



WARSAW
CHOPIN
AIRPORT

**REQUIREMENTS FOR CARRIERS FOR OPERATING
TO WARSAW CHOPIN AIRPORT**

NOVEMBER 2018

CONTENTS:

I. Administration.....	3
1. Traffic rights – Civil Aviation Authority (CAA).....	3
2. Requests for slots - ACL International (Airport Coordination Limited).....	3
3. Air traffic management	4
4. Other entities	4
II. Ground handling and PRM service	5
III. Cooperation with Warsaw Chopin Airport	7
1. Operational conditions and requirements	7
2. Passenger check-in	9
3. Sorting of baggage	10
4. Safety requirements	10
5. Commercial requirements	11
6. Additional services available at request	13
7. Marketing i PR.....	14
8. Business facilities	15
9. Non-Aeronautical Services	15
10. Meetings with Warsaw Chopin Airport users	16

REQUIREMENTS FOR CARRIERS FOR OPERATING TO/FROM WARSAW CHOPIN AIRPORT

The document contains information useful for air carriers planning to launch air services or operating to/from Warsaw Chopin Airport and a detailed description of the process that an air carrier must undergo to operate to/from Chopin Airport.

I. Administration

1. Traffic rights – Civil Aviation Authority (CAA)

<p>International commercial flights operated by non-EU air carriers, with a commercial landing on the territory of the Republic of Poland, require obtaining a permit from the President of the Civil Aviation Authority, subject to the terms and conditions stipulated in international agreements.</p> <p>For details visit CAA website: http://www.ulc.gov.pl/en/market-regulation</p>	<p>Contact: Civil Aviation Authority Flisa 2 02-247 Warszawa phone: + 48 22 520 72 00 e-mail: kancelaria@ulc.gov.pl http://www.ulc.gov.pl Air Transport Department, Traffic Rights Division (LER-2) +48 22 520 73 09 +48 22 520 73 91 +48 22 520 73 20 fax: +48 22 520 73 53 e-mail: trafficrights@ulc.gov.pl</p>
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2. Requests for slots - ACL International (Airport Coordination Limited)

<p>As of 25 March 2012 Warsaw Chopin Airport has been a round-the-clock coordinated airport (Level 3 according to IATA), in both schedule seasons. To perform an air operation at Warsaw Chopin Airport an airline must first obtain a slot from the flight schedule coordinator. ACL International is responsible for coordinating slots at Chopin Airport.</p> <p>Slot allocation process applies to IFR and VFR flights, except for state aviation flights, emergency landings and relief flights.</p> <p>All slot requests should be submitted (in the form of IATA SCR – SSIM Chapter 6 messages) during the Coordinator’s office hours to the Coordinator (ACL) only. Details on slot request procedure are described in the Local Rule EPWA-1 https://www.acl-uk.org/wp-content/uploads/2017/11/LOCAL-RULE-EPWA-_edition4-approved_ENG.pdf</p> <p>From 2330 to 0530 LT ‘core night’ applies. No air traffic movements can be planned for this time. Aircraft movements freed from slot allocation process, operationally delayed (due to circumstances beyond control) being a part of a series and diverted arrivals are allowed in core night period.</p> <p>To meet the requirements for the level of aviation noise in the environment in night-time hours (2200-0559 LT), a Quota Count system applies to the coordination process. Description of the process can be found in the Local Rule EPWA-1.</p>	<p>Contact: ACL International - London Viewpoint 240 London Road Staines, TW18 4JT, United Kingdom ACL provides services from 08:30 to 17:00 UK local time, on weekdays only (excluding bank holidays). Jakub Lesniak – Coordinator phone: +44 (0) 208 564 0637 e-mail: poland@acl-international.com slot request e-mail: Slots@acl-international.com http://www.acl-international.com</p>
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3. Air traffic management

<p>Air traffic management in the FIR WARSZAWA airspace is handled by the Polish Air Navigation Services Agency (PANSa). PANSa is responsible for air traffic control, ensures flight information service, emergency service, planning of air traffic flow in Polish airspace, airspace occupancy coordination.</p>	<p>Contact: Polish Air Navigation Services Agency Wieżowa 8 02-147 Warszawa phone: + 48 22 574 50 00 http://pansa.pl</p>
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4. Other entities

Entity name	Contacts
<p>III Customs Office</p>	<p>Warsaw Airport Żwirki i Wigury 1 00-906 Warszawa phone: + 48 22 650 34 30 phone: + 48 22 650 48 93 e-mail: UC443000@war.mofnet.gov.pl</p>
<p>Warszawa – Okęcie Border Guard Post</p>	<p>Zwirki i Wigury 1 00-906 Warszawa phone: + 48 22 500 3505 phone: + 48 22 500 3500 (24 h) e-mail: okecie@strazgraniczna.pl</p>
<p>Border Sanitary and Epidemiological Station in Warsaw</p> <p>Border Sanitary Inspection Post</p>	<p>ul. Komitetu Obrony Robotników 49 02-146 Warszawa phone: 22 650 25 33 e-mail: gsse.warszawa@pis.gov.pl http://www.gssewarszawa.pis.gov.pl Passenger Terminal – Warsaw Chopin Airport phone: + 48 602 220 181 phone: + 48 22 650 60 60 (24 h)</p>
<p>Veterinary Inspection General Veterinary Inspectorate</p>	<p>ul. Wspólna 30 00-930 Warszawa phone: 22 623 20 89 e-mail: wet@wetgiw.gov.pl http://www.wetgiw.gov.pl</p>

II. Ground handling and PRM service

The ground handling agents operating at Warsaw Chopin Airport ensure comprehensive passenger service (including check-in, boarding, passenger transport, PRM handling, provision of assistance to passengers requiring special attention and to minors) and aircraft handling (wide scope of services, from aircraft landing to take-off). Please find below the contact details to companies providing ground handling services. The selection of the ground handling agent is the air carrier's decision.

At Warsaw Chopin Airport PRM services (assistance to disabled passengers and passengers with reduced mobility) are provided by Welcome Airport Services Sp. z o.o. – contact details are given in the table below. The PRM price list can be found at Chopin Airport's website: https://www.lotnisko-chopina.pl/uploads/user_files/OH/HSL/waw_prm_charge_2018.pdf

Entity name Range of services	Contacts
<p>Apron, passenger and cargo handling</p>	<p>Welcome Airport Services Sp. z o.o. ul. Żwirki i Wigury 1 00-906 Warszawa http://www.welcome-as.pl commercial@welcome-as.pl Operation Centre phone: + 48 22 650 4546; +48 22 650 4547 fax: + 48 22 650 4542 SITA: WAWOOXH VHF: 131,40 MHz e-mail: ops@welcome-as.pl General & VIP Aviation phone: + 48 22 243 04 32 fax: + 48 22 243 39 27 SITA: WAWGAXH VHF: 131,40 MHz e-mail: ga@welcome-as.pl</p> <p>LS Airport Services S.A. ul. Gordona Benetta 2b 02-159 Warszawa http://www.lsas.aero e-mail: commercial@lsas.aero Operational Centre phone: + 48 22 206 94 50 SITA: WAWVRXH VHS: 131,575 MHz e-mail: vera@lsas.aero General Aviation phone: + 48 22 650 43 09 fax: + 48 22 650 43 03 SITA: WAWDSXH VHS: 131,925 MHz e-mail: eaops@lsas.aero</p> <p>Baltic Ground Services PL Sp. z o.o. Okęcie Business Park – Zephyrus Building ul. Komitetu Obrony Robotników 45B 02-146 Warszawa http://www.bgs.aero e-mail: info.waw@bgs.aero Operation Centre phone: +48 601 433 408 SITA: WAWBGXH VHS: 131,850 MHz e-mail: ops.waw@bgs.aero</p>

Jet fuel supply

ORLEN Aviation Sp. z o.o.

ul. J. Gordona Bennetta 2
02-159 Warszawa
phone: + 48 22 778 0388
mobile: + 48 24 693 280 226
e-mail: avi.waw@orlen.pl
<http://orlenaviation.pl>

Fuel sales
phone: + 48 22 778 0193
fax: + 48 24 367 90 81
e-mail: ptl_services@petrolot.pl

Baltic Ground Services PL Sp. z o.o.

Okęcie Business Park – Zephyrus Building
ul.17 Komitetu Obrony Robotników 45 B
02-146 Warszawa
<http://www.bgs.aero>
e-mail: info.waw@bgs.aero
phone: +48 601 433 408
e-mail: fuel.pl@bgs.aero

LOTOS Air BP Sp. z o. o.

Pl. Elbląska 135
80-718 Gdańsk
<http://www.lotos.pl>
Distribution in Warsaw
phone: +48 22 650 4290
mobile: +48 505 121 406; +48 691 080 013
fax: +48 22 650 4291
e-mail: dystrybucja-warszawa@lotosairbp.pl

DO&CO Poland Sp. z o.o.

ul. Sekundowa 2
02-178 Warszawa
e-mail: sprzedaz@doco.com
Aviation coordination
phone: +48 22 390 82 86
mobile: +48 609 722 493
fax: +48 22 846 32 42
e-mail: waw.dispatch@doco.com
<http://www.doco.pl>

Ferier Sp. z o.o.

ul. Żwirki i Wigury 1
00-906 Warszawa
phone: +48 794 406 208
e-mail: order@ferier.pl
<http://ferier.pl>

Catering supply

Technical maintenance

LOT Aircraft Maintenance Services Sp. z o.o.

ul. Komitetu Obrony Robotników 45C
02-146 Warszawa
phone: + 48 22 606 80 02
mobile: +48 536 360 310
e-mail: office@lotams.com
ia. pre-departure and base handling (C- and D-type
maintenance, AOG services)
<http://www.lotams.com>

	<p>LS Technics Sp. z o.o. ul. Gordona Benetta 2b 02-159 Warszawa phone: +48 608 059 269 e-mail: mx@lst.aero ia. scheduled and non-scheduled service, AOG shttp://www.lstaero.pl</p> <p>Nayak Aircraft Service PO BOX 26 02-275 Warszawa phone: + 48 22 650 16 87 mobile: + 48 724 082 012 e-mail: waw@nayak.nl http://www.nayak.aero</p> <p>Linetech Sp. Z o.o. ul. Komitetu Obrony Robotników 45D, 02-146 Warszawa mobile.: (+48) 722 008 008 e-mail: office@lintetech.pl; sales@lintetech.pl</p> <p>Airtech Solution Sp. z o.o. 02-495 Warszawa ul. Żywiecka 39 tel: (+ 48) 531 703 992 e-mail: office@airtechsolution.com</p>
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III. Cooperation with Warsaw Chopin Airport

1. Operational conditions and requirements

Information range	Contacs
<p>Operational messages</p> <p>For each operation the carrier is required to submit MVT, LDM and PTM, BSM, SSM/ASM messages in accordance with IATA standard.</p> <p>To ensure proper aircraft and passenger service and baggage handling the schedule data submitted to airport services must correspond to data submitted by the Flight Schedule Coordinator in the form of SCR messages.</p> <p>All slot changes must be reported to and approved by the Flight Schedule Coordinator.</p>	<p>Airport Operations Bureau Airport Operations Service SITA: WAWPBXH (or, if not possible, e-mail: aproncontrol@polish-airports.com) phone: + 48 22 650 41 12</p>
<p>Information on planned passenger numbers</p> <p>Estimated number of passengers (booking) in a breakdown by service classes should be submitted in the form of SITA messages on the day preceding the operation. The number of allocated check-in stands depends on the number of service classes and number of passengers in each class.</p>	<p>Airport Operations Bureau Airport Operations Service SITA: WAWPBXH (or, if not possible, e-mail: aproncontrol@polish-airports.com) phone: +48 22 650 41 32</p>
<p>Operational documentation (provided on an ongoing basis):</p> <ul style="list-style-type: none"> - number of baggage items, - reason for cancellation of flight(s), - planned daily aircraft utilisation plan for air carriers based at Warsaw Chopin Airport with changes. 	<p>Airport Operations Bureau Airport Operations Service</p> <p>SITA: WAWPBXH (or, if not possible, e-mail: aproncontrol@polish-airports.com)</p>

REQUIREMENTS FOR CARRIERS FOR OPERATING TO/FROM WARSAW CHOPIN AIRPORT

<p>Allocation of operational resources</p> <p>Allocation of operational resources is made based on operation times allocated by the flight schedule Coordinator. Check-in stands are allocated depending on the number of service classes (one compartment – one stand per class) and on the number of passengers (90 seconds for one passenger). Ordinarily a check-in stand is allocated from 120 minutes to 30 minutes before SOBT. Any exceptions must be notified by the carrier and require a separate approval from Warsaw Chopin Airport.</p> <hr/> <p>Aircraft parking stands are allocated according to their size, corresponding to the size of the aircraft. Parking stands equipped with boarding bridges are allocated to all aircraft designed to accommodate them, if available. Allocation of parking stands equipped with boarding bridges for wide-body aircraft is realised in compliance with the Rules of use of the Warsaw Chopin Airport.</p> <p>If the carrier does not plan to use boarding bridges, they should notify the airport operator in advance. Remote parking stands will be then allocated to the carrier's aircraft, if available.</p> <p>In case of aircraft that can be served by two boarding bridges the carrier should specify the number of boarding bridges to be used (1 or 2).</p> <p>In case of aircraft not operating to Chopin Airport, aircraft size shall be communicated to check if boarding bridge can be used.</p> <p>Gate (departure lounges) are allocated according to the zone: Schengen or Non-Schengen. The gate opens 30 minutes before the flight's STD.</p> <p>Baggage chutes are allocated depending on the number of service classes and number of baggage items. Chutes are allocated from 120 minutes to 10 minutes before STD.</p> <p>Arriving baggage conveyors are allocated depending on the number of baggage items.</p>	<p>Airport Operations Bureau Airport Operations Service</p> <p><u>ad-hoc</u> Manager on duty (24 h): e-mail: kierownikkoordynacja@polish-airports.com phone: +48 22 650 41 12</p> <p><u>long-term arrangements</u> e-mail: b.pawlisiak@polish-airports.com phone: +48 22 650 50 07</p> <hr/> <p><u>ad-hoc</u> Manager on duty (24 h): phone: +48 22 650 41 12</p> <p><u>long-term arrangements</u> e-mail: c.jasinski@polish-airports.com phone: +48 22 650 52 45</p> <p><u>ad-hoc</u> TOLBP Division employee on duty (24 h): e-mail: kierowniksortowinia@polish-airports.com phone: +48 22 650 58 12</p> <p><u>long-term arrangements</u> e-mail: m.kowalska@polish-airports.com phone: +48 22 650 31 95</p>
<p>Boarding pass control</p> <p>All boarding passes, regardless of the form of issuance (ATB, WEB, mobile), must contain data in the form of a bar code, as per IATA Resolution 792. If the carrier prints a bar code in compliance with IATA Resolution 792 format on the booking confirmation, the requirement specified in point 2.7 of the above resolution, ie. coding information about the type of the document, is mandatory.</p>	<p>Airport Security Bureau</p> <p>e-mail: m.skoczylas@polish-airports.com g.bilski@polish-airports.com</p> <p>phone: + 48 22 650 60 15 phone: + 48 22 650 30 11</p>
<p>Web Access to Warsaw Chopin Airport Operations Manual and PPL rules</p> <p>The administrator provides a carrier with an access to the on-line platform for sharing documents governing the operation of carriers at Warsaw Chopin Airport.</p> <p>In order to obtain the electronic access, login and password, the carrier is required to provide current contact details to the person responsible for receipt of documents (full name, position, phone and work e-mail).</p> <p>Obtaining electronic access to Warsaw Chopin Airport documentation is tantamount to accepting the terms and conditions contained in the documents.</p>	<p>Air Operations Safety Bureau Safety Standards Department</p> <p>e-mail: inop-epwa@polish-airports.com</p>

2. Passenger check-in

Information range	Contacts
<p>Passenger check-in system (DCS) – CUPPS & CUSS Platform</p> <p>Passenger check-in must be carried out using the airport passenger check-in CUPPS & CUSS Platform. The carrier using CUPPS & CUSS Platform may check-in passengers in own DCS system (requiring a contract with Warsaw Chopin Airport), or in a system used by a ground handling agent.</p> <p>General requirements for launching and use of the carrier’s DCS:</p> <ol style="list-style-type: none"> Submitting a request for access to the platform to the IT Safety Bureau, Certification (if not certified) of specialist software (Terminal Emulator – TE) by the platform supplier (SITA), Ensuring a WAN-type line between the platform’s server room at Warsaw Chopin Airport and DCS Host, Providing the IT Service with data enabling proper configuration and addressing the carrier’s DCS on the host at Warsaw Chopin Airport, The carrier must provide the platform supplier (SITA) with the TE (Terminal Emulator) application for its DCS in order for it to be installed on the platform. Conducting a trial check-in consisting in generating a test flight and checking in baggage with tags and sending BSMs to the BHS address. The BHS address should be determined at least 2 weeks in advance by submitting a query to: cupps@polish-airports.com. <p><u>Signing a contract is required.</u></p>	<p>IT and IT Safety Bureau</p> <p>e-mail: cupps@polish-airports.com phone: + 48 22 650 12 75</p> <p>Sales Bureau Aeronautical Services Sales Division e-mail: aerosales.policy@polish-airports.com phone: + 48 22 650 13 16 phone: + 48 22 650 10 72 phone: + 48 22 650 23 59</p>
<p>Self-service check-in via CUSS kiosks</p> <p>Self-service check-in via Common Use Self Service (CUSS) kiosks is available.</p> <p>General requirements for using CUSS kiosks:</p> <ol style="list-style-type: none"> a self check-in application interoperating with the DCS, submitting a request for using CUSS kiosks to the IT Service, <p>certification (if not certified) of specialist software by the platform provider (SITA).</p>	<p>IT and IT Safety Bureau</p> <p>e-mail: cupps@polish-airports.com phone: + 48 22 650 12 75</p>

3. Sorting of baggage

Information range	Contacts
<p>Baggage sorting system</p> <p>Passenger and baggage check-in must be conducted via airport check-in CUPPS & CUSS Platform using automated check-in systems compatible with WAW/BHS (Baggage Handling System). The carrier may check-in passengers and baggage through own DCS system (requiring a contract with Warsaw Chopin Airport), or through a system used by a ground handling agent.</p> <p>General conditions of proper sorting of baggage in the BHS:</p> <p>a) Information on check-in and passenger-baggage reconciliation – data should be transferred, in the form of BSMs, from air carriers’ or ground handling agents’ DCSs to the BagStage system, Note: the BHS address should be determined at least 2 weeks in advance by submitting a query to: cupps@polish-airports.com.</p> <p>b) At baggage check-in a BSM message for each checked baggage should be generated and transferred to the BHS. In the message, minimum the following fields must be filled in: (.N ; .F ; .O),</p> <p>c) The below configuration details of the BHS should be submitted to the Technical Bureau 3 days prior to the launching of operations:</p> <ul style="list-style-type: none"> - full name of the carrier, - the carrier’s ICAO code, - the carrier’s IATA code, - BTIC – Baggage Tag Issuer Code, - name of ground handling agent, <p>d) A configuration test should be conducted 3 working days before the planned commencement of check-in.</p>	<p>Technical Bureau</p> <p>e-mail: bhsadmin@polish-airports.com phone: + 48 22 650 31 63</p>

4. Safety requirements

Information range	Contacts
<p>Noticed safety-threatening events</p> <p>Any observed events that may impact the safety of air operations must be communicated immediately to the Airport Duty Officer.</p>	<p>Air Operations Safety Bureau</p> <p>e-mail: dpwaw@polish-airports.com tel.: +48 22 650 15 55; +48 22 650 13 43; +48 22 650 14 28</p>
<p>CMC/CIC crew member identification cards</p> <p>Templates of CMC/CIC crew member identification card should be submitted to the Security Bureau 3 days before the launching of operations at Warsaw Chopin Airport.</p>	<p>Airport Security Bureau</p> <p>e-mail: crewid@polish-airports.com</p>

REQUIREMENTS FOR CARRIERS FOR OPERATING TO/FROM WARSAW CHOPIN AIRPORT

<p>Contact details for person responsible for safety/security</p> <p>Phone and address details for the airline and contact details for the Station Manager or a person responsible for security and safety should be submitted to the Security Bureau.</p>	<p>Airport Security Bureau</p> <p>e-mail: cka@polish-airports.com</p>
<p>Aircraft layouts</p> <p>Interior layouts of aircraft that could operate to/from Warsaw Chopin Airport should be submitted no later than 3 days prior to the first air operation.</p>	<p>Airport Security Bureau</p> <p>e-mail: cka@polish-airports.com</p>

5. Commercial requirements

Information range	Contacts
<p>Carrier's registration documents</p> <p>Before commencing operations the carrier is required to provide the following documents:</p> <ol style="list-style-type: none"> a) an excerpt, copy or statement from the register of companies, entrepreneurs or other relevant register, b) a power of attorney for the person representing the carrier (if not specified as a person authorised to represent the carrier in the register of companies, entrepreneurs or other relevant register). <p>The copies of the above documents should be certified as true copies of the original by a person representing the carrier.</p>	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.policy@polish-airports.com</p>
<p>Information required for issuance of invoices</p> <p>The company's full name, exact registration address, mailing address and the tax identification number should be provided no later than 1 day before the first operation.</p>	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.invoicing@polish-airports.com</p>
<p>Aircraft noise certificates</p> <p>Noise certificates should be submitted in accordance with EASA 45 form. Other forms are permitted, provided they include information on: MTOM, certified noise standard and noise levels – lateral approach and flyover noise. Also, documents confirming MTOM should be submitted (if MTOM is different than in the noise certificate). Relevant certificates and documents should be submitted 1 working day prior to performing air operation using a given aircraft.</p>	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.invoicing@polish-airports.com</p>
<p>Documents confirming the right to apply 0% VAT</p> <p>The 0% VAT rate can be applied if:</p> <ol style="list-style-type: none"> a) The carrier is entered on the list of air carriers operating mainly international flights, issued by the President of Polish Civil Aviation Authority – with respect to carriers having their business seat on the territory of Poland, b) The carrier is authorised to operate international flight pursuant to appropriate deed issued by the relevant 	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.invoicing@polish-airports.com</p>

REQUIREMENTS FOR CARRIERS FOR OPERATING TO/FROM WARSAW CHOPIN AIRPORT

<p>authority of the state where the given carrier has its seat, in particular a concession or an air carrier certificate, or if the carrier is entered on the list of air carriers operating mainly international flights, announced by the relevant authority of the state where the carrier has its seat – with respect to carriers having their business seat outside Poland.</p> <p>Documents referred to in point b) above should be submitted by e-mail to the address provided in the column on the right.</p>	
<p>Terms of payment</p> <p>Adopting one of the following forms of payment:</p> <ol style="list-style-type: none"> a) payment before each take-off of an aircraft at the Airport Charges Collection Point, b) advance payments for a single operation or for a period not shorter than the 2 weeks. c) periodical settlements, ie. by bank transfer based on collective invoices with deferred payment, issued for settlement periods not longer than 1 calendar month. <p>The Airport Operator has the right to require that the customer provide an interest-free security deposit or lodge an unconditional and irrevocable bank guarantee payable at first demand and issued by a first rate bank.</p> <p>If the payment method described in point b) or c) is not agreed upon, the method described in point a) applies at all times.</p> <p>Detailed information on charges and forms of settlement visit is provided at Warsaw Chopin Airport’s website: https://www.lotnisko-chopina.pl/en/charges.html#tab98</p>	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.policy@polish-airports.com</p>
<p>Discounts</p> <p>Warsaw Chopin Airport offers an airport charges discount system including the following discounts:</p> <ol style="list-style-type: none"> a) for new routes, b) for transfer passengers, c) for increased passenger traffic, d) for a returned flight, <p>Except for point b) and d), applying for discounts <u>requires submitting relevant applications.</u></p> <p>Detailed information and discount application forms are provided at Warsaw Chopin Airport’s website: https://www.lotnisko-chopina.pl/en/charges.html#tab98</p>	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.policy@polish-airports.com</p>

6. Additional services available at request

Range of services	Contacts
<p>Logo displayed for operational purposes</p> <p>If requested, the carrier’s logotype can be presented free-of-charge on FIDS (Flight Information Display System) monitors i.e. check-in/gate stands, arrivals/departures board, baggage reclaim belts etc.</p> <p>Requirements:</p> <p>a) File format: .jpeg, .gif or .png, a) Full-screen logos displaying information above CKI stands, containing airline logo along with additional information eg. about business/economy class or any other fixed special information (non-commercial) with the following resolutions: 1920x1060 pix, b) Standard logos (only airline’s logotype) displayed on FIDS monitors along with information about the flight are as a rule displayed above CKI, provided that the airline does not express its wish to display full-screen masks there. Logos are also displayed at other Terminal locations, eg. at gates, above conveyor belts, with the following resolutions: 1920x500 pix, 1368x350 pix, 429x121 pix, 115x47, 115x32 pix.</p>	<p>IT and IT Safety Bureau</p> <p>e-mail: adminFIS@polish-airports.com phone: + 48 605 783 527</p>
<p>Using mobile radio communications (trunking system)</p> <p>Mobile radio communications (trunking system) is available at Warsaw Chopin Airport. The charges depend on the type and number of items of equipment used by the customer and are collected in accordance with the “Tariff of Infrastructure Charges at Warsaw Chopin Airport” available at Warsaw Chopin Airport’s website: https://www.lotnisko-chopina.pl/uploads/user_files/OH/HSL/infrastructurechargestarifed4watt.pdf <u>Signing a contract is required.</u></p>	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.policy@polish-airports.com phone: + 48 22 650 23 59</p>
<p>Control of access to aircraft</p> <p>If requested, additional access control can be provided with respect to a parked aircraft by guard(s) of airport security services (price list available on request).</p>	<p>Sales Bureau Aeronautical Services Sales Division</p> <p>e-mail: aerosales.policy@polish-airports.com phone: + 48 22 650 23 59</p>
<p>Securing the aircraft refuelling process by the Airport Fire Service</p> <p>If requested, refuelling or defuelling of aircraft can be secured by Rescue Services – Warsaw Chopin Airport Fire Service.</p> <p>The charge is collected as per the “Tariff of Infrastructure Charges at Warsaw Chopin Airport”, available at Warsaw Chopin Airport’s website https://www.lotnisko-chopina.pl/uploads/user_files/OH/HSL/epwataryfaoplatlotniskowych2018.pdf</p> <p>It is forbidden to fuel the aircraft with passengers onboard.</p>	<p>Airport Fire Service (AFS) phone: +48 22 650 18 88</p>

7. Marketing and PR

Information range	Contacts
<p>Press/Crisis contact at Warsaw Chopin Airport</p> <p>Indicating the person responsible for contact with the media in a crisis situation</p>	<p>Marketing and PR Bureau</p> <p>Press Officer e-mail: pr@polish-airports.com tel.: + 48 697 107 702</p> <p>Marketing and PR Director Tel.: + 48 695 887 527</p>
<p>Logo and contact details on Warsaw Chopin Airport’s web site and flight schedule</p> <p>The carrier is required to submit to the Public Relations Division their logo, phone number, website address and e-mail for passenger contact (if available). Change of this data require an update.</p> <p>Information about the carrier’s seasonal flight schedule to/from Chopin Airport should be submitted. Temporary or permanent changes in the valid seasonal flight schedule must be notified. This does not apply to one-off/random changes.</p> <p>Information concerning seasonal flight schedule:</p> <ul style="list-style-type: none"> a) flight number (arrival/departure) b) time of take-off from Chopin Airport (UTC) c) time of arrival at Chopin Airport (UTC) d) day of operating to/from Chopin Airport e) types of aircraft used for operations f) number of seats in given type of aircraft g) destination airport code (IATA code) h) dates of launch and end of service <p>Requirements: providing a .jpeg file in resolution of not less than 400 pix wide (preferred aspect ratio 2:1) and contact details for passengers.</p>	<p>Marketing and PR Bureau Public Relations Division</p> <p>e-mail: d.klosinski@polish-airports.com phone: + 48 22 650 30 98</p>
<p>Organisation of an inaugural flight event or a press conference</p>	<p>Warsaw F. Chopin Airport Director</p> <p>phone: + 48 22 650 10 03</p>

8. Business facilities

To satisfy the expectations of our most demanding passengers we prepared and continue to develop above standard services tailored to the needs of passengers interested in taking advantage of such services. Our business travellers-focused offer includes Executive Lounges and the VIP Line Zone.

Service range	Contact
<p>Executive Lounge</p> <p>Passengers can experience the highest level of comfort awaiting their flights at Executive Lounges: Fantazja, Preludium (Schengen zone) and Bolero (non-Schengen zone). Charge are collected as per the valid 'Executive Lounge price list' (provided on request).</p>	<p>Sales Bureau VIP & Executive Lounge Passengers Service Division</p> <p>e-mail: p.korbacz@polish-airports.com</p>
<p>VIP Line zone</p> <p>Passengers may take advantage of exclusive service provided at the luxury VIP Line area, offering individual check-in, passport control, customs clearance, security screening and transport to/from aircraft. The service is provided at the request of entities other than carriers and ground handling agents. The charge is collected as per the valid price list available at Warsaw Chopin Airport's website: https://www.lotnisko-chopina.pl/en/vip-lounge.html</p>	<p>Sales Bureau VIP & Executive Lounge Passengers Service Division</p> <p>phone: + 48 22 650 45 65 e-mail: vip@lotnisko-chopina.pl</p>

9. Non-Aeronautical Services

Service range	Contact
<p>Lease of office space</p> <p>Offices at Warsaw Chopin Airport are offered for lease (if available).</p> <p><u>Signing a contract is required.</u></p>	<p>Sales Bureau Non-Aeronautical Services Sales Division</p> <p>e-mail: terminal@polish-airports.com</p>
<p>Car parks</p> <p>Car park services are offered as per the price list of fixed fees for employees of organisations with whom the Airport Operator concluded civil law agreements. Price list, seasonal pass issuance procedure, car park map are available at https://www.lotnisko-chopina.pl/pl/karty-abonamentowe.html</p>	<p>Sales Bureau Non-Aeronautical Services Sales Division</p> <p>e-mail: terminal@polish-airports.com</p>

10. Meetings with Warsaw Chopin Airport users

<p>Chopin Airport operational meetings</p> <p>Every two weeks Warsaw Chopin Airport holds a meeting of the Warsaw Chopin Airport Operational Forum. If needed, the representatives of ground handling agents, carriers and other stakeholders (ie. the Police, the Border Guard, the Customs Office and others) are invited to the meeting.</p>	<p>Chief Specialist for Technology and Passenger Service Quality</p> <p>Piotr Łukaszewski tel.: +48 22 650 51 14 e-mail: p.lukaszewski@polish-airports.com</p>
<p>Airline Operators Committee</p> <p>Every month Warsaw Chopin Airport hosts meetings of the Airline Operators Committee (AOC), attended by Station/Airport Managers of airlines operating to/from Warsaw Chopin Airport.</p>	<p>Airline Operators Committee</p> <p>Szymon Chełkowski (SK) – Chairperson e-mail: Simon.Chelkowski@sas.dk Justyna Kochańska (AZ) – Vice-chairman e-mail: kochanska.justyna@alitalia.it Robert Walczak (SU) – Vice-chairman e-mail: rwalczak-x@aeroflot.ru</p>

Initiating talks about using the services of Warsaw Chopin Airport is tantamount to accepting the requirements and conditions of launching a new service to/from Warsaw Chopin Airport described herein, including legal regulations and rules in effect at Warsaw Chopin Airport, in particular the Rules of Use of Warsaw Chopin Airport.

In case of any questions or problems when planning, preparing or operating services, please contact the Aeronautical Services Sales Division and you will be assisted by a dedicated commercial specialist. Please contact us via e-mail: aerosales.policy@polish-airports.com