

Basic Handling Services DHA for 2023

(Rates for long-term commitments are negotiable)

Basic Handling	Basic fee	MTOW
Cat I	€ 72,64	< 1.500 kg
Cat II	€ 184,30	1.500 - 3.000 kg
Cat III	€ 288,16	3.000 - 6.000 kg
Cat IV	€ 368,62	6.000 - 10.000 kg
Cat V	€ 515,69	> 10.000 kg

The following parties are mentioned in this document:

HANDLER	Ground Handling DHA
CUSTOMER	Any aircraft operator, based or non-based at Den Helder Airport, performing commercial or business flights departing from or arriving at Den Helder Airport.
Fuel Supplier	AirBP Benelux (JET A1) / Den Helder Airport (AVGAS 100LL)

Scope of Work Basic Handling

Operations services

- Coordination with the CUSTOMER regarding their flight program
- Coordination with airport security and immigration involving passenger handling
- Coordination of all required services as described in this agreement in a safe and efficient manner.
- Provide flight information to passengers and coordinate passenger flow
- Liaise with third parties on operational changes as focal point for coordination

Check-in services *(additional fees applicable)*¹

- Passenger check-in facilities complete with calibrated equipment for weighing passengers and baggage
- Provision of boarding passes and baggage labels
- All IT equipment required for the provision of the Services will be provided and maintained by HANDLER
- XBR measurements and records processing
- Manage check-in of passengers and their baggage in accordance with CUSTOMER procedures and obtain passenger and freight information from CUSTOMER (local scheduling) passenger tracking system
- Check passport/ID validity
- Handout of correct boarding passes and baggage labels
- Liaisons with CUSTOMER about the available payload, absence or overbooking of passengers and freight
- Produce passenger- and baggage / freight manifest
- Reporting of non-conformities concerning passengers e.g. no shows
- Lost & found service for incoming passengers

Freight and luggage handling service and transport *(additional fees may be applicable)²*

- Baggage handlers and trolleys
- Handling of dangerous goods according IATA regulations *(excluding radioactive materials, see note)*
- Transport and handling of incoming and outgoing baggage and / or freight
- Transport of life vests
- Check outbound baggage and freight against manifest (number of items)
- Provide special loading equipment e.g. forklift, spreader boards, etc.
- Loading stowing, unloading of manually handled cargo and baggage

Platform-steward service

- Monitoring / checking of the apron to prevent FOD on daily basis
- Checking the safety equipment of passengers e.g. correct donning of survival suits and life jackets
- Collect and count boarding cards of outgoing passengers and support the crew with passenger seating allocation (e.g. XBR and first time flyers or other)
- Escorting passengers on the apron during the transfer from and to the terminal

Freight handling services

- Provision of freight labels
- Receive and sign for all freight in accordance with CUSTOMER inward and outward shipping manifest procedures, any National Regulatory and (local Civil Aviation Authority) standards
- Produce custom documents for incoming and outgoing freight
- Administration of bonded goods in relation to Customs facilities
- Acceptance of outbound dangerous goods according IATA regulations *(excluding radioactive materials, see note)*
- Allocate freight onto appropriate flights and input details into (local scheduling) passenger tracking system in accordance with CUSTOMER procedures
- The acceptance, processing and administration of all incoming and outgoing freight including any item intercepted at check-in, inclusive of customs clearance, x-ray scanning, security clearance and IATA Dangerous Goods Regulations
- Weigh and label freight in accordance with applicable national/international or CUSTOMER requirements before loading
- Book actual freight weights in (local scheduling) passenger tracking system
- The timely reporting of any non-conformities concerning freight issues to the CUSTOMER Representative

Note:

(Potentially) radioactive materials are excluded from the dangerous goods in this basic handling scope as intended above, but can be handled on project basis. Contact HANDLER for inquiries.

Fuel handling and refuelling

- Fuelling of CUSTOMER aircraft in accordance with agreed procedures and response times (within 45 minutes after ordering time).
- De-fuel services needs to be performed under the supervision and sole responsibility of the CUSTOMER representative and without any liability on part of the HANDLER. *(additional fees applied)*³
- Carry out quality control, testing of fuel supplied for the aircraft and ensure that fuel delivery equipment and fuel storage facilities provided by HANDLER are fit for the delivery, all according Fuel Supplier and JIG-4 procedures.
- Appropriately trained and certified fuel quality control engineers inspect fuel delivery equipment in accordance with Fuel Supplier and JIG-4 procedures at HANDLER expense.
- Quality control records and records of inspections are retained and can be made available to CUSTOMER on request.
- Ensure appropriately trained and qualified personnel are used for refuelling and (de)fuelling and ensure the results of quality control checks are recorded.

The fuel related services mentioned above are not charged by HANDLER to CUSTOMER. The fuel related services mentioned above are separately charged by Fuel supplier to CUSTOMER through the “into-plane-fee”.

If the CUSTOMER does not have a delivery agreement with Fuel supplier, the CUSTOMER will be charged for the delivered fuel amount on the HANDLER invoice (GH-note), based on the monthly rate (Jet A1 price) determined by the Fuel supplier.

Additional fees

Check-in fee¹	: Charges per passenger, departing € 12,63
Forklift truck²	: Use of forklift truck € 152,76 per hour (1 hour minimum).
De-fuelling³	: Waste fuel will be charged per liter (€ 1,37)
Technical stop	: Basic handling fee will be charged as per category of aircraft.
Power Unit 28DCV	: Use of GPU € 86,23 per hour (1 hour minimum).
Towing truck	: Upon request, per occurrence € 152,76
Aircraft Cleaning	: Upon request.
Nitrogen Service	: Per occurrence € 184,18
Additional equipment	: Upon request, at cost.
Surcharges	: Applicable over Basic Handling (based on the moment of handling provided) <ul style="list-style-type: none">• 10% surcharge between 19:00 – 22:00hrs. local time• 15% surcharge weekend and public holidays between 07:00 – 20:00 local time.• 20% outside opening hours Den Helder Airport.

General Conditions

- Handling is compulsory for all commercial and business flights, ferry- and local training flights included, unless otherwise agreed with the HANDLER.
- All technical related ground handling activities within this scope (e.g. towing, Nitrogen supply, placing and/or removing gear pins, etc. needs to be performed under the supervision and sole responsibility of the CUSTOMER representative and without any liability on part of the HANDLER.
- Securing or stowing of freight inside the CUSTOMER aircraft is sole responsibility of the CUSTOMER or its representative.
- Any storage of CUSTOMER equipment (e.g. tow-bar, etc.) is without liability on part of the HANDLER and is subject to prior written approval of the HANDLER.
- All prices are exclusive of 21% Value Added Tax.
- All services provided must be paid by CUSTOMER before departure
 - debit cards and credit cards (only: VISA or MasterCard) are accepted.
- Cash payments are not accepted.
- Invoicing of services provided is only possible with prior approval by HANDLER
 - Payment terms 30 days after invoice date