from Dubai International. Payload must be adjusted accordingly to ensure these requirements are met. Evidence that aircraft do not exceed MTOW shall be provided to Dubai Civil Aviation Authority (DCAA) on request. Load manifest, trim sheet and load plan relating to each specific flight shall be left with the handling agent/dnata 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.

2.1.5 Operators are responsible for ensuring that flight plans submitted by their office or agent comply with correct ICAO flight planning principles.

2.1.6 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.

2.1.7 Chapter 2 aircraft are not allowed to operate to Dubai International (DXB).

2.1.8 Operators are responsible to ensure that Transit/Transfer Passengers are holding proper documents and connecting ticket to a final destination, no transit time should exceed 24 hours from a passengers' arrival to the Airport.

2.1.9 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 the UAE Safety Regulations to ensure compliance with the international laws, rules and regulations - Federal Act No. 20 of 1991 Article 4, 46 & 68.

2.1.10 Allocation of terminals and access to facilities will be managed and regularly reviewed by DA, having regard to their availability, capacity constraints and the best use of available facilities.

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

2.1.12 This document is for passenger and cargo operations only at Dubai International. For General Aviation operations, please refer to Conditions of Use for General Aviation.

## 2.2 Supplementary Documents

2.2.1 DA shall provide available documents or the internet links to the proper sites to assist the Operators in gathering information concerning codes, regulation and ordinances during normal business hours (see clause "methods of promulgating information").

These documents will include:

- A. Dubai Airports Safety Policy;
- B. Dubai Airports SSD;
- C. Aerodrome Manual;
- D. SMS Manual;
- E. Dubai Airports Emotional Support Animal Policy;
- F. Airside Advice Notices and Directives.

2.2.2 Terminal Operations Advisory Notices will also be distributed by email, please contact [aocc@dubaiairports.ae](mailto:aocc@dubaiairports.ae) to subscribe.

## 2.3 Governing law and Jurisdiction

These Conditions of Use shall be governed by and construed according to the laws 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.

## 2.4 Liability

2.4.1 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.

2.4.2 The burden of proof to prove the intent to cause damage, recklessness and inexcusable negligence is on the claimant/Operator.

## 2.5 Disabled and Abandoned Aircraft

Any owner, lessee, operator or other person having the control, or the right of control of any disabled 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 of DA ("the CEO") or his designee may take any and all necessary action to effect the prompt removal or disposal of disabled or abandoned aircraft that obstructs any part of the Airport; 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 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 owner, lessee 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 at [Emergency.Planning@dubaiairports.ae](mailto:Emergency.Planning@dubaiairports.ae).

## 2.6 Emergency Planning and Response

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 to the DA Emergency Planning Department;
- 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 (dnata) 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 and notify the DA Emergency Planning Department;
- 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.

## 2.7 Right of DA to Control the Airfield

The CEO of 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.

## 2.8 Parking Responsibility

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 for the damage on DA, which may result in the course of such moving.

### 3 OPERATIONAL REQUIREMENTS

#### 3.1 Landing Permission & Traffic Rights

3.1.1 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 4 777 0440

Mobile: 00971 56 686 9128

Fax: 00971 4 2244502

Email: [air.transport@dcaa.gov.ae](mailto:air.transport@dcaa.gov.ae) / [www.dcaa.gov.ae](http://www.dcaa.gov.ae)

3.1.2 Upon granting of traffic rights, an Operator must apply for clearance of its proposed schedule on an IATA Season by Season basis directly with the Schedules Coordinator appointed by DA.

3.1.3 The DCAA levies fees on the issuance of some landing permits according to the type of operation. For further information please contact +971 4 777 0440, +97156 68 69128 or [air.transport@dcaa.gov.ae](mailto:air.transport@dcaa.gov.ae)

#### 3.2 Operator Classification

3.2.1 All commercial passenger Operators are classified as scheduled or charter. Operator classification is assessed by the Slot Coordinator - ACL for new and existing Operators on a Seasonal basis. All Operators are required to fully cooperate and provide any information requested by the Slot Coordinator to support the assessment of an Operator's classification.

3.2.2 Operators will be classified as charter for requests made within 28 days of operation, or where the greatest series of slots is less than 8 consecutive weeks.

3.2.3 For classification, Operators will be required to provide the following.

- Proof of current ticket sales to the public.
- Proof of route designation. One of the following acceptable documents is required.
- DCAA or GCAA letter confirming designation from the UAE or Dubai;
- CAA/Ministry of Transport letter confirming designation from the Operators own home base country for the Dubai route.

3.2.4 Schedule request in accordance with IATA SSIM chapter 6 format.

3.2.5 Operators classified as charter, may still choose to operate at Dubai World Central (DWC) Airport. Please contact [airline.relations@dubaiairports.ae](mailto:airline.relations@dubaiairports.ae) for further information on DWC.

### 3.3 Local Rules

3.3.1 Local rules aimed at improving utilisation of capacity at Dubai International have been introduced and form part of these Conditions of Use. It is the Operator's responsibility to be familiar with these rules. Details of these local rules can be found under the relevant airport tab on the coordinators website [www.acl-uk.org](http://www.acl-uk.org) or refer to Annexes.

### 3.4 Slot Performance Committee and Terms of Reference

3.4.1 Operators' slot performance and adherence is monitored according to the confirmed coordinated slot times. The Coordinator will monitor slot adherence, investigate and take appropriate action to address any misuse or abuse. This may result in action being taken directly by the Coordinator or escalation to the Slot Performance Committee (SPC) for further action as appropriate. All Operators are required to cooperate and provide any information requested by the coordinator during such investigations. It is the Operator's responsibility to be familiar with the SPC Terms of Reference, details of which can be found on the Slot coordinator - ACL website.

3.4.2 Requests for slots, cancellations or changes will be processed by the coordinator up to 24 hours prior to the time of operation, Sunday to Friday, during the coordinators office hours (Dubai: Sunday – Thursday 0730 – 1600 GST, UK: Monday – Friday 1130 – 2000 GST). All requests must be made using IATA SSIM chapter 6 format and sent to the Slot Coordinator [slots@acli-international.com](mailto:slots@acli-international.com).

3.4.3 Operators may manage their schedules via the Online Coordination System (OCS) 24 hours a day. Requests made via the Online Coordination System may be made prior to the time of operation. [www.online-coordination.com](http://www.online-coordination.com).

3.4.4 Outside of the coordinators office hours and within 24 hours of operation, requests should be directed to the Airport Operations Control Centre (AOCC) for slot clearance at [aocc@dubaiairports.ae](mailto:aocc@dubaiairports.ae). Operators should receive receipt of the slot approval from AOCC.

3.4.5 Ad hoc code F aircraft schedule requests should be made at least 72 hours in advance of the requested arrival time.

3.4.6 Aircraft subject to unforeseen operational delays should contact Airport Operations Control Centre (AOCC) to advise the expected time of arrival and departure. There is no need to request a new slot in cases of unforeseen operational delays where the operation will take place within 24 hours of the agreed slot time. Examples of unforeseen operational delays include aircraft technical issues or weather conditions that could not have been planned for.

3.4.7 Delayed aircraft must utilise slots in the same manner as originally agreed. If any change to the original slot agreement is required, e.g. a longer ground time being required, a new slot must be requested immediately.

### 3.5 Ground Handling

dnata is the sole ground handling service provider at Dubai International. Requests should be sent to [groundhandling@dnata.com](mailto:groundhandling@dnata.com)

### 3.6 Flight Catering

As per DA safety and security standards, Operators are not permitted to purchase on-board catering from food outlets in the terminal, concourses or third-party suppliers. Any in-flight catering and support requirements must be addressed to Emirates Flight Catering:

<p>Chief Operating Officer Tel: +971 (0)4 2086764 Email: <a href="mailto:coosec@ekfc.ae">coosec@ekfc.ae</a></p>	<p>Commercial and Customer Service Tel: +971 (0)4 2086792 / 6748 Email: <a href="mailto:csm@ekfc.ae">csm@ekfc.ae</a> / <a href="mailto:csmsec@ekfc.ae">csmsec@ekfc.ae</a></p>	<p>Operations 24/7 Tel: +971 (0)4 2086763 / 6779 E-mail: <a href="mailto:opsekfc2@ekfc.ae">opsekfc2@ekfc.ae</a> SITA: DXBKCXH</p>
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### 3.7 Baggage Handling

3.7.1 No Operator should accept baggage load that is beyond aircraft maximum payload.

3.7.2 Operators must comply with the Baggage policy made available on request from [airline.relations@dubaiairports.ae](mailto:airline.relations@dubaiairports.ae) or on <https://dubaiairports.app.box.com/s/5vs0b2hil6t6ml5i4bu2uw72bg76agiu>

3.7.3 It is the Operator/Airline's responsibility to ensure that all check-in formalities are followed and that the security questions relating to baggage acceptance are addressed to all passengers.

### 3.8 Operational requirements specific to new Operators

3.8.1 No Operator shall operate to or from Dubai International without first obtaining slots from Airport Coordination Limited (ACL) and subject to prior landing permission from DCAA.

3.8.2 Schedules should be sent in IATA SSIM Chapter 6 format to Airport Coordination Limited (ACL) in the time scales specified by the IATA schedules calendar to the address below. Submissions of schedule requests received later than the deadlines specified in the IATA Schedules Calendar will receive lower priority in the slot allocation process and will impact on the determination of historic precedence in subsequent Seasons. Email: [slots@acl-international.com](mailto:slots@acl-international.com)

3.8.3 The Slots allocated at initial coordination will be granted temporary approval if they fit within the available capacity of the airport. It will be a requirement of the Operator to supply ACL with all necessary documentation required within an agreed deadline or the slots will be returned to the pool. ACL shall provide operators with a list of the required documents, including landing permission approval granted by the DCAA.

3.8.4 The allocated slots by ACL are subject to the respective handling agreement with dnata. Changes to aircraft type will require confirmation that they can be facilitated within the requested slot timings.

### 3.9 Operational requirements specific to existing Operators – Schedule Coordination

3.9.1 The airline Operator is requested to contact DCAA for landing permission and traffic rights on a Season by Season basis. The slots allocated by ACL should form part of the application to the DCAA. All slots allocated by ACL are subject to a permit being issued by the DCAA. If a permit is not issued by DCAA, the slots will be withdrawn and reallocated where possible.

3.9.2 The airline Operator should apply for clearance of its proposed schedule on a Season by Season basis directly with the airport Coordinator 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](mailto:slots@acl-international.com)

Tel: +44 (0) 208 564 0626 or +971 4 504 5824

3.9.3 No Operator shall operate to or from Dubai International without first obtaining slots from Airport Coordination Limited (ACL) and subject to prior landing permission from DCAA.

3.9.4 Schedules should be sent in IATA SSIM chapter 6 format to the following address.

Airport Coordination Ltd. (ACL)

Email: [slots@acl-international.com](mailto:slots@acl-international.com)

Tel: +44 (0) 208 564 0626 or +971 4 504 58 24

3.9.5 Existing Operators will be designated as charter where the greatest slot series is less than 8 consecutive weeks.

3.9.6 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, and slot should be modified by sending a cancellation and request for new slot in IATA SSIM Chapter 6 format to [slots@acl-international.com](mailto:slots@acl-international.com) or via the online coordination system (OCS).

3.9.7 Schedule requests/submissions received later than the deadlines specified in the IATA Schedules Calendar will receive lower priority in the slot allocation process and affect the determination of historic precedence in subsequent Seasons.

3.9.8 Airport Coordination Ltd (ACL) as coordinator for Dubai International will manage submitted schedules within the available capacity of the airport facilities. In periods where submitted schedules result in over-capacity of the airport facilities, the Coordinator will, where possible, suggest alternative schedules or advise the Operator that no slots are available.

3.9.9 Operators are required to operate to the time allocated by the Coordinator.

3.9.10 Further details on the slot allocation process can be obtained from ACL by emailing: [dxbstaff@acl-international.com](mailto:dxbstaff@acl-international.com).

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

### 3.10 Late Notice Schedule Requests – Schedule Coordination

3.10.1 Dubai International requests for ad hoc movements will be processed by ACL, up to 24 hours before operation, Sunday through to Friday. These flights are subject to prior DCAA landing permission and traffic rights and any slots allocated are subject to DCAA approval.

3.10.2 Requests should be sent in IATA SSIM Chapter 6 format or via the Online Coordination System (OCS).

3.10.3 Requests within 24 hours should be directed to the Airport Operations Control Centre (AOCC) to obtain schedule clearance at the following address and remain subject to prior landing permission from the DCAA:

Airport Operations Control Centre (AOCC)

Tel: 00971 4 504 5001

Email: [aocc@dubaairports.ae](mailto:aocc@dubaairports.ae)

3.10.4 Commercial and Cargo Operators can manage their own schedules via the Online Coordination System. Further information and application form for access is available at [www.online-coordination.com](http://www.online-coordination.com).

3.10.5 All ad hoc landing permissions and traffic rights issued by the DCAA are subject to the availability of parking for the specified aircraft on the required apron, terminal capacity for passenger flights and resource availability.

### 3.11 Ad Hoc, Charter Operators and Helicopter movements

3.11.1 Ad hoc and charter Operators are not permitted at Dubai International (refer to Annexes for further information).

3.11.2 Helicopter movements are restricted to RAW (Royal Airwing) premises only and remain subject to RAW's explicit approval.

### 3.12 Contacts

Dubai Civil Aviation Authority (DCAA)	Airport Operations Control Centre (AOCC)	Schedule Coordinator, Airport Coordination Ltd (ACL)
Tel: +971 (0) 4 7770440 Mobile: +971 (0) 56 686 9128 Fax: +971 (0) 4 2244502 Email: <a href="mailto:air.transport@dcaa.gov.ae">air.transport@dcaa.gov.ae</a> <a href="http://www.dcaa.gov.ae">www.dcaa.gov.ae</a>	Tel: +971 (0) 4 504 5000 Email: <a href="mailto:aocc@dubaairports.ae">aocc@dubaairports.ae</a>	Slot Request: <a href="mailto:slots@acl-international.com">slots@acl-international.com</a> General: <a href="mailto:dxbstaff@acl-international.com">dxbstaff@acl-international.com</a> UK Tel: +44 (0) 208 564 0626 Dubai Tel: +971 (0) 4 504 5824 Web: <a href="http://www.acl-uk.org">www.acl-uk.org</a> OCS: <a href="http://www.online-coordination.com">www.online-coordination.com</a>

## 4 PAYMENT

For queries, contact DA finance department on [billing@dubaiairports.ae](mailto:billing@dubaiairports.ae) or refer to the annexed contact list.

### 4.1 Advance payment

4.1.1 Effective IATA Winter schedule 2019, all Operators that have not secured credit facilities with DA must process advance payments with a minimum of five working days' notice prior to the first arrival/departure.

4.1.2 Operators intending to operate a one-off flight are required to provide an advance payment. Operators holding a series of slots are required to provide an advance payment equal to one-month billing of their scheduled operation as advance payments.

4.1.3 Invoices will be adjusted against advance payments the Operator has secured with DA and advance payments must be replenished every billing cycle.

4.1.4 Advance payments levy a 5% disbursement fee on the invoice value.

4.1.5 Dubai Airports reserves the right to cease airline services related to their customer processing in the event of non-compliance to advance payment terms and conditions.

4.1.6 In the event an Operator has not provided adequate notice for advance payments, aeronautical charges remain payable as per Conditions of Use contact [billing@dubaiairports.ae](mailto:billing@dubaiairports.ae) for more information.

4.1.7 For more details on the advance payment process, please contact [billing@dubaiairports.ae](mailto:billing@dubaiairports.ae).

### 4.2 Credit Flight

4.2.1 Credit on settlement of Airport Charges is granted only to Operators that successfully meet DA's 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 clause from a designated bank operating in the UAE before the Operator is entitled to use DA's credit facilities.

4.2.2 The Operator should specify the services they require access to on a credit basis. The credit limits and required collateral will be determined by 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 credit customers might need to provide additional collateral if their total estimated three months' charges have been apparently increased and exceeded the approved credit limit.

4.2.3 If the Operator has appointed a GSA to be fully responsible for their operations at the Airport, the GSA must provide airline authorisation documents along with the credit application form. The invoice will be raised in the name of the airline and addressed to the GSA

4.2.4 The credit customer who has applied and received approval for credit facilities must agree and sign the credit application form.

4.2.5 The credit customer must pay in full all due invoices within (30) days from the date of the invoice

4.2.6 Invoices are issued via email fortnightly from 01<sup>st</sup> of the month to the 14<sup>th</sup> for the first fortnight and from the 15<sup>th</sup> to End of the month for the second fortnight.

4.2.7 DA has the full right to stop credit facilities and seek the collateral's encashment if one or more 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-month 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.

4.2.8 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.

4.2.9 Credit customers are requested to upgrade their collateral following the standard procedures set by DA Finance if they are expanding their operations to the Airport. Credit customers who fail to upgrade the collateral will be required to lodge a deposit equivalent to three (3) months of operations based on anticipated flight schedule, aircraft type and passenger numbers. Deposits should be made within 2 weeks of Finance notification.

4.2.10 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 advance payment process along with applicable disbursement fee and VAT process to settle its Airport Charges for future operations.

4.2.11 Credit customers 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's Finance Unit after two months from the requested date, in order to prepare all pending invoices and settle pending accounts of the customer.

4.2.12 In the event where exposure exceeds collaterals, where payments are overdue, where the Operator does not comply with credit and payment terms and conditions and/or fails to top-up collateral, credit collateral shall be encashed, the operator's credit status will be withdrawn and will instead be converted to advance payment.

### 4.3 Late Payment Policy

4.3.1 Any payment due to DA (including but not limited to landing, parking, security or fines) that are 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.

4.3.2 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.

#### 4.4 Charges Disputes

4.4.1 Disputes in general are only entertained if accurate information was provided within the defined timeframe below along with the supporting data/documents

4.4.2 Disputes have to be raised within 30 days from the receipt of the invoice, along with invoice copy and supporting documents such as Noise certificate, passenger manifest, load sheet and/or other relevant documents. Disputes which are raised beyond this time period will not be entertained.

4.4.3 For queries regarding invoices and disputes please contact: [billing@dubaairports.ae](mailto:billing@dubaairports.ae)

4.4.4 Data delivery or invoice/dispute requests which are addressed to the wrong department are excluded from any possibility for later claims.

#### 4.5 Exemptions

4.5.1 Royal, diplomatic, and state aircraft are exempted from landing and parking charges.

4.5.2 The Operator remains responsible to provide the Airport Operation Control Centre (AOCC) with all relevant documents about such movements including a copy of the diplomatic clearance in advance to [aocc@dubaairports.ae](mailto:aocc@dubaairports.ae) & [billing@dubaairports.ae](mailto:billing@dubaairports.ae) prior to operation.

4.5.3 Diverted Flights are not exempted from Airport Charges. All relevant Airport Charges are applicable as set out in the Schedule of Charges.

#### 4.6 Finance contact details for queries

Tel: +971 (0)4 504 5446

Email: [fincashofcstf@dubaairports.ae](mailto:fincashofcstf@dubaairports.ae)

Tel: +971 (0)4 504 5494

Email: [billing@dubaairports.ae](mailto:billing@dubaairports.ae)

## 5 DATA REQUIREMENTS

### 5.1 General Requirements

5.1.1 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.

5.1.2 The Operator shall comply with the data requirements outlined in these Conditions of Use and proven and voluntary non-compliance will be addressed through the Data Submission Policy and its associated committee.

5.1.3 It should be noted that proven and voluntary non-compliance will impact and Airlines' operations as outlined in the Data Provision Policy available with [airline.relations@dubaairports.ae](mailto:airline.relations@dubaairports.ae).

5.1.4 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 from time to time determine.

### 5.2 IT Requirements

5.2.1 Operators agree to take reasonable steps to inform us in advance of IT systems or IT infrastructure changes within the Operator's organisation which the Operator judge will have an impact on our operational IT systems.

5.2.2 Operators must have in place a system for electronic data exchange of SITA messages (or other approved electronic method) between the Operator's Departure Control Systems (DCS) and us and:

- a) take all reasonable steps to ensure that accurate data is contained within the Operator's central systems (including any websites) and the DCS at all times;
- b) ensure that in the event of flight cancellation, the Operator's DCS and website is updated and a message in IATA SSIM Chapter 6 format message is sent to the Schedules Coordinator (ACL) to [slots@acl-international.com](mailto:slots@acl-international.com) as soon as reasonably possible after the cancellation is identified, and;
- c) where the Operator make any change to or replacement of the Operator's DCS that has a risk of impacting the wider airport community, the Operator must notify DA.

5.2.3 For stations without online DCS connectivity, data exchange for baggage and passenger messages can be facilitated via e-mail on [DXBOPS.data@dubaairports.ae](mailto:DXBOPS.data@dubaairports.ae); Further clarification regarding message format or means of communication can be sought from DA Aviation Business Management team by writing to [airline.relations@dubaairports.ae](mailto:airline.relations@dubaairports.ae).

5.2.4 The SITA address used for this purpose is DXBADXH.

### 5.3 Reference Data

5.3.1 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 kilogrammes) 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 the Operator;
- New and amended ownership or registration details to be advised before 20<sup>th</sup> of the month preceding first usage;
- Scheduled time of operation in (UTC) of all flights from point of origin to Dubai International with flight duration;
- Flight plan call signs matching the flight number.

### 5.4 Payload data

5.4.1 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.

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

Airlines operating to/from Terminal 1:

SITA: DXBCMXH/ HDQKMEK

Airlines operating to/from Terminal 2:

Email: [t2dmacs@dnata.com](mailto:t2dmacs@dnata.com) / [hdqkmek@typeb.gsmmail.com](mailto:hdqkmek@typeb.gsmmail.com)

SITA: DXBCMXH/ HDQKMEK

### 5.5 Operational Data

5.5.1 The Operator shall 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 (including estimated landing time at DXB for arriving flights)

- Actual Times of Operation (including off-block and take-off times at outstation for arriving flights)
- Passenger Service Charges (PSC) and Passenger Facility Charges (PFC) messages as detailed in these Conditions of Use
- Passengers Security and Safety Fee (PSSF) messages as detailed in these Conditions of Use
- Advance Passenger Information Fee (API) messages as detailed in these Conditions of Use
- Passenger Forecasts and Booked Loads (originating, terminating and transferring in DXB) two weeks prior to operation;
- The following list of standard messages for all flights arriving to and departing from Dubai International:

ACRONYM	TYPE OF MESSAGE	IATA REFERENCE	DEADLINE
MVT	Aircraft Movement Message (AA, AD, EA, ED, NI)	IATA AHM 780	ASAP
ASM	Ad-hoc Scheduled Message	IATA SSIM Chapter 5	ASAP
DIV	Aircraft Diversion Message	IATA AHM 781	ASAP
DELAY CODES	Various	IATA AHM 730/731	ASAP
LDM	Load Message	IATA AHM 583	after take-off
PTM	Passenger Transfer Message	IATA PSCRM RP 1718	after take-off
PSM	Passenger Service Message	IATA PSCRM RP 1715	after take-off
BPM	Baggage Processing Message	IATA PSCRM RP 1745	(via BRS)
BSM	Baggage Source Message (Including Short Connections and Terminated)	IATA PSCRM RP 1745	(via BRS)
BTM	Baggage Transfer Message	IATA PSCRM RES 709	after take-off
BUM	Baggage Unload Message	IATA PSCRM RP 1745	ASAP
BNS	Baggage Not Seen Message	IATA PSCRM RP 1745	after take-off
CPM	Container / Pallet Distribution Message	IATA AHM 587	after take-off
UCM	ULD Control Message	IATA AHM 587	after take-off
CAL	Change Assistance List	IATA PSCRM RP 1708a	after take-off
SLS	Statistical Load Summary	IATA AHM 588	after take-off
PAL	Passenger Assistance List	IATA PSCRM RP 1708a	after take-off

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

- Standards for Message Formats IATA AHM 710
- Standards for Message Corrections IATA AHM 711
- Airport Codes IATA AHM 010
- Delay Information Codes IATA AHM 730/731
- Interline Baggage Tag Form IATA RES 740

5.5.3 The data should be sent

- via SITA message to DXBADXH, or
- via email to [DXBOPS.data@dubaairports.ae](mailto:DXBOPS.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.

Please refer to the Data Provision Policy for further details on messaging requirements, which is available from [airline.relations@dubaairports.ae](mailto:airline.relations@dubaairports.ae).

Further clarification regarding message format or means of communications can be sought from DA Aviation Business Management team by writing to [airline.relations@dubaairports.ae](mailto:airline.relations@dubaairports.ae).

## 5.6 Passengers with Restricted Mobility

5.6.1 All Operators should submit pre-notification data for their PRM passengers to the SITA address: DXBADXH

5.6.2 If the Operator does not have a SITA, the Operator's appointed Ground Handler will have another real-time option of pre-booking passengers for the PRM service at DA by using email as follows: [aocc@dubaairports.ae](mailto:aocc@dubaairports.ae)

5.6.3 Format of the SITA/email needs to be in a recognised IATA format, the subject must start with PAL or CAL. The format detailed below should be followed as this is automatically picked up by the system:

PAL  
ZB742/03 SEP LGW PART 1  
-ALC  
1 HARRIS/RUTH. R/WCHR  
ENDPAL

5.6.4 If passenger pre-notification is sent via email the email subject line must begin with either the words PAL or CAL. The body of the email must immediately begin with the PAL or CAL, with no salutations or line breaks. PRM email address is detailed above.

The SSR codes which are acceptable and will ensure correct allocation. Please adhere to this list when notifying of a PRM passenger.

WCHR	Passenger cannot walk long distance but can ascend/descend stairs.
WCHS	Passenger cannot walk long distance, is unable to ascend/descend stairs but can move inside the cabin unaided.
WCHC	Passenger unable to walk at all, cannot ascend/descend stairs and cannot move inside the cabin. Will need to be lifted in and out of seat on board the aircraft.
BLND	Passenger is blind or visually impaired.
DEAF	Passenger is deaf or hearing impaired.
DPNA	Passenger has a mental or sensory disability.
PETC	Passenger is travelling with an assistance dog.
STCR	Passenger is being transported in a medical stretcher onboard the aircraft. These passengers are often travelling with medical personnel and will be meeting a pre-arranged ambulance or transport.
WCMP	To be used in addition to another SSR code, this will indicate passenger has their own wheelchair or mobility aid which is Manually Powered.
WCBD	To be used in addition to another SSR code, this would indicate the passenger is travelling with their own wheelchair or mobility aid which is Battery powered with a Dry cell.
WCBW	To be used in addition to another SSR code, this will indicate passenger is travelling with their own wheelchair or mobility aid which is battery powered with a Wet cell.

WCLB To be used in addition to another SSR code, this will indicate passenger is travelling with their own wheelchair or mobility aid which is powered by a Lithium ion Battery Check-in Desk information.

## 5.7 Airport - Collaborative Decision Making (A-CDM)

5.7.1 A-CDM is a joint initiative between Aircraft Operators, dnata, dans and DA. Its aim is to enable all partners to improve the efficiency, predictability, sustainability and resilience of aircraft flows. This will be achieved through enhanced common situational awareness, data sharing, joint collaborative decision-making processes, and an airport-wide culture of collaboration.

5.7.2 In particular, it aims to:

- Optimise the turnaround process to ensure the best possible coordination of ground handling and airport resources
- Increase the predictability of departure sequences
- Introduce a single source of operational truth in the data operational data shared by all the stakeholders

5.7.3 The implementation of A-CDM, as part of an ongoing project, will be done in phases over the course of 2020-2021.

5.7.4 One of the critical requirements of A-CDM is the timely and accurate updates to the Target Off Block Time (TOBT). The TOBT is the earliest time at which an aircraft is expected to be ready for start-up, all doors closed, boarding bridge removed, push back vehicle available and ready to start up/push back immediately upon receipt of clearance from ATC. The Aircraft Operator must update TOBTs according to the parameters published in the relevant documentation either directly or via the Operator's appointed ground handling provider.

5.7.5 Once the A-CDM Start-up procedure is fully implemented, each flight will receive a Target Start up Approval Time (TSAT), taking into account the individual TOBTs and a set of operational requirements and conditions. TSAT is the time that an aircraft can expect to receive its start-up approval, aiming at an overall optimised push-back (or pre-departure) sequence. The TSAT of a flight is updated as the sequence is optimised;

5.7.6 The existing requirement to update the Estimated Off Block Time with a DLA message (as per ICAO) for all delays equal to or in excess of 15 minutes remains.

5.7.7 For more details on A-CDM, refer to relevant communication of the ATC procedure, AIP entry and queries can be emailed to [A-CDM@dubaairports.ae](mailto:A-CDM@dubaairports.ae)

## 5.8 Data verification

5.8.1 DA may request, within 60 days of departure, copies of aircraft load sheets to enable verification of all details with respect to the passengers carried on any or all flights departing from that airport during a specified period and extracts from aircraft flight

manuals to enable verification of aircraft weight, noise characteristics and the engine NOx emissions level. The Operator shall, following a request in writing made by DA supply it with the original copies of such documents.

5.8.2 Where the Operator, or its handling agent, fails to provide the information required in Section 2.10 within the period stipulated herein DA shall be entitled to assess the charges payable hereunder by the Operator by reference to the maximum passenger capacity of the aircraft, the Maximum Take Off Weight and the maximum NOx emissions level of the aircraft type;

- If the Operator detect an error in that information provided to DA (or Ground Handler, dnata), then the Operator must within 30 days provide to us the correct information along with a change note. DA reserves the right not to correct changes received later than 30 days after the relevant operation;
- DA will use our best endeavours to maintain the confidentiality of any information that the Operator provides to us and classifies it as commercially sensitive. This paragraph shall not affect non-disclosure obligations pursuant to separate contracts entered into between DA and any Operator;
- The Operator acknowledges that we may verify from time to time information the Operator have provided to us by directly counting passengers embarking or disembarking aircraft operated by the Operator;
- You are requested to use the Operator's best endeavours to assist us to identify the reason for any differences between the information provided by the Operator and the information collected by us.

## 5.9 Delivery Data

Queries regarding data delivery have to be sent to the following address:

Airport Operations Control Centre (AOCC)

Tel: +971 (0) 4 504 5000

Email: [aocc@dubaiairports.ae](mailto:aocc@dubaiairports.ae)

## 5.10 Operator's Local Contact Details:

Airline/Operator must provide the 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.

## 6 EMERGENCY SERVICES:

For all types of emergencies including medical emergencies, Airport Operations Control Centre (AOCC) should be contacted on **+971 (0)4 504 5000**. Failure to report emergency case to the mentioned area will cause delaying the action and response time and DA will not be liable for any damage and/or loss whatsoever that would arise and/or caused due to failure/delay report.

## 7 AIRPORT CHARGES

### 7.1 Policing

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.

### 7.2 Charges on Landing

7.2.1 Unless specified otherwise in these Conditions of Use, Charges on Landing are payable by all Operators.

7.2.2 The relevant charges for landing and the subsequent take-off of aircraft shall be paid as set out in the Schedule of Charges.

7.2.3 The charges will be based on MTOW as per Aircraft Noise Certificate submitted by the Operator or its representative GSA, rounded off to the nearest metric tonne. Therefore, Operators should submit their MTOW certificate(s) which should be either from the aircraft manufacturer or from the Civil Aviation Authority of the carriers' host country.

7.2.4 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@dubaiairports.ae](mailto:billing@dubaiairports.ae) prior to their operations and/or should any change to an aircrafts' MTOW incur.

7.2.5 In the absence of MTOW certificates, the billing will be calculated based on highest level of MTOW for each aircraft type.

### 7.3 Charges on Parking

7.3.1 Unless specified otherwise in these Conditions of Use, Charges on Parking are payable by all Operators.

7.3.2 The relevant charges for aircraft parking shall be paid as set out in the Schedule of Charges.

7.3.3 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.

7.3.4 Parking charges are calculated by aircraft category; either narrow body or wide body.

7.3.5 These charges will apply On-block time to Off-block time when the aircraft is secured on the ground.

### 7.4 Passenger Service Charges (PSC)

7.4.1 Passenger Service Charges apply to all passengers of commercial airlines.

7.4.2 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.



7.4.3 The airline must ensure that correct passenger load is forwarded in DA's standard format (refer to Annex I).

7.4.4 PSC data submission by Email within 12 hours after ATD via standard format template (refer to Annex I).

7.4.5 Failure to submit accurate information in the defined standard format of each flight 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

## **7.5 Passenger Safety & Security Fee (PSSF)**

7.5.1 Passenger Safety & Security Fees apply to all passengers of commercial airlines.

7.5.2 The relevant charges for Departing Passengers (excluding infants, aircraft operating crew, Transit/Transfer Passengers continuing travel within 24 hours of arrival) as set out in the Schedule of Charges are payable by outbound Airline.

7.5.3 The airline must ensure that correct passenger load is forwarded in DA's standard format (refer to Annex I).

7.5.4 PSSF data submission by Email within 12 hours after ATD via standard format template (refer to Annex I).

7.5.5 Failure to submit accurate information in the defined standard format of each flight 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.

## **7.6 Advanced Passenger Information Fee (API)**

7.6.1 Advanced Passenger Information Fees apply to all passengers of commercial airlines.

7.6.2 The relevant charges for Arriving, Departing, Transiting, Transferring passengers (excluding infants, aircraft operating crew) are set out in the Schedule of Charges section of these Conditions of Use.

7.6.3 The airline must ensure that correct passenger load is forwarded in DA's standard format (refer to Annex I).

7.6.4 API data submission by Email within 12 hours after ATD via standard format template (refer to Annex I).

7.6.5 Failure to submit accurate information in the defined standard format of each flight 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.

## **7.7 Passenger Facility Charges (PFC)**

7.7.1 Passenger Facility Charges apply to all passengers of commercial airlines.

7.7.2 The relevant charges for Departing Passengers (excluding infants, aircraft operating crew, passengers in transit between two flights with the same flight number) as set out in the Schedule of Charges are payable by outbound airline.

7.7.3 The airline must ensure that correct passenger load is forwarded in DA's standard format (refer to Annex I).

7.7.4 PFC data submission by Email within 12 hours after ATD via standard format template (refer to Annex I).

7.7.5 Failure to submit accurate information in the defined standard format of each flight 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.

## **7.8 Security Charges**

Extra Security Charge is levied on all flights requiring extra security, and Security Screening Charge is levied on all Integrator flights departing from DXB.

## **7.9 Airport Charges increase and inflation**

Dubai Airports reserves the right to adjust rates providing sufficient notice. Increases pertinent to inflation in particular shall be communicated on a yearly basis.

## 8 SCHEDULE OF CHARGES

### 8.1 Value Added Tax

All charges specified in this Conditions of Use are exclusive of VAT. The Operators, Airlines and other users of the Airport shall pay the VAT where required in accordance with the applicable laws and regulations in force in the United Arab Emirates from time to time.

### 8.2 Charges on Landing

Landing charges are based on the MTOW:

Charges on Landing	
Up to 4.5 tonnes	AED 14.29 per tonne
4.5 – 45 tonnes	AED 16.59 per tonne
Over 45 tonnes	AED 18.03 per tonne

### 8.3 Aircraft Parking Charges

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

Aircraft Parking Charges*	
Narrow body A/C	<ul style="list-style-type: none"> <li>- 1 hour and 30 minutes free after landing (starts on block)</li> <li>- AED 258 for first charging hour or part of it (after end of free period)</li> <li>- AED 421 per each additional hour or part thereof</li> </ul>
Wide body A/C	<ul style="list-style-type: none"> <li>- 3 hours free after landing (starts on block)</li> <li>- AED 388 per hour or part of it for first 3 charging hours (after end of free period)</li> <li>- AED 712 per each additional hour or part thereof</li> </ul>
<p><i>*For Integrators exceeding 2 hours on the ground during curfew (0200 to 0800 Local Time) as per the annexed cargo local rule, a 200% premium shall be levied on the highest hourly rate of parking fees</i></p>	

### 8.4 Passenger Service Charges (PSC)

An amount of AED 75.00 per Departing Passenger.

### 8.5 Passenger Security & Safety Fee (PSSF)

An amount of AED 5.00 per Departing Passenger.

### 8.6 Advance Passenger Information Fee (API)

An amount of AED 5.00 per Arriving, Departing, Transferring, Transiting Passenger

### 8.7 Passenger Facility Charges (PFC)

An amount of AED 35.00 per emplaning passenger.

## 8.8 Other Charges

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

<b>Aerobridge Occupancy Charge</b>	
Charge per hour	AED 576 every two hours or part of
<b>Security Charges</b>	
Extra security charge	AED 300
Security screening charge (Integrators only)	AED 300
<b>Airport Fire Service Charge</b>	
Charge per service	AED 200

## 9 OTHER GENERAL RESTRICTIONS AND PROCEDURES

### 9.1 Inadmissible Passenger Policy

**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, absence of visa, expired or forged visa, expired or forged passport or travel documents.

**Purpose:** This policy outlines the procedures and steps that must be adhered to in handling an Inadmissible Passenger arriving to or transiting through the United Arab Emirates and Dubai International.

#### 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 International, 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.

#### 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).

#### 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

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

## 9.2 Passenger Welfare & Consumer Protection

9.2.1 The relaying of any type of charges to the passenger on Airport premises, 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.

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

## 9.3 New Operators Contact details

9.3.1 Before using the Airport facilities and services, Operators must provide the Aviation Business Management team with the Operator's name, the Operator's address and contact details.

9.3.2 The names, addresses, telephone numbers and all other contact details of the Operator's key personnel we can contact at any time about emergencies, security, operational or financial matters in connection with the Operator's operations.

## 9.4 Airport Airside Security Pass

9.4.1 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, Aviation Business Management activities or inaugural flights only: please contact the Aviation Business Management on [airline.relations@dubaiairports.ae](mailto:airline.relations@dubaiairports.ae).
- For Airside access for government or civil aviation delegations, media, community groups and suppliers only, please contact Corporate Communications team.
- 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 SSD.

9.4.2 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.

9.4.3 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.

9.4.4 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.

## 9.5 Safety, Health & Environment

9.5.1 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 DXB 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 DXB 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 SSD.

## 9.6 Fuel, Hydraulic and Dangerous Goods Spillage

9.6.1 Any Operator using the Airport, irrevocably agrees and consents, notwithstanding any provision in any agreement, lease, permit or other instrument to the contrary, that the chief Executive Officer of DA (the "CEO") or his designee may take any/all necessary action(s) to effect the prompt clean-up of an aircraft, and/or vehicle, and/or other equipment or infrastructure, fuel and hydraulic/dangerous goods spillage and the disposal of contaminated materials required for the clean-up; any Operator using the Airport, further irrevocably agrees, consents and undertakes to pay to DA, any and all costs incurred by or on behalf of the Airport for any such cleaning and disposal of contaminants on "Polluter Pays Principle".

## 9.7 Safety and Quality Management Systems

9.7.1 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 DXB Aerodrome Manual and;
- Follow the DA Aviation SMS policy from Part 2 of the SMS 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 +971(0)56 681 1646;
- Ensure that incidents and accidents within the Terminals / Concourses are reported to the relevant Terminal Duty Manager on T1 +971(0)50 624 8010; T2 +971(0)50 553 6897; T3 +971 (0)56 603 5385
- Nominate a focal point for Airside safety concerns to the Senior Manager, Aerodrome SMS DXB – 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 such training and qualifications 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.

## 9.8 Smoking

Smoking is not permitted inside Dubai International terminals, concourses, airside and aerodrome facilities except in areas that have been designated and approved as smoking areas.

## 9.9 Commercial Photography, Film and Recording on Airport Property

9.9.1 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, or use electronic amplification devices in public areas of the terminal or on the public areas of any facility under the administration of DA.

9.9.2 Additional permits may be required from the Dubai Film & TV Commission, please coordinate with Aviation Business Management for further details.

9.9.3 DA, its authorised 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.

## 9.10 Media and other Commercial Activity on Airport Property

9.10.1 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.

9.10.2 Any media related activity must obtain prior written approval from DA Corporate Communication department. Refer to Contact list.

9.10.3 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.

9.10.4 Airline Operators should contact Aviation Business Management for approval of displaying materials (operational and promotional) in the check-in area and boarding gates.



9.10.5 For displaying non-operational materials and promotional campaigns, airline Operators should contact the Commercial Unit directly on [Commercial@dubaairports.ae](mailto:Commercial@dubaairports.ae)

9.10.6 DA conducts regular audit exercises, airline Operators will be asked to remove unnecessary materials within 24 hours.

## 9.11 Methods of Promulgating Information

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

9.11.2 Technical guidance is promulgated via the following:

- Aeronautical Information Publication (AIP) including supplements. Available via UAE GCAA.
- NOTAM (Notice to Airmen).
- Airside advice notices (AAN): published via email and Box folder link 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 Box folder link to advise aerodrome users of urgent and/or serious safety issues related to the airport.
- Emergency Planning Information Circular (EPIC);
- Operational directives (AOD, AED).
- Terminal Operations Advisory Notices (TOAN): published via email to advise terminal users of temporary, urgent and / or immediate changes to the Terminal Service Delivery (infrastructure, operation, etc.

9.11.3 Parties wishing to register for Airside communications must email their request, along with group address (who would like to receive communications) to [sms@dubaairports.ae](mailto:sms@dubaairports.ae) .

9.11.4 The Airline Operating Committee is a standing association of airline companies operating to Dubai International and Dubai World Central and is a platform created by airlines for Dubai Airports, and its stakeholders, to share relevant information and updates with the community in the areas of Airside operations, terminal operations, air traffic, commercials, operational improvements and other updates. The Airline Operating Committee is a platform for the Airline community to suggest operational improvements and bring into light product or service deficiencies delivered by Dubai Airports and its stakeholders that are common to members with the aim to address them. If you wish to become a member, please contact your dedicated Aviation Business Manager who will put you in contact with its chairman.

## 9.12 Foreign Object Debris (FOD)

9.12.1 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/AOD/ASA.

### 9.13 Airside Driving

9.13.1 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://dubaiairports.box.com/v/Airside-Operations-Documents>

9.13.2 All vehicles must be equipped with a vehicle tracking system. The requirements for adherence to the system is detailed in the Airside Driving Regulations (ADR) and all associated costs will be borne by the vehicle operators. For further information please contact [VTMS@dubaiairports.ae](mailto:VTMS@dubaiairports.ae).

### 9.14 Passenger Control

9.14.1 The Airline is responsible for passenger control between the terminals and remote parking bays and vice-versa and are liable to ensure the secure process of passenger transfers between an aircraft parked on a remote bay and the terminal buildings.

### 9.15 Safety, Health & Environment

9.15.1 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 DA 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 Operator and contractors who conduct business at GA 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 Operator and contractors should follow safety and health standards that have been set forth by SSD.

9.15.2 In the event of an emergency, Operators are required to comply with the evacuation process.

### 9.16 Service Delivery

9.16.1 To ensure the highest level of customer service delivery and a continuous improvement of service standards at Dubai Airports, Operators (and their contracted service providers) shall maintain a minimum Level of Service (LOS) that meets pertinent regulatory requirements and/or industry best practices. Operators shall also ensure collaboration with, and adherence to, Dubai Airports' Customer Service Delivery principles. Operators irrevocably agree, consent and undertake to pay to DA, any costs incurred due to measures and initiatives it may take to ensure the minimum LOS towards passengers are met at all times.

## 10 ANNEXES:

### 10.1 Annex I: Passenger Charges Data Submission format (PSC, PFC, PSSF & API)

#### 10.1.1 Submissions by email

Effective 28<sup>th</sup> October 2018, submissions by Email must be done via a specific Excel template available on the corporate section of [www.dubaairports.ae](http://www.dubaairports.ae) (under conditions of use & airport charges). Total passenger figures must match totals in LDM otherwise the highest value will be applied, and no disputes will be accepted.

## 10.2 Annex II: Local Rules

### Dubai International – Slot Enforcement Local Rule

Dubai International (DXB) was designated as IATA Level 3 – Slot Coordinated from the start of the Summer 2010 Season. This move reflects increasingly scarce capacity at its peak hours of operation and the intention to implement a slot process that can promote best utilisation of the capacity in these periods.

ADDITIONAL RULES PERTAINING TO THE ALLOCATION AND WITHDRAWAL OF ALLOCATED SLOTS AT DUBAI INTERNATIONAL (DXB). THIS LOCAL RULE IS APPLICABLE TO ALL OPERATIONS:

1. Airlines that repeatedly or intentionally operate services at a time significantly different from the allocated slot as part of a Series of slots or use slots in a significantly different way from that indicated at the time of allocation, shall not be entitled to historic status for that Series of slots regardless of the utilisation of the slots during the Season. The coordinator may decide to withdraw from that airline the Series of slots in question for the remainder of the Season and place them in the pool after having heard the airline concerned and after issuing a single warning.
2. If an airline is unable to achieve 80% usage of any Series of slots, the coordinator may decide to withdraw from that airline the Series of slots in question for the remainder of the scheduling period and place them in the pool after having heard the air carrier concerned.
3. The Coordinator may withdraw slots allocated to an airline for any services without a recognised destination and place them in the pool on 31 January for the following summer Season or on 31 August for the following winter Season after having heard the air carrier concerned and after issuing a single request for the airline to declare a destination.
4. The coordinator may withdraw the Series of slots provisionally allocated to an airline in the process of establishing itself and place them in the pool on 31 January for the following summer Season or on 31 August for the following winter Season if the undertaking does not hold an operating license or equivalent on that date or if it is not stated by the competent licensing authority that it is likely that an operating license or equivalent will be issued before the relevant Season commences.
5. Refer to the Slot Adherence Policy for additional details about the Slot Enforcement mechanism at Dubai International.

**Dubai International – Charter Local Rule**

Dubai International (DXB) is designated as IATA Level 3 – Slot Coordinated. This reflects increasingly scarce capacity at peak hours of operation and the need to implement scheduling processes that can promote best utilisation of the capacity.

**ADDITIONAL SCHEDULING RULES AT DUBAI INTERNATIONAL (DXB) FOR CHARTER OPERATIONS:**

Commercial passenger charter operations at Dubai International (DXB) may only be operated by designated scheduled Operators, where the Seasonal total of charter movements does not exceed the Seasonal total of scheduled passenger movements.

Operators classified as charter, in accordance with the Dubai International Conditions of Use, paragraph ‘Operators classification’, will not be allowed at Dubai International and will be offered slots at Dubai World Central (DWC) instead.

Non-charter Operators are required to follow the standard schedule application process as described in the Dubai International Conditions of Use.

**Charter services operated by non-charter Operators**

Services that hold a Series of slots, fewer than 80% of the available weeks, during a Season at the IATA slot handback deadline will not gain historic status in future Seasons. Slots held for at least 80% of the Season will be subject to the determination of Historic Status as detailed in the IATA Worldwide Slot Guidelines.

**Operations that already have historic status prior to the publication of these rules at DXB**

The historic status of existing operations will only be maintained for Operators not designated as charter. These will however be subject to the standard rules around utilisation as laid out in the IATA World Slot Guidelines. Failure to adhere to the rules will result in the loss of historic status and future applications will be treated as new services and subject to the rules relevant to these services as laid out above.

For further clarification, please contact Aviation Business Management team.

Aviation Business Management

Commercial and Communication Unit

Email: [airline.relations@dubaairports.ae](mailto:airline.relations@dubaairports.ae)

[www.dubaairports.ae](http://www.dubaairports.ae)

## **Dubai International – Positioning and Transit Flights Local Rule**

Dubai International (DXB) has been designated as IATA Level 3 – fully Coordinated from the start of the summer 2010 Season. This move reflects increasingly scarce capacity at its peak hours of operation and the intention to implement a scheduling process that can promote best utilisation of the capacity in these periods.

ADDITIONAL SCHEDULING RULES AT DUBAI INTERNATIONAL (DXB) FOR POSITIONING, TRAINING, TECHNICAL AND TRANSIT OPERATIONS:

### **New entrants or additional services by existing Operators at DXB**

- New Operators or existing Operators at DXB requiring slots for positioning flights and or transit flights are required to follow the standard schedule application process as described in Dubai International's Conditions of Use.
- Services that hold a Series of slots for positioning or transit flights will not gain historic status in future Seasons. Therefore, schedule requests for the same operation in future Seasons will not be guaranteed a slot.
- Only home-based carriers are permitted to operate Training or Technical Flights after obtaining ad hoc slots to operate to DXB.
- The historic status of existing positioning and transit operations will be maintained. These will however be subject to the standard rules around utilisation as laid out in the IATA World Scheduling Guidelines. Failure to adhere to the rules will result in the loss of historic status and future applications will be treated as new services and subject to the rules relevant to these services as laid out above.

### Dubai International – Cargo Local Rule

Dubai International (DXB) is designated as IATA Level 3 – fully coordinated airport. This reflects increasingly scarce capacity at its peak hours of operation and the intention to implement a scheduling process that can promote best utilisation of the capacity in these periods.

DA Cargo facilities are available at 2 locations, Dubai International (DXB) and Dubai World Central (DWC).

### ADDITIONAL SCHEDULING RULES AT DUBAI INTERNATIONAL FOR CARGO ONLY OPERATIONS:

New cargo entrants or additional services by existing Operators at DXB:

- No freighter flights (excluding Integrators) will be accepted at DXB, new slots will be offered and allocated to freighter operation only at Dubai World Central (DWC) subject to available capacity of the airport, in line with IATA scheduling policies.
- Effective IATA Winter Season 2014 DA implemented a complete ban\* of all cargo operations (on freighters, excluding Integrators) at DXB, in addition all historic for scheduled freighters were revoked. Cargo airlines are only permitted to operate and build historic at DWC.
- \*Ban does not apply to Integrator flights operated by DHL\AeroLogic\*\*, FedEx, UPS and TNT Airways.
- \*\*3S flight code only.

### AMENDMENT TO LOCAL RULE AT DUBAI INTERNATIONAL AIRPORT (DXB) FOR CARGO AND FREIGHT OPERATIONS:

Effective from 25<sup>th</sup> March 2018 (IATA S'18 Season):

- Ground times longer than 2 hours within the peak stand utilisation period (0200 to 0800 Local Time) will not be permitted and will carry penalties as outlined in the schedule of charges
- The peak period will be reviewed Season by Season

### Cargo Services at DWC:

These rules will not apply at DWC as it is currently IATA Level 2 Schedule Facilitated. Full details of this process are described in Dubai World Central Conditions of Use.

## Dubai International – Historic Eligibility

Dubai International (DXB) is designated as IATA Level 3 – Slot Coordinated. This reflects increasingly scarce capacity at peak hours of operation and the need to implement scheduling processes that can promote best utilisation of the capacity.

### **ADDITIONAL SCHEDULING RULES AT DUBAI INTERNATIONAL (DXB) FOR HISTORIC ELIGIBILITY:**

Services that hold a Series of slots will not gain historic status in future Seasons where either of the following apply.

1. The number of weeks in the series is less than 80% of the total weeks in the Season.
  - a. Applies to all IATA SSIM chapter 6 service Types.
2. The allocated slots are for positioning, transit or charter flights.
  - a. Applies to IATA SSIM chapter 6 service types G, R, C, O, L, P, T, K, E, W, X.
3. New freight integrator services, in accordance with the Cargo Local Rule.
  - a. Applies to IATA SSIM chapter 6 service types F, V, M, A, H.

Schedule requests for the same operation in future Seasons will not be guaranteed a slot.

Operations that already have historic status prior to the publication of these rules:

The historic status of S15 and W15 operations will be maintained. These will however be subject to the standard rules around utilisation as laid out in the IATA World Scheduling Guidelines. Failure to adhere to the rules will result in the loss of historic status and future applications will be treated as new services and subject to the rules relevant to these services as laid out above.

Exemptions:

New services beginning later in the Season may be exempt from point 1, where there is intent to operate at least 80% of the total weeks in the future equivalent Season.



### 10.3 Annex III: Passenger Welfare & Consumer Protection

#### Purpose:

The purpose of this section is to set Dubai Civil Aviation Authority's (DCAA) and Dubai Airports' (DA) expectations in regard 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 prior to the passenger's reporting time for check-in the airline shall notify DA Airport Operations Control Centre (AOCC) 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, senior citizens, 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 reserves the right 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.
- Maximum hold onboard an aircraft is 3 hours in absence of disembarking decision.

KEY CONTACTS:

Airport Operations Control Centre (AOCC) +971(0)45045000

DXB

Terminal 1 Duty Manager +971(0)506248010

Terminal 2 Duty Manager +971(0)505536897

Terminal 3 Duty Manager +971(0)566035385

DWC

Terminal Duty Manager +971(0)566864922

DCAA

Aviation Consumer Protection Unit: +971(0)565377782

#### 10.4 Annex IV: Contact List

DUBAI AIRPORTS	Tel	Email	SITA/ AFTN
Aviation Business Management		<a href="mailto:airline.relations@dubaairports.ae">airline.relations@dubaairports.ae</a>	
Airport Operations Control Centre, (AOCC) (24/7)	+971(0)4 504 5000	<a href="mailto:Aocc@dubaairports.ae">Aocc@dubaairports.ae</a>	
Corporate Communication		<a href="mailto:Lorne.Riley@dubaairports.ae">Lorne.Riley@dubaairports.ae</a> <a href="mailto:Ali.zaigham@dubaairport.ae">Ali.zaigham@dubaairport.ae</a>	
Emergency Services (AOCC)	+971(0)4504 5000		
Finance (Billing)	+971(0)42162018	<a href="mailto:billing@dubaairports.ae">billing@dubaairports.ae</a>	
Finance (Cash office)	+971(0)4 2162142	<a href="mailto:central.cashoffice@dubaairports.ae">central.cashoffice@dubaairports.ae</a>	
Safety & Sustainability Department (SSD)		<a href="mailto:safety.sustainability@dubaairports.ae">safety.sustainability@dubaairports.ae</a>	
T1 Duty Manager	+971(0)506248010	<a href="mailto:T1CSDTeam@dubaairports.ae">T1CSDTeam@dubaairports.ae</a>	
T2 Duty Manager	+971(0)505536897	<a href="mailto:T2CSDTeam@dubaairports.ae">T2CSDTeam@dubaairports.ae</a>	
T3 Duty Manager	+971(0)566035385	<a href="mailto:T3CSDTeam@dubaairports.ae">T3CSDTeam@dubaairports.ae</a>	
Duty Manager Airside	+971 (0)566811646	<a href="mailto:ODMA@dubaairports.ae">ODMA@dubaairports.ae</a>	
Airside Compliance Assurance		<a href="mailto:ComplianceTeam@dubaairports.ae">ComplianceTeam@dubaairports.ae</a>	
<b>DUBAI CIVIL AVIATION AUTHORITY (DCAA)</b>			
Executive Director Air Transport & International Affairs	+971(0)4 777 0440	<a href="mailto:air.transport@dcaa.gov.ae">air.transport@dcaa.gov.ae</a>	
P.O. Box 49888, Dubai, UAE.	+ 971(0)566869128		
		<a href="http://www.dcaa.gov.ae">www.dcaa.gov.ae</a>	
<b>ACL (SLOT COORDINATORS)</b>			
<b>Dubai</b> (Sunday to Thursday 0730/1600 GST)	+971(0)4 504 5824	<a href="mailto:slots@acl-international.com">slots@acl-international.com</a> ; <a href="mailto:dxbstaff@acl-international.com">dxbstaff@acl-international.com</a>	
		<a href="http://www.online-coordination.com">www.online-coordination.com</a>	
<b>UK</b> (Monday to Friday 1230/2030 GST)	+44 208 564 0626	<a href="mailto:slots@acl-international.com">slots@acl-international.com</a> ; <a href="mailto:dxbstaff@acl-international.com">dxbstaff@acl-international.com</a>	

[www.online-  
coordination.com](http://www.online-coordination.com)

FLIGHT CATERING

Emirates Flight Catering +971 (0)4 2086763 / 6779 [opsekfc2@ekfc.ae](mailto:opsekfc2@ekfc.ae) DXBKCXH

GROUND HANDLER

dnata [groundhandling@dnata.com](mailto:groundhandling@dnata.com)

### 10.5 Annex V: Credit Application Form

Date of Application \_\_\_\_\_

#### Part I Customer Information

Customer Name: \_\_\_\_\_

In Business

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

Customer Name:

Designation:

Signature:

Company Stamp:

Date: \_\_\_\_\_

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Part II

DAC Finance Approval

Approved

Rejected

Comments:

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AR Manager

Date

Name:

Signature:

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Senior Manager - AR

Date

Name:

Signature:

Part III

Collateral Details

**Collateral Amount:** AED \_\_\_\_\_

Security Deposit / Bank Guarantee (Select One)

Bank Guarantee Details

Bank Name \_\_\_\_\_

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:

DA 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 – DA - 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