



ACL International

Dubai International Airport (DXB)

General Aviation Restrictions and Slot Performance Requirements

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Version 1.2

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1. Introduction

- 1.1 The Slot Performance for General and Business Aviation (GA/BA), collectively referred to as GA in this document) operations is governed by this document. This differs from series scheduled operations of commercial passenger and cargo flights due to GA typically being ad hoc and largely single independent flights, rather than a series of operations as with commercial flights.
- 1.2 The Slot Performance Requirements (SPR) in this Terms of Reference (ToR) are applicable only for GA and GA specifically at Dubai International Airport DXB. This is not applicable currently at Dubai World Central (DWC).
- 1.3 SPR will be applicable for all GA operations.
- 1.4 GA operations are having a detrimental impact on airport throughput due to the required airspace and runway separations. Separation increases have become necessary to mitigate go-arounds, which further degrades the runway throughput capacity. GA operations are particularly impactful in the commercial hub peak periods, resulting in excessive delays.
- 1.5 Dubai Airport (DA) has considered alternative approaches for managing the impact of GA on the airports operational performance. This included restricting such traffic at DXB in totality. The approach outlined in this document is aimed to avoid such a restriction, allowing GA to continue operations outside of the peak periods, subject to available capacity and obtaining a cleared slot.
- 1.6 The effectiveness of this policy will be reviewed on a scheduling seasonal basis, considering the growth of the commercial passenger hub and the impact that GA performance continues to have on the airport throughput. The following sub-sections outline the restrictions that are being implemented to mitigate the impact on throughput in the peaks.
- 1.7 GA will only be permitted outside of the airport hub peak periods, effective from the northern Winter '24 scheduling season onwards (effective Sunday 27th October 2024). The restricted hours for GA operations at DXB are outlined below in both UTC (Table 1) and Local Time (Table 2):

Table 1 – Restricted Times for GA from Winter '24 Scheduling Season Onwards (UTC)

	Arrival Restrictions	Arrival & Departure Restrictions	Departure Restrictions
Time periods (UTC) that GA are Restricted from Scheduling and Operating at DXB	0030 to 0229		0330 to 0759
	1030 to 1429*		
	1900 to 2129		2300 to 0059
Total Hours of Restrictions	8.5		10.5

Note: *The 1030 to 1429 hours (UTC) restriction would not be applied for Monday as both runways are available (normal maintenance period Tuesday to Sunday (inclusive)). Note, DWC runway maintenance on Mondays would prevent operations at DWC during this period.

Table 2 – Restricted Times for GA from Winter '24 Scheduling Season Onwards (LT)

	Arrival Restrictions	Arrival & Departure Restrictions	Departure Restrictions
Time periods (LT) that GA are Restricted from Scheduling and Operating at DXB	0430 to 0629		0730 to 1159
	1430 to 1829*		
	2300 to 0129		0300 to 0459
Total Hours of Restrictions	8.5		10.5

Note: *The 1430 to 1829 hours (LT) restriction would not be applied for Monday as both runways are available (normal maintenance period Tuesday to Sunday (inclusive)). Note, DWC runway maintenance on Mondays would prevent operations at DWC during this period.

- 1.8 The restriction prevents the filing of slots for GA service types during the time periods outlined in Section 1.7. This will be enforced through restrictions in the slot system and Dubai Airports AOCC. Monitoring of GA operations across the day will be performed and sanctions will be triggered for any service that operates in the restricted period or are deemed significantly off slot as defined in this policy.
- 1.9 Slot monitoring will be performed by the independent Coordinator, ACL, in line with Section 3 of this document. Such monitoring will be carried out in a neutral, non-discriminatory and fair manner.

2. Scope

- 2.1 This policy refers to General and Business aviation flights at Dubai International Airport (DXB) and Al Maktoum International Airport when designated as Level 3 – Coordinated. Operations using service type C, D, E, G, I, N, S and U.

3. Objectives of the GA Slot Performance

- 3.1 The objective of the GA Slot Performance is to ensure the efficient, legal use of airport capacity, adoption of the restrictions and to encourage continuous improvement of operational performance by:
 - Promoting better adherence to allocated slots and equipment types.
 - Identifying problematic themes and/or trends affecting slot and operational performance at Dubai International (DXB) Airport.
 - Ensuring that slots are used in line with the Worldwide Airport Slot Guidelines (WASG) and local rules.
 - Ensuring that slots operate to the scheduled cleared times.
 - Ensure that GA slots do not operate in the restricted period for GA operations, as outlined in Section 1.7.
 - Monitoring compliance with all local rules and adherence to capacity reduction instructions as required from time-to-time pursuant with the Dubai Airports Conditions of Use (CoU).
 - Enhancing existing airport capacity through more reliable and efficient operations for all stakeholders.
 - Preventing the misuse of slots.

These GA ToR's for Slot Performance Requirements (SPR) apply to DXB as a Worldwide Airport Slot Guidelines designated Level 3 airport. The SPR ToR are also applicable to DWC for any period of time that DWC is designated a Level 3 airport.

4. Monitoring Process and Discrepancies

- 4.1 Dubai Airports (DA) utilises the appointed Coordinator, to undertake all slot monitoring activities for operations at DXB and when applicable DWC. The coordinator continually monitors and compares actual flight data provided by Dubai Airports with slot data held in the coordination database, to determine flight operator performance.
- 4.2 The Coordinator will contact GA operators via the established FBO's with regards to slot performance discrepancies. Discrepancies could include, but may not be limited to:
- Operating at a significantly different time than the allocated slot.
 - Operating in the GA restricted time periods as outlined in Section 1.7
 - Deliberate/ Intentional slot misuse, e.g. when a service clearly and deliberately differs from the allocated slot.
 - Operations without an approved slot.
 - Failure to cancel unused or not required approved slots.
 - Equipment discrepancies e.g. when an operation is with an aircraft type that differs from that designated for the allocated slot.
 - Operations that request a non-standard operational procedure, such as increased ATC separation.
 - Failure to comply with a capacity reduction request when instigated by DXB/DWC; pursuant with the Dubai Airports Conditions of Use (CoU).
 - Any appeal or disagreement with a performance discrepancy should be raised by the FBO to ACL within 7 days of the date of initial contact from ACL. The Appeals process is detailed further in Section 5 of this document.
- 4.3 The Coordinator will communicate all consolidated responses from the FBO's to the Airport, supported with any provided evidence from the FBO's for a decision. These discrepancies will be discussed and verified by the Coordinator and the Airport, which will then result in the following processes:
- Determine whether the discrepancy is significant enough to escalate for further action.
 - Close the identified discrepancy with no further action.
 - Close the identified discrepancy with a warning to the GA operator and the FBO, identifying the issue to eliminate for all future GA operations.
 - Sanction the operator for the escalated significant discrepancy, the sanction will be based on the structure as identified in Section 6. The sanction, based on DA's decision, will be issued by the Coordinator to the FBO.
- 4.4 GA operations will be continually monitored, operations that operate in the restricted period or at a significantly different time may be sanctioned on the first instance as per Section 5. Repeat occurrences of discrepancies will result in one of the below or a combination:
- Increased sanction levels.
 - Removal of any other slots for future operations by the GA entity.
 - Restriction on that GA entity being able to apply for DXB slots in the future.

5. Appeals Procedure

- 5.1 Operators who believe their financial sanction is not aligned to these ToR's must appeal through their Dubai Airports designated FBO's at DXB. Appeals must be submitted by the FBO's to the Coordinator within 14 calendar days of the date of the sanction. Appeals outside of this window and directly by the operator (with exception of FBO's own flights) will not be considered. FBO's should send the collated appeals to current_season@acl-uk.org.
- 5.2 The appeal letter must clearly detail the grounds for the operators appeal and should be supported with any relevant data or information to support their appeal.

- 5.3 All appeals will be referred to and considered by the Dubai Airports management. Appeals will be addressed within 30 days from the date of receipt. The decision will be confirmed in writing to the relevant FBO and will be final with no further appeal possible.
- 5.4 Sanctions must be paid by the FBO's (on behalf of the operator) in full, within 30 days of the sanction being issued, as outlined under the published GA DXB Conditions of Use.
(<https://www.dubaiairports.ae/corporate/business-opportunities/airlines>)
- 5.5 Consideration should be given to the below when making an appeal to a sanction:
- **ATC Related Delays:**
ATC related delays will not be accepted as valid grounds for exemption. Slot allocation and ATC clearance are distinct airport functions; the airport slot is managed by the appointed coordinator and ATC clears flights only as they approach, slot adherence margins are considered and discussed further in Appendix 1 of this document.
 - **Diplomatic / State / Government Flights:**
Exemptions will be granted only if the flight has an official MOFA clearance and the slot was filed with a 'Service Type' code, 'I' (State/Diplomatic/Air Ambulance), 'E' (Special (FAA/Government)) or 'W' (Military).
 - **Passenger, VIP or Handling Delays:**
These reasons will not qualify for exemption, unless there is clear and sufficient evidence of an airport-related disruption.
 - **GA Restrictions Exceptions:**
Any exemptions or allowances under GA restrictions will be communicated exclusively by Dubai Airports or its Airport Operations Control Centre (AOCC).
 - **Medical/Emergency Flights:**
Ambulance or medical assistance flights may be exempted, provided that proper documentation is submitted and the slot was filed with a 'Service Type', 'U' code.
 - **Weather Conditions (e.g., Headwinds/Tailwinds):**
These are not valid grounds for exemption, particularly given the slot adherence margins as discussed in Appendix 1 of this document.

6. Sanctions Structure

- 6.1 Sanctions will be imposed by the Slot Performance Requirement team, made up of the coordinator and Dubai Airports. The sanctions will be imposed on a per occurrence basis. The aim of the SPR is to clearly define the expected Slot Performance Requirements for GA operations. Failure to meet the requirements will result in a financial sanction. Significant volumes of breaches to the SPR may result in the restriction of all GA operations in the future due to the impact on the ability to deliver the declared capacity. Any funds raised from these sanctions will be paid to the Dubai Government Department of Finance via Dubai Airports:
- 6.2 Any sanction will be applied to the entity that applied for the slot related to the misuse. This will either be the aircraft operator or the FBO.

Offence	Sanction Value
Poor Slot Adherence (range dependent on severity)	20K to 100K AED
Operation in the Restricted Hours (refer to Section 1.7)	100K AED
Operation Without a Slot	100K AED
Failure to Cancel a Slot	50K AED
Operation of Aircraft Type Not Allocated/Equipment Discrepancy	10K AED

- 6.3 The non-payment of any fine imposed will be considered unacceptable by Dubai Airports (DA) and the ultimate sanction could lead to a loss of right to operate and an instruction being given to the coordinator to not issue any further slots.

7. Publicity

- 7.1 Dubai Airports shall request that the Coordinator publish decisions to impose such financial penalties, except to the extent that material is considered commercially confidential. Such reporting may include the results of any appeals which have been concluded in the relevant period (which may be redacted where the relevant carrier considers there to be commercially or operationally sensitive material, which should not be disclosed). Decisions to impose financial sanctions can be published on the Coordinator's website.

Appendix 1 – Slot Adherence

Slot adherence differs from the traditional On Time Performance (OTP) metric as OTP typically does not capture flights which arrive early. However, the slot performance data does include all flights that arrive earlier than 15 minutes, prior to scheduled time of arrival (STA). Slot adherence is therefore a better measure of the airline performance and relates directly to the utilisation of assets.

Slot Adherence Definition: A flight which arrives or departs within 15 minutes or less of the scheduled arrival time (STA) or scheduled departure time (STD) for that flight. It should however be noted that the allocated slot is for the specific STA/STD for the movement and does not mean a 15-minute buffer either side. The Coordinator will address the worst offenders first, but also has the right to address any performance which falls within the definition above, if it is deemed appropriate. Operations that exceed more than +/- 15 minutes will be subject to a sanction, up to the maximum values, as defined in Section 6.

STD/STA Definition: In relation to the above, STD is defined as the time that the aircraft is scheduled to be off blocks (SOBT) and STA as the time that the aircraft is scheduled to be on blocks (SIBT) i.e. scheduled push back and scheduled on stand times.

Slot Adherence (SA) Summary Definition

<15 Mins Early (SIBT/SOBT)	+/- 15 Mins (SIBT/SOBT)	>15 Mins Late (SIBT/SOBT)
✗	✓	✗