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**2021 Miscellaneous Charges**

***Valid from January 1<sup>st</sup> 2021 – December 31<sup>st</sup> 2021***

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## Introduction

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

- The charges in this document apply from January 1<sup>st</sup> 2021 to December 31<sup>st</sup> 2021.
- 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](http://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: [apc-er@dublinairport.com](mailto:apc-er@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 re-issue 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 card-holder 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 Card-holder pay the fully refundable deposit for his/her access permit.*

*All enquiries can be addressed to:*

Vincent McGrath Manager Access Control & Security Systems

Phone 353 1 944 9695

[vincent.mcgrath@daa.ie](mailto:vincent.mcgrath@daa.ie)

### 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
<b>Electric Vehicle</b>	<b>No charge</b>	<b>Per pass per year or part thereof</b>
<b>Vehicle &lt; 8 passengers</b>	<b>30.00</b>	<b>Per pass per year or part thereof</b>
<b>Vehicle &gt; 8 passengers, HGV, Goods vehicles or similar</b>	<b>50.00</b>	<b>Per pass per year or part thereof</b>
<b>Replacement of lost or stolen pass</b>	<b>75.00</b>	<b>Per pass per year</b>
<b>Failure to return AVP</b>	<b>75.00</b>	<b>AVP should be returned to the ID Centre within 30 days of Expiry</b>

*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](mailto: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
<b>Vehicle Escort</b>	<b>50.00</b>	<b>Per APF vehicle hour (or part thereof)</b>

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
<b>Airport Police Escort</b>	<b>32.90</b>	<b>Per APF officer hour (or part thereof)</b>

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

*All enquiries can be addressed to:*

Kevin Purcell-Acting Chief Airport Police Office      Phone 353 1 944 9694  
[capo@daa.ie](mailto: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
<b>Airside Operations 'Follow Me'</b>	<b>50.00</b>	<b>Per AMU vehicle hour (or part thereof)</b>

All enquiries can be addressed to:

Anthony Prior - Airside Management Unit (AMU) Manager

Phone 353 1 944 5228

[anthony.prior@dublinairport.com](mailto:anthony.prior@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
<b>Police call-out</b>	<b>50.00</b>	<b>Per APF vehicle hour (or part thereof)</b>

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
<b>Airport Police Escort</b>	<b>32.90</b>	<b>Per APF officer hour (or part thereof)</b>

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

All enquiries can be addressed to:

Kevin Purcell-Acting Chief Airport Police Office

Phone 353 1 944 9694

[capo@daa.ie](mailto: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
<b>Fire service active call-out*</b>	<b>300.00</b>	<b>Per APF vehicle hour (or part thereof)</b>

*\*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](mailto: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 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
<b>Towing*</b>	<b>140.00</b>	<b>Per vehicle/piece of equipment – Landside</b>
<b>Clamping and impounding*</b>	<b>100.00</b>	<b>Per vehicle/piece of equipment – Landside</b>
<b>Fixed Payment Notice*</b>	<b>100.00</b>	<b>Per each notice issued - Landside</b>
<b>Storage Fee Per Day* (each 24-hour period or part thereof)</b>	<b>35.00</b>	<b>Per vehicle/piece of equipment – Landside</b>

*\*This charge does not attract VAT.*

*All landside enquiries can be addressed to:*

Kevin Purcell-Acting Chief Airport Police Office      Phone 353 1 944 9694  
[capo@daa.ie](mailto:capo@daa.ie)

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

*\*This charge does not attract VAT.*

*All airside enquiries can be addressed to:*

Myles Reilly - Airside Delivery Manager      Phone 353 1 944 9989  
[myles.reilly@dublinairport.com](mailto:myles.reilly@dublinairport.com)



### 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 €0.70 per kWh.

Service	Charge €	Description
<b>FEGP Consumption Charge*</b>	<b>0.70</b>	<b>Per Kwh</b>

*\*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. 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 – Interim Asset care Head of Energy, Environment and Utilities

Phone 353 1 94 44754

[ian.clarke@dublinairport.com](mailto: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.

Service	Charge €	Description
<b>Truck doc*</b>	<b>31.00</b>	<b>Per movement</b>

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

*All enquiries can be addressed to:*

Ian Hoyle - Airfield Planning Manager

Phone 353 1 944 2567

[ian.hoyle@dublinairport.com](mailto:ian.hoyle@dublinairport.com)

## 2 Environmental

### 2.1 Compliance/Remediation Charge:

All costs related to identified breaches of environmental legislation and / or the daa's Environmental Sustainability 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. If additional contractors are required this will also result in further charges.*

All enquiries can be addressed to:

Airside:

Myles Reilly - Winter Operations Manager

Phone 353 1 944 9989

[myles.reilly@dublinairport.com](mailto:myles.reilly@dublinairport.com)

Landside:

Ronan Fitzsimons – Head of Terminal Standards and Planning

Phone 353 1 944 2583

[ronan.fitzsimons@dublinairport.com](mailto:ronan.fitzsimons@dublinairport.com)

Rebecca Burke – Cleaning and Facilities Delivery Manager

Phone 353 87 2109344

[rebecca.nelson@dublinairport.com](mailto:rebecca.nelson@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 – Interim Asset care Head of Energy, Environment and Utilities

Phone 353 1 94 44754

[ian.clarke@dublinairport.com](mailto: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	0.10	per kilogram
Compost	0.25	per kilogram
DMR (dry mixed recyclables)	0.21	per kilogram
General (wet waste)	0.38	per kilogram
Glass	0.30	per kilogram

\*A management charge is included within the rates.

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

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.

*All enquiries can be addressed to:*

Hannah Forbes – Operations Contracts Manager

Phone 353 87 9176719

[hannah.forbes@dublinairport.com](mailto:hannah.forbes@dublinairport.com)

## 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 daa’s Environmental Sustainability Document) 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 'fly-tipped' waste fine of €500.00 and any costs incurred by daa will also be recharged to the polluter.

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

\*This charge does not attract VAT.

All enquiries can be addressed to:

Hannah Forbes – Operations Contracts Manager  
[hannah.forbes@dublinairport.com](mailto:hannah.forbes@dublinairport.com)

Phone 353 87 9176719

## 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 Sustainability Document for Users. 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
<b>Non-compliance with inspection recommendations</b>	<b>850.00</b>	<b>Per inspection</b>

All enquiries to be addressed to:

Seamus Higgins - Corporate Compliance Manager  
[seamus.higgins@daa.ie](mailto:seamus.higgins@daa.ie)

Phone 353 1 944 9351

## 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
<b>Multi-hog (&amp; driver)</b>	<b>250.00</b>	<b>Per vehicle per hour or part thereof</b>
<b>Tractor Plough (&amp; driver)</b>	<b>250.00</b>	<b>Per vehicle per hour or part thereof</b>
<b>Tractor Brush (&amp; driver)</b>	<b>250.00</b>	<b>Per vehicle per hour or part thereof</b>
<b>Tow Jet Sweeper (&amp; driver)</b>	<b>300.00</b>	<b>Per vehicle per hour or part thereof</b>
<b>Tracmaster and Staff member</b>	<b>250.00</b>	<b>Per vehicle per hour or part thereof</b>

\*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:

Myles Reilly - Winter Operations Manager  
[myles.reilly@dublinairport.com](mailto:myles.reilly@dublinairport.com)

Phone 353 1 944 9989

### 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](mailto:catherine.delaney@daa.ie) / [bsat@daa.ie](mailto: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, the Airside Safety Compliance Training Unit provides airside safety airside driving courses required for airside access permissions.

All courses are valid for a period of 12 months, absence of or invalid training will result in the withdrawal of airside access.

Companies at the airport can avail of a 'Train the Trainer' option; Dublin Airport Airside Safety Compliance Approved trainers may instruct personnel and contractors in airside safety and airside driving courses. This is subject to an annual recurrent training and of satisfactory audits and or proficiency checks by the daa.

Approved Trainer Courses	Delivery Mode	Duration	Charge*
Dublin Airport Approved Trainer (initial)	Classroom	Course dependant	500
Dublin Airport Escort Driver Trainer (initial)	Classroom	1 hour	100
Dublin Airport Approved Trainer Materials (Recurrent/Refresher )	Classroom	3 hour	35
Airside Safety Courses	Delivery Mode	Duration	Charge*
Apron Safety Awareness (Initial)	Classroom	1.5 hours	125
Apron Safety Awareness (Recurrent/ Refresher)	Classroom	1 hour	35
Apron Safety Awareness (Recurrent/ Refresher)	Online	1 hour	35
Manoeuvring Area Safety Awareness	Classroom	1 Hour	125

(initial)			
Manoeuvring Area Safety Awareness (Recurrent/ Refresher)	Classroom	1 Hour	35
<b>Driving Courses</b>	<b>Delivery Mode</b>	<b>Duration</b>	<b>Charge*</b>
Apron + Perimeter Driving 2/2 (Initial)	Classroom/ Practical	1.5 per session	150
Apron + Perimeter Driving (Recurrent/ Refresher)	Classroom	1 hour	35
Apron or Perimeter Road Driving (initial) - if not done together as above	Classroom	1 hour	125
Apron or Perimeter Road Driving (Recurrent/ Refresher) - if not done together as above	Classroom	1 hour	35
Escort Driving Permissions	Classroom	1 hour	125
<b>Contractor</b>	<b>Delivery Mode</b>	<b>Duration</b>	<b>Charge*</b>
Contractor Induction	Classroom	1 hour	35

\* Course requirements may change subject to regulation.

All prices are subject to 23% VAT

All enquiries can be addressed to:

Compliance Training Manager

[airside.training@dublinairport.com](mailto:airside.training@dublinairport.com)

Phone 353 87 0967635

## 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 - Head of Operations

[gary.mclean@dublinairport.com](mailto:gary.mclean@dublinairport.com)

Phone 353 1 944 2748

### 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	250	Initial set up and 1 day rental individual terminal
	400	Initial set up and 1 day rental both terminals
	150	Each day thereafter up to 7 days per terminal
	75	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](mailto:courtesydesks@daa.ie) or [fiona.clarke@dublinairport.com](mailto: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. Scheduled charges for labour will be levied on an hourly basis, with a minimum charge for 1 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 call-out	46.00	Per hour 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](mailto:ian.devine@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 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:

Ciaran Blake - Infrastructure Services & Data Centre Manager

Phone 353 1 9449066

[ciaran.blake@daa.ie](mailto: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:

- Rental of handsets and internal office cabling is dependent on the location and subject to an installation charge.
- 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.
- Application for any telephone lines or changes to phones within Dublin Airport must be made to AITS on +353 1 45550.
- A minimum notification of two weeks is required for the installation of new lines.
- Quoted pricing is inclusive of 24 x 7 fault management; standard moves / changes will support.
- Applications for ISDN / ADSL (broadband) services must be made directly through your telecommunications provider.
- There is no change to existing pricing on telephony services currently provided off the daa Aastra telephony platform.

All enquires can be addressed to:

Ciaran Blake - Infrastructure Services & Data Centre Manager

Phone 353 1 9440800



### 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

Phone 353 1 9449066

[ciaran.blake@daa.ie](mailto:ciaran.blake@daa.ie)

### 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

Phone 353 1 944 0010

[Liah.holohan@daa.ie](mailto:Liah.holohan@daa.ie)

### 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

Phone 353 1 9449066

[ciaran.blake@daa.ie](mailto:ciaran.blake@daa.ie)

### 5.3.5 Managed LAN Services

#### Standard Network Changes Price List

Service	Installation Charge €	Rental Charge per month €	Description
VLAN Design	€1,000	N/A	Design and Implementation of a new Virtual Local Area Network within a terminal. Limited to an isolated VLAN
VPN Design	€3,000	N/A	Design and Implementation of an Airport-wide Virtual Private Network. Restricted access.
VPN/VLAN Change	€1,000	N/A	Routing modification, requirement to move or extend an existing VPN / VLAN to another physical location.
Route Change	€600	N/A	Addition / modification / removal of a single static or default route

			associated with a VPN.
<b>Wireless SSID Change</b>	<b>€600</b>	<b>N/A</b>	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](mailto: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
<b>10/100 Mbit</b>	<b>64.25</b>	<b>11.07</b>	<b>Per Port</b>

All enquiries can be addressed to:  
Frank Pettigrew - Network Manager  
[frank.pettigrew@daa.ie](mailto: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
<b>Wireless Coverage</b>	<b>200</b>	<b>63.50</b>	<b>Per Access Point</b>

All enquiries can be addressed to:  
Frank Pettigrew - Network Manager  
[frank.pettigrew@daa.ie](mailto: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 CP2/2016<sup>1</sup>, 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 2021.

Service	Charge €	Description
<b>CUPPS</b>	<b>0.067</b>	<b>Per departing PAX</b>

All enquiries can be addressed to:  
Liah Holohan - Head of IT Service Delivery  
[Liah.holohan@daa.ie](mailto:Liah.holohan@daa.ie)

Phone 353 1 944 0010

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

### 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

Phone 353 1 9449066

[ciaran.blake@daa.ie](mailto:ciaran.blake@daa.ie)

### 5.4 Recharge for Loss/Damage to HHT Equipment

The Hand Held 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*	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.

*All enquires can be addressed to:*

Liah Holohan - Head of IT Service Delivery

Phone 353 1 944 0010

[Liah.Holohan@daa.ie](mailto:Liah.Holohan@daa.ie)

## 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.

*All enquiries can be addressed to:*

Ian Clarke – Interim Asset care Head of Energy, Environment and Utilities

Phone 353 1 94 44754

[ian.clarke@dublinairport.com](mailto:ian.clarke@dublinairport.com)

## 7 Commercial Property

## 7.1 Desk Rental Services

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

Service	Charge €	Description
Check-In/Bag Drop Desk	26,113	Per annum
Check-In/Bag Drop Desk	31.34	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.

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

Service	Charge €	Description
Baggage Hall Desk (per linear metre)	4,764	Per annum

All enquiries can be addressed to:

Katie Williams - Head of Dublin Airport Property  
[katie.williams@dublinairport.com](mailto:katie.williams@dublinairport.com)

Phone 353 1 944 9388

## 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:

Katie Williams - Head of Dublin Airport Property

Phone 353 1 944 9388

### 7.3 Office/Warehouse Rental:

The airport authority has a range of rental properties available.

*All enquiries can be addressed to:*

Katie O’Leary - Head of Commercial Property

Phone 353 1 944 9752

[katie.oleary@dublinairport.com](mailto:katie.oleary@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
<b>Initial administration charge</b>	<b>600.00</b>	<b>Per application</b>
<b>Renewal charge</b>	<b>300.00</b>	<b>Per renewal</b>

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:*

Anthony Prior – Ground Handling and Cargo Manager

Phone 353 1 944 9967

[anthony.prior@dublinairport.com](mailto:anthony.prior@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
<b>Filming (Landside)</b>	<b>400.00</b>	<b>Per hour or part thereof</b>
<b>Photography (Landside)</b>	<b>250.00</b>	<b>Per hour or part thereof</b>
<b>Filming (Airside)</b>	<b>650.00</b>	<b>Per hour or part thereof</b>
<b>Photography (Airside)</b>	<b>300.00</b>	<b>Per hour or part thereof</b>

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

*All enquiries can be addressed to:*

Siobhan O’Donnell - External Communications Manager

Phone 353 1 944 4108

[siobhan.odonnell@daa.com](mailto:siobhan.odonnell@daa.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	6.00	Per item

*All enquiries can be addressed to:*

Kevin Purcell – Acting Chief Airport Police Officer  
[capo@daa.ie](mailto:capo@daa.ie)

Phone 353 1 944 9694

## 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](http://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.