



2023 Miscellaneous Charges

Valid from January 1st 2023 – December 31st 2023

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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 2023 to December 31st 2023.
- 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: apcer@dublinairport.com

1 Operational

1.1 Airport identification card:

All personnel working at the airport are required to hold a valid Airport Identification Card (AIC) with the bearer's photo & details stored on it. In accordance with the National Civil Aviation Security Programme (NCASP) a permanent AIC is valid for up to 60 months and an escort pass is valid for 5 days in a calendar month to a maximum of 30 days in a calendar year. Where an airport identification card replacement is necessary due to normal wear and tear, and the original permit is returned, no charge will be levied for AIC re-issue. If a reissue of an AIC is required during the normal 60-month period, the re-issue will be charged at the re-issue fee below.

Service	Charge €	Description
Airport Identification Card	22.77	Per Airport Identification Card (valid for periods up to 12 months e.g. for seasonal and contract staff)
Airport Identification Card	31.90	Per Airport Identification Card (valid for 30 months)
Replacement of Lost Airport Identification Card	48.90	Per Airport Identification Card
Reissue of Access Airport Identification Card	10.00	Per Airport Identification Card
Escorted Pass	4.51	Per pass
Garda Vetting for non-AIC applicants	45.00	Per person vetted

All prices are subject to 23% VAT

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

The Garda Vetting charge covers vetting provided by Dublin Airport for any organisation where the persons requiring the vetting are not to be issued with an Airport ID card. For compliance reasons, Dublin Airport may require that a fully refundable deposit be paid at the time of issuance of the Airport identification card. The deposit will be returned when the Airport identification card is physically returned to the Dublin Airport. This should happen within 1 month after the contract of employment between the employee and the employer is terminated.

Service	Charge €	Description
Airport Identification Card Deposit	30.00	Per Airport Identification Card

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

All enquiries can be addressed to:

Vincent McGrath - Manager Access Control & Security Systems
vincent.mcgrath@daa.ie

Phone 353 1 944 9695

1.2 Vehicle Passes:

All vehicles operating Airside or in the CPSRA are required to be issued with an Airside Vehicle Pass (AVP). A charge applies for an AVP. An AVP is valid for a maximum of 24 months. Private vehicles are not permitted airside.

Service	Charge €	Description
Electric Vehicle	No charge	Per pass per year or part thereof
Vehicle < 8 passengers	30.00	Per pass per year or part thereof
Vehicle > 8 passengers, HGV, Goods vehicles or similar	50.00	Per pass per year or part thereof
Replacement of lost or stolen pass	75.00	Per pass per year
Failure to return AVP	75.00	AVP should be returned to the ID Centre within 30 days of Expiry

Note: An AVP valid for up to one year will be charged the one-year rate, an AVP valid for two years will be charged 2 x the one-year rate upon issue.

All enquiries can be addressed to:

Vincent McGrath - Manager Access Control & Security Systems Phone 353 1 944 9695
vincent.mcgrath@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	100.00	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	50.00	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:

Kenneth Roberts - Chief Airport Police Officer Phone 353 1 814 4300
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:

David Toolan - Head of Airside

Phone 353 1 944 5228

david.toolan@dublinairport.com

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	100.00	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	50.00	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:

Kenneth Roberts - Chief Airport Police Officer

Phone 353 1 814 4300

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 1 944 2236

gerry.keogh@dublinairport.com

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 DIR.410 Control of Airside Pedestrians, Vehicles and Equipment.

Such vehicles or GSE displaying an Airside Vehicle Permit (AVP) 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 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 – Landside
Clamping and impounding*	100.00	Per vehicle/piece of equipment – Landside
Fixed Payment Notice*	100.00	Per each notice issued - Landside
Storage Fee Per Day* (each 24hour period or part thereof)	35.00	Per vehicle/piece of equipment – Landside

**This charge does not attract VAT.*

All landside enquiries can be addressed to:

Kenneth Roberts - Chief Airport Police Officer
capo@daa.ie

Phone 353 1 814 4300

Service	Charge €	Description
Virtual Impound*	140.00	Per vehicle/piece of equipment - Airside

**This charge is zero rated for VAT.*

All airside enquiries can be addressed to:

Myles Reilly - Airfield Assurance Manager
myles.reilly@dublinairport.com

Phone 353 87 988 2416

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 an electrical consumption charge which will be charged at €0.87 per kWh.

Service	Charge €	Description
FEGP Consumption Charge*	0.87	Per kWh

**This charge is zero rated for VAT.*

The FEGP charge was set as part of the Dublin Airport’s Miscellaneous Charges in 2019, and since its inception has remained under changed. The charge for FEGP electrical consumption may be adjusted from time to time, based on supplied rates, VAT levels and includes an administration charge. Rate changes are notified to customers on their monthly/bi-monthly bills, as they occur. The bills will also include details of the aircraft registration number, arrival time, departure time, stand number, and number of kWh consumed during the turnaround.

All enquiries can be addressed to:

Ian Clarke – Infrastructure and Asset Management, Head of Energy, Environment and Utilities
 Phone 353 1 944 4754
ian.clarke@dublinairport.com

1.9 Cargo Loading Transporter:

A charge per aircraft movement will apply for the use of a daa cargo truck loading system. This system comprises of cargo loading transporter/(s) and ULD (unit load device) castor deck and is intended for use by cargo operations to enable the offloading/loading of ULD’s & pallets to/from cargo trucks on the west apron.

Should there be damage caused to the loading system by misuse of the system, all repairs will be back charged to the offending party (or parties). Cost substantiation will be provided by daa for all repairs take may need to be undertaken.

Service	Charge €	Description
Truck doc*	31.00	Per movement

**This charge is zero rated for VAT.*

All enquiries can be addressed to:

Keith O’Hanlon – Ground and Winter Operations Manager
 Phone 353 1 944 49766
keith.ohanlon@dublinairport.com

2 Environmental

2.1 Compliance/Remediation Charge:

All costs related to identified breaches of environmental legislation and / or the daa’s Environmental and Pollution Airport Direction 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	9.00	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. If additional contractors are required, this will also result in further charges.

All enquiries can be addressed to:

Karol Smyth - Airside Operations Manager

Phone 353 1 944 49762

Karol.smyth@dublinairport.com

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 (all users) *	38,733.00	Includes maintenance, water and energy consumption.

**This charge is zero rated for VAT.*

All enquiries can be addressed to:

Ian Clarke – Infrastructure and Asset Management, Head of Energy, Environment and Utilities

Phone 353 1 944 4754

ian.clarke@dublinairport.com

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 under the "Polluter Pays" principle. Companies operating at Dublin Airport must comply with all relevant National Waste Legislation.

Fixed Charges:

Service	Charge €	Description
Replacement key (for bin storage area)	25.00	per key
Replacement lock (for bin storage area)	50.00	per lock
Waste Cage (capacity increase)	5,000	Per cage

Fixed Compactors:

Service	Charge €*	Description
Cardboard	0.11	per kilogram
Compost	0.27	per kilogram
DMR (dry mixed recyclables)	0.23	per kilogram
General (wet waste)	0.41	per kilogram
Glass	0.32	per kilogram

*A management charge is included within the rates.

Note: 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.

In an effort to encourage recycling and promote sustainability, any operator who utilises the waste management service will be eligible for a 5% service credit on their waste bill if certain products are certified compostable in line with the European Compost Certification codes: EN 13432 and EN 14995. The required products are as follows:

- Coffee cups
- Coffee cup lids
- Cutlery
- Take away containers

All enquiries can be addressed to:

Leonardo Matteo – Contracts Manager
leonardo.matteo@dublinairport.com

Phone 353 87 396 1465

2.5 Abandoned/Fly-Tipped Waste:

It is the intention of 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 Environment and Pollution Airport Direction) on the Dublin Airport website. However, breaches of environmental legislation and regulations must be deterred, and accordingly environmental non-compliance charges apply.

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 an on the spot abandoned 'flytipped' waste fine of €500.00 and any costs incurred by daa will also be recharged to the polluter.

Service	Charge €	Description
Abandoned/Fly-tipped waste fine*	500.00	Per incident

*This charge is zero rated for VAT.

All enquiries can be addressed to:
Leonardo Matteo – Contracts Manager
leonardo.matteo@dublinairport.com

Phone 353 87 396 1465

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 and Pollution Airport Direction. 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	850.00	Per inspection

All enquiries to be addressed to:
Seamus Higgins - Environment Manager
seamus.higgins@daa.ie

Phone 353 1 944 9351

2.7 Access to Information on the Environment (AIE):

Under AIE Regulations 2007-2018 the public has the legal right to access environmental information held by, or for, Public Authorities, including daa. A request can be made by members of the public.

There is no fee to make a request under AIE Regulations. However, the regulations do allow for a reasonable fee to be charged for the cost of supplying environmental information. daa has set the following charges for such service:

Service	Charge €	Description
Search, retrieval, and copying of records	20.00	Per hour of administrative processing
Photocopy	0.04	Per sheet of paper required

**This charge is zero rated for VAT.*

All enquiries to be addressed to:
AIE Officer, Áine Kirrane
sustainability@daa.ie

2.8 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
Tow Jet Sweeper (& driver)	300.00	Per vehicle per hour or part thereof
Tracmaster and Staff member	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.*

All enquires can be addressed to:

Keith O’Hanlon – Ground and Winter Operations Manager

Phone 353 1 944 49766

keith.ohanlon@dublinairport.com

2.9 Pollution Control - Glycol Recovery

De-icing operations are typically performed during the Winter period at Dublin airport and involves the use of Glycol-based chemicals. These liquids may pollute local watercourses, reducing the oxygen demand levels in the water. daa employ numerous measures to address this risk, such as glycol recovery vehicles to remove neat chemical from stands, and a pollution control system to intercept contaminated surface water runoff before it enters surface waters.

The charge for glycol recovery is at a cost per litre used rate. The price accounts for costs associated with collection and offsite disposal of recovered neat aircraft de-icing chemicals, and for costs incurred in the collection and discharge of surface water contaminated with de-icer chemicals to sewer.

This charge has been introduced in line with Dublin Airport’s commitment and strategy to meet environmental compliance obligations, in becoming a leader in sustainable airport operations.

Service	Charge €	Description
Glycol Recovery	0.661	Cost per litre including Sewer discharge, collection and associated costs

** Kilfrost DF Plus (Type I) has a COD level of 1.39 kg O₂/kg fluid, compared to Kilfrost ABC-S Plus (Type IV) which has a COD level of 0.69 kg O₂/kg fluid; therefore, use of Kilfrost ABC-S Plus (Type IV) will result in a lower charge.*

All enquiries to be addressed to:

Aine Kirrane - Group Environmental Manager

aine.kirrane@daa.ie

Mick Goodman – Utilities Infrastructure Manager

Phone 353 87 9926720

mick.goodman@dublinairport.com

Ian Clarke – Infrastructure and Asset Management, Head of Energy, Environment and Utilities

Phone 353 1 944 4754

ian.clarke@dublinairport.com

3 Training

3.1 Basic Security Awareness Training (BSAT):

National Civil Aviation Security regulations published by the DTTaS 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 approved training in this discipline on the airport campus as outlined below:

Service	Charge €	Description
Security Awareness Training	85.00	Per trainee
	1,200.00	Per group (maximum 20 participants)

This daa BSAT is available fortnightly year-round on a Tuesday (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:

Catherine Delaney - Security Training and Development Delivery Manager

Phone 353 1 944 9726

catherine.delaney@daa.ie / bsat@daa.ie

3.2 Airside Training:

In compliance with EASA regulation IR 139/2014* to deliver safe and efficient management of unescorted persons airside at Dublin Airport and for staff to obtain an Airport Identification Card, staff must undertake initial training and recurrent training every 24 months.

Operators can nominate suitably competent and qualified staff to conduct training as an Approved Trainer. This is subject to an annual recurrent training and of satisfactory audits and or proficiency checks by the daa.

The below price structure for training in 2023 will apply under the following rates and conditions, Standard Rate, Premium Rate and Private Rate. Conditions for pricing surcharges are outlined in the table below. Training will be charged inclusive of VAT @23%.

Training Course	Delivery	Module	Duration	Standard Charge €*	Premium Charge €*
Apron Safety	Classroom	Initial	2 hours	125.00	187.50
Apron Driving	Classroom & practical	Initial	4 hours	200.00	300.00
Apron, Perimeter & Mano Escort	Classroom	Initial	1 hour	125.00	187.50
Manoeuvring Area Safety	Classroom	Initial	2 hours	125.00	187.50
Manoeuvring Area Driving	Classroom & practical	Initial	6 hours	300.00	450.00
Passenger Boarding Bridge	Classroom & practical	Initial	4 hours	200.00	300.00
Apron Safety	Online	Recurrent	1 hour	50.00	100.00
Apron Driving	Classroom	Recurrent	1 hour	50.00	100.00
Apron, Perimeter & Mano Escort	Classroom	Recurrent	1 hour	50.00	100.00
Manoeuvring Area Safety	Classroom	Recurrent	1 hour	50.00	100.00
Manoeuvring Area Driving	Classroom & proficiency	Recurrent	3 hours	150.00	225.00
Passenger Boarding Bridge	Classroom & proficiency	Recurrent	3 hours	150.00	225.00

Approved Trainer Course	Delivery	Module	Charge €*
Approved Trainer Onboarding	Classroom & practical	Per module	500.00
Approved Trainer Yearly Certification	Seminar	Trainer validation	50.00

**Course requirements may change subject to regulation.*

All prices are subject to 23% VAT. Any airside training delivered outside of office hours will be costed at a rate of 1.25% per person, per module.

Premium Rate Surcharge	Conditions
+50%	<p>-If a trainee's training has expired and/or has their AIC downgraded because training alerts were not responded to, a premium surcharge to the value of the course of 50% will apply.</p> <p>-If the trainee needs to have the training reinstated on their AIC because of a permission revocation, a premium surcharge of 50% will also apply, per trainee, per module.</p> <p>-If a trainee does not attend without prior notice, a premium surcharge of 50% will apply for rebooking.</p> <p>-If a trainee is late to class and needs to rebook as a result, a premium surcharge of 50% will apply per trainee, per module.</p>

	-If accounts have not been settled on-time, future bookings will be charged a premium rate of 50% per trainee, per module until payment has been received.
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Private Rate Surcharge	Conditions
+50% to 100%	-Private classes delivered within normal office hours will incur a 50% private surcharge fee per trainee, per module. -Private classes facilitated outside of normal office hours will incur a 100% private surcharge fee per trainee, per module.

All enquiries can be addressed to:

Operations Training Manager

Phone 353 1 944 2800

airside.training@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*	8.85	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:

Gary McLean - Deputy Managing Director

Phone 353 1 944 2748

gary.mclean@dublinairport.com

4.2 Courtesy Desks:

Dublin Airport can provide a courtesy desk for rental by parties or groups catering for large groups of passengers attending conferences or special tours, on request. These mobile units can be used in a variety of landside locations in the Arrivals Hall of either terminal. They are provided with an overhead sign containing the relevant client logo as requested. These courtesy desks may be rented on a daily basis.

Service	Charge €	Description
Courtesy Desk	300.00	Initial set up and 1-day rental individual terminal
	500.00	Initial set up and 1 day rental both terminals
	200.00	Each day thereafter up to 7 days per terminal
	100.00	Each day thereafter per terminal

All enquires can be addressed to:

Fiona Clarke

Phone 353 1 944 2782 or 353 1 944 0890

courtesydesks@daa.ie or fiona.clarke@dublinairport.com

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. A minimum charge of 2 hours applies to Technical call outs. Scheduled charges for labour will be levied on an hourly basis, with a minimum charge for 2 hour or alternatively, if requested, a fixed price based on quoted hourly rates. 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
Scheduled Technician callout	56.00	Per two hours or part thereof (materials extra & include 15% handling charge)

All enquiries can be addressed to:

Ian Devine - Head of Delivery Asset Care

Phone 353 1 944 9837

ian.devine@dublinairport.com

Paul O'Boyle – Head of Delivery, Terminals and Campus

Phone 353 87 9202186

paul.oboyle@dublinairport.com

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 callouts 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:

Ciaran Blake - Infrastructure Services & Data Centre Manager

Phone 353 1 944 9066

ciaran.blake@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:

5.3.1 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 €	“Daisy chain” Rental Charge per month €	Description
Basic IP Handset (Cisco 3905)	100.00	17.40	11.50	Per Handset
Office IP Handset (Cisco 7821)	140.00	21.00	14.70	Per Handset
Advanced IP Handset (Cisco 7942)	160.00	27.80	19.50	Per Handset
Conference IP Handset (Cisco CP88317842)	250.00	34.50	34.50	Per Handset
Analogue Line	75.00	15.00	N/A	Per Line
Voicemail	0.00	2.00	2.00	
Hunt Group	35.00	2.00	2.00	
Group Pickup	35.00	2.00	2.00	
Amendments to existing services	35.00	0.00	0.00	Per hour or part thereof
Replacement IP Handset / Relocation of existing handset				Relevant model installation charge

Notes:

1. Rental of handsets and internal office cabling is dependent on the location and subject to an installation charge.
2. Rental charges are inclusive of configuration and switch port rental. A “Daisychain” option is also offered where the same telephone switch port (connection) is also used to provide a managed LAN service to a PC. Where implemented a discount of 30% will be applied for the 3905, 7821 and 7942 models. This option is not available for the Conference Phone product or where telephony services only are procured.
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. Quoted pricing is inclusive of 24 x 7 fault management; standard moves / changes will support.
6. Applications for ISDN / ADSL (broadband) services must be made directly through your telecommunications provider.
7. There is no change to existing pricing on telephony services currently provided off the daa Astra telephony platform.

All enquires can be addressed to:

Ciaran Blake - Infrastructure Services & Data Centre Manager

Phone 353 1 944 0800

ciaran.blake@daa.ie

5.3.2 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:

Ciaran Blake - Infrastructure Services & Data Centre Manager
ciaran.blake@daa.ie

Phone 353 1 944 9066

5.3.3 Client Access PCs

Where a customer requires workstations for Targit, AOS or CBP-BILS the annual charge as outlined below shall apply. This service includes the provision, installation, user training and maintenance of the system.

For AOS clients a waiver will be applied for the first two PCs provided to customers on the basis that they will input information into the system. For any additional PC clients required (in excess of 2), or if customers require AOS workstations for information only, the annual charge as outlined below applies for each additional PC requested by a client.

Service	Rental Charge per annum or part thereof €	Description
Provision of additional AOS PC	2,514.40	Per PC
Provision of AOS User	2,250.00	Per Concurrent Login
Provision of Targit PC	2,514.40	Per PC
Provision of CBP-BILS PC	2,514.40	Per PC

All enquiries can be addressed to:

Liah Holohan - Head of IT Service Delivery
liah.holohan@daa.ie

Phone 353 1 944 0010

5.3.4 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:

Ciaran Blake - Infrastructure Services & Data Centre Manager
ciaran.blake@daa.ie

Phone 353 1 9449066

5.3.5 Managed LAN Services

Standard Network Changes Price List

Service	Installation Charge €	Rental Charge per month €	Description
VLAN Design	1,000.00	N/A	Design and Implementation of a new Virtual Local Area Network within a terminal. Limited to an isolated VLAN
VPN Design	3,000.00	N/A	Design and Implementation of an Airport-wide Virtual Private Network. Restricted access.
VPN/VLAN Change	1,000.00	N/A	Routing modification, requirement to move or extend an existing VPN / VLAN to another physical location.
Route Change	600.00	N/A	Addition / modification / removal of a single static or default route associated with a VPN.
Wireless SSID Change	600.00	N/A	Changing a parameter of the SSID. Does not apply for extending the SSID coverage to additional access points.

All enquiries can be addressed to:

Frank Pettigrew - Network Manager
frank.pettigrew@daa.ie

Phone 353 1 944 9074

5.3.6 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	Per Port

All enquiries can be addressed to:

Frank Pettigrew - Network Manager
frank.pettigrew@daa.ie

Phone 353 1 944 9074

5.3.7 WLAN

WLAN charges apply to the daa provided WLAN.

Service	Implementation Charge €	Rental Charge per month €	Description
Wireless Coverage	200.00	63.50	Per Access Point

All enquiries can be addressed to:
Frank Pettigrew - Network Manager
frank.pettigrew@daa.ie

Phone 353 1 944 9074

5.3.8 CUPPS / (CUTE)

CUPPS (Common User Passenger Processing Service) equipment, formerly CUTE (Common User Terminal Equipment) is charged on a per departing passenger basis. As per CP2/2016¹, this charge commenced from 1 January 2020. The pricing formula for this charge is based on current contracts which are due to expire at the end of 2020. Dublin Airport is in the process of extending this contract and maintaining the current charge for 2023.

Service	Charge €	Description
CUPPS	0.067	Per departing PAX

All enquiries can be addressed to:

Liah Holohan - Head of IT Service Delivery
liah.holohan@daa.ie

Phone 353 1 944 0010

5.3.9 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:

Ciaran Blake - Infrastructure Services & Data Centre Manager
ciaran.blake@daa.ie

Phone 353 1 9449066

5.4 Recharge for Loss/Damage to HHT Equipment

The Handheld Terminal's (HHT's) are portable and remote interfacing devices which act as the primary interface between end users and the Baggage Reconciliation System (BRS) across the Dublin Airport Baggage Handling Systems (BHS). The HHT's are provided by Dublin Airport to third parties users airlines/ground-handlers/HBS operators as required to carry out a number of functions that interfacing with the BHS system.

Where damage to HHT's is deemed to be as a result of misuse, abuse or careless handling the agent or airline will be responsible for all associated repair and or replacement costs (where the unit is deemed beyond economical repair).

Service	Charge €	Description
HHT Repair/Replacement	2,000.00*	Recharge of cost of repair /replacement of HHT equipment

* Users will be charged up to a maximum of €2,000 where the device requires replacement however if the equipment can be repaired for less the charge will reflect this lower cost.

¹ <https://www.aviationreg.ie/fileupload/ATIFees/2016-04-13%20decision%20on%20CUPPS%20fee%20Dublin.pdf//>

All enquires can be addressed to:
Liah Holohan - Head of IT Service Delivery
liah.holohan@daa.ie

Phone 353 1 944 0010

6 Utilities

Charges for water, domestic hot water, natural gas, electricity and electric vehicle charging 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 bills, as they occur.

Service	Charge €	Description
Electricity	0.33* (indicative average based on predicted rates for 2023)	€/kWh
Natural Gas	0.179 (indicative average based on predicted rates for 2023)	€/kWh
Domestic Hot Water	7.48	€/m3
Water	3.00	€/m3

**Significant market volatility increases in European & UK gas prices and the increase in pass through charges that Dublin Airport have incurred, before application of any administration fee, have had a direct impact on our electricity prices. This was communicated to Airport Users in our letter to industry in November 2022. Dublin Airport will continue applying the actual market cost rate to all tenants and concessionaires on a monthly basis.*

All enquiries can be addressed to:

Ian Clarke – Infrastructure and Asset Management Head of Energy, Environment and Utilities
Phone 353 1 944 4754
ian.clarke@dublinairport.com

7 Commercial Property

7.1 Desk Rental Services

Check-In/Bag Drop desks may be rented on a seasonal or an hourly (or part thereof) basis. The applicant airline / handler must notify the airport authority as to the number of desks required in advance of the start of each airline scheduling season.

Service	Charge €	Description
Check-In/Bag Drop Desk	29,101.00	Per annum
Check-In/Bag Drop Desk	34.92	Per hour (or part thereof)

**Price increases in line with Consumer Price Index*

*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.

Baggage hall desks may be rented on an annual basis only.

Service	Charge €	Description
Baggage Hall Desk (per linear metre)	5,309.52	Per annum

*Price increases in line with Consumer Price Index

All enquiries can be addressed to:

Katie Williams - Head of Dublin Airport Property

Phone 353 1 944 9388

katie.williams@dublinairport.com

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 move the proprietary kiosks safely and easily 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:

Katie Williams - Head of Dublin Airport Property

Phone 353 1 944 9388

katie.williams@dublinairport.com

7.3 Office/Warehouse Rental:

The airport authority has a range of rental properties available.

All enquiries can be addressed to:

Niamh Carolan - Head of Commercial Property

Phone 353 87 9818354

niamh.carolan@dublinairport.com

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:

Keith O’Hanlon – Ground and Winter Operations Manager

Phone 353 1 944 49766

keith.ohanlon@dublinairport.com

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
Filming (Landside)	400.00	Per hour or part thereof
Photography (Landside)	250.00	Per hour or part thereof
Filming (Airside)	650.00	Per hour or part thereof
Photography (Airside)	300.00	Per hour or part thereof

*These charges do not apply to Airlines, not for profit activities or news outlets.

All enquiries can be addressed to:

Cathy Burke – Head of Internal Communications

Phone 00353 87 948 3521

cathy.burke@dublinairport.com

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 – Handling Fee	10.00	Per item

All enquiries can be addressed to:

Kenneth Roberts – Chief Airport Police Officer

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.