

THE CHARTER AND SERVICE GUIDE

2025



Cagliari Airport
SOGAER

INTRODUCTION TO THE CHARTER AND SERVICE GUIDE

Dear Guest,

We are pleased to present the 2025 edition of the Cagliari Airport Service Charter and Guide, which has been designed to provide you with all the information you need to enjoy a peaceful and comfortable travel experience.

What will you find on these pages?

Service levels offered in 2024: we will provide you with a summary of the profile of services offered to passengers and visitors last year, to give you an idea of what to expect during your stay.

Objectives for 2025: we will illustrate our objectives for the current year, focused on the continuous improvement of services and passenger experience.

Information on airport bodies and operators: you will find the contacts and useful references of the main bodies and operators present at the airport, for any need or request for information and/or assistance.

Services for people with special needs: we have dedicated a specific section to information and services designed for passengers with special needs, to ensure a comfortable journey for everyone.

Procedure for communicating with the manager: we will explain how you can communicate with us for any suggestions, reports or complaints, because your opinion is important to us.

Detailed guide to airport services: the second part of this brochure is a real guide to the many services offered by the airport, from shops and restaurants to assistance services. You will also find useful suggestions for planning your trip and making the most of your stay at the airport.

We are also pleased to inform you that the airport manager intends to implement a major investment program that aims to further improve the infrastructure and services offered.

These interventions are aimed at making Cagliari Airport an even safer, more modern and comfortable place, able to contribute to the development of the Territory and to better satisfy the needs of passengers.

We thank you for your attention and wish you a pleasant trip!

Kind regards,

So.G.Aer. S.p.A

PRESENTATION OF THE COMPANY AND THE GROUP

THE SOGAER GROUP

SO.G.AER. S.P.A., established in 1990 by the local Chamber of Commerce, the main shareholder, has held the 40-year concession for the management of Cagliari Airport since 2007.

The company, as the operator, particularly takes care of:

the design, construction and maintenance of structures and facilities, and the decoration of airport areas;

the provision of centralized direct services to passengers, aircraft and cargo through the coordination of airport activities;

the management of airport emergencies, within its area of responsibility;

assistance to passengers with reduced mobility through third parties;

the management of lost property;

the management and development of commercial activities, catering and parking areas (car parks), directly or through third parties;

the drafting of the Service Charter and Guide;

the provision of information to the public.

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

In the course of 2024 the operator, after the UNI ISO 45001 Occupational Health and Safety Management Systems and UNI EN ISO 14001 Environmental Management Systems certifications, obtained confirmation of certification the UNI EN ISO 9001:2015 Quality Management Systems certification with the following scope:

Creation, production, storage, handling, processing, transfer and dissemination of aeronautical data and aeronautical information. Design, works management, safety coordination during design and execution. Checks on the design of works for validation purposes, carried out in accordance with current regulations. Development, design, implementation and maintenance of the technological systems of the airport infrastructures. Management of airport infrastructures and services.

PRESENTATION OF THE COMPANY AND THE GROUP

SOGAERDYN S.P.A., an airport handling company wholly owned by the parent company, has been operating since 1997 and handles ground assistance services (handling): ticketing, check-in, passenger boarding/disembarkation, loading, unloading and baggage handling, assistance to commercial and general aviation aircraft and crews.

In 2001 the company obtained, and confirmed over time, certification of its quality system, which currently complies with the UNI EN ISO 9001:2015 standard.

In 2008, the company also obtained its first three-year certificate of suitability as a provider of airport ground handling services from ENAC and, in subsequent years, received confirmation along with extension to additional types of services. This certification proves a sound financial situation, adequate insurance cover in relation to the risks associated with the activity to be performed, a suitable organizational structure and an efficient system of operating procedures, the safety of facilities, equipment and people, and compliance with social legislation.

SOGAER SECURITY S.P.A., an airport security company operating since 2000 and wholly owned by Sogaer, is responsible for passenger, hand baggage and hold baggage screening.

WEB SITES, TELEPHONE NUMBERS AND E-MAIL ADDRESSES OF AIRPORT AUTHORITIES AND OPERATORS

AIRPORT AUTHORITIES AND OPERATORS		
DENOMINATION	SITE	TELEPHONES/EMAIL REFERENCES
Sogaer	www.cagliariaairport.it	Tel : (+39) 070 211211 chargeable number Fax : (+39) 070 241013 Email : info@cagliariaairport.it
Sogaerdyn	www.sogaerdyn.it	Tel: (+39) 070 7560670/6 Email: info@sogaerdyn.it
Sogaer Security	www.sogaersecurity.it	Tel: (+39) 070 2109700 E-mail: info@sogaersecurity.it
GH Cagliari	www.ghitalia.it	Tel: (+39) 346 0246601 Email: spvcag@ghcagliari.it
ENAC National Civil Aviation Authority Territorial Directorate Sardinia	www.enac.gov.it	Toll-free number (national): 800 898121 Tel : (+39) 070 0937571 Email: sardegna.apr@enac.gov.it
ENAV S.p.A. National Flight Assistance Authority	www.enav.it	Tel : (+39) 070 21124103

WEB SITES, TELEPHONE NUMBERS AND E-MAIL ADDRESSES OF AIRPORT AUTHORITIES AND OPERATORS

AIRPORT AUTHORITIES AND OPERATORS		
DENOMINATION	SITE	TELEPHONES/EMAIL REFERENCES
Sea and Air Border Police	www.poliziadistato.it	Tel : (+39) 07021014200 Email : polfrontiera.ca@poliziadistato.it
Guardia di Finanza	www.gdf.gov.it	—
Customs Agency	www.agenziadoganemonopoli.gov.it	Tel : (+39) 070 7591271/3 ; (+39) 070 240098 Email : dogane.cagliari.aeroporto@adm.gov.it
Maritime, Air and Border Health	www.salute.gov.it	Tel : (+39) 070 657568 Email : usma.cagliari@sanita.it
Elmas Municipal Police Department	www.comune.elmas.ca.it (sezione “Polizia locale”)	Tel : (+39) 070 2192268 Email: poliziamunicipale@comune.elmas.ca.it
First Aid: Ontario Srl	www.ontariogroup.it	Tel. 331 4743338

ENVIRONMENTAL POLICY

Sogaer is committed to:

- maintain open and constructive relations with the territory in which the Company operates;
- implement programmes aimed at reducing energy consumption, preventing pollution and, in general, minimising the environmental impact of its operations, evaluating, from time to time, the use of the best technologies available on the market
- generate and manage waste in such a way as to favour, whenever possible, recovery and recycling rather than disposal;
- analysing air quality levels, monitoring water quality and noise produced by aviation activities to identify possible improvement strategies.

In December 2021, an independent body for the inspection, verification, analysis and certification of goods, services and systems certified the environmental management system adopted by Sogaer for the following purpose: development, design, implementation, adaptation, operation, maintenance and use of airport facilities and infrastructure. Allocation of aircraft parking stands. Management of parking services in adjacent areas.

Quality in Cagliari

The airport management company constantly and continuously monitors both user satisfaction through direct interviews and service delivery times (check-in, security checks, disembarkation of the first passenger, etc.).

In order to guarantee the impartiality and validity of the results, surveys on the quality of airport services are entrusted to a company specialized in customer satisfaction research and in possession of UNI EN ISO 9001:2015 quality certification

During the last observation period, four survey sessions were carried out during which service delivery times were monitored and interviews were conducted with passengers and visitors at Cagliari airport.

The sample size allowed for a 95% confidence level and a margin of error of approximately 3%. For the interviews, an evaluation scale with six levels of judgement was used: 1) excellent, 2) good, 3) sufficient, 4) insufficient, 5) seriously insufficient, 6) very bad. Ratings between 1) and 3) are considered positive.

The following tables, divided into four columns, express the quality factors of airport services, i.e. the relevant aspects of service quality:

1. in the first are the indicators representing quantitative variables or qualitative parameters capable of adequately representing the levels of service provided;
2. in the second, the unit of measurement used to calculate the indicator is shown;
3. the third shows the results recorded in 2024;
4. the fourth shows the objectives that the airport system aims to achieve in 2025.

The setting of targets takes into account the results achieved in the past year, the current airport context, the expected development of air traffic and planned or ongoing measures. For targets associated with indicators measured using the survey technique and expressed as the percentage of satisfied passengers, the margin of statistical error of +/- 3% must be taken into account.

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
TRAVEL SECURITY			
Overall perception	% of satisfied passengers	(99,20%) 98,67% - 99,73%	99.5%
PERSONAL AND PROPERTY SECURITY			
Overall perception of personal and property security level at the airport	% of satisfied passengers	(98,90%) 98,29% - 99,51%	99%
REGULARITY AND PUNCTUALIY OF SERVICE			
Overall punctuality of flights	% of on-time flights out of the total departing flights	74,11%	75%
Overall number of mishandled* departing luggage (not delivered to the baggage claim carousel at the destination airport) within the responsibility of the airport	Number of baggage not delivered at the destination airport per 1,000 departing passengers	0,07	0,07
Time taken to deliver the first baggage from aircraft block-on**	Time in minutes calculated from the aircraft block-on** to the delivery of the 1st baggage in 90% of cases	18'40"	18'15"
Time taken to deliver the last baggage from aircraft block-on**	Time in minutes calculated from the aircraft block-on** to the delivery of the last baggage in 90% of cases.	25'49"	25'15"
Time spent waiting onboard for the first passenger to disembark	Waiting time in minutes from block-on in 90% of cases	3'40"	3'30"
Overall perception of the regularity and punctuality of the services received at the airport	% of satisfied passengers	(98,60%) 97,91% - 99,29%	99%

* Baggage not delivered to the baggage claim carousel, including mobility devices for passengers with disabilities and reduced mobility, are considered mishandled.

** Block-on refers to the moment when the aircraft's wheels come to a stop on the ground.

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
CLEANLINESS AND HYGIENIC CONDITIONS			
Perception of the cleanliness and functionality level of the restrooms	% of satisfied passengers	(96,00%) 94,84% - 97,16%	96,5%
Perception of the cleanliness level in the airport terminal	% of satisfied passengers	(99,30%) 98,80% - 99,80%	99,5%
COMFORT AT THE AIRPORT			
Perception of the availability of luggage carts	% of satisfied passengers	(92,90%) 90,78% - 95,02%	94%
Percezione sull'efficienza dei sistemi di trasferimento passeggeri (scale mobili, ascensori, tapis roulant)	% of satisfied passengers	(97,10%) 96,05% - 98,15%	97,5%
Perception of the efficiency of passenger transfer systems (escalators, elevators, moving walkways)	% of satisfied passengers	(97,10%) 96,11% - 98,09%	97,5%
Overall perception of the comfort level of the airport terminal	% of satisfied passengers	(98,70%) 98,04% - 99,36%	99%

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
ADDITIONAL SERVICES			
Perception of the Wi-Fi connectivity within the airport terminal	% of satisfied passengers	(82,50%) 79,22% - 85,78%	86%
Perception of the availability of charging stations for cell phones/laptops in common areas, where applicable	% of satisfied passengers	(76,50%) 73,86% - 79,14%	82%
Compatibility of the bar opening hours with the airport opening hours	% of passenger flights arriving/departing compatible with the bar opening hours in their respective areas	99%	99%
Perception of the availability of free drinking water dispensers	% of satisfied passengers	(88,90%) 86,89% - 90,91%	90%
Perception of the availability/quality/prices of shops and newsstands.	% of satisfied passengers	(92,10%) 90,25% - 93,95%	92,5%
Perception of the availability/quality/prices of bars and restaurants	% of satisfied passengers	(90,60%) 88,77% - 92,43%	95%
Perception of the availability of well-stocked vending machines for beverages/snacks	% of satisfied passengers	(85,80%) 83,62% - 87,98%	86%

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
CUSTOMER INFORMATION			
Easy-to-navigate and up-to-date website	% of satisfied passengers	(96,50%) 94,71% - 98,29%	97%
Perception of the effectiveness of operational information points	% of satisfied passengers	(96,00%) 94,58% - 97,42%	97%
Perception of the clarity, comprehensibility, and effectiveness of internal signage.	% of satisfied passengers	(98,40%) 97,65% - 99,15%	98,5%
Perception of the professionalism of the staff (information desk, security)	% of satisfied passengers	(99,00%) 98,41% - 99,59%	99,5%
Overall perception of the effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.).	% of satisfied passengers	(98,00%) 97,18% - 98,82%	98,5%

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
COUNTERS/ACCESS GATE SERVICE			
Perception of the ticketing service	% of satisfied passengers	(98,10%) 96,71% - 99,49%	98,5%
Check-in waiting time	Waiting time in minutes in 90% of cases	8'08"	8'00"
Perception of the check-in waiting time	% of satisfied passengers	(99,10%) 98,50% - 99,70%	99,5%
Security screening waiting time	Waiting time in minutes in 90% of cases	6'07"	6'00"
MODAL INTEGRATION			
Perception of the clarity, comprehensibility, and effectiveness of the external signage	% of satisfied passengers	(96,60%) 95,52% - 97,68%	97%
Perception of the adequacy of city-to-airport connections	% of satisfied passengers	(89,00%) 89,64% - 91,06%	90%

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): A) Efficiency of assistance services			
For PRM departing with pre-notification: Waiting time to receive assistance from one of the designated airport points, in case of pre-notification	Waiting time in minutes in 90% of cases	3'54"	3'50"
For PRM departing without pre-notification: Waiting time to receive assistance from one of the designated airport points, once their presence is notified.	Waiting time in minutes in 90% of cases	5'02"	5'00"
For PRM arriving with pre-notification: Waiting time onboard for PRM to disembark after the last passenger has disembarked	Waiting time in minutes in 90% of cases	3'28"	3'25"
For PRM arriving without pre-notification: Waiting time to receive assistance at the gate/aircraft location, from the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	4'10"	4'05"
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): B) Personal Safety			
Perception of the condition and functionality of the provided equipment	% of satisfied PRM	(98,20%) 96,23% - 100%	98,5%
Perception of the adequacy of staff training	% of satisfied PRM	(97,70%) 95,43% - 99,97%	98%

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): C) Airport Information			
Accessibility: number of essential information accessible to visually impaired, hearing impaired, and mobility impaired individuals relative to the total number of essential information	% of essential information accessible out of the total number of essential information	100%	100%
Completeness: number of information and instructions regarding the services offered available in accessible format relative to the total number	% of information/instructions related to services in accessible format out of the total number of information/instructions	100%	100%
Perception of the effectiveness and accessibility of internal airport information, communications, and signage	% of satisfied PRM	(97,70%) 95,43% - 99,97%	98%
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): D) Communications with passengers			
Number of responses provided within the established time frame compared to the total number of information requests received	% of responses provided within the established timeframe out of the total number of requests	100%	100%
Number of complaints received compared to the total PRM traffic	% of complaints received out of the total PRM traffic	0,01%	0,01%

QUALITY

INDICATOR	UNIT OF MEASUREMENT	RESULTS 2024	GOALS 2025
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): E) Airport Comfort			
Perception of the effectiveness of assistance for PRM	% of satisfied PRM	(98,80%) 97,19% - 100%	99%
Perception of the accessibility and usability level of airport facilities: parking, call intercoms, dedicated lounges, restrooms.	% of satisfied PRM	(98,20%) 96,23% - 100%	98,5%
Perception of the dedicated spaces for PRM rest areas (e.g., Sala Amica)	% of satisfied PRM	100%	100%
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): F) Relational and Behavioral Aspects			
Perception of the courtesy of the staff (information desk, security, dedicated special assistance personnel)	% of satisfied PRM	(97,70%) 95,43% - 99,97%	98%
Perception of the professionalism of the personnel dedicated to providing special assistance to PRM	% of satisfied PRM	(98,20%) 96,23% - 100%	98,5%

INFORMATION FOR PERSONS WITH DISABILITIES OR WITH REDUCED MOBILITY

By opening www.sogaer.it/it/info-general-prm you can check:

- to whom the service is addressed
- how to request assistance
- the procedures followed for assistance to incoming and outgoing PRMs
- dedicated services
- the quality standards and monitoring outcomes of the indicators identified in ENAC circular GEN02B

and access to:

- the link to formulate reports and complaints
- links to the main airlines operating at Cagliari airport

By opening the page www.sogaer.it/it/progetto-autismo it is also possible to access the details of the project developed by Cagliari Airport together with ENAC with the support of the Diversamente Odv Association to facilitate and make as easy as possible for persons with autism and their companions all those operations that must necessarily be performed by anyone travelling by air. To this end, the page mentioned contains links to access the information brochure and visual guides.

Further useful information on PRMs, rights and dedicated services can be found in the following Service Guide.

AUTISM PROJECT

The moment of travel, which for some is linked to positive experiences, represents for others a moment of discomfort that can turn into great stress. The factor of disability often negatively affects this, especially for passengers with autism and their families.

Cagliari Airport has joined the 'Autism - travelling through the airport' project devised by ENAC with the collaboration of Assaeroporti, sector associations and airport management companies, to facilitate and make all airport operations related to air travel as easy as possible for autistic persons and their companions.

In order to effectively implement the general idea of the project in the context of Sardinia's main air terminal, Cagliari Airport has availed itself of the support of the Diversamente Onlus association and has equipped itself with tools that allow passengers with autism and their families to better plan their journey and experience it with greater peace of mind.

The manager has therefore chosen to articulate the support initiatives as follows

- targeted visits at the airport: before the trip, autistic persons and their companions can visit the airport with the assistance of specifically trained personnel and experience in advance the routes they will take on the day of the flight leaving Cagliari;
- illustrative material: before the journey, people with autism and their companions can view - even from the comfort of their own homes - photos and brochures specially produced for an easier understanding of the various airport stages of the journey
- dedicated gadgets: upon arrival at the airport, operators will welcome those departing with the gift of special gadgets that allow previously trained airport staff to recognise that there is one or more persons with a hidden disability in a given group; this will enable travellers to take advantage of preferential routes without hindrances and slowdowns of any kind.

YOUR OPINION

Suggestions and complaints may be sent to the Cagliari airport management company by sending a note to the e-mail address info@sogaer.it or by mail to Sogaer S.p.A., Via dei Trasvolatori snc - 09030 Elmas (Cagliari) sending the form in the 'Contacts' section of the website www.sogaer.it or www.cagliariairport.it

sending the text written in the form that appears once the QR code present in various areas of the terminal has been framed.

For a rapid and exhaustive response, it is recommended to provide useful information and details also by sending relevant documentation.

The complaint will be taken over by Sogaer if it concerns services provided directly, or forwarded to the airport operators that manage the service in question.

Acknowledgement will be sent within 30 days from the day of registration exclusively to reports without offensive content and complete with references and, when possible, the sender's signature. Anonymous reports or those containing offensive language will be destroyed.

For complex situations, the response time may be longer, subject to the 30-day limit for preliminary feedback.

Within the aforementioned time limit, the sender will be informed by the sender of the findings made, the progress of the investigation and the timeframe within which the irregularities found will presumably be remedied or the timeframe required for compensation for any prejudice suffered.

Communications formulated in a language other than Italian will be answered in English.

Periodical data on complaints can be consulted by interested parties upon request.

Complaints regarding inefficiencies related to long delays, flight cancellations or denied boarding must be sent to the airline that issued the ticket.

For details on complaints relating to problems with services dedicated to disabled people or people with reduced mobility or for those due to long delays, flight cancellations or denied boarding, please refer to the following pages "Information on the rights of passengers in airports pursuant to Regulation (EU) 1107/2006" and "Information on the rights of passengers in airports pursuant to Regulation (EU) 261/2004."

SERVICE GUIDE

2025

INFORMATION ON THE RIGHTS OF AIRPASSENGERS IN ACCORDANCE WITH REGULATION (EU) 261/2004

(compensation and assistance for denied boarding, flight cancellation, long delay)

Within the framework of the campaign "Passenger Rights at your fingertips", the European Commission, within its website, makes available to citizens the page https://transport.ec.europa.eu/transport-themes/passenger-rights_it, which helps the reader to find information about the rights of travellers concerning disabled persons and persons with reduced mobility, denied boarding, cancellation, long delays, baggage, airline identity, holiday packages, price transparency.

The European Commission has made available free of charge in 22 EU languages the application "Your passenger rights" which provides information on your rights when travelling within the European Union. The application is in question/answer format and allows you to identify your problem and get an explanation of your rights and the alternatives available.

The European Union's information service "Europe Direct" is also active and can be contacted at https://europeanunion.europa.eu/contact-eu_it and accessed from the Member States via a single free phone number 00 800 67 89 10 11 (available on working days from 9 a.m. to 6 p.m. CET - Central European Time), by e-mail (the request can be sent in any official EU language and the answer should arrive within 3 working days).

From the website www.enac.gov.it it is possible to download Regulation (EC) No. 261/2004, which establishes the Community rules on passenger rights and specifies the cases for which forms of compensation or compensation are envisaged.

On the aforementioned website, at the page <https://www.enac.gov.it/passeggeri/diritti-dei-passeggeri> it is also possible to acquire, in particular, information relating to the rights recognized in the event of disruptions in air transport (denied boarding, flight cancellation, prolonged delay). The same information is available both in Braille at the Sala Amica and in English by opening the page <https://www.enac.gov.it/en/passengers/>.

In the event that you intend to file a complaint in relation to disruptions connected to prolonged delays, flight cancellations or denied boarding, you must contact the airline that issued the ticket and/or, in the case of an all-inclusive trip, the tour operator with which the transport contract was stipulated.

Passengers who have suffered disruptions in violation of Reg. (EC) no. 261/2004, may also resort to the "ADR - Alternative Dispute Resolution", an alternative dispute resolution procedure, attempting conciliation through the ConciliaWeb platform on the Transport Regulation Authority website (<https://www.autorita-trasporti.it/conciliaweb/>), without prejudice to the possibility of sending complaint reports to ENAC (<https://www.enac.gov.it/passeggeri/diritti-dei-passeggeri/modalita-di-reclamo-per-negato-imbarco-cancellazione-ritardo>), the body responsible in Italy for the correct application of Community Regulation no. 261/2004 for sanctioning purposes only (ref. Legislative Decree 27 January 2006, no. 69).

INFORMATION ON PASSENGER RIGHTS AT THE AIR TERMINAL IN ACCORDANCE WITH EU REGULATION 1107/2006

(rights of disabled persons and persons with reduced mobility when travelling by air)

Community Regulation 1107/2006 establishes the principles that protect passengers with disabilities or temporary disabilities in air transport, recognizing their right to travel under conditions similar to those of other citizens.

Pursuant to this legislation, Sogaer undertakes to provide the service 365 days a year, according to a timetable that guarantees the presence of the relevant staff at the same time as flights.

In order to make full and proper use of the service, it is necessary to declare the need for special assistance to the airline at the time of booking the flight and in any case no less than 48 hours before the scheduled flight departure time.

The carrier will inform the passenger of the time and manner of presentation at the airport.

ENAC, in cooperation with Assaeroporti and the airport management companies, has drawn up reference standards to make the section dedicated to PRMs on the websites of airport managers more homogeneous and thus facilitate operations dedicated to them and, in particular, the advance booking of travel.

ENAC has also developed and made available on the major mobile platforms a free multimedia application (ENAC PRM) that simply describes how to use the aircraft by disabled people, people with reduced mobility or elderly people (PRM).

The initiative aims to spread correct information on the procedures provided for by European legislation to request special assistance without discrimination and without additional costs.

The PRM who believes his rights have been violated reports the alleged violation to the airport manager for the lack or inadequate assistance on the ground or to the air carrier for problems relating to the booking/purchase and for the lack of assistance on board.

Passengers who have suffered poor service in violation of Regulation (EC) no. 1107/2006, may also resort to the "ADR - Alternative Dispute Resolution", an alternative dispute resolution procedure, attempting conciliation through the ConciliaWeb platform on the Transport Regulation Authority website (<https://www.autorita-trasporti.it/conciliaweb/>), without prejudice to the possibility of sending complaint reports to ENAC (<https://carta-diritti.enac.gov.it/it/enac-ed-il-regolamento-ce-110706>), the body responsible for the application of the aforementioned Regulation, for sanctioning purposes only (ref. Legislative Decree no. 24 of 24 February 2009).

SERVICES DEDICATED TO DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

Intercoms installed near the reserved car parks (one on the 2nd floor of the multi - storey car park and three at the entrances to the departures hall) are available to departing passengers or their companions, through which they can contact the dedicated assistance staff. An operator will welcome the passenger and assist him/her from the moment of check-in until boarding.

The Sala Amica, located near the check-in desks, is available to passengers who wish to spend their waiting time in a comfortable and reserved environment. The staff on duty at the Lounge can be contacted by telephone on +39 07021121 241.

Inside the Lounge you can consult the "Charter of Passenger Rights" in Braille version. Wheelchairs are available in the same area for passengers who need them, while 16 dedicated toilets are available in the different areas of the terminal.

Arriving passengers are assisted during disembarkation and baggage claim operations and accompanied to the Arrivals hall.

The 25 parking spaces reserved for disabled persons or persons with reduced mobility, located on the second floor of the multi - storey car park, are located near the walkway connecting the terminal and the PRM (passengers with reduced mobility) Assistance Service call point.

In order to use the free reserved parking space, the appropriate badge must be visibly displayed. Before collecting your car from the multi - storey car park, you must go to the cashier's desk and show your identity document, the car parking card for the use of the spaces reserved for disabled persons and persons with reduced mobility, and your ticket.

There are also two rapid exchange stalls dedicated to passengers with disabilities in the "first lane" of the arrivals area on the right-hand side of the domestic arrivals exit (entrance by intercom call) and two further stalls in the "Kiss & Fly" departures viaduct (near the entrances to the air terminal).

Access to the terminal and movement within the terminal is facilitated by the absence of architectural barriers and the presence of automatic doors and lifts. The route for the blind has undergone adaptation works and is now fully accessible.

In the event that the aircraft is not docked at the pier, embarkation/disembarkation operations will take place with a special vehicle provided by the management company.

On the Cagliari airport management company's website www.cagliariairport.it there is an information section dedicated to special assistance in which there is information on the service offered, the types of disabilities for which assistance is provided, how to request it and the quality standards set.

GUIDE FOR DEPARTING PASSENGERS

Travel tips

To get the journey off to the best possible start, it is advisable to ask the carrier about the documents required and the company rules governing transport and check-in.

It is also advisable to follow these simple rules

make sure you have the valid identity documents required for your journey with you

ensure that hold and hand baggage complies with the limits imposed by the airline company and is accompanied by a name tag (if the limits are exceeded, the excess must be paid for at the ticket office)

arrive at the airport in good time and consult the information systems to find out which check-in desk to check in at, the scheduled departure time, any notices about the flight and the boarding gate

consult the information boards located next to the check-in desks to check which articles, liquids and products of similar consistency cannot be carried (*)

never leave behind documents, money, valuables, medicines and fragile items

when booking your flight, request special assistance for passengers with reduced mobility, passengers under two years of age, unaccompanied minors and other special cases in advance from the airline company.

(*) See also: www.enac.gov.it/passeggeri/cosa-portare-bordo/articoli-consentiti-in-cabina

Driving license

A driving license is not valid as a travel document and is not valid as an identity document abroad. N.B. Some airlines do not accept the driving license as an identity document even on domestic routes.

Identity card

An identity card valid for travel abroad permits entry into the countries of the European Union. For some countries outside the European Union it is only possible to use the identity card for trips organized by tour operators. For further details please consult the relevant country sheet on the Viaggiare sicuri website.

GUIDE FOR DEPARTING PASSENGERS

Passport

The passport allows access to all countries in the world whose governments are recognized by the Italian government, some without and some with an entry visa. The passport is valid for ten years. Annual renewal of the € 30.99 revenue stamp is no longer required if the passport is used to travel to European Union countries.

For the United States of America: if you are travelling for tourism and/or business, with a round-trip ticket and a stay not exceeding 90 days, you can travel to the United States of America without a visa by taking advantage of the Visa waiver programme. The passports considered valid for the Visa waiver programme are the following

machine-readable passport issued or renewed before 26 October 2005

passport with digital photograph issued between 26 October 2005 and 25 October 2006

e-passport issued from 26 October 2006.

N.B. As of 12 January 2009 it is mandatory to obtain an ESTA (Electronic System for Travel Authorization) authorisation in order to travel to the United States under the Visa Waiver Program. The authorisation must be obtained prior to boarding the means of transport, air or sea, en route to the United States. Citizens of countries eligible to participate in the Visa Waiver Programme may already apply for this advance authorisation by accessing the Electronic System for Travel Authorisation (ESTA) via the Internet.

Minors

As of 24/11/2009, those who have to apply for a passport for children must apply for an individual passport: minors can no longer be registered on that of their parents (or guardians or other persons delegated to accompany them).

For the United States of America: minors, including infants, must have an individual passport with a digital photo in order to benefit from the Visa waiver programme. Alternatively, an entry visa must be applied for.

For more information visit the Polizia di Stato website. For information on the provisions governing air travel for unaccompanied minors, it is advisable to contact the airline company of your choice or your travel agency.

The general rules governing the expatriation of minors can instead be consulted at www.poliziadistato.it.

GUIDE FOR DEPARTING PASSENGERS

Pregnant women

Women who have reached the sixth month of pregnancy at the time of travel are advised to contact the chosen airline in advance, as they may require a medical certificate of fitness to fly.

Health formalities/vaccinations

Some countries require mandatory or recommended vaccinations and specific preventive measures. For updated information on destinations and requirements, we recommend visiting the ACI website (Automobile Club d'Italia), Viaggiare Sicuri, or contacting the relevant Office of Air Health directly.

The health section of the website www.viaggiariesicuri.it, created in collaboration between the Ministry of Foreign Affairs and the Automobile Club Italia, provides information on disease prevention, nutrition, and categories of travellers who require special attention.

It is also recommended to consult the "If I am travelling to..." section on the website www.salute.gov.it of the Ministry of Health. This interactive guide allows all beneficiaries (i.e., all those enrolled and covered by the National Health Service - SSN) and healthcare professionals to obtain information on their right to healthcare during a stay or residence in any country worldwide. It provides information on:

- how to access healthcare in any country worldwide
- who to contact
- how to request any reimbursements.

Transport of animals

At the time of flight booking, it is necessary to specify the presence of animals and request information from the chosen airline regarding the regulations governing their transport.

This way, you can know in advance the procedures, availability of containers at the airport, any need for health documentation, and other useful details for transporting animals, whether in the cabin or in the aircraft's hold.

GUIDE FOR DEPARTING PASSENGERS

Luggage

Suitcases, bags, and travel bags can be carried on board by passengers in accordance with the provisions of the purchased ticket.

However, it is prohibited to transport:

- Briefcases with alarm devices
- Radioactive substances
- Infectious and poisonous substances
- Magnetized substances
- Oxidizing substances
- Flammable liquids
- Flammable solids (e.g., matches)
- Explosive substances (ammunition, rockets, firecrackers, fireworks)
- Flammable gases, non-flammable gases, and poisonous gases.

Lithium batteries of cell phones, laptops, electronic cigarettes, and other commonly used devices are hazardous goods and must not be stored in checked baggage (in the hold), but they can be carried in the cabin (see attachment).

Carrying liquids, gels, creams, and similar substances in the cabin is subject to limitations: updated information can be found on the ENAC website.

It is advisable to carry fragile or valuable items and important documents in carry-on baggage, which must not exceed the number, size, and weight established by the airline. It is not allowed to carry objects that can be used as improper weapons (scissors, knives, blades, screwdrivers, etc.). To speed up security checks, we suggest storing metallic objects such as cell phones, coins, keys, pens, watches, and similar items in carry-on baggage.

For more information, you can visit the 'What to bring on board' page on the ENAC website.

GUIDE FOR DEPARTING PASSENGERS

Tax Free e Customs

For information on the regulations governing the transportation of goods that travellers frequently carry with them on their international trips, we recommend consulting the Traveler Customs Charter available at <https://www.adm.gov.it/portale/carta-doganale-viaggiatore>, where you can also download the corresponding application and the English version. The Customs Charter, an easy-to-use tool to understand the main customs provisions, serves as a guide to prepare any necessary documents in advance and thus reduce processing times.

Passengers residing or domiciled abroad who request a VAT refund must present the purchased goods and the corresponding invoice at the customs office when exiting the EU territory. The procedures and requirements for VAT refund are available on the website of the Customs and Monopolies Agency.

At Cagliari Airport, the customs office for 'tax refund' procedures is located on the ground floor in the Extra EU Arrivals area (access is via the intercom from the position to the right of the sliding door).

Ticket Counters

In the Departures area of the terminal, near the check-in area behind island B, there are two airport ticket counters managed respectively by GH Cagliari and Sogaerdyn, open every day in conjunction with relevant flights.

Check-in

Before accessing the boarding area, it is necessary to check in for your flight. If you do not already have a printed boarding pass ('web check-in') or its electronic equivalent ('mobile check-in', to be displayed via smartphone or other portable devices), you must check in at the dedicated airport counters.

The deadline for check-in varies depending on the type of flight (domestic or international, scheduled or charter) and the airline. To avoid the risk of missing your flight, it is recommended to check the information provided by the airline on the travel ticket and reservation.

At Cagliari Airport, there are 42 check-in positions located in the Departures area, divided into three islands (A, B, and C).

GUIDE FOR DEPARTING PASSENGERS

Security Checks

Passengers and carry-on luggage undergo security checks by airport personnel before entering the boarding area (sterile zone). To ensure the safety of all passengers and expedite the process, passengers are urged to follow the instructions displayed on the monitors above the security checkpoints.

Items not permitted in the cabin will be confiscated and not held by airport security. Passengers carrying syringes for specific medical conditions and those with pacemakers must present the relevant medical certification. They are also advised to inform security personnel in advance for a manual inspection.

To prevent any inconvenience, passengers should carefully review the transportation regulations set by airlines and contact their chosen airline in advance for any specific requests. Particularly, passengers needing to carry medication in their carry-on luggage should carry the medical prescription, which may be requested during security checks. Those needing to transport essential medical equipment or devices beyond the permitted carry-on or checked baggage should contact their airline in advance to verify the need for specific authorizations.

Further details on this topic are provided in the "Useful Information" section of this document.

GUIDE FOR ARRIVING PASSENGERS

Loss, damage, and tampering of baggage

Loss, suspected damage, or tampering of luggage must be reported at one of the two Baggage Assistance Offices located in the baggage claim area on the ground floor near exit A (domestic arrivals). To be eligible for compensation, it is necessary to report the incident before leaving the baggage reclaim area. In case damages are noticed later, the passenger should contact the airline for information on the correct procedure to follow. For cases of lost luggage returned damaged, the Baggage Assistance Office will prepare a form to be delivered along with the luggage to the location indicated by the passenger, specifying the references to follow for submitting the compensation claim. Further information on the subject is available on the page <https://www.sogaer.it/it/bagagli-smarriti>

Customs

Customs checks on checked baggage are conducted in the European Union country of arrival. In the case of intermediate EU layovers (without baggage reclaim), checks are performed at the airport of the final destination, while those on carry-on baggage are carried out at the first EU airport of arrival, where customs clearance is also done for items purchased exceeding the duty-free allowance. For information on the regulations governing the transportation of goods that travellers frequently carry with them on their international trips, we recommend consulting the Traveler Customs Charter, available at www.adm.gov.it. The Customs Charter, an easy-to-use tool to understand the main customs provisions, serves as a guide to prepare any necessary documents in advance and thus reduce processing times.

Car rental

Car rental companies located at the airport can meet the demands of the most discerning passengers by providing cars, motorcycles, vans, minibuses, and campers. Further information is available by opening the following link: <https://www.sogaer.it/it/noleggio-auto>.

CAR PARKS AND CHECKOUTS

PARKING	PARKING SPACES	RESERVED PARKING SPACES FOR PRM	MOTORCYCLE STALLS
Multi - storey	720	25	-
P1 Arrivals Area – short - term parking	48	-	-
P2 NCC/Bus – short - term parking	65	-	-
P3 TERMINAL* – short - term parking	103	-	-
Low cost	222	-	-
Extra low cost	247	-	-
KISS&FLY departures overpass	39	2	11
Free 2 park	240	-	11
TOTALE POSTI AUTO/STALLI RISERVATI A PRM/STALLI MOTO	1.684	27 plus an additional 2 near the lane reserved for TAXIs	22
Total checkouts 8: 7 self-service checkouts and 1 checkout with an operator for 1,684 parking spaces (1 checkout per 211 stalls).			

N.B.: map and current rates are available on the page <https://www.sogaer.it/en/parking>.

*Parking equipped with electric vehicle charging station. Charging grants free parking for two hours.

ACCESS WAYS



TO AND FROM THE AIRPORT

In addition to its proximity to the center of Cagliari (just 7 km away), the proximity to several regional centers, and the efficient connection to the road and rail network make the airport easily and quickly accessible from all over Sardinia.

By Car:

- From Cagliari: The airport is 7 km from the city center and can be reached via the S.S.130, connected to the city by the SS.554. From various areas of Cagliari, you can access the S.S.554 from the Asse Mediano.
- From Sassari/Nuoro/Oristano: You can reach the airport by getting onto the S.S.131 towards Cagliari. Once at the exit for the S.S.130, follow the signs for 'Aeroporto Elmas'.
- From Olbia: Take the S.S.131bis towards Cagliari until the exit for the S.S.131. Continue towards Cagliari until you reach the S.S.130 following the signs for 'Aeroporto Elmas'. Alternatively, take the Orientale Sarda (S.S.125) towards Cagliari and, near Quartucciu, turn onto the S.S.554 which connects to the S.S.130. Follow the signs for 'Aeroporto Elmas' until you reach your destination.
- From the South-Western Coast: Take the S.S.195 towards Cagliari until the junction for the S.S.130, then follow the signs for 'Aeroporto Elmas' to reach your destination.
- From the South-Eastern Coast: Take the coastal provincial road connecting Villasimius to Cagliari. Near the capital, join the S.S.554 and then the S.S.130 following the signs for 'Aeroporto Elmas' until you reach your destination.

By Train:

The airport, the center of Cagliari, and the rest of Sardinia are connected by the rail network. From the 'Elmas Aeroporto' station, you can reach the capital's station in about 6 minutes with a ticket costing just over 1 euro (one way), available from the Ferrovie dello Stato automatic ticket machines (in the Arrivals hall of the airport terminal and at the station), all ticket offices, authorized retailers, as well as on the Trenitalia website. The average frequency of connections is about 1 train every 20 minutes from 5:30 am to 11:30 pm. For timetables, fares, and information, contact Trenitalia at the call center 89 20 21, available every day, 24/7, or visit the company's website www.trenitalia.com.

By Bus:

The airport is also connected to the main locations in the region through the bus service operated by ARST - Trasporti Regionali della Sardegna – <https://www.arst.sardegna.it/>

Useful contact information for contacting the transport company can be found on the page <https://www.arst.sardegna.it/contatti/>

TO AND FROM THE AIRPORT

Taxi

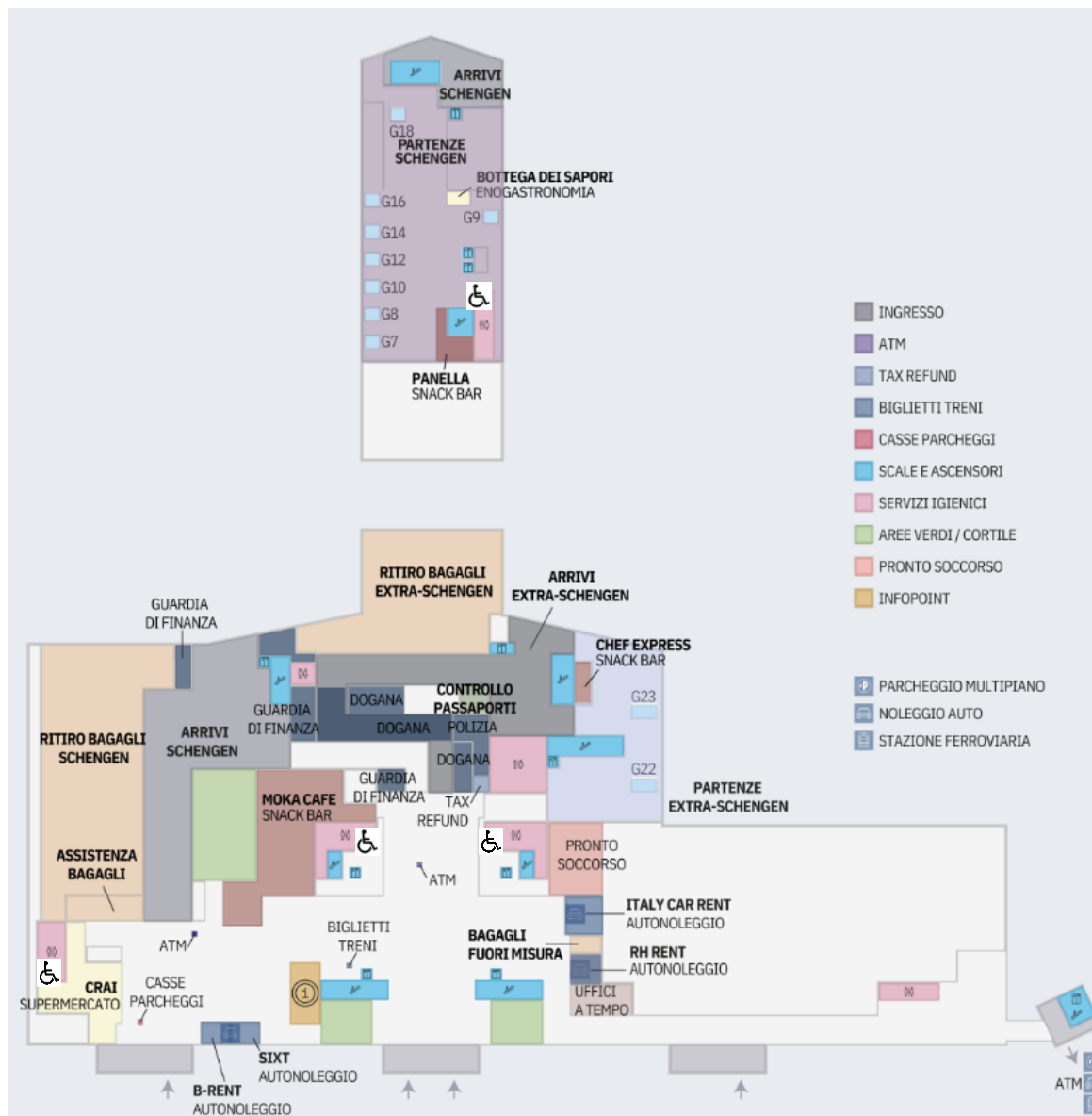
It is possible to reach the airport from the city and the surrounding areas (and vice versa) using the taxi service. A daytime ride to the city center has a minimum fare of 17 euros. Taxis are located outside the arrivals area of the terminal. We recommend using only authorized white vehicles equipped with a taximeter. To check for surcharges for luggage, nighttime rides, holidays, etc., please contact the service providers, which for the city of Cagliari are:

- Cooperative Radio Taxi "Quattro Mori" Via Is Maglias, 5 Cagliari, Tel. 070400101 (24/7) www.cagliaritaxi.com, radiotaxi@email.com
- Cooperative Radio Taxi "Rossoblù," Via Duomo, 19 Cagliari, Tel. 0706655 (24/7), www.radiotaxirossoblu.com, info@radiotaxirossoblu.com
- Radio Taxi "Cagliari 0707055," Tel. 0707055 (24/7), toll-free number 800 50 46 46, SMS call for the hearing impaired 334 67 47 924

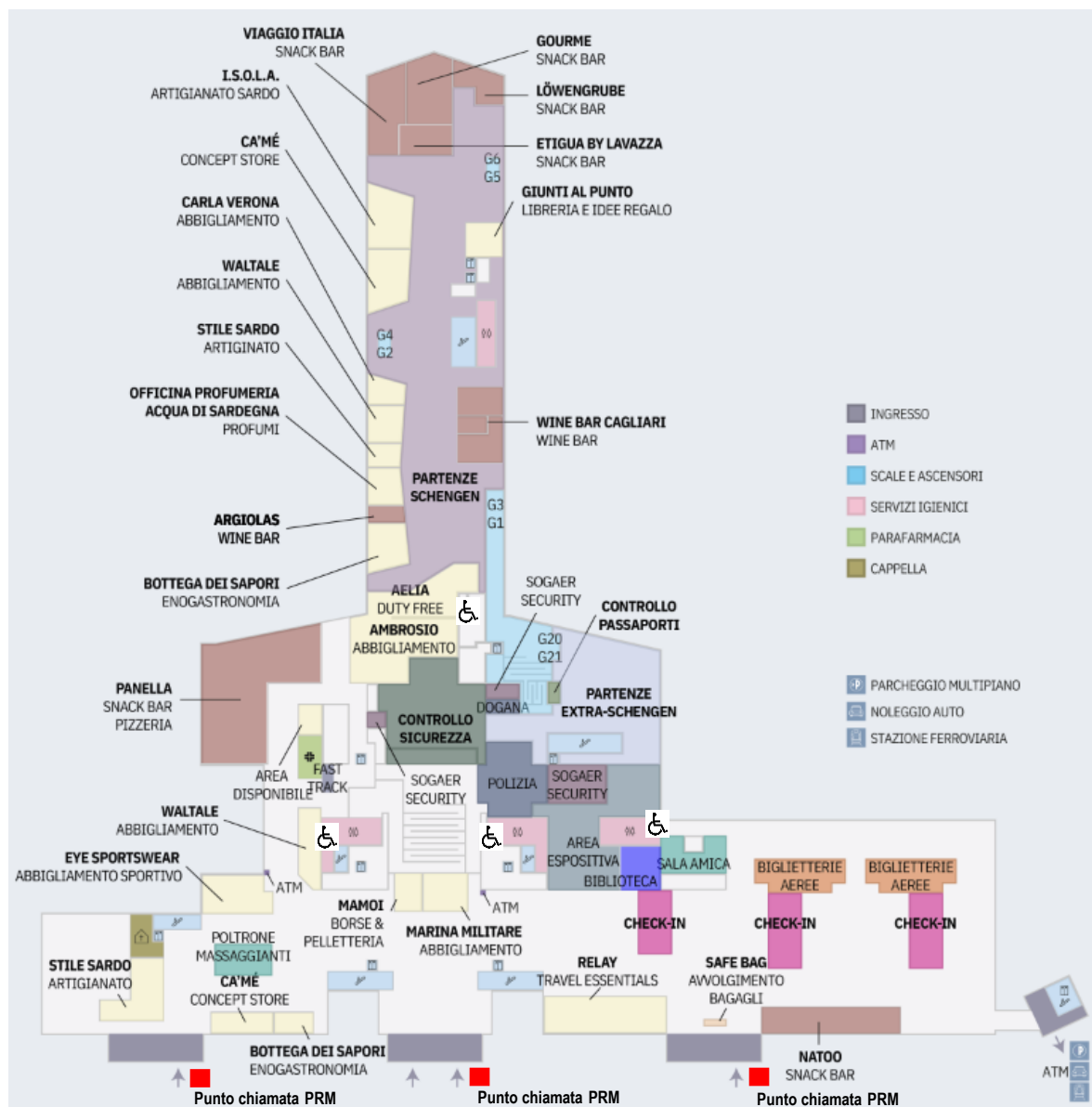
In Quartu S. Elena, the radiotaxi service is provided by:

- Consortium of Artisan Enterprises "Taxiamico," via della Musica, 138 Quartu S.E., Tel. 070 826060 (24/7) www.taxiamico.com, info@taxiamico.com.

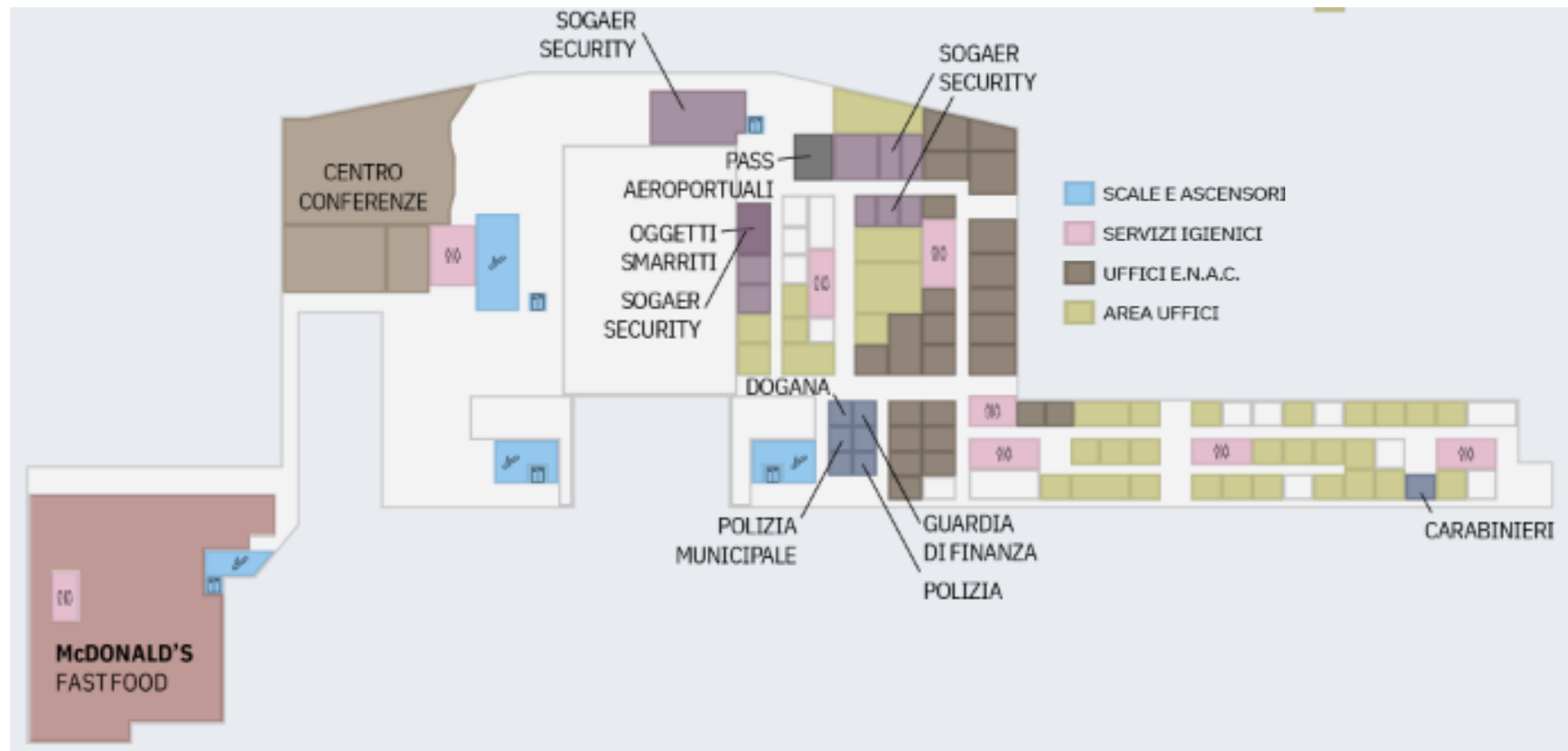
AIR TERMINAL LAYOUT: GROUND FLOOR- ARRIVALS



AIR TERMINAL LAYOUT: FIRST FLOOR - DEPARTURES



AIR TERMINAL LAYOUT: MEZZANINE AND FIRST FLOOR (OFFICES)



USEFUL INFORMATION

Airport Opening Hours

The access doors to the terminal are opened at 04:30 and closed at 01:00 the following day.

Security Procedures

Security measures should begin at home, before arriving at the airport. By following the suggestions found at this link www.sogaersecurity.it/le-misure-di-sicurezza-devono-iniziare-a-casa-prima-di-arrivare-in-aeroporto/ from the Sogaer Security website, the company responsible for airport security services, it will be possible to expedite and facilitate security checks.

At the link www.sogaersecurity.it/controllo_passeggeri/ the activities that passengers must complete in order to undergo checks quickly and effectively are described.

What to bring onboard

Regarding the transport modalities of items in sterile areas and onboard aircraft, we suggest referring to the relevant sections of the website www.sogaersecurity.it and the link www.enac.gov.it/passeggeri/cosa-portare-bordo from the ENAC website, the National Civil Aviation Authority.

The mentioned references allow acquiring detailed information regarding:

- items allowed in the cabin;
- items prohibited in the cabin;
- items prohibited in the hold;
- transport of LAG (Liquids, Aerosols, Gels);
- transport of lithium batteries.

AIRPORT SERVICES

First Aid

The company Ontario, together with Sogaerdyn, provides airport medical first aid service every day of the week, 24 hours a day. The facilities are located on the arrivals floor of the terminal. The service can be reached by dialing 331 4743338.

Information point

In the Arrivals hall of the terminal, there is a tourist information and welcome point operational every day of the week from 9:00 am to 9:00 pm. The service, made possible through the collaboration between SOGAER and the Tourism Department of the Autonomous Region of Sardinia, is useful for passengers and visitors of Cagliari Airport who want to explore the island starting from its capital.

The Infopoint team, composed of multilingual operators with proven years of experience, provides travellers and airport users with advice and information on the tourism and cultural offerings of Sardinia. With professionalism and courtesy, the Information point staff distributes brochures and illustrative material on the main local attractions, provides information on schedules and routes of buses, trains, ships, and planes, and guides those who wish to explore the Sardinian territory through unusual or traditional itineraries.

Essential for welcoming and orienting those who have chosen Cagliari and Sardinia as their vacation destination for the first time, the Infopoint is also useful for those who already know the island and want information and suggestions to experience always different and fascinating experiences on Sardinian land.

Depending on the management of requests at the desks, particularly demanding during weekends and during peak flight arrival times, Infopoint operators are available to provide information by phone at 070-21121281.

Wi-Fi Service

At Cagliari Airport, it is possible to browse the internet at no cost. The hotspot network available throughout the terminal allows passengers and visitors of the airport to access the web with all the benefits of Wi-Fi connectivity. The service is offered free of charge by Cagliari Airport to all its guests.

AIRPORT SERVICES

Charging stations for electronic devices

Near the information point and the snack bar - cafeteria located on the Arrivals floor, there are equipped and free charging stations for electronic devices; additional stations are available in the Schengen and non-Schengen arrival areas.

On the Departures floor, additional stations are available near the conveyor belt and the Sala Amica, in the Schengen boarding area, in the waiting area, and at gate 12 as well as in the non-Schengen boarding area.

Free drinking water dispensers

There are currently 5 free water dispensers located as follows:

2 on the departures floor after passing through airport security (airside)

1 on the departures floor before the security checks (landside)

1 on the departures floor for domestic remote gates (boarding gates 7-8-10-12-14-16-18)

1 on the international arrivals floor

Beverage and snack vending machines

Currently, the automatic snack and beverage vending machines are located as follows:

International Departures First Floor; International Departures Ground Floor; National Baggage Claim Area; Car Rental Building; Multi-storey Car Park First Floor (connecting walkway); Front of Multi-storey Car Park cashiers; International Arrivals; Terminal Entrance Ground Floor; National Departures; Front of ticket counters First Floor; Front of Customs Ground Floor; Waiting Area First Floor.

Changing tables

Restrooms are equipped with changing tables.

Nursery service

The nursery service is not currently available.

Luggage storage service

The luggage storage service is not currently available.

AIRPORT SERVICES

Luggage trolleys

The use of baggage carts is free of charge. At the time of retrieval, it is necessary to insert a coin, which is returned upon return of the cart at one of the collection areas.

Shopping

At the Departures floor of Cagliari Airport, there are several areas dedicated to shopping: the Commercial Gallery, the Central Hall, and the boarding pier. Bright and comfortable environments where you can shop 365 days a year, choosing from a wide range of products.

Considering the increasing internationalization of the airport, SOGAER has made available to passengers, alongside traditional boutiques, an elegant showcase of products representing the precious artistic and gastronomic heritage of the region.

For more information, open the link www.sogaer.it/it/shopping

Food and Beverage Services

Various dining opportunities are available at the Arrivals and Departures floors of the terminal. Relevant and up-to-date information can be found on the page www.sogaer.it/it/sogaer-service-type/bar-e-ristoranti.

Library - Rombo di tuono Gigi Riva Library

A small library is located in the check-in area, conceived as a place to welcome passengers and their companions for a quiet and pleasant break, with the opportunity to take a book to enjoy during the flight and leave one as a gift on the book sharing shelf.

This space aims to be a reference point in safety for travellers who now have a new area to spend a pleasant stay, thanks to the possibility of reading a novel or consulting travel volumes and photographic publications about Sardinia.

The library is also the venue for cultural initiatives such as art exhibitions, photography exhibitions, handicraft creations, readings, and presentations of works in the presence of their authors.

Both passengers and the local community will benefit, confident that those living near Cagliari Airport will soon see the terminal as a place to stay, where they can visit and find shops, supermarkets, bars, restaurants, and cultural offerings in a safe and pleasant atmosphere.

AIRPORT SERVICES

Chapel

The chapel of Cagliari Airport is dedicated to the Madonna of Loreto, proclaimed Patroness of Aviators by Pope Benedict XV on March 23, 1920.

The structure, spanning over 50 square meters, is located on the departure level of the passenger terminal and is accessible to visitors during the airport's opening hours.

Guided Tours

Every airport is like a city: airport operators are its inhabitants, taxiways and the runway are its streets, and commercial activities are its shops. Cagliari Airport, which in 2023 welcomed around 4.9 million passengers from all over the world, is no exception.

To discover the functioning and organization of Cagliari Airport, understand what happens for each takeoff and landing, peek behind the scenes, and learn more about the activities and roles of those who are engaged daily in assisting aircraft, passengers, and visitors, a guided tour of the terminal can be interesting.

Upon request and subject to availability and any restrictions, it is possible to tailor itineraries and programs based on the needs of visiting groups. Schools and educational institutions on study visits, associations, and groups with specific interests: all are welcome at Cagliari Airport, which has already opened its doors to approximately 4,500 curious guests wanting to know what happens inside and around the terminal.

Lost property

Sogaer manages the Lost property located in the Offices area on the second floor of the terminal building.

The office is open to the public from Monday to Friday from 10:30 AM to 01:00 PM and from 02:00 PM to 03:30 PM.

For inquiries, you can contact the Office:

- by sending an email to the address oggettismarriti@cagliariairport.it.

N.B.: Feedback will be provided only for reports complete with the sender's contact information or phone number.

If it is believed that the loss occurred on board the aircraft or the apron bus, it is necessary to go to the Baggage Assistance Office located inside the baggage claim area.

WARNING: The Lost property office does not handle lost luggage: in this case, it is necessary to contact the Baggage Assistance Office located on the Arrivals level near exit A (domestic arrivals).

AIRPORT SERVICES

Fast Track

Cagliari Airport offers the Fast Track lane, allowing passengers to reach the boarding area more quickly.

The Fast Track is open every day of the week from 5:00 AM until the boarding of the last flight, and anyone departing can purchase the service directly at the airport for a price of 5 euros. The Fast Track is also available for all major airlines that wish to offer it to their passengers.

The Fast Track route is easily accessible from the Commercial Gallery on the Departures level. The automatic ticket machine for Fast Track is located near the dedicated turnstiles and accepts credit cards, debit cards, coins of 50 cents, 1 euro, and 2 euros, as well as banknotes of 5, 10, 20, and 50 euros. Families and departing groups can select the purchase of multiple tickets in one transaction.

N.B. It is possible to purchase a booklet of 10 or 20 entries, priced at 50 and 100 euros respectively. The Fast Track service is also available by subscription: the personalized card costs 120 euros and allows unlimited entries over twelve months. Both the purchase of booklets and annual subscriptions can be made at the ground floor cash desk of the multi - storey car parking or by bank transfer. For details: info@sogaer.it.

Lounges and VIP Services

By opening the links www.sogaer.it/it/prima-vista-vip-lounge and www.sogaer.it/it/vip-service, you can access the detailed and updated description of lounge and VIP services.