

# CHARTER AND SERVICE GUIDE 2015



**Cagliari Airport**  
SOGAER

## Introduction to the Charter and Service Guide

This publication has been largely renovated in its contents and has the objective to contribute to applying the fundamental principles of equality and impartiality, continuity, participation, efficiency, effectiveness and freedom of choice to which a public transport service has to conform, as established by the Directive P.C.M. 27 January 1994.

For this reason in these pages you will find, first of all, updated general information which will allow passengers and visitors to the Mario Mameli airport in Cagliari-Elmas to utilise its airport services in the best way.

After that, you will find references to the main airport operators and the environmental policy.

Reading the section dedicated to the value indicators will allow you to evaluate the service given and the objectives which the airport management company and the other companies based at the airport share and aim to reach during the year.

Lastly, in the final section of the Charter, you will find the dialogue - complaints procedure to follow should you deem it necessary to point out problems or give suggestions or evaluations and comments regarding the airport services.

The Charter and Service Guide 2015 is only available in digital format at the website of the airport managing company [www.cagliari.airport.it](http://www.cagliari.airport.it); on the website of Enac [www.enac.gov.it](http://www.enac.gov.it) and may be downloaded free of charge as an iBook for iPad.

We hope that this publication will be useful to help you spend a pleasant time at the airport and give you a positive travel experience.



# Presentation of Company, Bodies and Operators

## The Sogaer Group

### SO.G.AER. S.P.A.

was founded in 1990 by the local Chamber of Commerce, which is its majority shareholder, and since 2007 holds the 40 year concession for the management of the “Mario Mameli” Airport.

In its role as Managing Company, SOGAER is responsible for the following areas:

- design, construction and maintenance of airport facilities and structures, the upkeep of airport areas;
- the provision of centralised services directed at the passengers, aircraft and goods through coordination of airport activities;
- handling airport emergencies, within the scope of its reach;
- assistance to reduced mobility passengers through third parties;
- handling lost property;
- management and development of shops, catering and parking facilities, directly or through third parties;
- writing the Charter and Service Guide;
- the whole range of information given to the public.

The management company has entrusted the Quality team with the responsibility of coordinating the monitoring of quality of the airport services, the elaboration of the Charter and Service Guide and the handling of complaints.



### SOGAERDYN S.P.A.

Is a fully-owned subsidiary of Sogaer established in 1997, it is the airport provider of ground-handling services: ticketing, check-in, passenger boarding/disembarking, baggage loading, unloading and assistance, and aircraft and crew assistance for commercial and general aviation.

Since 2001 the company holds certification of its quality system, which is regularly updated and currently conforms to the norm UNI EN ISO 9001:2008.

In 2008 the company also obtained its first three year certificate as approved airport ground handler by ENAC, and, in the following years, it has renewed and extended the certificate to other types of service.

This certification is proof of a healthy financial situation and an adequate insurance cover in relation to the risks connected to its activities, a suitable organisational structure and an efficient system of operation procedures, safety of facilities, equipment, people and conformity to social legislation.

### SOGAER SECURITY S.P.A.

Is responsible for airport security, it has been operating since 2000, and is fully owned by Sogaer.

It is responsible for checks on passengers, hand and hold luggage.

In 2008 the company obtained certification of its quality system according to the norm UNI EN ISO 9001:2008 and has had it renewed successfully the following years.

## Government Bodies

### ENAC - CIVIL AVIATION AUTHORITY

ENAC, is the only Authority in Italy for technical regulation, certification, surveillance and control in the civil aviation sector.

It is responsible for many aspects of regulating civil aviation, it monitors enforcement of the applicable regulations, and of the compliance to the administrative and economic aspects of the aircraft transport system.

Enac promotes development of Civil Aviation, it guarantees safety and security of flights, respect of rights, quality of services and fair competition while also respecting the environment.

ENAC has set up its own multimedia institutional channel called “Enac Channel” on YouTube, which can also be reached by the Authority’s website.

Enac Channel holds its official audio and video broadcasts, including radio and TV broadcasts, some video interviews of the managers of the Authority which illustrate its duties, initiatives and activities as an institution.

### ENAV S.P.A. - THE NATIONAL FLIGHT ASSISTANCE AGENCY

ENAV manages civil air traffic and contributes to the efficiency of the national air transport system; it guarantees safety and security and regular circulation in the Italian air space of all categories of aircraft while respecting international agreements undersigned by the Italian government.

The Authority’s institutional activities are described in more detail within the Enav website and YouTube channel.



### BORDER POLICE

The Border Police is a branch of the State Police responsible for border security and for checking people who wish to pass a national border.

In particular, the branch checks the passports of passengers arriving from or going to extra-Schengen countries.

### CUSTOMS AGENCY

The Customs Agency has the task of verifying customs tax, ensuring products are safe and environmentally acceptable, and oppose the commerce of counterfeit products, the traffic of protected species and illicit substances.

In particular, at the airport facility, it carries out checks on goods transported by passengers coming from or going to other countries.

### FISCAL POLICE

The Fiscal Police, apart from carrying out tasks of criminal law enforcement and public security, also holds special and exclusive powers of tax enforcement.

Its field of action is very wide: within the airport it is mostly directed at contrasting the trade of counterfeit or smuggled products, weapons, and illegal drugs, for which they are often aided by teams with trained dogs.

## **BORDER, AIR, AND MARITIME HEALTH OFFICE**

The Border, Air and Maritime Health Office carries out the following tasks:

- establish a protective filter against the risk of importing diseases
- carry out health and hygiene surveillance on means of transport, goods and people arriving on Italian and EU territory.
- support travellers in preventing disease.

## **ELMAS MUNICIPAL POLICE**

The Municipal Police carries out activities of surveillance, prevention and enforcement in the administrative, civil, and penal areas.

It also has traffic police functions within the town.

## **ITALIAN RED CROSS**

The Italian Red Cross is responsible for First Aid at the airport by providing initial treatment, including free transport to the nearest public health service unit.





## WEBSITE, TELEPHONE AND E-MAIL:

AIRPORT AGENCIES AND OPERATORS		
NAME	WEBSITE	CONTACTS
Sogaer	<a href="http://www.cagliariairport.it">www.cagliariairport.it</a>	Tel: (+39) 070 211211 pay phone number (Mon- Thur 9:00 – 18:00 – Fri 9:00 – 16:30) – Fax: (+39) 070 241013 E-mail: <a href="mailto:info@cagliariairport.it">info@cagliariairport.it</a>
Sogaer Security	<a href="http://www.cagliariairport.it">www.cagliariairport.it</a>	Tel: (+39) 070 2109700 E-mail: <a href="mailto:info@sogaersecurity.it">info@sogaersecurity.it</a>
Sogaerdyn	<a href="http://www.sogaerdyn.it">www.sogaerdyn.it</a>	Tel: (+39) 070 212076 E-mail: <a href="mailto:info@sogaerdyn.it">info@sogaerdyn.it</a>
ENAC- Civil Aviation Authority Airport Office	<a href="http://www.enac.gov.it">www.enac.gov.it</a>	Tel: (+39) 070 210547 Fax: (+39) 070 210536 National free phone number: 800 898121 E-mail: <a href="mailto:sardegna.apt@enac.gov.it">sardegna.apt@enac.gov.it</a> .

## WEBSITE, TELEPHONE AND E-MAIL:

AIRPORT AGENCIES AND OPERATORS		
NAME	WEBSITE	CONTACTS
ENAV S.p.A. - National Flight Assistance Agency	<a href="http://www.enav.it">www.enav.it</a>	Tel: (+39) 070 2112400
Fiscal Police	<a href="http://www.gdf.gov.it">www.gdf.gov.it</a>	Tel: (+39) 070 240100
Border Police	<a href="http://www.poliziadistato.it">www.poliziadistato.it</a>	Tel: (+39) 070 210141
Customs Agency	<a href="http://www.agenziadogane-monopoli.gov.it">www.agenziadogane-monopoli.gov.it</a>	Tel: (+39) 070 240098
Border, Air, and Maritime Health Office	<a href="http://www.salute.gov.it">www.salute.gov.it</a>	Tel: (+39) 06 59944827 (+39) 06.59944828 Fax: (+39) 070 657568 E-mail: <a href="mailto:USMA.Cagliari@sanita.it">USMA.Cagliari@sanita.it</a>
Elmas Municipal Police	<a href="http://www.comune.elmas.ca.it">www.comune.elmas.ca.it</a> ("Local Police" section)	Tel. (+39) 070 219260 E-mail: <a href="mailto:poliziamunicipale@comune.elmas.ca.it">poliziamunicipale@comune.elmas.ca.it</a>
Italian Red Cross	<a href="http://www.cri.it">www.cri.it</a>	Tel. (+39) 070 241344

## Information for people with disabilities or reduced mobility (PRM):

By opening the page on <http://www.cagliariairport.it/it/prm.html>

it is possible to check:

- the types of PRM to whom the service is targeted
- how to ask for assistance
- the procedure followed for assistance to PRM arriving and departing
- equipment and reserved areas
- quality standards and outcomes based on the monitoring of the indicators established by Enac guidelines

and access:

- the link to make suggestions and complaints
- links to the main aircraft carriers operating in Cagliari
- attachments relating to the Regulation (EU) 1107/2006, quality standards, information on the assistance service, and airport maps.



Parking

The 25 parking spaces reserved for people with disabilities are on the second floor of the multi-storey car park and are located next to the connecting path to the terminal and the intercoms to call the PRM (Reduced Mobility Passengers) Assistance Service.

Parking is free for those who show their disability pass to the cash desk operators in the multi-storey car park (Ground Floor). If parking is for longer than four hours they will have to show their flight ticket.

6 pay points for 1.266 parking spaces  
(1 pay point every 211 parking spaces)

1 SOGAER CASHIER’S DESKS

On the ground floor of the multistorey car park

5 SOGAER CASH POINT

- Arrival Hall
- On the ground floor of the multistorey car park
- On the second floor of the multistorey car park, overpass side
- Parcheggio sud car park
- Parcheggio Kiss & Fly (departure viaduct, entrance B)





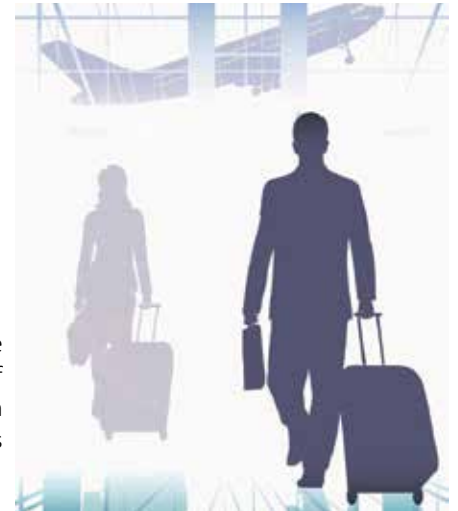


## Information about the rights of passengers at the airport according to regulations (EU) 261/2004 and 1107/2006

Within the scope of the campaign “Your passenger rights at hand”, the European Commission has set up the website <http://ec.europa.eu/passenger-rights>, which gives information about passenger rights and specifically about:

- People with reduced mobility
- Denied boarding
- Cancellation
- Long delays
- Baggage
- Identity of the airline
- Package holidays
- Price transparency

The European Commission has also made freely available an App in the 22 languages of the EU called “Your passenger rights”, which gives information about the applicable rights within the European Union when travelling.



The App follows a question/answer format and allows you to find the problem and receive an explanation of rights and available alternatives.

The App covers travel by air and rail and works with four mobile platforms: Apple iOS, Android, Blackberry and Windows Phone.

The European Union information service “Europe Direct” is also available, and can be accessed from any of the Member States through a single freephone number: **00 800 67 89 10 11**.

The service is available on working days from 9.00 to 18.00 CET (Central European Time) and can also be contacted using the website <http://ec.europa.eu/europedirect/>.

It is possible to download the Regulation (CE) N. 261/2004 from the website [www.enac.gov.it](http://www.enac.gov.it) which establishes the European rules in matters of passenger rights and which specifies the cases in which a refund or compensation may be applicable.

Within Italy, ENAC has issued the “Charter of Passenger Rights”, which is available in the busiest areas of the airport, in ENAC offices and on the website [www.enac.gov.it](http://www.enac.gov.it), where you will also find the “Fast guide to passengers’ rights in case of disservices in air transport”.

A braille version of the Charter is also available in the ‘Sala Amica’ (Friend Room).

From the website [www.enac.gov.it](http://www.enac.gov.it), in the “Info in English” section, it is possible to download a curtesy English translation of the Charter of Rights and Fast Guide, both downloadable as PDF files.

## Availability of wi-fi coverage

At the ‘Mario Mameli’ airport there is a hotspot for internet connection through wi-fi.

In order to obtain access to the web freely and without time limits, passengers and visitors need to register and log in to the service “Cagliari Airport WiFi”.



## Public transport connections bus/train/taxi

You can travel between the airport, Cagliari city centre and the most important Sardinian destinations by local public transport.

Trains and taxis allow you to reach the city, the port, the railway station and the bus station in a very short time.

If the Sardinian regional capital is not your final destination, you can easily continue your journey to the main Sardinian localities.



The airport, Cagliari city centre, and the rest of Sardinia are all connected by rail. From the train station 'Elmas Aeroporto', which has been operative since 2013, you can reach Cagliari station in about 6 minutes.

You can buy a ticket for €1.25 (one way) from the vending machine of "Ferrovie dello Stato" at the station, in all authorised ticket offices and retailers, as well as on the Trenitalia website.

The frequency of these connections is about one train every 20 minutes from 5am until just after 9pm.

For timetables, ticket costs and information, you can contact the Trenitalia call centre on 89 20 21, or visit the company website <http://www.trenitalia.com/>.

The airport is also connected to the main localities of the region thanks to the bus service managed by ARST – Sardinia's Regional Transport.

For information on prices, timetables, and frequency of buses, contact the call centre 800 84506 or visit the website <http://arst.sardegna.it/index.html>

It is also possible to reach the airport from the city and its hinterland (and vice versa) through the taxi service. A daytime taxi fare to the city centre costs about 20 or 25 euros.

You can find the taxis outside the arrival area at the terminal.

We recommend you only use authorised white vehicles with a taximeter. To find out about any extra charges for baggage, night time fares, holiday fares, etc, please contact the service companies. For the city of Cagliari they are:

Cooperativa Radio Taxi "Quattro Mori" Via Is Maglias, 5 Cagliari, Tel. 070 – 400101 (h24) [www.cagliaritaxi.com](http://www.cagliaritaxi.com) radiotaxi@email.it

Cooperativa Radio Taxi "Rossoblù", Via Duomo, 19 Cagliari, Tel. 070 – 6655 (from 05.30 to 02.30) info@radiotaxirossoblu.com

A Quartu S. Elena il servizio di radiotaxi è fornito da:

Consorzio Imprese Artigiane "Taxiamico", Via della Musica, 138 Quartu S.E.,

Tel. 070 – 826060 (h24) [www.taxiamico.com](http://www.taxiamico.com) info@taxiamico.com.



## How to travel from and to the city by car:



The airport can be easily reached from all of Sardinia due to its proximity to Cagliari city centre (only 7 Km), it is near many other regional destinations and well connected by road and rail.

## Directions for journeys by car:

- **from Cagliari:** the airport is 7 KM from the centre and it can be reached from the S.S.130, which connects to the city from the S.S.554. In many areas of Cagliari it is possible to get to the S.S.554 from the Asse Mediano.
- **from Sassari/Nuoro/Oristano:** you can reach the airport by joining the S.S.131 in direction 'Cagliari'. When you get to the turnoff for the S.S.130, follow the signs 'Aeroporto Elmas'.

- **from Olbia:** you can reach the airport by following the S.S.131bis in direction 'Cagliari' until you reach the turn off for the S.S.131. Continue in direction 'Cagliari' until you join the S.S.130 following the signs 'Aeroporto Elmas'. As an alternative, you can follow the Eastern Road (S.S.125) in direction 'Cagliari' and, near Quartucciu, turn to join the S.S.554 which connects to the S.S.130, from which, following the signs 'Aeroporto Elmas', you will get to the airport.

- **from the South-West coast:** l'aeroporto you can reach the airport by following the S.S.195 in direction 'Cagliari' to the turnoff for the S.S.130, from which, following the signs 'Aeroporto Elmas', you will get to the airport.

- **from the South-East Coast:** you can reach the airport by following the coast route which connects Villasimius to Cagliari; near the centre of Cagliari you can join the S.S.554 and then the S.S.130. Follow the signs 'Aeroporto Elmas' until you reach the airport.







## Environmental Policy

Sogaer is well aware of its role in protecting the environment and takes an active part in supporting the culture of environmental protection and the principle of sustainable development.

In this way it is possible to reconcile economic growth and the preservation of free goods for future generations.

In order to satisfy the users of the airport who are more and more sensitive and attentive to issues concerning environmental protection.

Sogaer believes that environmental issues are fundamental to its business and puts them at the centre of its environmental policy.

The Environmental Management System and the definition of our Environmental Policy are based upon these governing principles and beliefs. By Environmental Management System we mean the complex of strategies, plans and programmes, objectives, responsibilities, procedures and checks, established to implement Environmental Policy which reflects the company's commitment to the environment.

Monitoring the processes and involving the personnel constitute the key points through which the Management Company intends to contribute to environmental protection and implement the Environmental Policy.



## **Environmental situation and objectives for improvement**

### **Water**

Sogaer has always implemented a policy of saving water resources through a programme of safeguard and prevention.

The quality of the water coming out from the depurator at Cagliari-Elmas airport is monitored in accordance with the laws regulating authorisation for their disposal by ACCREDIA certified labs.

The results of the analyses highlight that the plant is very efficient, as shown by the values of the parameters which give levels considerably lower than those accepted by law.

In April 2012 the Management Company received authorisation for reusing the depurated water within industrial cycles. Sogaer is planning to start a process which will lead to recycling sludge water for its possible use in agriculture.

### **Refuse**

The airport Management Company is committed to the use of materials and methodologies with the purpose of significantly reducing environmental impact.

The management of the airport, with the objective of incrementing the process of waste differentiation, has started campaigns to raise awareness among the companies based at the airport and has established a recycling area.



In the near future the Management Company plans to start actions which will favour the differentiation of waste also in the common areas.

## Noise

Sogaer is committed to constant monitoring of airport noise and, working together with the designated authorities, has started and continues to keep a constant dialogue with the objective of regulating civil aviation activities and air traffic control proposing to adopt procedures which aim to limit airport noise.

At the Cagliari-Elmas airport there is the Airport Noise Monitoring System, which is based on a group of sound monitoring posts placed in the surrounding area which register the noise level of each event, and broadcasts it to a server which gives back the acquired data in such a way to permit a punctual analysis of the “noise” event.

A system of portable monitoring posts has recently been introduced to perform specific measurement campaigns to satisfy requests by local bodies and citizens.

In addition, the Management Company’s plans apply the monitoring system by increasing both the number and the quality of the monitoring posts.



## Quality in Cagliari

La società The airport Management Company monitors user satisfaction every year by direct interviews and by measuring waiting time for services (check-in, security checks, baggage delivery, etc.).

In order to guarantee impartiality and validity of results, the quality checks are entrusted to a company which specialises in customer satisfaction research and holds the quality certification of compliance to the norm UNI EN ISO 9001:2008

In the last observation period there were four testing sessions in which the waiting time for services was monitored and 1,251 passengers and visitors to Cagliari airport were interviewed.

This large sample number is such that we reached a level of trust of 95% and an error margin of about 3% For the interviews we used an evaluation scale with six levels of satisfaction: 1) excellent, 2) good, 3) sufficient, 4) inadequate 5) very inadequate, 6) dreadful.

The evaluation levels between 1 and 3 are considered positive.

The following tables, each divided into four columns, show the quality factors in the airport services:

1. the first column consists of indicators which show the quantitative variables or the qualitative parameters which adequately represent the levels of service given;
2. the second column shows the measurement unit used to calculate the indicator;
3. the third shows the results registered in 2014





4. the fourth shows the objectives that the airport system aims to reach in 2015.

The objectives are established taking into account the results reached in the previous year, the current airport status, the foreseen development in air traffic, and work which has been planned or is already being undertaken.

The indicators highlighted in orange refer to activities carried out in part or completely by other airport operators.

### Safety and security

Passengers, visitors and operators feel the natural need to move within the airport in safety and security.

For this reason the airport management company, through modern equipment and trained personnel, is constantly committed to guaranteeing the highest standards of safety and security.

Customer satisfaction for travel safety and security parameters has maintained the high standard reached in previous years and has reached the expected outcomes.

### SAFETY AND SECURITY

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Overall perception of the security checks service on people and hand baggage	% of satisfied customers	97,00 %	97,10 %

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Overall perception of the safety and security levels at the airport	% of satisfied customers	98,10 %	98,20 %

### SECURITY EQUIPMENT IN DEPARTURES AREA

Walk-through metal detectors for passenger screening	3
Metal detectors for checks on crew, airport staff, and fast track	1
Hand held metal detectors for passenger checks	5
Equipment to detect explosives	1
Equipment to screen liquids	1
X-ray machines to check hand-baggage	6+1
X-ray machines to check hold-luggage	5
X-ray machines to check crew and airport staff baggage	1

## Regularity and punctuality of service

The airport management company and the companies based at the airport are committed to guarantee regular and continuous service: adequately trained human resources and modern technologies allow them to reach this target.

The percentage of flights delayed at departure has slightly increased compared to the previous year. Similarly, though by a negligible number, the number of flights delayed for reasons ascribable to the airport Management Company has registered an increase.

The time for baggage retrieval, disembarkation from the aircraft, and number of mishandled baggage have not changed compared to the previous year.

The level of satisfaction relating to the regularity of airport services continues to be extremely high.

The targets set for flight delays and disembarkation time have not been fully reached, while the expected standards for luggage handling and retrieval - as well as the overall perception of regularity of service - have been reached.

### REGULARITY AND PUNCTUALITY OF SERVICE

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Overall punctuality of flights	% of punctual flights on the total of departures	87,28%	90,00%
Items of luggage mishandled at departure (not delivered to the baggage retrieval conveyor belt at the destination airport) attributable to the airport	N. of items of luggage not delivered to the destination airport / 1,000 departing passengers	0,21	0,20

Time for delivery of the first item of luggage from aircraft block-on**	Time in minutes calculated from aircraft block-on** to delivery of first item of luggage in 90% of cases	17'06"	17'00"
Time for delivery of the last item of luggage from aircraft block-on**	Time in minutes calculated from aircraft block-on** to the delivery of last item of luggage in	22'52"	22'30"
Waiting time on board for disembarkation of first passenger	Waiting time in minutes form block-on in 90% of cases	3'24"	3'15"
Overall perception of regularity and punctuality of services received at the airport	% of satisfied customers	97,00%	97,20%

\* We consider mishandled luggage any luggage which is not delivered to the baggage reclaim conveyor belt, including mobility devices for passengers with disabilities or reduced mobility.

\*\* Chocking of wheels after the engines are shut down

FACILITY DATA	
Baggage reclaim conveyor belts	6

## Cleanliness ad hygienic conditions

The airport management company deems it essential that the airport and the toilets are constantly kept at a level of presentation fit to make everyone feel at ease.

For this reason cleaning operations are carried out during the day by a suitable number of staff.

Satisfaction relating to cleanliness of the toilets and of the airport has maintained extremely high levels and the targets of service have been met for both indicators.

### CLEANLINESS AD HYGIENIC CONDITIONS

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception of cleanliness level and functionality of toilets	% of satisfied customers	92,50%	92,60%
Perception of level of cleanliness in the airport	% of satisfied customers	97,70%	97,80%

FACILITY DATA	
Toilets	148

## Comfort during the time spent at the airport

Within the terminal, at the disposal of passengers and visitors, there are large air conditioned areas in which you can easily move by a system of lifts and escalators which are regularly maintained.

In reference to the total level of comfort at Cagliari airport, customer satisfaction has maintained the same high standards as the previous year and has reached the set target.

Customer satisfaction regarding transfer systems, baggage trolleys and air conditioning systems has not changed and the targets set have been reached.

### COMFORT DURING THE TIME SPENT AT THE AIRPORT

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception of availability of baggage trolleys	% of satisfied customers	90,70%	92,60%
Perception of efficiency of passenger transfer systems (escalators, lifts, travelators)	% of satisfied customers	90,80%	98,90%
Perception of efficiency of air conditioning systems	% of satisfied customers	94,90%	95,00%
Perception of total level of comfort at the airport	% of satisfied customers	97,50%	97,60%

THE AIRPORT NUMBERS	
Available space	31.603 mq
Seating	1.076
Luggage trolleys	600

## Additional services

Retailers and bar/restaurants contribute to making the stay at the airport more enjoyable.

The level of satisfaction for shops, newsagents, and bar/restaurant service has not changed since the previous year and has reached the expected standards.

## ADDITIONAL SERVICES

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception of the wi-fi connection within the airport	% of satisfied customers	95,40%	95,50%
Compatibility of bar opening hours with those of the airport	% of passengers flight arrivals/departures compatible with the opening hours of bars in their respective areas	98,30%	98,40%
Perception of availability/quality/price of shops and newsagents	% of satisfied customers	78,50%	78,60%
Perception of availability/quality/price of bars and restaurants	% of satisfied customers	87,00%	87,10%
Perception of availability of well stocked drinks and snack dispensers	% of satisfied customers	Data not collected for 2014	80%





FACILITY DATA	
Bars / restaurants	6
Public telephones	6
Multy storey car park (P1)	804
Short stay car park, arrivals side (P2)	178
Terminal parking spaces (P2 bis)	82
Parking spaces in South parking area (P3)	165
Parking spaces on viaduct- departures area (Kiss&Fly)	37
Total parking spaces	1.266
Parking spaces for Reduced Mobility Passengers	29

### Information for customers

The website [www.cagliariairport.it](http://www.cagliariairport.it) and the information screens and tables in many areas allow for information on flights to be disseminated immediately.

The total level of satisfaction on the effectiveness of information has kept the same value as last year and its associated target has been reached.

### INFORMATION FOR CUSTOMERS

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Easy to navigate and updated website	% of satisfied customers	95,40%	95,50%
Perception of effectiveness of available information points	% of satisfied customers	89,30%	89,40%
Perception of clarity, ease of understanding, and effectiveness of airport signs.	% of satisfied customers	97,30%	97,40%
Perception of professionalism of staff	% of satisfied customers	97,10%	97,20%
Total perception of effectiveness and accessibility of information service for the public (screens, announcements, airport signs, etc.)	% of satisfied customers	93,40%	93,50%

### Check-in and security screening

Waiting time at passenger and baggage check has increased due to the application of stricter rules which aim to increase the safety and security standards of the flight.

New machinery will soon be available which will guarantee higher safety and security with shorter waiting times.

The service level at passport control has continued to receive high marks, while the waiting time at check-in has decreased further.

With the exception of waiting times at security check points, the set targets for all other indicators of check-in and security screening have been fully reached.

### CHECK-IN AND SECURITY SCREENING

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception of ticketing service	% of satisfied customers	95,30%	95,30%
Waiting time at check-in	Maximum time in 90% of cases	5'21"	5'00"
Perception of waiting time at check-in	% of satisfied customers	94,60%	94,70%
Waiting time for security checks	Maximum time in 90% of cases	3'47"	3'29"



Facility Data	
Check-in desks	42
Check points	5

## Multi-modal transport integration

Satisfaction concerning quality of road signs has not changed compared to last year while the introduction of a rail connection has seen a significant increase of satisfaction relating to the connections to the airport.

The targets set have been reached for the first indicator and surpassed for the second.

### MULTI-MODAL TRANSPORT INTEGRATION

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception of clarity, ease of understanding, and effectiveness of road signs.	% of satisfied customers	94,70%	94,80%
Perception of suitability of connections between city and airport	% of satisfied customers	97,45%	94,30%



## Parking spaces for Reduced Mobility Passengers (PRM)

Assistance to passengers with reduced mobility is guaranteed through the whole year thanks to scheduling which ensures the presence of dedicated personnel at flight arrival and departure times.

To receive service which meets the needs of PRM, it is necessary to state the need for special assistance to the airline when booking the flight and in any case at least 48 hours before the published departure time.

Services for Reduced Mobility Passengers (PRM)			
a) Efficiency of assistance services			
INDICATOR	MEASURE- MENT UNIT	2014 OUTCOMES	2015 OUTCOMES
<u>For departing PRM who notified in advance:</u> Waiting time to receive assistance, from one of the designated points at the airport.	Waiting time in minutes in 90% of cases	15'32"	< 10 minutes for l'80% of passengers; < 20 minutes for 90% of passengers; < 30 minutes for 100% of passengers
<u>For departing PRM who did not notify in advance:</u> Waiting time to receive assistance, from one of the designated points at the airport, after notifying their presence	Waiting time in minutes in 90% of cases	32'38"	< 25 minutes for l'80% of passengers; < 35 minutes for 90% of passengers; < 45 minutes for 100% of passengers

<u>For arriving PRM who notified in advance:</u> On board waiting time for disembarking PRM, after disembarking of last passenger	Waiting time in minutes in 90% of cases	4'58"	< 5 minutes for l'80% of passengers; < 10 minutes for 90% of passengers; < 20 minutes for 100% of passengers
<u>For arriving PRM who did not notify in advance:</u> waiting time to receive assistance, at the gate/ aircraft, from disembarking of last passenger	Waiting time in minutes in 90% of cases	21'15"	< 25 minutes for l'80% of passengers; < 35 minutes for 90% of passengers; < 45 minutes for 100% of passengers

b) Personal safety and security			
INDICATOR	MEASURE- MENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception of the condition and functionality of available equipment	% of satisfied PRM customers	Not collected	80,00%
Perception of adequacy of personnel training	% of satisfied PRM customers	Not collected	80,00%



### c) Information at the airport

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Accessibility: quantity of essential information available for people with sight, hearing, and movement disabilities compared to the total quantity of essential information	% of accessible data compared to the total number of essential data	100%	100%
Completeness: quantity of information and instructions, concerning the services on offer, available in an accessible format compared to the total percentage	% of data/instructions, relating to services in accessible format compared to the total number of data/instructions	100%	100%
Perception of efficacy and accessibility of information, communication, and airport signs	% of satisfied PRM customers	Not collected	80,00%

### d) Communication with passengers

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Number of replies given in set time compared to the total quantity of received information	% of replies given in set time compared to total of requests	100%	100%
Number of complaints received compared to the total number of PRM	% of complaints received compared to the total number of PRM	0%	0%

### e) Comfort at the airport

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception on efficacy of assistance to PRM	% of satisfied PRM customers	Not collected	80,00%
Perception of the level of accessibility and usability of airport infrastructure: parking, intercoms, dedicated rooms, restrooms	% of satisfied PRM customers	88,70%	89,00%
Perception of dedicated areas for PRM rest (eg. Sala Amica)	% of satisfied PRM customers	92,20%	92,50%

## f) Relational and behavioural aspects

INDICATOR	MEASUREMENT UNIT	2014 OUTCOMES	2015 OUTCOMES
Perception of friendliness of personnel (infopoint, security, dedicated special assistance personnel)	% of satisfied PRM customers	Not collected	80%
Perception of professionalism of staff dedicated to special assistance to PRM	% of satisfied PRM customers	Not collected	80%



# SERVICE GUIDE 2015





## AIRPORT PLAN AND ENTRY POINTS



## PUBLIC TRANSPORT SERVICE

Frequency and times of are liable to change without any prior notice.

Travellers are therefore advised to contact the transport service companies using the following contacts:



## Rail connections:

Trenitalia: call centre 89 20 21, website <http://www.trenitalia.com/>

## Bus service (only out-of-town service)

ARST - Sardinia Regional Transport: contact centre 80084506, website <http://arst.sardegna.it/index.html>

## Taxi service:

Cooperativa Radio Taxi “Quattro Mori”

Via Is Maglias, 5 Cagliari, Tel. 070 – 400101 (h24)

[www.cagliaritaxi.com](http://www.cagliaritaxi.com) radiotaxi@email.it

Cooperativa Radio Taxi “Rossoblù”,

Via Duomo, 19 Cagliari, Tel. 070 – 6655 (dalle 05.30 alle 02.30)

info@radiotaxirossoblu.com ;

Consorzio Imprese Artigiane “Taxiamico”,

Via della Musica, 138 Quartu S.E., Tel. 070 – 826060 (h24)

[www.taxiamico.com](http://www.taxiamico.com) - info@taxiamico.com

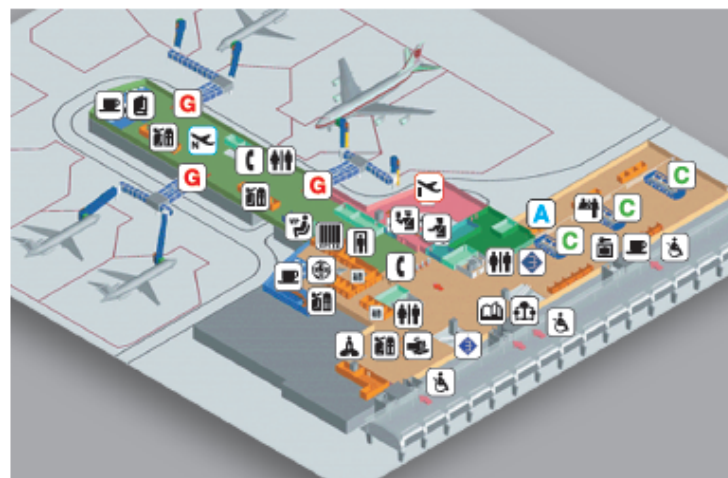




## ARRIVI - PIANO TERRA ARRIVALS - GROUND FLOOR



## PARTENZE - PRIMO PIANO DEPARTURES - FIRST FLOOR



## SECONDO PIANO SECOND FLOOR



### LEGENDA KEY

#### MAPPE / MAPS



Libreria  
Bookshop



Accettazione  
Check-in



Fast Track



Sala VIP  
Vip Lounge



Arrivi Internazionali  
International Arrivals



Arrivi Nazionali  
Domestic Arrivals



Partenze Internazionali  
International Departures



Partenze Nazionali  
Domestic Departures



Ritiro Bagagli Internazionali  
International Baggage Reclaim Area



Ritiro Bagagli Nazionali  
Domestic Baggage Reclaim Area



Protezione Bagagli  
Baggage Wrapping Machines



Biglietteria  
Ticket Counter



Ristorante Self-Service  
Self-Service Restaurant



Uffici  
Offices



Controllo Passaporti  
Passport Control



Polizia - Guardia di Finanza  
Police - Fiscal Police



Dogana  
Customs



Controllo Sicurezza  
Security Control



Toilettes  
Washrooms



Bar-ristoro  
Food & Beverages



Bagagli Voluminosi  
Bulky Baggage



Area Convegni  
Conference Area



Uscite  
Gates



Box Suggerimenti  
Suggestions Box



Edicola  
Newsstand



Autonoleggi  
Car Rentals



Croce Rossa  
Red Cross



Bancomat  
ATM



Negozi  
Shops



Ufficio Assistenza Bagagli  
Lost Baggage Office



Cassetta Postale  
Letterbox



Ufficio Oggetti Smarriti  
Lost Property Office



Biglietteria Automatica Bus  
Automatic Ticket Vending Machine - Shuttle Bus



Cassa Pagamento Parcheggio  
Car Park Automatic Cash



Sala Amica  
Sala Amica Lounge



Cappella  
Chapel



Telefono Pubblico  
Public Telephone



Parafarmacia  
Parapharmacy



Infopoint  
Infopoint



Stazione Treni  
Train Station



Taxi  
Taxi



Fermata Bus Navetta  
Shuttle Bus Stop



Punto di Contatto PRM  
PRM Point

## Useful information

### Health formalities

Before starting a journey toward foreign destinations it is necessary to find out if any preventive care is needed.

For this reason, within the health section of the website [www.viaggiaresecuri.it](http://www.viaggiaresecuri.it), set up in collaboration with the Foreign Ministry and the Italian Automobile Club, you can find information about preventing disease, healthy eating, and categories of travellers who need special attention.

It is also recommended you consult the section “If I travel to...” on the Ministry of Health website [www.salute.gov.it](http://www.salute.gov.it) to acquire information about procedures to receive healthcare, on who to ask and what procedures to follow to ask for a refund of any expenses.

### Customs procedures

For information about transport regulations for the most frequently transported goods during international flights, we suggest consulting the Travellers’ Customs Charter, available at the address [www.agenziadogane.it](http://www.agenziadogane.it) (also in English and French).

The Charter is an instrument which can be consulted quickly and easily, to find out about the main customs rules, it is a help in preparing any necessary documents in advance and therefore reduce the time spent on bureaucracy.

### Security and safety procedures

Passengers, hand luggage, and transparent bags containing liquids are checked by personnel designated to airport safety and security before entering the departure lounge (sterile area).

For the safety of all passengers and to speed up security checks, please follow the

following simple instructions, which are also published on Enac’s website and shown on the monitors at security control:

- queue orderly and wait for your turn, keeping your boarding card ready;
- move forward only when security checks on the person in front of you are complete;
- put in the designated containers: jacket, coat, overcoat;
- sealed transparent bags containing liquids (for details see the following paragraph “transporting liquids”) personal items, such as watches, coins, belts, keys, mobile phones, wallets, paper clips, necklaces, bracelets, cigarettes, medicines, tissues;
- take out of your bag and deposit in the designated trays all electronic equipment, such as personal computers, tablet computers, video-projectors, videocameras, battery chargers, mp3 players;
- insert in the x-ray machine containers with your personal items followed by hand luggage, (suitcases, bags, briefcases);
- walk through the metal detector and show your boarding card to security staff.

Security staff may ask to inspect the contents of your luggage.

If the alarm rings when you walk through the metal detector they will instruct you on what to do and may carry out a hand search.

Forbidden objects will be confiscated and will not be stored by the airport security company.

Passengers who travel with syringes for treatment of specific complaints and passengers with pacemakers must show a medical certificate.

The latter should also inform the security officers of their condition in advance, they will carry out a hand search.

Women who have reached the sixth month of pregnancy are advised to contact well in advance their airline of choice which might require a medical certificate confirming their fitness to fly.

In particular, if you need to carry medication in your hand luggage it is advisable to have the doctor's prescription with you. You may be asked to show it during the security checks.

If you need to travel with essential medical equipment in addition to your hand baggage and/or hold baggage, you must contact your airline in advance to check whether any specific clearance is needed.

At the end of security checks, collect your personal belongings and baggage and go toward the gate shown on your boarding pass.

## Transport of liquids

The European Union (EU) has introduced security regulations which apply to all airports in the Union, and also in Norway, Iceland, and Switzerland, which limit the amount of liquid or products of similar consistency (\*) which you can carry on board the aircraft.

At the security check, liquids have to be presented separately from hand luggage.

You can carry liquids, medicines and other particular diet products, (such as baby food) in containers holding no more than 100ml, inserted inside a transparent and sealable plastic bag with a maximum capacity of one litre.

*(\*) By liquids and products of similar consistency we mean: water and other drinks, soups, marmalades, chocolate cream, peanut butter, yoghurt, curd cheese, cream cheese, syrups, aerosol, aerosol and roll-on deodorants, gels, cosmetics (creams, lotions and oils, perfumes, mascara, liquid mascara, lipstick, nail polish), spray, contents of pressurised containers (including shaving foam and other foams), paste substances (including toothpaste), mixtures of liquids and solids.*

Security officers may request proof of authenticity of the products, open the containers to screen their contents and in exceptional cases, exclusively for safety reasons, prevent their access to the departure lounge.

Liquids purchased at duty-free shops of any airport or on board the airplane can be carried as hand-luggage.

The sales staff will place the liquid and the receipt inside a sealed security bag with a red border, which will be opened if necessary only by airport security staff.

If you have a connecting flight at another airport, you need to inform the security officer who will re-seal the liquids in a new security bag.

The bag must remain sealed until you reach your final destination.

All other liquids, aerosol and gels must be carried in your hold luggage.

If in doubt, you can ask airport personnel, airline personnel, or your retailer for information in advance of travelling.

## Useful services

### Italian Red Cross

The airport first aid health service is available for passengers and visitors to the Cagliari-Elmas airport and it is managed by the Italian Red Cross, which carries out initial treatment, including free of charge transport to the nearest public health service.

You can find the first aid service on the arrivals floor.



## Parking and payment points

Multy storey car parks (P1)	804
Short stay car park, arrivals side (P2)	178
Terminal parking spaces (P2 bis)	82
Parking spaces in South parking area (P3)	165
Parking spaces on viaduct- departures area (Kiss&Fly)	37
Total parking spaces	1.266
Parking spaces for Reduced Mobility Passengers	29
6 pay points for 1,266 car parks (1 pay point every 211 parking spaces)	

**6 pay points for 1.266 parking spaces  
(1 pay point every 211 parking spaces)**

### 1 SOGAER CASHIER'S DESKS

On the ground floor of the multistorey car park

### 5 SOGAER CASH POINT

Arrival Hall

On the ground floor of the multistorey car park

On the second floor of the multistorey car park, overpass side

Parcheggio sud car park

Parcheggio Kiss & Fly (departure viaduct, entrance B)

## Bar/restaurant services

### ARRIVAL FLOOR

**Bar/Sandwich Bar  
MOKÀ**

Tel.: (+39) 070240801

Website: [www.cremonini.it](http://www.cremonini.it)

E-mail: [buffet.cagliariaeroporto@cremonini.it](mailto:buffet.cagliariaeroporto@cremonini.it)

It opens 60 minutes before the arrival of the first flight and it closes 60 minutes after the arrival of the last one.

### DEPARTURES - HALL FLOOR

**Wine Bar - Caffetteria  
WINE&COFFEE**

Tel.: (+39) 070240688

08:00 – 21:00 (time may change in different seasons)

### DEPARTURES FLOOR - SHOPPING AREA

**Bar/Sandwich Bar  
CHEF EXPRESS**

Tel.: (+39) 070240801

Website: [www.cremonini.it](http://www.cremonini.it)

E-mail: [buffet.cagliariaeroporto@cremonini.com](mailto:buffet.cagliariaeroporto@cremonini.com)

Opens 60 minutes before departure of first flight and closes after departure of last flight.

### DEPARTURES FLOOR - EMBARKING AREA

**Wine Bar  
ARGIOLAS WINE BAR**

Tel.: (+39) 070740606



Website: [www.argiolas.it](http://www.argiolas.it)

E-mail: [info@argiolas.it](mailto:info@argiolas.it)

08:00 – 21:00 (time may change in different seasons)

### **Bar/Sandwich Bar**

#### **CHEF EXPRESS/MR. PANINO**

Tel.: (+39) 070240801

Website: [www.cremonini.it](http://www.cremonini.it)

E-mail: [buffet.cagliariaaeroporto@cremonini.com](mailto:buffet.cagliariaaeroporto@cremonini.com)

Opens 60 minutes before departure of first flight and closes after departure of last flight

## **SECOND FLOOR - COMMERCIAL AREA TERRACE**

### **Ristorante Self-Service Gusto**

Tel.: (+39) 070240801

Website: [www.cremonini.it](http://www.cremonini.it)

E-mail: [booking.express@cremonini.com](mailto:booking.express@cremonini.com)

11:30 – 15:30 / 18:30 – 22:00

### **Parapharmacy**

#### **Parapharmacy Farmafly**

Tel.: (+39) 0702110129

Departures Floor – Commercial Area

### **ATM TERMINAL**

#### **BANCA DI SASSARI**

(with night-safe service)

Departures floor- at the entrance of Commercial Area

### **ATM TERMINAL**

#### **BANCA NAZIONALE DEL LAVORO**

Departures floor- next to check-in desk

### **Nursery services**

NO: the nursery service is not currently available

### **Baby changing facilities**

All bathrooms have baby changing facilities

### **Drinks/snacks vending machines**

4 vending machines are available in the following areas:

- 1 in the baggage reclaim area, next to the assistance offices;
- 1 in the international departures area, past the passport check area;
- 1 at the beginning of the walkway (on the multi-storey carpark side) which connects the parking area to the terminal;
- 1 next to the car rental companies' offices;

### **Left luggage service**

NO: the left luggage service is not currently available

### **Price of trolleys for luggage transport**

Use of trolleys is free of charge.

When you pick one up you have to insert a coin which will be returned when you deposit the trolley to one of the designated areas.

## Special services and advice

### Advice for travellers

In order to begin your journey in the best way you should ask the carrier for information about necessary documents as well as carrier transport and check-in regulations.

It is also advisable to follow these simple rules:

- make sure you have necessary identity documents, valid for travelling
- make sure hold luggage conforms to the limits set by the air company and are labelled with a name tag (should the limits be exceeded, it is necessary to regularise transport by paying for excess weight at the ticket office)
- arrive at the airport in plenty of time and consult the computer systems to find out about which check-in desk to register at, the expected time of departure, and communication about the flight and departure gate
- see the information next to check-in areas to verify which items, liquids, and products of similar consistency cannot be carried (also see: [http://www.enac.gov.it/I\\_Diritti\\_dei\\_Passeggeri/Cosa\\_portare\\_a\\_bordo/index.html](http://www.enac.gov.it/I_Diritti_dei_Passeggeri/Cosa_portare_a_bordo/index.html)).
- never leave documents, money, valuables, medicines, or breakable items unattended
- when booking the flight it is necessary to ask in advance for any special assistance for passengers with reduced mobility, passengers younger than 2 years of age,



unaccompanied minors and other special cases.

### Services to reduced mobility passengers (PRM)

EC regulation n. 1107/2006 establishes the principles that protect passengers with disabilities or with temporary inabilities in air travel, granting them the right to travel in similar conditions to any other citizen.

Applying this regulation, Sogaer is committed to providing this service 365 days per year, according to a timetable which can grant the availability of dedicated personnel at departure and arrival times.

To take full advantage of this service it is necessary to inform the air company of the need for special assistance when booking the flight and in any case no later than 48 hours before the scheduled departure time. The carrier will inform the passenger about the time and how to make themselves known at the airport.

Near the designated car parks (one on the 2nd floor of the multi-storey car park and three at the entrance of the departure lounge) the passenger or the person accompanying them can use an intercom system through which they can contact dedicated assistance personnel. An operator will meet the passenger and assist them from check-in to boarding.

The 'Sala Amica', which is next to the check-in desks, is available for passengers who wish to spend their waiting time in a comfortable and private environment.

Staff who work at the 'Sala' can be contacted by phone on +39 07021121 240- 241.

In the 'Sala' it is possible to read the braille version of the "Passengers' rights charter". In the same area wheelchairs are available for passengers who need them, while 16 dedicated toilets are present in several locations of the terminal.

Arriving passengers are assisted while disembarking, retrieving their luggage, and are accompanied to the arrivals hall.

To use the free car park it is necessary to display the relative pass.

Before picking up the car from the multi-storey car park, it is necessary to go to the cash desk, show an identity document, your disability pass and your flight ticket.

Access to the airport and movement within the terminal are not problematic due to the absence of architectural barriers and the presence of automatic doors and lifts. The pathway for blind passengers has been optimised and is now completely usable.

When the aircraft is not docked, the embarking/disembarking operations will take place by way of special transport made available by the airport Managing Company.

For more information about rights of reduced mobility passengers we advise you visit the ENAC website dedicated to the Passengers' Rights Charter, within which you can also fill in the form for any complaints.

ENAC, in collaboration with Assaeroporti and the airport Management Company, has developed the reference standards to make the PRM airport Managing Companies' websites more consistent and therefore make it easier to manage the procedures dedicated to them, and in particular, the early booking of the flight.

On the "Mario Mameli" managing company's website [www.cagliariaairport.it](http://www.cagliariaairport.it) there is an information section dedicated to Special Assistance, within which you can find information about the services on offer, the kind of disabilities for which you can receive assistance, how to request it, and the quality standards set.

## **The main regulations concerning Rights of passengers with reduced mobility is as follows:**

- Community Regulations n. 1107/2006, Rights of persons with disabilities and people with reduced mobility in air transport.
- Legislative Decree n. 24 of 24 February 2009, Sanctions for violation of rules set in regulation (EC) n. 1107/2006 concerning rights of people with disabilities and people

with reduced mobility in air transport.

In addition, Enac has developed a multimedia App (Enac PRM) and made it available on the main mobile platforms free of charge.

It describes in an easy to understand manner how a person with a disability, or with reduced mobility, or elderly passengers can travel by air.

This is a way of making correct information available about European procedures to request special assistance without discrimination and without extra costs.

## **Minors travelling alone**

For information on the laws regulating unaccompanied children travelling it is necessary to contact your chosen airline or your travel agency.

Laws regulating children travelling abroad can be found on the website [www.poliziadistato.it](http://www.poliziadistato.it).



[it](#) (click on “per il cittadino”).

## Lost, damaged, or tampered-with luggage

Lost, damaged or tampered-with baggage must be reported to the Lost Baggage Office within the baggage reclaim hall. To be able to claim compensation you must report the event before leaving the baggage reclaim area.

If you become aware of damage at a later time, you will need to contact your airline for information on the correct procedure to follow.

If the lost baggage is returned in a damaged state, the Lost Baggage Office will fill in a form that will be delivered together with the baggage at the address you provided.

The passenger will in any case be informed about the procedure to follow to claim compensation.

## Lost Property

The Sogaer Lost Property Office can be contacted by telephone from Monday to Friday from 10.00 to 12.00 and from 15.30 to 16.30, on the number (+39) 070 21121523, or by sending an e-mail to the address [oggettismarriti@cagliariairport.it](mailto:oggettismarriti@cagliariairport.it).

## Transporting pets

When booking your flight you need to state that you are travelling with a pet and ask the airline for their regulations concerning flying with a pet. (how to transport them, availability of cages, any health documents, etc. ).



## Suggestions and complaints

It is possible to send suggestions and complaints to the airport management company at Cagliari Airport through:

- Completing a form (available at the airport) and placing it in the complaints box.
- Sending a message to the email address [info@sogaer.it](mailto:info@sogaer.it) or by post to the address Sogaer S.p.A., Via dei Trasvolatori snc - 09030 Elmas (Cagliari) or by fax on number (+39) 070241013.
- Sending the form available on the 'Contacts' section of the website [www.sogaer.it](http://www.sogaer.it) or [www.cagliariairport.it](http://www.cagliariairport.it)

The complaints procedure is described on the final part of the Service Charter.





Aeroporto Cagliari- Elmas  
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[www.cagliariairport.it](http://www.cagliariairport.it)