Miscellaneous Charges 2013

Miscellaneous Charges 2013 01
[MISC 2013 01]
Valid from January 1st 2013 – December 31st 2013

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Introduction

This booklet summarises the main non-aeronautical charges for Dublin Airport.

- The charges in this document apply from January 1st 2013 to December 31st 2013.
- All charges in this booklet are set out in euro.
- All charges in this booklet are annual charges unless stated otherwise.
- Value Added Tax (VAT) will be applied to charges at the prevailing rates of Irish VAT where applicable. All charges listed in this booklet exclude VAT.
- All users must observe Dublin Airport's Terms and Conditions of operation at the airport. Specifically, users are obliged to abide by the specified Financial, Insurance and Information terms. In particular where specified it will be necessary for customers to provide a valid purchase order in advance.
- Details of Dublin Airport's airport charges as well as the Terms and Conditions of operation may be found on the airport charges pages of the Dublin Airport website (www.dublinairport.com).
- Information on charges not listed in this document such as Dublin Airport property rentals can be obtained on request from Dublin Airport.
- The company reserves the right to vary the terms, conditions and charges at any time.
- Inter alia, Sections 39, 40 and 41 of the Air Navigation and Transport (Amendment) Act 1998 apply.
- General enquiries regarding miscellaneous charges can be sent to: apcadmin@daa.ie

1 Operational

1.1 Access Permits:

All personnel working at the airport are required to hold a valid airport access identity/security permit (that is essentially an I.D. card) with the bearer's photo & details stored on it. In accordance with the National Civil Aviation Security Programme (NCASP) a permanent access permit is valid for 36 months and an escorted pass is valid up to a maximum of12 weeks. Where permit replacement is necessary due to normal wear and tear, and the original permit is returned, no charge will be levied for access permit re-issue.

Service	Charge €	Description
Access Permit	**20.33**	**Per Permit**
Replacement of Lost Permit	**48.90**	**Per Permit**
Escorted Pass	**4.51**	**Per Pass**

Note: Companies operating at the airport may specify that the permit-holder pay the charge for replacement of a lost access permit.

For compliance reasons Dublin Airport may insist that a fully refundable deposit be paid at the time of issuance of the access permit. The deposit will be returned when the access permit is physically returned to the Dublin Airport - Access & ID Centre. This should happen within 1 month after the contract of employment between the employee and the employer is terminated.

Service	Charge €	Description
Access Permit Deposit	**30.00**	**Per Permit**

Note: Companies operating at the airport may specify that the permit-holder pay the fully refundable deposit for his/her access permit.

All enquiries can be addressed to:

Vincent McGrath, Access Control Manager Phone 353 1 814 4270
vincent.mcgrath@daa.ie

1.2 Airside Vehicle Permits:

An annual charge applies for vehicles operating airside. A permit is valid for a maximum of 24 months. Private vehicles will not be permitted airside.

Service	Charge €	Description
Electric Vehicle	**No charge**	**Per permit per year**
Replacement of lost disk	**50.00**	**Per permit per year**
Vehicle < 8 passengers	**30.00**	**Per permit per year**
Vehicle > 8 passengers	**50.00**	**Per permit per year**
HGV, Goods vehicles or similar	**50.00**	**Per permit per year**
Temporary vehicles < 7 days	**250.00**	**Refundable***
Contractors vehicles	**250.00**	**Refundable***
Escort vehicles	**500.00**	**Refundable***
Refundable*	**Full charge is refundable based on no breaches of Airside Driving regulations during the permit period.**	
Vehicle type	**Based on revenue.ie categories for vehicle registration.**	

All enquiries can be addressed to:

Brendan Daly, Head of Airside Operations Phone 353 1 814 4246
Brendan.daly@daa.ie

1.3 Vehicle Escorts:

Mandatory vehicle escorts are required in circumstances where airport users are not authorised/insured to operate in airside areas. At other times users may ask for vehicle escorts to supplement their own operations (i.e. to provide extra security personnel). Customers are requested to contact the Airport Police in advance for such escorts.

Service	Charge €	Description
Vehicle Escort	**50.00**	**Per APF vehicle hour (or part thereof)**

Note: A valid purchase order shall be supplied where vehicle escort services are requested in advance.

If a second or third officer is required, an additional charge is levied based on the number of officers required as per the following:

Service	Charge €	Description
Airport Police Escort	**32.90**	**Per APF officer hour (or part thereof)**

Note: No charge will apply in respect of airport police vehicles and airport police officers attending emergencies.

All enquiries can be addressed to:

Tom O'Rourke, Chief Airport Police Officer Phone 353 1 814 4291
capo@daa.ie

1.4 Airside Escorts for Aircraft / Ground Services Equipment (GSE)

The Airside Management Unit (AMU) provide a 'Follow me' escort service when requested to do so, which may include the movement of aircraft, or positioning of aircraft for the ground running of engines. This tug/aircraft escort includes the services of one officer and vehicle for a period of one hour or part thereof.

Service	Charge €	Description
Airside Operations 'Follow Me'	**50.00**	**Per AMU vehicle hour (or part thereof)**

All enquiries can be addressed to:

Brendan Daly, Head of Airside Operations Phone 353 1 8144246
brendan.daly@daa.ie

1.5 Aircraft Security:

Normally where additional aircraft security is required by an airline, it is provided by third parties. In the event of Dublin Airport providing such a service the following charge applies. Note that where additional security is required & is being provided by a third party, it may be necessary to provide a vehicle escort to the aircraft, and this will be provided at standard rates. In respect of any request for aircraft security, the company requesting the call-out must provide a valid purchase order in advance.

Service	Charge €	Description
Police call-out	**50.00**	**Per APF vehicle hour (or part thereof)**

If a second or third officer is required, an additional charge (as follows) is levied based on the number of officers required.

Service	Charge €	Description
Airport Police Escort	**32.90**	**Per APF officer hour (or part thereof)**

Note: No charge will apply in respect of airport police vehicles and airport police officers attending emergencies

All enquiries can be addressed to:

Tom O'Rourke, Chief Airport Police Officer Phone 353 1 814 4291
capo@daa.ie

1.6 Fire Service Active Stand-by:

When an airline or handler requests the provision of a Fire Service Active Stand-by unit or units, an active call-out fee applies. The company requesting this service must provide a valid purchase order in advance. The following charge will apply:

Service	Charge €	Description
Fire service active call-out*	**300.00**	**Per APF vehicle hour (or part thereof)**

***This charge is zero rated for VAT**

Note: No charge will apply in respect of fire vehicles attending emergencies

All enquiries can be addressed to:

Gerry Keogh, Chief Airport Fire Officer Phone 353 1 814 4260
gerry.keogh@daa.ie

1.7 Clamping or Towing or Impounding of a Vehicle or Equipment:

Vehicles or GSE that have been found illegally parked or abandoned or obstructing safe operations (whether landside or airside) on airport property may have its wheel(s) clamped in accordance with airport byelaws or, if airside, be towed and impounded by the DAA in accordance with Airport Direction Number 4.

Such vehicles or GSE displaying an Airside Vehicle Permit will be impounded in the Airside facility. All other vehicles or equipment will be impounded in the Landside facility.

Clamping

The clamp removal fee is inclusive of the first day's charge. An additional charge applies for each subsequent 24-hour period. No liability will be accepted for any damage caused to a vehicle as a result of a clamp having been fitted to the wheel of a vehicle other than that attributable to wilful misconduct on the part of the company.

Towing and Impounding

The costs of towing and impounding a vehicle/equipment are the responsibility of the owner or his/her designated agents. A vehicle and/or equipment will not be released by the DAA to the owner or his/her agents until the appropriate towing/impounding fee has been paid or invoiced. Clamp removal and additional fees per 24-hour periods may also apply. No liability will be accepted for any damage caused to a vehicle and/or equipment as a result of its towing and impounding by the airport authority other than that attributable to wilful misconduct on the part of the company.

Service	Charge €	Description
Towing*	**140.00**	**Per vehicle/piece of equipment**
Clamping*	**100.00**	**Per vehicle/piece of equipment**
Impounding*	**140.00**	**Per vehicle/piece of equipment**
Fixed Payment Notice*	**100.00**	**Per each notice issued**
Storage Fee Per Day* (each 24-hour period or part thereof)	**35.00**	**Per vehicle/piece of equipment**

*** This charge does not attract VAT**

All enquiries can be addressed to:

Chief Airport Police Officer Phone 353 1 814 4291
capo@daa.ie

1.8 Fixed Electrical Ground Power:

Fixed Electrical Ground Power (FEGP) points are available on certain stands at the airport. The charge for using this service will be composed of a connection charge and electrical consumption which will be charged per kWh. This direct electrical consumption charge is aligned with the charge levied on all 3rd party electrical consumers at Dublin Airport.

Service	Charge €	Description
FEGP Connection Charge*	**10.00**	**Per connection**

***This charge is zero rated for VAT**

Charge for FEGP electrical consumption may be adjusted from time to time, based on supplied rates, VAT levels and include an administration charge. Rate changes are notified to customers on their monthly/bi-monthly bills, as they occur.

All enquiries can be addressed to:

Neil Moran, Asset Care Manager T2 Phone 353 1 814 5504
neil.moran@daa.ie

2 Environmental

2.1 Compliance/Remediation Charge:

All costs related to identified breaches of environmental legislation and / or the DAA's Environmental Standardisation Document are separate from DAA's Miscellaneous Charges for the lifting & disposal of waste and spillage clean up. Any such regulatory costs incurred will be charged back to the relevant airport users.

Additionally, any airport user causing, permitting or failing to report an incident, will be liable for the full costs of clean up of any such incident. The polluter, or polluters, will pay for all remediation and associated costs (for example: consultancy, testing, disposal, monitoring, administration, etc).

Any such proposed charge following a serious pollution event or identification of a non conformance by an External Regulator in relation to the airport lands, streams or adjacent properties will be communicated to the relevant parties involved as soon as possible.

2.2 Spillage Clean Up:

These charges are designed to encourage users to minimise environmental damage and assist in the conservation of the environment.

Service	Charge €	Description
Minimum call-out charge	250.00	Per hour or part thereof

The Minimum call-out charge includes the use of one sweeper truck, one bag of dry oil and one hour's labour. Should extra equipment, labour and/or materials be needed, the following charges will apply:

Service	Charge €	Description
Sweeper truck/equipment	80.00	Per vehicle hour (or part thereof)
Bag of Oil Dry	8.00	Per bag
Oil Dry Bag Environmental Disposal	30.00	Per bag
Labour	22.50	Per hour (or part thereof)
Sample Water Analysis	120.00	Per sample analysed

Note: Any user responsible for recurring incidents due to neglect or wilful misconduct may be subject to additional charges.

All enquiries can be addressed to:

Airside:
Brendan Daly, Head of Airside Operations Phone 353 1 814 4246
brendan.daly@daa.ie
Landside:
Myles Reilly, T1 Facilities Manager Phone 353 1 814 1100
myles.reilly@daa.ie

2.3 Aircraft Sewage Disposal:

Facilities for the removal of aircraft sewage are available. The total annual charge will be recovered from users of the airport, based on a user's profile in the previous year. Users will be notified of their constituent charge on an annual basis in February, once the previous year's data has been reviewed. This charge includes an administration charge and the costs associated with the maintenance of the sewage disposal system.

Service	Charge €	Description
Total fee in 2011 (all users)*	33,960.00	

*This charge is zero rated for VAT
All enquiries can be addressed to:

Paul Begg, Head of Asset Care - Dublin Phone 353 1 814 4496
Paul.begg@daa.ie

2.4 DAA Provision of Waste Management:

In order to encourage the protection of the environment and the promotion of safety, particularly Airside, as well as the compliant management of waste, DAA provides waste facilities to airlines, tenants, concessionaires and other operators at Dublin Airport. Users who contract to utilise these facilities are then invoiced in line with their overall volume and composition of their waste and the "Polluter Pays" principle. Companies operating at Dublin Airport must comply with all relevant National Waste Legislation.

A 15% administration charge is included within the rates published.

Fixed Compactors:

Service	Charge €	Description
Cardboard	0.10	per kilogram
Food Waste	0.28	per kilogram
DMR (dry mixed recyclables)	0.30	per kilogram
General (wet waste)	0.45	per kilogram

Note: General waste charges may increase during the charges period pro-rata with any increase in government landfill levies, or other disposal/environmental charges or levies that apply.

2.5 Abandoned/Fly-Tipped Waste:

It is the intention of the Dublin Airport Authority (DAA) to promote good environmental practice by all users operating within the Dublin Airport site. With this in mind, Dublin Airport has posted its environmental standards (contained in the DAA's Environmental Standardisation Document) on the the Dublin Airport website. However, breaches of environmental legislation and regulations must be deterred and accordingly Environmental Non-compliance charges apply.

In the event that abandoned/fly-tipped waste is reported to the Airside Management Unit or Outdoor Cleaners in an airside or landside location and the owner of the waste is correctly identified, the polluter will be given a set time to move the waste to the appropriate waste facilities before the following charge is applied:

Service	Charge €	Description
Abandoned/Fly-tipped waste*	250.00	Per incident

*This charge does not attract VAT

Waste must always be appropriately retained at the designated premises of tenants, concessionaires, operators and those businesses operating at Dublin Airport until it is moved directly to the appropriate waste facilities managed by the waste producer or the DAA. Waste left ('fly-tipped') at any common, public, third party location or any location not under the direct control of the waste producer will result in the abandoned 'fly-tipped' waste charge, plus all clean-up and related costs. This charge and any other charges associated with the abandoned waste will apply even if the offending person/company/producer subsequently cleans up the waste to the satisfaction of the DAA.

All enquiries can be addressed to:

Airside:
Brendan Daly, Head of Airside Operations Phone 353 1 814 4246
brendan.daly@daa.ie
Landside:
Myles Reilly, T1 Facilities Manager Phone 353 1 814 1100
Myles.reilly@daa.ie

2.6 Environmental Inspection Non-Compliance:

DAA will undertake environmental inspections on a routine basis throughout the airport campus. The environmental requirements for airport users are explained in the Environmental Standardisation Document and the Airport Directions. Should breaches of these standards occur, DAA will issue an inspection report with recommended improvement measures. In the event that the user does not comply with the inspection report recommendations by the deadline set in the report, a charge will be applied on a per inspection basis in addition to any applicable remediation or clean up costs.

Service	Charge €	Description
Non compliance with inspection recommendations	550.00	Per inspection

2.7 DAA provision of airside snow clearing to third party areas:

During severe winter weather events requiring snow clearing, de-icing etc, DAA on request* can provide services that will assist in the manoeuvring of aircraft and GSE in airside areas that are within the licensed demise of third parties.

Snow clearing equipment

Vehicle	Charge €	Description
Multi-hog (& driver)	250.00	Per vehicle per hour or part thereof
Tractor Plough (& driver)	250.00	Per vehicle per hour or part thereof
Tractor Brush (& driver)	250.00	Per vehicle per hour or part thereof

On request* means subject to availability, based on the prioritisation of equipment and manpower to runways, taxiways, stands and pedestrian / passenger walkways to from aircraft.

3 Training

3.1 Security Screening Training:

The DAA can offer Department of Transport approved Security Screening Training as outlined below:

Service	Charge €	Description
Security Screening Training*	**950.00**	**Per trainee (minimum 20 participants)**

***This charge is exempt from VAT**

This basic induction program in Security Training is held on the airport campus during normal business hours from Monday-Friday over a 3 week period. A multi-group discount of 15% is available.

All enquiries can be addressed to:

secbookings@daa.ie Phone 353 1 814 4811 or 8141389

3.2 Basic Security Awareness Training (BSAT):

National Civil Aviation Security regulations published by the Department of Transport require staff entering any security restricted area unescorted within an airport to successfully complete and provide a record of completion of Basic Security Awareness Training (BSAT). This training must be completed before issuance or reissuance of an airside access permit. The DAA can offer Department of Transport approved training in this discipline on the airport campus as outlined below:

Service	Charge €	Description
Security Awareness Training*	**70.00**	**Per trainee**
	950.00	**Per group (maximum 20 participants)**

***This charge is exempt from VAT**

This DAA BSAT is available every Tuesday year round (09:00-12:00). Group training events can be arranged outside of this subject to arrangement with DAA. The course itself lasts approximately 3 hours and is usually a morning session. A multi-group discount of 15% is also available.

All enquiries & cancellations can be addressed to: bsat@daa.ie or *Phone 01-8145016/ 01-8141406*

3.3 Known supplier Training –Module 1A for KNOWN SUPPLIERS / In Flight Supplies

In accordance with Regulation (EC) No 300/2008
This module is applicable to:
1. Staff working in any company designated as a known supplier of Airport Supplies
2. Staff working in any company designated as a known supplier of In flight Supplies

Known Supplier Training is in addition to BSAT (Basic Security Awareness Training) unless individuals have received one of the cargo training Modules i.e. 11, 11a, 12, 13 or 13a **Module**

Known Supplier Training is approximately a 2 hour Training session which will be provided by DAA and delivered on site, based on demand. Training will take place on Tuesday in Terminal 1, level 5, take the lift from arrivals level to level five and once you exit the lift follow the signs for BSAT.
Please contact bsat@daa.ie for available Training dates.

Service	Charge €	Description
Known Supplier Training	**50.00**	**Per trainee**

Payment of €50 is required prior to the class this can be done in the ID centre which can be contacted by phone or in person between the hours of 11.00 - 13.00hrs Monday to Friday for payment.
Contact numbers are 01-814 4630, 01-814 4639 or 01-814 1224.

You can register for a place by emailing bsat@daa.ie

3.4 Health and Safety Training:

The DAA can offer industry certified training in a number of other competencies from the airport campus as outlined below:

Service	Charge €	Description
Manual handling*	**80.00**	**Per trainee**
	1,400.00	**Per group (6 min-18 max)**
Basic Life Support*	**130.00**	**Per trainee**
	1,500.00	**Per group (6 min-12 max)**
Occupational First Aid*	**600.00**	**Per trainee**
	4,800.00	**Per group (6 min-12 max)**

***This charge is exempt from VAT**

The Manual Handling course lasts approximately 4 hour, the Basic Life Support course lasts 1 day and the Occupational First Aid course is held over 3 days. A multi-group discount of 15% is available.
All enquiries can be addressed to:
secbookings@daa.ie Phone 353 1 814 4811 or 8141389

3.5 Fire Prevention Training:

To assist in the safe and efficient management of the ramp area, the Airport Fire and Rescue Service offers a range of training courses to airlines and airport operating companies on a single client basis. Note that additional costs associated with a client's specific requirements will be agreed in advance of any training provided. Parties requesting training must provide a valid purchase order in advance of the course(s) commencing.
The charges for attending the DAA courses are as follows:

Course	Charge €	Description
Pilot & Crew Practical Module in Training Aircraft*	**85.00**	**Per trainee (minimum of ten)**
Basic Fire Training	**85.00**	**Per trainee (minimum of ten)**
Airport Fuelling Workshop*	**95.00**	**Per trainee (minimum of ten)**
Fire Safety & Fire Prevention Rig simulator Training*	**1,000.00**	**Per session** (maximum of ten)**

***This charge is exempt from VAT**
****A session is defined of an integral training workshop incorporating briefings & tutorials for a duration of four hours**

All enquiries can be addressed to:
Gerry Keogh, Chief Airport Fire Officer Phone 353 1 814 4260
gerry.keogh@daa.ie

3.6 Airside Training:

To assist in the safe and efficient management of the ramp area, the Airside Training Unit offers a range of training courses, which involve either direct training by the Dublin Airport Authority (DAA) of customer employees, or the DAA training those nominated by their companies to become in-house trainers. DAA-trained trainers may instruct personnel in airside training disciplines for which they have been trained or approved subject to satisfactory annual audit by DAA.

The charges for attending the DAA courses are as follows:

Course	Charge €	Description
Instructor's Training*	**430.00**	**Per instructor** trained by DAA**
Aircraft Marshalling*	**680.00**	**Per trainee**
Airside Safety & Security*	**105.00**	**Per trainee**
Airside Safety *Refresher* Module*	**29.00**	**Per trainee**
Airfield & Radio Telephony*	**138.00**	**Per trainee**
Radio Telephony Refresher*	**29.00**	**Per trainee**
Airfield*	**105.00**	**Per trainee**
Airfield Refresher*	**29.00**	**Per trainee**
Airside Driving*	**138.00**	**Per trainee**
Airside Driving *Refresher* Module*	**29.00**	**Per trainee**
Airbridge Operations*	**680.00**	**Per instructor** trained by DAA**
Airbridge Operations *Refresher* Module	**29.00**	**Per trainee**
Perimeter Road & West Apron Operations	**105.00**	**Per trainee**
Perimeter Road & West Apron Operations *Refresher* Module*	**29.00**	**Per trainee**
Designated Airside Escort Driver Training*	**105.00**	**Per trainee**
Designated Airside Escort Driver Refresher Training*	**29.00**	**Per trainee**
Contractor Induction Landside	**29.00**	**Per trainee**
Contractor Induction Terminal	**29.00**	**Per trainee**

***This charge is exempt from VAT**

The charges for training materials are as follows:

Service	Charge €	Description
Instructor's Multimedia*	**138.00**	**Per course [USB (Flash Memory)+Notes]**
Updated/Refresher Multimedia*	**29.00**	**Per course [USB (Flash Memory)+Notes]**

***Training materials provided on USB (Flash Memory) are liable for VAT**

Note: Multimedia Training Course materials and notes provided by the DAA must be returned to the Airside Training Department immediately upon termination of employment.

** Instructors nominated by companies to be trained as Trainers must provide DAA Airside Training with their company (i.e. not personal or generic @yahoo - @eircom - @hotmail e-mail address etc.) as this will be necessary to promulgate information on updated & new procedures as well as new training materials as & when determined by DAA.

All enquiries can be addressed to:

Eoin Ryan, Airside Standards & Training Manager Phone 353 1 814 1133
eoin.ryan@daa.ie

4 Facilities

4.1 Customs and Border Protection (CBP) Pre-clearance:

The US CBP agency provides carriers bound for the United States with US CBP pre-clearance facilities in Dublin Airport's Terminal 2. These facilities offer US-bound passengers departing Dublin a range of services that can be completed prior to departure, including all customs, US immigration and agriculture clearance. The DAA pre-clearance charge for the use of CBP pre-clearance facilities at Dublin Airport is set out below:

Service	Charge €	Description
CBP pre-clearance charge*	**7.50**	**Per passenger**

***This charge is zero rated for VAT**

This DAA CBP pre-clearance charge is distinct from any other pre-clearance charge(s) that may be levied by the US CBP agency on passengers travelling to the United States.

All enquiries can be addressed to:

Brian Drain, Head of Passenger Services Phone 353 1 944 0881
brian.drain@daa.ie

4.2 VIP Services:

Access to special facilities on departure and/or arrival at Dublin airport is subject to a range of charges based on the number of people involved and the access required. Any escorts related to private aircraft should be confirmed through VIP.

All enquiries can be addressed to:

Ruth Thewlis, Premier Services Manager Phone 353 1 814 5549
ruth.thewlis@daa.ie

4.3 Executive Lounge:

An executive lounge is available for use by passengers for up to three hours subject to payment of the following charge:

Service	Charge €	Description
Executive Lounge Service	**20.00**	**Per passenger**

All enquiries can be addressed to:

Brian Drain, Head of Passenger Services Phone 353 1 944 0881
brian.drain@daa.ie

4.4 Terminal 1 Training/Conference Suites:

Dublin Airport has one fully equipped training room, as well as two fully equipped meeting rooms available to rent on level 5 of Terminal 1 for training, presentations, meetings and other similar purposes. The training room comfortably holds 20 people while the meeting rooms can hold from 12-16 people. Training rooms may be rented on a daily (or part thereof) basis based on the provision of a valid purchase order in advance of the event concerned.

For information on availability and renting the rooms contact 353 1 814 4811.

Service	Charge €	Description
Training Room	**220.00**	**Per day**
	140.00	**Per ½ day**
Meeting Room	**140.00**	**Per day**
	80.00	**Per ½ day**
Corballis Meeting room	**160.00**	**Per day**
	100.00	**Per ½ day**

All enquiries can be addressed to:

Michael Byrne, APFS Manager Administration Phone 353 1 814 1849
Mick.bynre@daa.ie

5 Technical/IT/Communications

5.1 Technical Call-Out:

The quoted charges for the call-out of a Dublin Airport technician do not include charges for vehicles, equipment and/or materials, which will be charged additionally if required. Charges for labour will be levied on an hourly basis, with a minimum charge for 1 hour. In respect of any request for technical assistance, the company requesting the call-out must provide a valid purchase order (PO) in advance. Calls outside the normal working day will attract additional charges.

Service	Charge €	Description
Technician call-out	**46.00**	**Per hour or part thereof (materials extra)**

All enquiries can be addressed to:

Paul Begg, Head of Asset Care - Dublin Phone 353 1 814 4496
paul.begg@daa.ie

5.2 IT&T Engineer Call-Out:

This covers any calls to the Infrastructure Services Network maintenance service for an engineer call-out on weekends, bank holidays and on weekdays when the call out is required outside of normal working hours. The quoted charges for the call-out of a Dublin Airport IT&T engineer do not include charges for equipment and/or materials, which will be charged additionally if required. IT&T engineer call outs that take place between 09:00hrs – 17:00 hrs on a normal working weekday will not attract the IT&T Engineer call-out charges:

Service	Charge €	Description
Engineer call-out	**135.00**	**Per IT&T engineer call out (materials extra)**

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

5.3 IT/Communications:

The company offers a range of products covering voice and data services. In respect of any work/services requested a valid purchase order is required in advance.
The schedule of installation and rental charges for the following services are detailed in the tables below:

Telephony Services

The schedule of installation and rental charges for the following services are detailed in the table below :

Service	Installation Charge €	Rental Charge per month €	Description
Initial Installation	**151.20**		**Per line installed**
Minor moves/alterations	**151.20**		**Per Move/ Alteration**
Analogue line		**30.00**	
Virtual phone		**10.00**	**On same analogue**
Digital line		**30.00**	
Quick dial	**56.00**		
Private Pin	**56.00**		
Standard Display	**168.00**		**5-User programmable**
Large Display	**386.40**		**20-User programmable**
Basic IP Handset	**51.00**	**14.16**	
Office IP Handset	**112.00**	**21.81**	
Advanced IP Handset	**130.50**	**23.23**	
Conference IP Handset	**248.50**	**32.66**	
Wireless IP Handset	**300.00**	**19.16**	

Notes:

1. Hire of handsets and internal office cabling is dependent on the location and subject to an installation charge.
2. Applications for ISDN / ADSL lines must be made directly through your telecommunications provider.
3. Application for any telephone lines or changes to phones within Dublin Airport must be made to AITS on +353 1 45550.
4. A minimum notification of two weeks is required for the installation of new lines.
5. All phones can have voicemail on request at no extra charge.
6. Provision of IP telephone handsets is dependent on the location.
7. Rental charges for IP handsets include configuration, cost of Switch port rental and 24x7 support.

All service delivery enquires can be directed to:
Daragh Treacy Head of IT&T Service Delivery Phone +353 1 9440670

Communications Infrastructure

The schedule of installation and rental charges for the following services are detailed in the table below:

Service	Installation Charge €	Rental Charge per quarter €	Description
Fibre Pair Internal	**380.80**	**116.48**	**Within a building**
Fibre Pair External	**380.80**	**230.72**	**Between two buildings**
2 Wire Internal Circuit	**95.20**	**14.56**	**Within a building**
4 Wire Internal Circuit	**112.00**	**28.00**	**Within a building**
2 Wire External circuit	**95.20**	**24.00**	**Between two buildings**
4 Wire External circuit	**112.00**	**84.00**	
RJ45 Outlet	**464.80**		
Rack Space per 2U (no AC)		**57.14**	
Per additional U		**28.57**	
Rack Space per 2U (with AC)		**114.28**	
Per additional U		**57.14**	
Cat 5 link	**95.20**		

Notes:

1. Customers are responsible for the maintenance of their own equipment.
2. The Communications Cabling Charges do not apply to analogue and digital lines from Dublin Airport's PABX as these services are charged at different rates- see telephony services.
3. An installation charge will apply for each RJ45 outlet. This charge is for:

a) A new outlet in an area where there is no structured (universal) cabling system in place.

b) An additional RJ45 outlet over and above the normal outlet density where there is a structured cabling system in place.

4. Where civil ducts are not in place or where duct capacity is not available, additional charges will apply. These charges will be agreed with the customer following a site survey and will require a valid purchase order from the customer to proceed with the installation requested.
5. Cat 5 link is the cost of providing a UTP patch lead(s) from customers' network equipment to a wall/floor port.

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

Supplementary AOMIS Client Access

To supplement the standard Airport Operations System (AOS), AOMIS client personal computers are provided to customers on the basis that they will input information into the system. Where customers input information into AOS, the first two AOMIS client PC's are provided free of charge to offset this. For any additional PC clients required (in excess of 2) , or if customers require AOMIS workstations for information only the annual charge as outlined below applies for each additional PC requested by a client. This optional service includes the provision, installation, user training and maintenance of the system.

Service	Rental Charge per annum or part thereof €	Description
Provision of additional AOMIS PC	**2,514.40**	**Per PC**

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

CCTV Systems

CCTV charges apply to the DAA provided CCTV system at Dublin Airport.

Service	Installation Charge €	Rental Charge per month €	Description
Fixed Camera	**200.00**	**24.80**	**Camera exists**
Fixed Camera	**2,200.00**	**33.99**	**New Camera**
PTZ (Pan Tilt Zoom) Camera	**5,000.00**	**37.54**	
Review workstation	**4,377.61**	**72.00**	
Review workstation with joystick controller	**4,377.61**	**104.00**	
CCTV storage per camera per day	**POA**	**POA**	

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

LAN (10/100 port)

LAN charges apply to ports on the DAA converged LAN.

Service	Installation Charge €	Rental Charge per month €	Description
10/100 Mbit	**64.25**	**11.07**	

1) Rental cost for 10/100 Mbit/s LAN port includes 24x7 support.

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

WLAN

WLAN charges apply to the DAA provided WLAN.

Service	Installation Charge €	Rental Charge per month €	Description
Connection with no Wi-Fi card	**N/A**	**9.21**	

1) Rental cost for WLAN includes 24x7 support.

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

Radio

Radio charges apply to radios provided on the DAA provided trunked radio system.

Service	Installation Charge €	Rental Charge per month €	Description
Trunked Radio Connection	**700.00**	**83.33**	**For setup and configuration of new group on existing DAA trunked radio system.**
Handsets	**600.00**	**14.81**	**For new radios on the DAA trunked radio system.**

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

Television

Connection and rental charge for Television covers the physical cable connection, and any additional distribution equipment needed. This does not cover any satellite licence charges that may apply.

Service	Installation Charge €	Rental Charge per month €	Description
Connection	**915.00**	**25.00**	

All enquiries can be addressed to:

Andrew Murphy, Head of Airport IT&T Phone 353 1 814 1612
andrew.murphy@daa.ie

6 Utilities

Charges for water, gas and electricity may be adjusted from time to time, based on supplied rates, VAT levels and include an administration charge. Rate changes are notified to customers on their monthly/bi-monthly bills, as they occur.

For the most up-to date information on the current utility charges please contact:

Paul Begg, Head of Asset Care - Dublin Phone 353 1 814 4496
paul.begg@daa.ie

7 Commercial Property

7.1 Desk Rental Services

Check-In/Bag Drop (inc. Self-Service Bag Drop*) desks may be rented on an annual or an hourly (or part thereof) basis.

Service	Charge €	Description
Check-In/Bag Drop (inc. Self-Service Bag Drop*) Desk	**25,606.00**	**Per annum**
Check-In/Bag Drop Desk	**31.00**	**Per hour (or part thereof)**

*Self-Service Bag Drop (SSBD) desks may be rented on an annual basis only. The installation of a SSBD desk may require the removal or redesign of standard fixed check-in desk to allow the SSBD technologies to be positioned in place of OR directly adjoining an existing weigh-and-dispatch check-in desk belt. The applicant airline/handler will be liable for these associated costs. SSBD technologies will be sourced, installed, maintained (removed and the area made good) by the applicant airline/handler.

Local authority rates for check-in/bag drop/SSBD desks are also applicable and collected by the DAA on behalf of the local authority. Separate invoices are issued by the DAA in respect of rates. Rate changes are notified to customers on their monthly/bi-monthly bills, as they occur.

All enquiries can be addressed to:

Commercial Property Manager Phone 353 1 814 4236

7.2 Stationary/Mobile Self-Service Kiosks

Mobile or stationary proprietary kiosks are self-service check-in units which are owned by airlines/handlers. Designated areas for mobile or stationary proprietary Self-Service Kiosks (SSKs) on DAA property may be rented on an annual basis.

Service	Charge €	Description
Designated area for proprietary SSK or MSSK use	**1,200.00**	**Per annum**

Note that unlike traditional stationary proprietary kiosks, mobile self-service kiosks (MSSKs) are not fixed to the ground but have wheels, which allow airlines/handlers to safely and easily move the proprietary kiosks to and from the check-in area. Similar to stationary proprietary SSKs, DAA require that proprietary MSSKs be sourced, positioned and maintained by the applicant airline/handler. Proprietary SSK and MSSK units must be located **outside** of the defined queuing space for standard check-in/bag drop desks. During passenger check-in/bag drop operations, proprietary MSSKs access the same campus IT networks used by fixed proprietary SSKs. Proprietary MSSKs must be stored by the user airline/handler at a location within their own licensed support accommodation when not being used for passenger check-in/bag drop operations.

The DAA reserves the right to collect rates on SSKs and MSSKs should they become subject to a local authority rates charge.

All enquiries can be addressed to:

Commercial Property Manager Phone 353 1 814 4236

7.3 Office/Warehouse Rental:

The airport authority has a range of rental properties available.

All enquiries can be addressed to:

Commercial Property Manager Phone 353 1 814 4236

8 Sundry

8.1 Ground Handling Administration:

All ground handlers are subject to an airport administration charge. New ground handling companies entering the market will be charged at the Initial Administration Charge level. Existing ground handling companies will be liable to the renewal charge.

Service	Charge €	Description
Initial administration charge	**600.00**	**Per application**
Renewal charge	**300.00**	**Per renewal**

Ground handling companies are also required to provide DAA with current copies of their Commission for Aviation approval during the application process.

All enquiries can be addressed to:

Brendan Daly, Head of Airside Operations Phone 353 1 8144246
Brendan.daly@daa.ie

8.2 Commercial Photography & Filming:

Approval must be obtained from the Dublin Airport Press Office to carry out photography, filming and/or sound recording for commercial TV programmes or cinema, or for advertising campaigns for third party products at Dublin Airport. The company seeking permission to do any of the above must provide a valid purchase order in advance. Usually a minimum of 24 hours advance notice is required for approval. The following charge will apply:

Service	Charge €	Description
Commercial fee	**250.00**	**Per hour or part thereof**

All enquiries can be addressed to:

Siobhan Moore, External Communications Manager Phone 353 1 814 4108
siobhan.moore@daa.ie

8.3 Lost Property:

The Lost and Found Office is located adjacent to the Taxi Rank on the arrivals road at Dublin Airport. No liability is accepted for items damaged or destroyed while in the office.

Service	Fine €	Description
Lost property retrieval	**6.00**	**Per item**

***This charge does not attract VAT**

All enquiries can be addressed to:

Tom O'Rourke, Chief Airport Police Officer Phone 353 1 814 4291
capo@daa.ie

9 Terms and Conditions

Details of the current Dublin Airport Terms and Conditions of use of airports in relation to all charges can be found on the Dublin Airport website at www.dublinairport.com . Such terms and conditions also apply specifically to the schedule of charges & fees set out in this document and are updated from time to time.