

# Services charter and guide

2024



#### Dear Guest,

We would like to present to you the 2024 edition of the Charter and the Service Guide in which you will find, in particular, the service levels offered last year to passengers and visitors to the airport and the objectives that the "airport system" aims to achieve in the current year, references to the main airport bodies and operators, information dedicated to people with special needs and the procedure for dialogue with the manager.

In the Service Guide, the second part of this brochure, you will find information on the numerous airport services and useful tips for a positive travel experience and a pleasant stay at the airport.

We are pleased to take this opportunity to inform you that the manager has initiated a series of works worth several tens of millions of euros that will affect the flight infrastructures (aprons, aircraft parking areas, taxiways), passenger and passport control areas, terminal toilets and car parks, as well as other works aimed at the technological development and digitalization of the infrastructures.

The aforementioned interventions are intended to make Cagliari airport safer, more modern, and more comfortable, and to contribute to the development of the territory and the improvement of user satisfaction.

We thank you for your attention and wish you a pleasant experience at Cagliari airport.

So.G.Aer. S.p.A

# 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.

In its capacity as manager, the company is responsible in particular for the design, construction and maintenance of structures and facilities, and the decoration of airport areas; the provision of centralised 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 2023 the operator, after the UNI ISO 45001 Occupational Health and Safety Management Systems and UNI EN ISO 14001 Environmental Management Systems certifications, obtained 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.

#### SOGAERDYN S.P.A.

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.

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

# **Airport Authorities and Operators**

Name	Website	Telephone	Mail
Sogaer	www.cagliariairport.it	+39 070 211211 Fax: +39 070 241013	info@cagliariairport.it
Sogaerdyn	www.sogaerdyn.it	+39 070 7560670/6	info@sogaerdyn.it
Sogaer Security	www.sogaersecurity.it	+39 070 2109700	info@sogaersecurity.it
GH Cagliari	www.ghitalia.it	+39 346 0246601	spvcag@ghcagliari.it
ENAC National Civil Aviation Authority Sardinia Territorial Directorate	www.enac.gov.it	Numero verde (nazionale): 800 898121 +39 070 0937571	sardegna.apt@enac.gov.it.
ENAV S.p.A. National Flight Assistance Board	www.enav.it	+39 070 21124103	
Maritime and Air Border Police	www.poliziadistato.it	+39 07021014200	polfrontiera.ca@poliziadistato.it
Financial Police	www.gdf.gov.it	Photo St. Land	
Customs Agency	www.agenziadoganemonopoli.gov.it	+39 070 7591271/3 ; +39 070 240098	dogane.cagliari.aeroporto@adm.gov.it
Maritime, Air and Border Health	www.salute.gov.it	+39 070 657568	usma.cagliari@sanita.it
Local Police - Elmas	www.comune.elmas.ca.it	+39 070 2192268	poliziamunicipale@comune.elmas.ca.it
First Aid: Ontario Srl	www.ontariogroup.it	+39 331 4743338	

# 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 (checkin, 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 specialised 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 1,173 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 2023;
- 4. the fourth shows the objectives that the airport system aims to achieve in 2024.

The final 2023 data of the indicators (third column from the left) measured by means of the survey technique and expressed as the percentage of satisfied passengers are reported using the central value (expressed in brackets) and the values of the so-called "range" that takes into account the margin of error of +/- 3% associated with sample surveys.

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. The indicators highlighted in green refer to activities carried out in whole or in part by airport operators other than the operator.

INDEX

Overall perception on the security screening service of people and carry-on baggage

Overall perception of the level of personal and property security at the airport

TRAVEL SECURITY

PERSONAL AND PROPERTY SECURITY

Overall punctuality of flights

REGULARITY AND PUNCTUALITY OF SERVICE

TARGETS 2024

100%

100%

77,00%

0.09

19'00"

23'30"

3'25"

100%

2023 RESULTS

(99.80%)

99.50% - 100%

(99,60%)

99,22% - 99,98%

76,73%

UNIT OF MEASUREMENT

% of passengers satisfied

% of passengers satisfied

% of on-time flights out of total departing flights.

<sup>\*</sup> Baggage not returned to the baggage claim belt, including mobility devices for passengers with disabilities and reduced mobility, is considered misdirected.

<sup>\*\*</sup> Moment that coincides with the insertion of the chocks ("heels") under the wheels of the aircraft after the engines are turned off.

INDEX	UNIT OF MEASUREMENT	2023 RESULTS	TARGETS 2024
CLEANLINESS AND HYGIENE CONDITIONS			
Perception on the level of cleanliness and functionality of toilets	% of passengers satisfied	(95,00%) 93,66% - 96,34%	96%
Perception on the level of cleanliness in the air terminal	% of passengers satisfied	(99,70%) 99,37% - 100%	100%
COMFORT IN STAYING AT THE AIRPORT			
Perception about the availability of luggage carts	% of passengers satisfied	(92,90%) 89,64% - 96,16%	94%
Perception on the efficiency of passenger transfer systems (escalators, elevators, treadmills)	% of passengers satisfied	(99,00%) 98,36% - 99,64%	100%
Perception on the efficiency of air conditioning systems.	% of passengers satisfied	(97,90%) 97,07% - 98,73%	98%
Perception on the overall comfort level of the air terminal	% of passengers satisfied	(99,20%) 98,70% - 99,70%	100%
		TRT () †	
			9

	INDEX	UNIT OF MEASUREMENT	2023 RESULTS	TARGETS 2024
	ADDITIONAL SERVICES			
	Perception on the connectivity of wi-fi within the air terminal.	% of passengers satisfied	(82,50%) 77,58% - 87,42%	86%
	Perception on the availability of mobile/laptop charging stations in common areas, where present	% of passengers satisfied	(75,30%) 71,79% - 78,81%	80%
	Compatibility of bar opening hours with airport opening hours	% incoming/departing passenger flights compatible with bar opening hours in respective areas	99,00%	99,00%
	Perception about the availability of free drinking water dispensers	% of passengers satisfied	Servizio introdotto al termine del 2023	80,00%
	Perception on availability/quality/price of stores and newsstands	% of passengers satisfied	(94,70%) 93,27% - 96,24%	95,00%
	Perception on availability/quality/price of bars and restaurants	% of passengers satisfied	(94,90%) 93,56% - 96,24%	95,00%
	Perception of availability of refilled beverage/snack dispensers	% of passengers satisfied	(83,60%) 80,66% - 86,54%	85,00%
>		TBL04	TIME	
Aualit Sualit				
פ				

10

INDEX	UNIT OF MEASUREMENT	2023 RESULTS	TARGETS 2024
CUSTOMER INFORMATION			
User-friendly and up-to-date website	% of passengers satisfied	(96,60%) 94,24% - 98,94%	97%
Perception on the effectiveness of operational information points	% of passengers satisfied	(96,30%) 95,05% - 97,55%	97%
Perception on the clarity, understandability and effectiveness of internal signage	% of passengers satisfied	(97,70%) 96,84% - 98,56%	98%
Perception on professionalism of staff (info point, security)	% of passengers satisfied	(99,40%) 98,93% - 99,87%	100%
Overall perception of the effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of passengers satisfied	(98,70%) 98,05% - 99,35%	99%
		SLII4	11
			11

	INDEX	UNIT OF MEASUREMENT	2023 RESULTS	TARGETS 2024
	COUNTER/CHECK-IN/SECURITY SERVICES			
	Perception on ticket service	% of passengers satisfied	(97,90%) 94,98% - 100%	98,00%
	Check-in waiting time	Maximum time in 90% of cases	8'31"	8′30"
	Perception of check-in wait time	% of passengers satisfied	(99,20%) 98,34% - 100%	100%
	Tempo di attesa ai controlli di sicurezza	Maximum time in 90% of cases	5'33"	5'30"
	MODAL INTEGRATION			
	Perception on the clarity, understandability and effectiveness of outdoor signage	% of passengers satisfied	(96,10%) 94,89% - 97,31%	97%
	Perception on the adequacy of city/airport connections	% of passengers satisfied	(88,10%) 85,70% - 90,50%	90,00%
Quality		TBL	1 11110	12
				12

INDEX	UNIT OF MEASUREMENT	2023 RESULTS	TARGETS 2024
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): A) Efficiency of support	services.		
For PRM departing with prenotification: waiting time to receive assistance, from one of the designated points at the airport	Waiting time in minutes in 90% of cases	12'56"	12'00"
For PRM departing without prenotification: waiting time to receive assistance, from one of the designated points at the airport, once notified of their presence	Waiting time in minutes in 90% of cases	15'20"	14'20''
For PRMs arriving with pre-notification: waiting time on board for PRMs to disembark, after the last passenger has disembarked	Waiting time in minutes in 90% of cases	3'28"	3'15"
For PRM arriving without prenotification: waiting time to receive assistance, at the gate/aircraft point, from the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	4'20"	4'15"
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): B) Personal safety.			
Perception about the condition and functionality of the equipment provided	% satisfied PRM passengers	(96,80%) 94,02% - 99,58%	97%
Perception of the adequacy of staff training	% satisfied PRM passengers	(98,70%) 96,92% - 100%	99%
	TBLO	4 TIME	
			13

INDEX UNIT OF MEASUREMENT		2023 RESULTS	TARGETS 2024
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): C) Information at the	airport.		
Accessibility: number of essential information accessible to visual, hearing, and motor disabilities related to the total number of essential information	% essential information accessed out of total number of essential information	100%	100%
Completeness: number of information and instructions, related to the services offered, available in accessible format related to the total number	% information/instructions, related to services in accessible format out of total number of information/instructions	100%	100%
Perception of the effectiveness and accessibility of internal airport information, communications, and signage	% satisfied PRM passengers	(89,40%) 84,55 % - 94,25%	90,00%
SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): D) Communications (	with passengers.		
Number of responses provided on time compared to the total number of information requests received	% responses provided on time out of total requests	100%	100%
Number of complaints received compared to total PRM traffic	% complaints received of total PRM traffic.	0,01%	0,01%
	TBL D4	TIME	

14

	INDEX	UNIT OF MEASUREMENT	2023 RESULTS	TARGETS 2024
	SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): E) Comfort at the airport.			
	Perception of the effectiveness of PRM assistance	% satisfied PRM passengers	100%	100%
	Perception of the level of accessibility and usability of airport infrastructure: parking, call intercoms, dedicated lounges, restrooms	% satisfied PRM passengers	(94,70%) 91,16% - 98,24%	95,00%
	Perception on dedicated spaces for PRM parking (e.g., Friend Room).	% satisfied PRM passengers	100%	100%
	SERVICES FOR PASSENGERS WITH REDUCED MOBILITY (PRM): F) Relational and behavior	al aspects.		
	Perception on the courtesy of staff (infopoint, security, staff dedicated to special assistance)	% satisfied PRM passengers	100%	100%
	Perception about the professionalism of staff dedicated to the provision of special assistance to PRMs	% satisfied PRM passengers	(99,40%) 98,14% - 100%	99,50%
Quality		TBI	01	
				15

0

# By opening www.sogaer.it/it/info-generali-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.

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.

- sending a note to the e-mail address info@sogaer.it or by mail to the address Sogaer S.p.A., Via dei Trasvolatori snc 09030 Elmas (Cagliari)
- the transmission of the form in the 'Contacts' section of the website www.sogaer.it or www.cagliariairport.it
- the sending of the text written in the form that appears once the QR code present in different areas of the air terminal is framed.
- For quick and comprehensive feedback, it is recommended to provide useful information and details also by sending relevant documentation.

The complaint will be taken up by Sogaer if it relates to services provided directly, or forwarded to the airport operators who operate the service being complained about.

Acknowledgement will be sent within 30 days from the day of registration exclusively to reports free of 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 mentioned time limit, the operator shall inform the sender in relation to the findings made, the progress of the investigation, and the timeframe within which the irregularities found or those necessary for the compensation of any prejudice suffered will presumably be removed.

Communications made in languages other than Italian will be responded to in English.

Periodic data on complaints can be accessed by interested parties upon request.

For details on complaints related to misunderstandings concerning services dedicated to persons with disabilities or reduced mobility or for those due to long delays, flight cancellations or denied boarding, reference should be made to the following pages "Information on passenger rights at the air terminal pursuant to Regulation (EU) 1107/2006" and "Information on passenger rights at the air terminal pursuant to Regulation (EU) 261/2004."



Service Guide

# INFORMATION ON THE RIGHTS OF AIRPASSENGERS UNDER REGULATION (EU) 261/2004 (compensation and assistance for denied boarding, flight cancellation, long delay)

As part 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 find information about the rights of travelers regarding: persons with disabilities and reduced mobility; denied boarding; cancellation, long delays; baggage; airline identity; vacation packages; and price transparency.

The European Commission has made the "Your Rights as a Passenger" application available free of charge in 22 EU languages, which provides information on the rights that apply within the European Union when traveling. The application is in a question/answer format and allows the user to identify the problem and get an explanation of the rights and alternatives available.

Also active is the European Union's "Europe Direct" information service, which can be contacted at www.europa.eu/contact/index\_it.htm and can be accessed from member states via a single toll-free number 00 800 67 89 10 11 (available weekdays from 9 a.m. to 6 p.m. CET - Central European Time), via e-mail (the request can be sent in any official EU language and a response should be received within 3 working days).

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

In the mentioned site, on the page https://www.enac.gov.it/passeggeri/diritti-dei-passeggeri it is also possible to acquire, in particular, information regarding the rights recognized in case of air transport inefficiencies (denied boarding, flight cancellation, long delay). The same information is available both in Braille code at the Sala Amica and in English by opening the page https://www.enac.gov.it/en/passengers/passengers-rights.

In the event that one intends to file a complaint in connection with inefficiencies related to long delays, flight cancellations or denied boarding, one should contact the airline that issued the ticket and/or, in the case of all-inclusive travel, the tour operator with whom the contract of carriage was made.

Passengers who have suffered inefficiencies in violation of Reg. (EC) No. 261/2004, may also have recourse to "ADR - Alternative Dispute Resolution", an alternative dispute resolution procedure, by making an attempt at conciliation through the ConciliaWeb platform found on the website of the Transport Regulatory Authority (https://www.autorita-trasporti. en/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 No. 69 of January 27, 2006).

Service Guide

# INFORMATION ON PASSENGER RIGHTS IN THE AIR TERMINAL UNDER REGULATION (EU) 1107/2006 (Rights of disabled persons and persons with reduced mobility when travelling by air).

Community Regulation No. 1107/2006 establishes the principles that protect passengers with disabilities or reduced mobility in air transport, recognizing their right to travel under conditions similar to those of other citizens.

In application of this legislation, Sogaer is committed to providing the service 365 days a year, according to a timetable capable of guaranteeing the presence of the relevant personnel at the same time as flights.

In order to take full and adequate advantage 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 not less than 48 hours before the scheduled departure time of the flight.

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

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

ENAC has also developed and made available on major mobile platforms a free multimedia application (ENAC PRM) that easily describes how people with disabilities, reduced mobility or elderly people (PRM) can use air travel.

The initiative aims to disseminate correct information of the procedures provided by European regulations to request special assistance without discrimination and without additional costs.

PRM who feel that their rights have been violated report the alleged violation to the airport operator for lack of or inadequate assistance on the ground or to the air carrier for issues related to booking/purchase and lack of assistance on board.

Passengers who have suffered inefficiencies in violation of Regulation (EC) No. 1107/2006 may also resort to the "ADR - Alternative Dispute Resolution" procedure by making an attempt at conciliation through the ConciliaWeb platform on the website of the Transport Regulatory Authority (https://www.autorita-trasporti.it/conciliaweb/), without prejudice to the possibility of sending complaint reports to Enac (https://moduliweb.enac.gov.it/applicazioni/reg1107/modulo.asp), the Body responsible for the application of the aforementioned Regulations, for sanctioning purposes only (ref. Legislative Decree No. 24 of February 24, 2009).

For more information on the rights of passengers with reduced mobility, we recommend visiting the "Passenger Rights" section of https://www.enac.gov.it/.

O

aD

Service Guide

Intercoms installed near the reserved parking areas (one on the 2nd floor of the multi-storey parking lot and three at the entrances to the departure hall) are available to the departing passenger or his or her companion, through which dedicated assistance staff can be contacted. An operator will greet passengers and assist them from the moment of check-in until boarding.

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

Inside the Hall it is possible to consult the pamphlet on passenger rights information in Braille version.

Wheelchairs are available in the same area for passengers who need them, and there are 16 dedicated toilets in the different areas of the terminal.

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

The 25 parking spaces reserved for people with disabilities or reduced mobility, present on the second floor of the Multi-storey parking lot are located near the walkway connecting with the terminal and the PRM (passengers with reduced mobility) Assistance Service call point.

To use the free reserved parking space, the appropriate badge must be visibly displayed. Before picking up the car left parked at the multi-storey parking lot, it is necessary to go to the cashier's desk, show an ID, the automobile badge for the use of the spaces reserved for people with disabilities and or reduced mobility, and the air ticket.

There are also two rapid exchange stalls dedicated to passengers with disabilities at the "first lane" of the arrivals area right side domestic arrivals exit (entry via intercom call) and two additional 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 elevators. The pathway for the blind has undergone upgrades and is now fully usable.

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

The Cagliari airport management company's website www.cagliariairport.it has an information section dedicated to special assistance within 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.

# Advice for the journey

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 licence**

When traveling by air, a valid driver's license is accepted only within national borders while it is not valid as an expatriation document or as an identity document abroad.

# **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 organised by tour operators. For further details please consult the relevant country sheet on the Viaggiare sicuri website.

# **Passport**

The passport allows access to all countries in the world whose governments are recognised 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.



# **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.viaggiaresicuri.it, created in collaboration between the Ministry of Foreign Affairs and the Automobile Club Italia, provides information on disease prevention, nutrition, and categories of travelers who require special attention.

It is also recommended to consult the "If I am traveling 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.

# 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

#### **Tax Free and Customs**

For information on the regulations governing the transportation of goods that travelers frequently carry with them on their international trips, we recommend consulting the Traveler Customs Charter available at https://www.adm.gov.it/portale/cartadoganale-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).





# **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.





# 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 travelers 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**

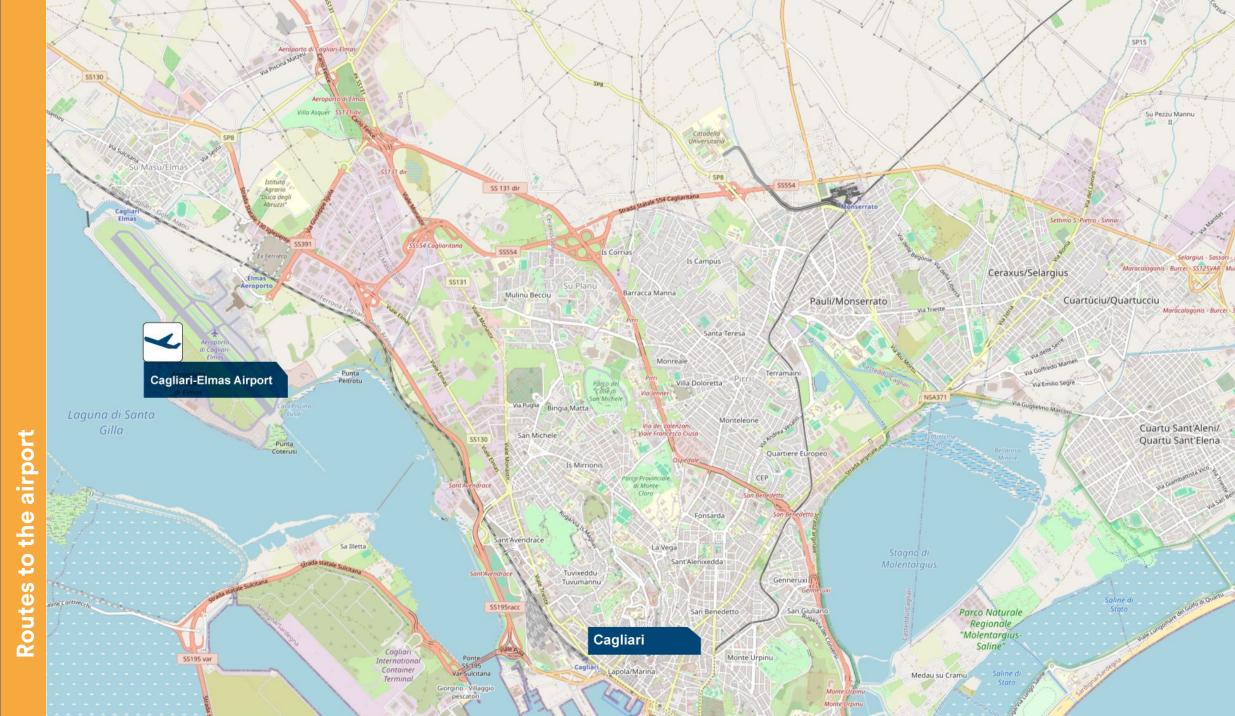
Car rental companies located at the airport can meet the demands of the most discerning passengers by providing cars, motorcycles, vans, minibusses, and campers. Further information is available by opening the following link: https://www.sogaer.it/it/noleggio-auto

	PARKS	CAR PARKS	RESERVED PARKING SPACES FOR PRM	MOTORCYCLE PARKS
	Multipiano	720	25	-
	P1 Fronte Arrivi – short stay	48	-	-
	P2 NCC/Bus – short stay	65	-	-
	P3 TERMINAL* – short stay	103	-	-
S L	Low cost	222	-	-
atio	Extra low cost	247	-	-
ay sı	KISS8FLY (DEPARTURES VIADUCT)	39	2	11
ם ס	Free 2 park	240	-	11
ts al	TOTAL PARKING SPACES/RESERVED PRM/BIKE SPACES	1.684	27 + additional 2 near the TAXI lane.	22
0				

Total 8 checkouts: 7 automated checkouts and 1 manned checkout for 1,684 parking spaces (1 checkout for every 211 stalls)

Please note: the current map and rates are available at https://www.sogaer.it/it/parcheggi

<sup>\*</sup>Parking lot equipped with charging station for electric vehicles. Charging entitles you to free parking for two hours..



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 - <a href="https://www.arst.sardegna.it/">https://www.arst.sardegna.it/</a>

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



#### 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

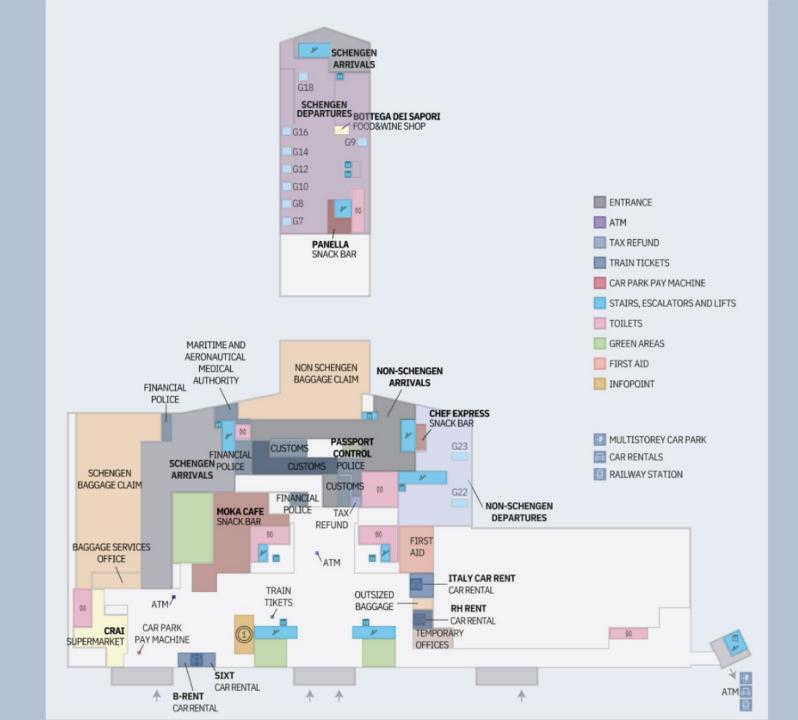
In Quartu S. Elena, the radiotaxi service is provided by:

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





Floor

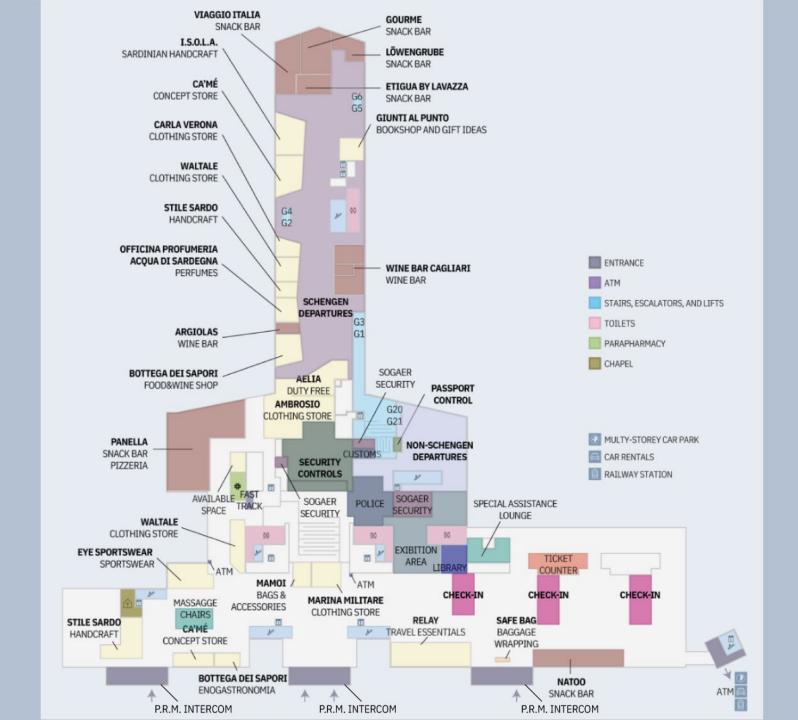


Floor

First

floor layout:

Air terminal



Floor

Air terminal floor layout: Second

# STAIRS, ESCALATORS AND LIFTS TOILETS AIRPORT AUTHORITY OFFICES SOGAER SECURITY SOGAER SECURITY AIRPORT PASS BUSINESS OFFICE CENTRE LOST PROPERTY -OFFICE, SOGAER/ SECURITY CUSTOMS MUNICIPAL POLICE FINANCIAL CARABINIERI POLICE POLICE McDONALD'S FASTFOOD

# **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-discurezza-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.

#### 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.

#### Infopoint

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 travelers and airport users with advice and information on the tourism and cultural offerings of Sardinia. With professionalism and courtesy, the Infopoint 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 WiFi connectivity. The service is offered free of charge by Cagliari Airport to all its guests.

# 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.



# Baggage Carts

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.

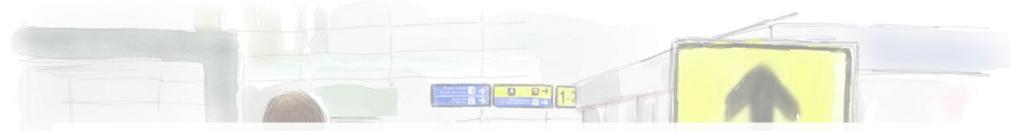
For more information, open the link www.sogaer.it/it/shopping

#### **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.



Airport



# 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 travelers 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.

# Cappella

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 and Found Items

Sogaer manages the Lost and Found Office 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 09:30 AM to 02:00 PM.

For inquiries, you can contact the Office:

- by calling (+39) 070 21121523
- 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.

ATTENTION: The Lost and Found 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).



#### **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 Multipiano parking or by bank transfer. For details: info@sogger.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.



