



SPANISH AIRPORTS AND AIR NAVIGATION (AENA)
CIRCULAR
HANDLING SERVICE FOR GENERAL AVIATION

There are two options for those General Aviation operations when hiring a handling agent is compulsory:

1. You can be attended by one of the winning bidders for providing third-party ramp handling services.
2. You can be attended by a liberalized agent for General Aviation.

You can consult in the AIP the necessary requirements concerning the obligation of hiring a handling agent, as well as consult the contact details of all agents.

If you choose the option 1 (attended by one of the ramp winning bidders):

The winning bidders for providing third-party ramp handling services selected by AENA in compliance with the current legislation (RD 11161/99) must attend all requested operations of the airport, including those of General Aviation.

Minimum compulsory ramp service: The agent must have the appropriate equipment to carry the passengers and/or the crew from the aircraft to the building of the terminal (and vice versa) (Classes 4A, 4B, 4C – microbus): maximum tariff: **€ 9,16 / service.**

(e.g.: Transportation between the aircraft and the building of the terminal (and vice versa) with the aim of paying for the tariffs once the flight plan has been submitted).

The list of the licensed agents for this service can be consulted in the AENA Tariffs Guide (Chapter 8 – Handling Service) and as well on the following link:

<http://www.aena.es/es/aerolineas/agentes-handling.html>

In the same way, AENA establishes the maximum tariffs that an agent can charge concerning payment for the ground handling service provided to their customers and, likewise, these tariffs can be consulted in the AENA Tariffs Guide (Chapter 8 – Handling Service) or on the following link:

<http://www.aena.es/es/aerolineas/tarifas.html>

(Additionally, in some cases, licensed agents apply discounts agreed with AENA. You can consult it with the agent or, in case of doubt, contact AENA through the following email account: handling@aena.es).

However, if you choose the option 2 (liberalized agent for General Aviation):

The General Aviation agents are companies authorized to provide the handling service due to the fact that the current legislation (RD 1161/99) liberalizes the access to it exclusively to aircraft doing operations of General Aviation, air tasks or non-regular air commercial transport with aircraft with MTOW below 10 tons or with less than 20 seats, on condition that the charterer or charterers do not resell part of their capacity to third parties. Therefore, when dealing with liberalized agents, tariffs will be the ones that the agents want to apply, with the maximum tariffs established by AENA not being applicable.

Recommendations:

- Request to the hired agent an invoice broken down by the services provided.
- Anticipate to the opening of the flight plan, getting information concerning the authorized agents of the airport.
- Inform the operations office at the airport of the hired agent through the established communication channels.