

SERVICE CHARTER 2025



THE 2025 SERVICE CHARTER

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TOSCANA AEROPORTI

Toscana Aeroporti S.p.A. is the management company of the airports of Florence and Pisa. It was created on 1 June 2015 from the merger of AdF - Aeroporto di Firenze S.p.A. (managing company of the A. Vespucci airport in Florence) and SAT - Società Aeroporto Toscano S.p.A. (managing company of the G. Galilei airport in Pisa) the two airports, each with its own specificity, are complementary.

The Vespucci airport concentrates on the development of business and leisure traffic through full service carriers, connecting the main European hubs; the Galilei airport, on the other hand, favours tourist traffic managed by low-cost carriers, cargo flights and with a particular focus on continental flights. The Tuscan airport is one of the most important airport systems in the country and represents an essential economic development flywheel for one of the best known and best loved regions in the world.

The Tuscan Airport System closed 2024 with a record result: for the first time in its history, passenger traffic exceeded 9 million, reaching 9,063,933. This milestone represents a growth of 10.7% compared to 2023 and has been made possible by the increase in commercial passenger flights (+7.5%) and the improvement in the aircraft occupancy rate, which gained 1.6 percentage points to reach 85.3%.

From February to December 2024, the System recorded consecutive monthly re-

cords, with August exceeding one million passengers for the first time ever. Cargo traffic also showed a positive trend, with over 13,000 tonnes of cargo and mail transported (+0.8% compared to 2023).

Galileo Galilei Airport of Pisa

Pisa's Galileo Galilei airport has reached a new milestone: with 5,547,008 passengers, the airport has exceeded 5.5 million for the very first time, registering a growth of 8.6% compared to 2023.

This result was mainly propelled by the increase in commercial passenger flights (+5.5%) and the improvement in the occupancy rate (+1.4 percentage points, or 87.6%). Both international (+10.8%) and domestic (+2.9%) traffic showed a positive trend, with international traffic accounting for 75.8% of the total. The most popular destinations for passengers at the Pisa airport were London, Tirana, Palermo, Catania and Paris. Cargo traffic also showed a positive growth, with 12,967 tonnes of cargo and mail transported (+1.1% compared to 2023).

Toscana Aeroporti is responsible, as airport operator for the following activities:

- passenger assistance activities:
 - VIP Lounge;
 - special assistance (Passengers with Reduced Mobility service);
 - passenger ticketing service;
 - passenger information service;
- commercial space management activities:
 - sub-concession activities (commercial activities, catering services, etc.);
- direct management activities (advertising,



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- car parks, business centres, etc.);
- infrastructure control and management activities (buildings- aprons-runways);
- maintenance (heating/cooling plants, vehicles, installations,...);
- cleaning;
- utilities;
- security service management activities;
- hold luggage control;
- passenger and hand luggage control;
- cargo and courier parcel screening;
- aircraft apron access control;
- video surveillance system management;
- night-time surveillance and patrolling of airport-owned or leased assets and daytime patrolling (sterile/critical areas and areas open to the public).

In both the Pisa and Florence airports, the handling activities are actually carried out by Toscana Aeroporti Handling Srl and by Consulta S.p.A., in the aim of providing ground handling services to airlines (acceptance, boarding and disembarking of passengers, loading and unloading of luggage, cargo and mail, assistance to aircraft during parking) in line with the quality standards set by the companies, and ensuring the highest level of quality of the services, constantly verified by audits and inspections by both customers-carriers and by Toscana Aeroporti itself.

Finally, Toscana Aeroporti Engineering is active in the design and construction of airport infrastructures (runways aircraft parking aprons), passenger terminals and other key infrastructures at the two airports of Pisa and Florence.

OUR 2025 SERVICE CHARTER

The main objective of Toscana Aeroporti is to guarantee efficient and reliable services for passengers, as well as to interpret the needs expressed by its stakeholders, and grasp their implicit needs, taking steps to constantly satisfy them in full.

Guided by this objective, Toscana Aeroporti adopts the principles, standards and solutions that constitute the international “best business practices” for social re-

sponsibility, equality, impartiality, freedom of choice, participation and non-discrimination, right to information even in accessible formats, efficiency and effectiveness, protection of health, safety and environment, quality management of the services provided. Toscana Aeroporti intends to consolidate its own commitment for the continual improvement of its performance, and for this reason it applies an integrated Quality System in compliance with the provisions established by the UNI EN ISO 9001:2015 standard, and UNI ISO 45001:2018 standard for Health and Safety in the Workplace, the SA8000:2014

standard for Corporate Responsibility, and the UNI EN ISO 14001:2015 standard for environmental management.

The Service Charter of the Pisa Airport is published by Toscana Aeroporti to com-

municate to passengers the quality levels of the services offered in the context of its quality management system and in compliance with the general reference framework set out in the Service Charter of the Transport sector (DPCM 30.12.1998).

SERVICES AND USEFUL INFORMATION FOR PASSENGERS

All information regarding the services offered by Toscana Aeroporti are available on the Company's website at www.toscana-aeroporti.com, in the "Pisa Airport" section. The complete list of the services offered can be found in the "Guide to the Services" attached to this "Service Charter".

For updates on any health and documentation requirements for travellers, it is recommended to consult the relevant government websites, both the Italian ones and those of their country of origin and/or destination.

Special attention is reserved for passengers with disabilities or reduced mobility: on the website there is a specific section containing all the useful information regarding the dedicated areas and airport services.

At the airport there is a free wi-fi connection service for 12 hours of navigation, via which it is possible to connect to the airport website to view the Service Charter and the Service Guide and access the flight in-

formation in real time.

In the airport, information brochures on Passenger Rights are available for users in accordance with Regulations (EU) 261/2004 and 1107/2006, as well as all the information required by current legislation on air transport (prohibited items, internal signage for PRM travellers persons with disabilities or reduced mobility, luggage info etc.). The airport is open to the public every day from 4.00 am to 12.30 am, or to the time of arrival/departure of the last flight of the day.

The airport has parking spaces, open for 24 hours every day, divided into five large areas: a short-term parking area (P3), a multi-storey car park (P2), two parking areas for long-term parking (P1 and P4) and an area in the eastern part of the outer area dedicated to buses (P6). Parking lots P2 and P3 are free for the first 10 minutes. Persons with disabilities or reduced mobility (PRM passengers) can use the parking area free of charge upon presentation of the appropriate voucher.

Users are advised to read the Parking Regulations, published on the airport's website at the following link: www.pisa-airport.



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[com/en/the-passengers/parking.html](https://www.pisa-airport.com/en/the-passengers/parking.html)

For detailed information on how to reach the airport, the rates and timetables of car parks, the public services parking times and rates, public transport and other services please consult the "Guide to Services" attached to this "Service Charters".

For any other information, passengers may

visit the website <https://www.pisa-airport.com/en/the-passengers/transport.html> or contact the airport directly on the following numbers:

Switchboard:

Phone: +39 050 849 111

Customer Service:

Phone: +39 050 849 300



INTEGRATED MANAGEMENT SYSTEM

Together with our Integrated Management System, we are committed to continuous improvement through the following key elements:

QUALITY

- Pursuing continuous improvement of the service offered in terms of internal and external customer satisfaction.
- Ensuring internal efficiency through streamlining of the processes and organisational resources.
- Guaranteeing suitable and effective internal and external communications.
- Improving Toscana Aeroporti's visibility and image within the market.
- Consolidating and optimising airport concessions through effective man-

agement of the existing infrastructures, identifying areas for expansion and infrastructure development to meet the needs of stakeholders.

HEALTH AND SAFETY

- Preventing incidents and accidents from occurring in the areas under TA's responsibility (i.e., the airport sites and other related directly managed areas of the Pisa and Florence airports).
- Ensuring full compliance with the health and safety regulations that govern the activities carried out in TA-operated airport sites and implementing good industry practices.
- Promoting - within the organization and to the benefit of all those who operate in the airport sites, under whatever agreement or contract - the adoption of good practices, appropriate procedures and international standards to ensure the health and safety of all airport users.

- Promoting opportunities for sharing and discussion on occupational safety and prevention issues through specialized inter-company coordination committees that also involve safety managers.
- Coordinating existing procedures, and particularly emergency and evacuation plans, with a view to making the measures contained therein effective and enforceable through practical application.
- Periodically reviewing our performance to ensure the best results in terms of health and safety protection for any person using the airport in the areas under the responsibility of Toscana Aeroporti.
- Communicating the principles that inspire our health and safety policy to all the TA staff, handling companies, employees of contractors, sub-concessionaires, carriers, third parties or related companies, as well as to passengers and users, to promote a prevention-focused culture of participation and engagement.
- Ensuring transparency and collaboration by disclosing all the necessary information relating to the policies adopted to protect the health and safety of the entire organization to regulatory and supervisory bodies and authorities.
- Scheduling a periodic review of our commitments in order to ensure that they are always adequate for the organizational and infrastructure developments of the airport.

CORPORATE RESPONSIBILITY

- Selecting, hiring, training, remunerating and managing employees without any discrimination.
- Ensuring a safe and healthy work environment.
- Guaranteeing that working hours, disciplinary procedures and remuneration systems are in line with legislation, relevant employment contracts, union agreements and industry standards.
- Protecting the right of freedom of association and the right to collective bargaining.
- Ensuring that suppliers, contractors and third parties adopt the same standards as Toscana Aeroporti whilst on the airport site.
- Aiming for continuous improvement of the system to manage Corporate Responsibility, adhering to national legislation and other international norms and procedures as listed in the SA8000 standard.



ENVIRONMENTAL POLICY

Toscana Aeroporti is actively committed to observing the multiple forms and methods and procedures of environmental legislation applicable to the airport operation, including the implementation and adopting of the Integrated Management System (IMS) aimed, inter alia, at preventing pollution, planning and carrying out appropriate control activities and minimising impact on the territory, and to implement sustainable development plans in line with the company's strategic guidelines. All in compliance with and in application of the ESG (Environmental-Social-Governance) criteria that the Company has adopted and that represent the main driving force behind every strategic investment choice.

In particular, the Company is concretely active in improving its environmental performance in relation to aspects considered most significant and sensitively perceived by the people living and operating in the areas surrounding airports, such as noise and acoustic emissions, procurement and consumption of resources, waste production and management and water management. The environmental improvement projects/interventions that the Company annually plans, assesses and implements are all oriented in this direction.

In addition to this, in accordance with the aforementioned ESG criteria, the en-

vironmental policy, which represents the company's policy direction and policy framework, has incorporated new aspects associated with airport activities, including:

- atmospheric emissions, with targets for energy efficiency and reduction of climate-changing emissions;
- protection of biodiversity, with objectives of monitoring and conservation of habitats and/or environmental compensation where applicable;
- mitigation of and adaptation to climate change through actions aimed at reducing the overall impact generated by airport operations.

The Company has obtained the certification of compliance with the reporting protocol for its GHG emissions (GreenHouse Gas Inventory) and has adhered to the Airport Carbon Accreditation protocol, acquiring the relative certification for Levels 1 and 2 (Scope 1 and Scope 2 emissions) from the International Airport Council. Certification for the next two Levels 3 and 3+ is also forthcoming.

With reference to noise pollution, an automatic and fixed noise monitoring system is in operation at each airport, which makes it possible to record noise levels in the areas surrounding the airports and to verify compliance with the anti-noise take-off procedure by aircraft. All monitoring data is published in a special section of the Toscana Aeroporti website, where a specific form is also available for citizens to report any complaints.

In addition to this, Toscana Aeroporti monitors the use of water resources, verifying the presence of any leaks along the internal distribution network, promoting the constant reduction of consumption and guaranteeing compliance with the quality parameters of wastewater in accordance with the relevant regulations. Furthermore, it works to increase the percentage of

differentiated collection of waste produced by both the activities of direct management (offices) and those of third parties (e.g. handlers, sub-concessionaires, entities, etc.) through audits and awareness-raising actions of all parties involved. Finally, it works in close cooperation with the territorial bodies concerned in full transparency, collaboration and sharing.



QUALITY INDICATORS

The Service Charter includes a series of quality indicators applicable to all Italian airports, which describe and measure the performance of services through periodic, objective audits and by analysing passenger perception of quality.

The 2024 results of the 34 indicators valued, as well as their objectives for the year 2025, are published herein.

In 2024, the data collection process was entrusted to a qualified research organisation, with data collected from a sample of arriving and departing passengers during the year.

During the survey, attention was paid to the global service provided by Toscana Aeroporti, as well as the additional services provided by other companies in the airport structure.

The 34 indicators assessed were grouped into the 9 following quality factors, in line with the ENAC GEN-06 circular:

- Travel safety;
- Personal safety and safety of baggage/belongings;
- Punctuality of the service (and transport vehicles);
- Cleanliness and hygiene;
- Level of comfort at the airport;
- Additional services;
- Customer information;
- Checkpoint services (check-in, security, passport control)
- Integration/connection of public transport.

In this way Toscana Aeroporti commits to:

- Establishing and publishing its service levels;
- Acting in pursuit of these levels;
- Consistently monitoring the service levels;
- Informing customers of the results achieved by updating the Service Charter on an annual basis.

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2024 RESULT	2025 OBJECTIVE
Travel security	1	Global perception of the security service for passengers and hand baggage	% of satisfied passengers	99,6	98,0
Personal and property security	2	Global perception of passenger and property security in the airport	% of satisfied passengers	99,8	98,0
Regularity of service (and timeliness of transportation)	3	Global timeliness of flights	% of flights on time/ Total departing flights	60,1	76,5
	4	Global amount of baggage wrongly handled at departure (baggage not boarded) by the airport	n. of baggage units wrongly handled/1,000 departing pax	0,2	0,3
	5	Time to first baggage claim from aircraft block on	Time in minutes from aircraft block-on to delivery of first baggage in 90% of cases	21'39"	19'50"
	6	Time to last baggage claim from aircraft block on	Time in minutes from aircraft block-on to delivery of last baggage in 90% of cases	24'06"	25'00"
	7	Waiting time on board to first passenger disembarkation	Waiting time in minutes from block on in 90% of cases	5'41"	5'00"
	8	Global perception of regularity and timeliness of services received in airport	% of satisfied passengers	98,0	97,0
Cleanliness and hygiene	9	Perception of toilet cleanliness and good operating conditions	% of satisfied passengers	94,4	95,5
	10	Perception of global air terminal cleanliness	% of satisfied passengers	97,6	97,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2024 RESULT	2025 OBJECTIVE
Comfort during stay in airport	11	Perception of baggage trolley availability	% of satisfied passengers	99,0	96,5
	12	Perception of the efficiency of passenger transfer systems (escalators, lifts, people mover, etc.)	% of satisfied passengers	95,1	96,5
	13	Perception of the efficiency of air conditioning systems	% of satisfied passengers	99,0	96,5
	14	Perception of the global level of comfort in the air terminal	% of satisfied passengers	97,7	95,5
Additional services	15	Perception of wi-fi connectivity in air terminal	% of satisfied passengers	92,5	94,5
	16	Perception of availability of mobile device (cell phone/laptop) charging stations in common areas, if available	% of satisfied passengers	90,2	92,0
	17	Compatibility of coffee shop opening times with airport opening times	% of arriving/departing passenger flights compatible with the opening times of coffee shops in the respective areas	100,0	98,5
	18	Perception of the adequacy of smoking areas, if available	% of satisfied passengers	n.a.	n.a.
	19	Perception of the availability of free drinking water dispensers, if available	% of satisfied passengers	n.d.	n.d.
	20	Perception of availability/quality/prices of shops and newsagent's shops	% of satisfied passengers	97,5	94,0
	21	Perception of availability/quality/prices of bars and restaurants	% of satisfied passengers	95,1	94,0
	22	Perception of availability of drink/snack vending machines, if available	% of satisfied passengers	98,7	97,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2024 RESULT	2025 OBJECTIVE
Customer information	23	Easy to browse and updated website	% of satisfied passengers	98,9	98,0
	24	Perception of effectiveness of operating info points	% of satisfied passengers	96,1	95,5
	25	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers	99,3	97,0
	26	Perception of staff professionalism (info point, security)	% of satisfied passengers	99,8	97,5
	27	Global perception of effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	98,4	95,5
Desk/Gate services	28	Perception of ticket office service	% of satisfied passengers	97,4	95,5
	29	Waiting time at check-in	Waiting time (in minutes) in 90% of detected cases	13'30"	15'20"
	30	Perception of waiting time at check-in	% of satisfied passengers	99,6	97,0
	31	Waiting time at security checkpoint lines	Waiting time (in minutes) in 90% of detected cases	11'01"	9'00"
	32	Perception of waiting time at passport control	% of satisfied passengers	99,6	97,0
Modal integration	33	Perception of clarity, comprehensibility and effectiveness of external signage	% of satisfied passengers	99,4	96,0
	34	Perception of adequacy of city/ airport connections	% of satisfied passengers	99,7	97,0



SPECIAL ASSISTANCE

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INTRODUCTION

EU 1170/2006 Regulation ensures accessibility to air transport in all airports of the European Union, without discrimination and without additional costs, to people with disabilities or reduced mobility.

No one can refuse a booking or boarding on the basis of a disability or mobility problem. The only exception concerns potential safety related problems, justified by national or international regulations or technical impediments, like the size of the aircraft for instance.

Toscana Aeroporti offers special assistance without any additional cost, providing trained staff and suitable transport inside the airport terminal and onboard the aircraft.

The service is provided by a third-party company with many years' experience in the sector, employing qualified and specialised personnel, and equipment and vehicles suited to every need.

HOW TO REQUEST ASSISTANCE IN ADVANCE

Assistance must be requested in advance from the airline, travel agency or tour operator at the time of booking or at least 48 hours before departure. It is the responsibility of the airline to forward the request to the airport in question.

For flights within the EU, unless technically

impossible, and subject to notification 48 hours prior to departure, airline companies are required to carry medical equipment and 2 mobility aids, such as wheelchairs or crutches, at no additional cost.

Failure or a delayed request of the service results in/may give rise to longer waiting times at the airport.

Request of the service in advance is essential to enable the airport to provide the passenger with appropriate assistance.

More specifically, it is strongly recommended in the following cases:

- Medical oxygen transport;
- Need for access to a respirator or ventilator;
- Transport of passengers with disabilities or with reduced mobility;
- Request for a wheelchair on board.

The application of pre-notification is also required by the Regulations in the case of transporting electric wheelchairs.

TYPES OF ASSISTANCE

When making the request the passenger should specify his needs from the following scenarios:

- Passenger able to walk by him/herself inside the aircraft as well as walk up and down stairs, but who requires a wheelchair or other means of transport to move long distances inside the airport;
- Passenger able to walk by him/herself inside the aircraft, but who cannot walk

up or down stairs and who requires a wheelchair or other transport means to move inside the airport;

- Immobilised passenger requiring a wheelchair to move about and assistance from the time of arrival in the airport until the end of the flight, as well as to exit from the airport;
- Passenger with hearing difficulties or hearing and speaking disability;
- Passenger with visual impairment;
- Passenger with intellectual or developmental disability requiring assistance.

ARRIVING AT THE AIRPORT

It is important to arrive at the airport's contact points at least two and a half hours prior to your flight's scheduled departure time (if the airline company indicates earlier arrival times, these must be respected):

- Call points to request special assistance, located close to the main access points to the terminal;
- Check-in desks;
- Information and Customer Service desk;
- Parking station (manned H24).

Please note that the request for assistance in advance is essential to enable the airport and the airline to provide the best service throughout all stages of the journey and to organize the necessary staff to ensure adequate passenger assistance. Without a request in advance, there is the

risk of having to wait longer for assistance, and also of compromising the service for those passengers who requested assistance in advance.

HOW TO GET AROUND THE AIRPORT

At our airport, passengers with disabilities who prefer to reach the gate on their own have priority access to security controls. Please note that, if a wheelchair is needed, boarding the aircraft must be carried out with assistance and with a special dedicated vehicle. All areas of the airport are accessible, free from architectural barriers, and equipped with wheelchair-accessible ramps and lifts in various points.

DEDICATED SERVICES

- 12 reserved and free parking spaces (for those with a disability badge) located in the multi-storey covered parking (P2);
- 13 reserved and free parking spaces (for those with a disability badge) located in the parking in front of the Terminal (P3);
- Assistance Waiting Area: waiting area for Passengers with Reduced Mobility, located on the ground floor, in front of the security;
- Sala Amica: a lounge located in the Departure Hall, after the security checks in the Schengen boarding area;
- Airport first aid/medical service;
- Wheelchairs: available in various areas of the terminal at the disposal of staff dedicated to Passenger with Reduced Mobility assistance, both on arrival and departure;

- Lifts: wheelchair-friendly access;
- Arriving passengers: accompaniment provided to the taxi area, tourist bus stops, People Mover tramway, shuttle bus for the car rental Terminal, and short and long-stay car parks;
- Ambulifts: available for boarding and disembarking passengers on the aircraft.

COURTESY LOUNGE

A special area for reduced mobility passengers and/or other special needs (such as nursing mothers who require a reserved area for breastfeeding in a quiet atmosphere) is available at Pisa Airport.

The dedicated room is found in the common Check-in area. The passengers who need to access this room are accompanied there by dedicated personnel. The service can be requested from the assistance personnel or the airport staff. For prior information, please contact the Pisa Airport Customer Service: [+39 050 849 300](tel:+39050849300).

DEDICATED HALL - SALA AMICA

A dedicated waiting area in the Departure Hall for Passengers with disabilities or with reduced mobility (PRM). The area is equipped with information monitors and is permanently manned by qualified staff, who are responsible for carrying out the reception and coordination activities for PRM passengers during all airport operations. Next to the Sala Amica there are wheelchair-accessible toilets and commercial services.

TRAVELLING WITH A WHEELCHAIR

Electric wheelchairs owned by passengers with disabilities or with reduced mobility (except those with a spillable battery) may be checked in as hold luggage. If the wheelchair is damaged when it is returned, it is possible to request a replacement wheelchair from the Pisa Airport Customer Service, which can be used free of charge, subject to checking the integrity of the equipment and payment of a deposit (which will be refunded upon return).

To ensure the best possible travel experience, reduced mobility passengers travelling with a wheelchair should let the airline know the type, weight and dimensions of the wheelchair at least 48 hours prior to departure.

This information must be supplied to the airline company at the same time as making the booking. In the event of any possible issue occurring during the boarding of a passenger with reduced mobility (PRM), boarding staff are required to promptly inform the PRM staff and the Airport Operator. The same is responsible for verifying that adequate assistance is provided in compliance with the regulations in force, and for implementing actions aimed at resolving any criticality, also informing the Airport Department (ENAC) if necessary.

For further information regarding assistance, please contact the airport staff via the proper communication channels on the website or by calling the Pisa Airport Customer Service at [+39 050 849 300](tel:+39050849300)

AIRPORT MEDICAL SERVICE

A First Aid medical facility with ambulance service, operating from 4.00 am until the arrival of the last flight of the day, is located inside the Passenger Terminal adjacent to the Customer Service.

EVACUATION IN THE EVENT OF AN EMERGENCY

In the event of an emergency situation, the dedicated assistance personnel will be able to provide the necessary assistance for the possible evacuation of the Terminal or part thereof. Evacuation from the upper floors, if the lifts are unusable, is guaranteed by special “Evacuchairs” that allow the use of the stairs.

The personnel are trained on the escape routes and emergency exits within the airport facilities, in line with the provisions of the Internal Emergency Plan.

AUTISM PROJECT

The Pisa International Airport adheres to the ENAC project “Autism. Travelling through the airport” aimed at facilitating moving around the airport and the flight for autistic persons.

With the assistance of appropriately trained personnel, it is possible to visit the airport on the days before flying.

The route, from arrival at the airport to the plane, is also illustrated in a series of brochures with pictures and simple texts that help people to get to know the airport locations and processes in advance, thus reducing the emotional impact that such a new situation entails, in order to face the

journey with greater peace of mind.

The visits will be organised from Monday to Friday between 9.00 am and 04.00 pm. For information and requests:

qualita@toscana-aeroporti.com

Moreover, it is possible to fill out a survey for the profiling of the passenger. The survey, available for downloading and completion on the website is helpful in order to allow Toscana Aeroporti to understand how to implement the following steps.

The brochure is available at the following link: www.pisa-airport.com/en/the-passengers/in-the-airport/prm.html

PRM - SERVICE QUALITY INDICATORS

In general, the 2024 results of the PRM quality service indicators were satisfactory and tended to be in line with the results achieved in previous years, confirming a strengthening of the quality level of the service offered.

In setting targets for 2025, Toscana Aeroporti is committed to maintaining and improving the service performance for all its PRM users where possible.

Below are the quality indicators of the PRM divided into the following 6 quality factors:

- Efficiency of assistance services;
- Safety of the passenger;
- In-airport information;
- Communication with passengers;
- In-airport comfort;
- Relational and behavioural aspects.

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2024 RESULT	2025 OBJECTIVE
Efficiency of assistance services	1	For departing PRM with pre-notification: Waiting time to receive assistance from one of the designated points in the airport, in case of pre-notification	Waiting time (in minutes) in 90% of cases	7'38"	8'00"
	2	For departing PRM without pre-notification: Waiting time to receive assistance from one of the designated points in the airport, after notifying one's presence	Waiting time (in minutes) in 90% of cases	8'58"	10'00"
	3	For arriving PRM with pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	2'40"	5'30'
	4	For arriving PRM without pre-notification: Waiting time on board for disembarkation of PRM after disembarkation of last passenger	Waiting time (in minutes) in 90% of cases	1'29"	10'00"
Personal safety	5	Perception of the state and operating conditions of airport vehicles/equipment	% of satisfied PRM	100,0	97,0
	6	Perception of the adequacy of staff training	% of satisfied PRM	100,0	98,0
Information in the airport	7	Accessibility: amount of essential information accessible for sight, hearing and motor impaired persons over total amount of essential information	% of essential information accessible over total amount of essential information	96,5	96,0
	8	Completeness: amount of information and instructions on the services offered, available in an accessible format over total amount	% of essential information accessible over total amount of essential information	100,0	96,0
	9	Perception of the effectiveness and accessibility of information, communications and internal airport signage	% of satisfied PRM	100,0	96,0

2. SECTION II – SERVICE CHARTER QUALITY INDICATORS

QUALITY FACTOR	INDIC. N.	INDICATOR	MEAS. UNIT	2024 RESULT	2025 OBJECTIVE
Communication with passengers	10	Number of answers given within pre-established times over total number of requests of information received	% answers given within preset time over total number of requests	100,0	97,0
	11	Number of complaints received over total PRM traffic	% of complaints received over total PRM traffic	0,01	0,02
Comfort during stay in airport	12	Perception of effectiveness of PRM assistance	% of satisfied PRM	100,0	96,5
	13	Perception of the level of accessibility and usability of the airport infrastructure: parking, interphones, dedicated lounges, sanitary services, etc.	% of satisfied PRM	100,0	96,0
	14	Perception of spaces dedicated to PRM halls (e.g. dedicated lounge)	% of satisfied PRM	100,0	96,0
Relational and behavioural aspects	15	Perception of staff courtesy (infopoint, security, personnel dedicated to special assistance)	% of satisfied PRM	100,0	98,0
	16	Perception of professionalism of the personnel dedicated to the delivery of special assistance services for PRM	% of satisfied PRM	100,0	98,0



3

COMMUNICATION: SUGGESTIONS AND COMPLAINTS

Pisa Airport has implemented a collection and response system for claims and suggestions received by the passengers and, more generally, by all the airport users in compliance with the Quality Integrated Management System of Toscana Aeroporti. All the communications are examined with the utmost attention by the top management of the company.

Toscana Aeroporti has implemented the following contact methods for the Pisa Airport:

- the form for suggestions and complaints, available in the Guide to the Services of this Service Charter, to be sent by mail to Toscana Aeroporti S.p.A., Piazzale d'Asciano 1 - 56121 Pisa, or by email to: qualita@toscana-aeroporti.com;
- online form to be filled in on the website of the Pisa Airport in the section "Company - Contacts", for every other type of communication;
- online form to be filled in on the website of the Pisa Airport in the section "Company - Quality - Comments and indications".

Toscana Aeroporti will reply to clients who have left their contact details within 30 working days of their initial communication.

With the aim of increasing the speed and effectiveness of verifying facts and

providing responses, passengers are encouraged to provide a detailed account of events and copies of all documents related to the communication useful for objective confirmation of the contents of the claim (e.g. copy of airline tickets, receipts, etc.).

Each complaint is analysed individually by the designated offices of Toscana Aeroporti; if the technical investigation reveals the responsibility of the Operator the same will evaluate, on a case-by-case basis, the individual cases giving entitlement to compensation, the different methods and amount of reimbursement, involving its own insurance company, where applicable, and if necessary, also the Airline company.

With the aim of executing timely service quality control, Toscana Aeroporti, will periodically provide summary reports of complaints received, listed by type and expanded to provide the most significant details.

Passenger complaints relating to the violation of the Reg. (CE) 261/2004 should be forwarded directly to the Airline with which they have stipulated the transport contract.

ADR (Alternative Dispute Resolution) - Passengers suffering disservices for violation of Reg. (CE) n. 261/2004 for denied boarding, flight cancellation or long delay, and of Reg. (CE) n. 1107/2006 related to protection of Passengers with Reduced Mobility, may submit requests for dispute settlement through the ConciliaWeb platform on the "Dispute Settlement Service" section of the ART website, without

prejudice to the possibility to send a claim to Enac, solely for sanctions purposes.

Complaints about services provided by third parties will be forwarded by Toscana Aeroporti to the appropriate recipients. Toscana Aeroporti will monitor this process in order to guarantee a response for the passenger making the complaint.

In the case of criminal offences (e.g. theft or personal injury) the Airport Police should be contacted.

To protect users, it is also recalled that the Ombudsman's desk is available as well as the Conciliation desk, an out-of-court tool for amicably settling disputes

between companies and consumers. The advantages of the service are the simple and informal procedure, reduced time for dispute resolution, and lower costs to be incurred.

MEDIATION AND CONCILIATION OFFICE/ CHAMBER OF COMMERCE OF PISA

Phone: +39 050 512.258

Email: conciliazione@pi.camcom.it

OMBUDSMAN

Toll free number: 800018488

Email:

difensorecivico@consiglio.regione.toscana.it



GETTING TO THE AIRPORT

Pisa International Airport brings Tuscany closer to your world: the airport, located on the coast just 1 km from Pisa, is accessible from the A11 and A12 motorways, from the Firenze-Pisa-Livorno motorway, via the normal city roads and through the railway network.

It has ample parking facilities and offers a wide range of transport services.

BY CAR

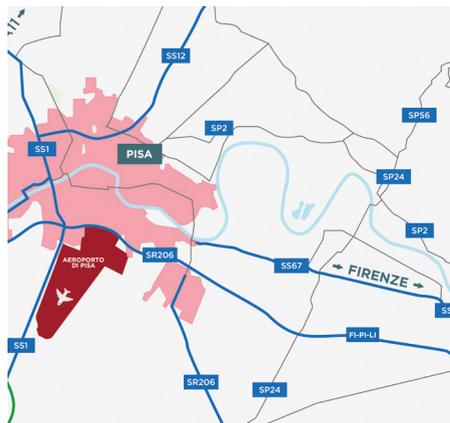
The airport is well connected to the Tuscany motorway network. It has direct access to the Firenze-Pisa-Livorno highway (via the Pisa Centro-Aeroporto exit), the A12 Genova – Rosignano motorway (Pisa Centro exit), the A11 Firenze-Pisa Nord motorway (via the Pisa Nord/A12 interchange) and the SS1 Aurelia trunk road. Traffic normally flows well on all these road networks.

BY TRAIN (PISAMOVER)

Pisa Airport is connected directly to the Pisa Centrale Station by the Pisamover. Shuttle, which runs periodically. For information on timetables and frequency www.pisa-mover.com/.

For information on train connections and to purchase tickets: www.trenitalia.com.

It is also possible to purchase train tickets (combined with the Pisamover) from the Pisa Airport Customer Service, which also provides a ticketing service, located in the



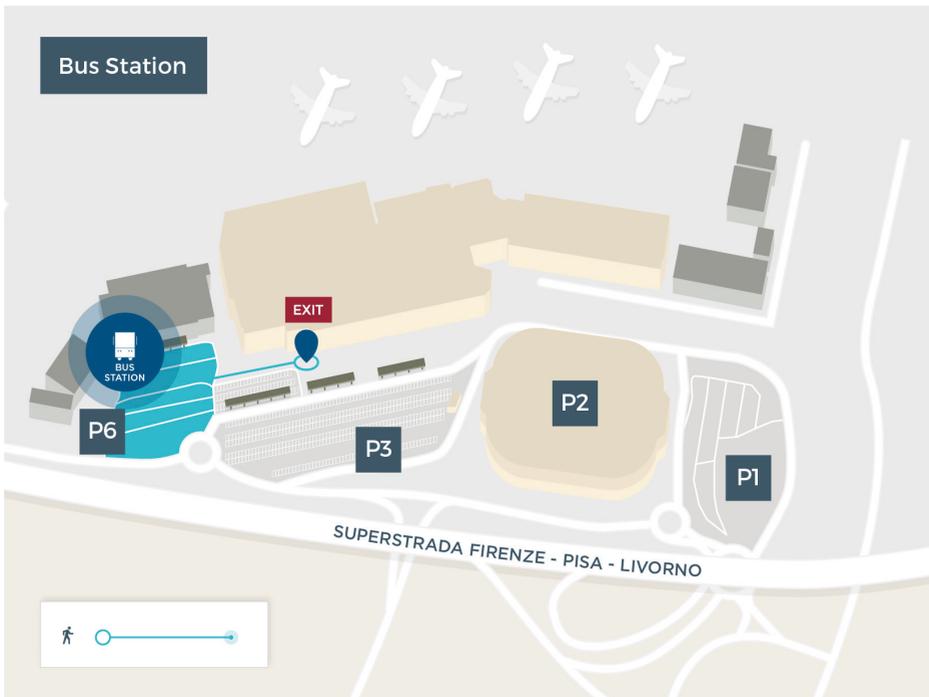
Arrivals Hall of Pisa Airport (Info and opening hours: +39 050 849 300). Tickets for a single Pisamover ride can be purchased at the ticket machines before boarding.

BY BUS TO/FROM OTHER TUSCAN CITIES

The bus area (P6) is located in the square outside the passenger terminal. Further information on connections to/from Pisa Airport: www.pisa-airport.com/it/i-passeggeri/transport/bus

TAXIS

The taxi service is managed by CO. TA. Pl. - Cooperativa Pisana Tassisti. Taxis are available in front of the terminal exit on the arrivals side. The Radio Taxi service operates every day, 24 hours/day, on +39 050 541600. For further information and booking: www.cotapi.it



CHAUFFEUR SERVICES

Several private chauffeur companies are available at the airport.
To book a chauffeured car please visit the following link:



TUSCANY TRAVELLING SRL

Opening hours: 9.00 AM / 8.00 PM

Phone / Fax: +39 371 5762990 / +39 050 21544

Email: booking@tuscanytavelling.com



LIBERTY LIMOUSINE

Opening hours: 9.00 AM / 8.00 PM

Phone: +39 050 28368 / +39 366 5827046

Email: info@libertylimousine.it



SUSTAINABLE MOBILITY

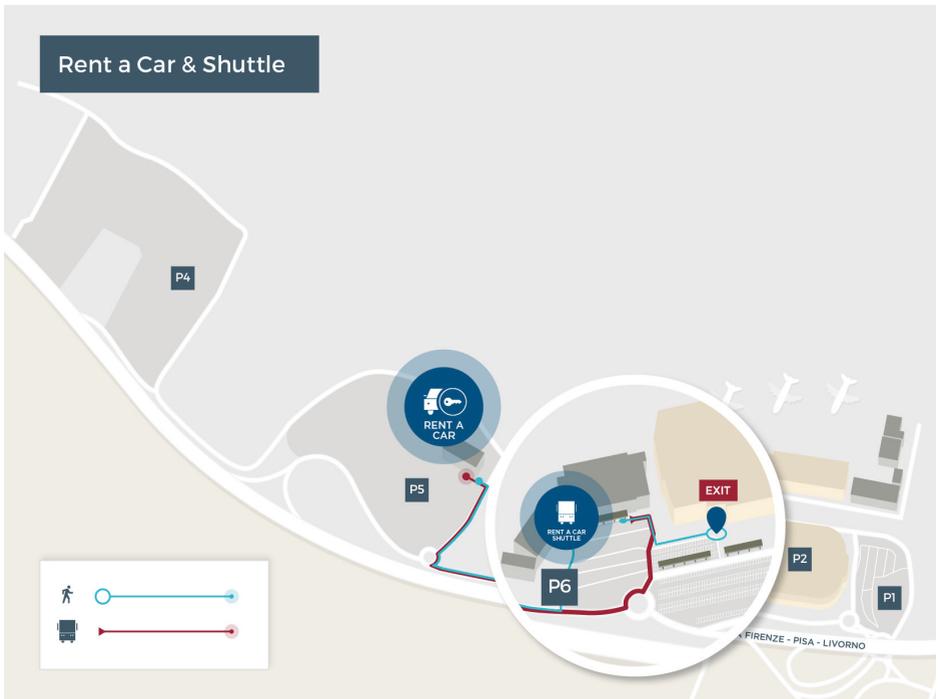
The CicloPi Pisa bike sharing station is located near the P3, in front of the passenger terminal.

For info and rates: www.ciclopi.eu

CAR RENTALS

The Rent-a-Car Terminal is easily accessible on foot (approx. 5 minutes) via a signposted pedestrian pathway. Shuttle Bus service between the Passenger Terminal and

the Rent a Car Terminal is also available. For up-to-date information on the opening hours of the Rent-a-Car offices, please contact the car rental companies directly.



Following is a list of the car rental companies:



AUTO ONE

Phone: (+39) 050 8075730



AUTOVIA

Phone: (+39) 050 20122
Phone: (+39) 333 6401818



AVIS

Phone: (+39) 050 42028
Fax: (+39) 050 46343
Booking: 199 100133



BUDGET

Phone: (+39) 050 42028
Fax: (+39) 050 46343
Booking: 199100133



DRIVALIA

Phone: (+39) 05028101
Fax: (+39) 050 501281
Booking: 800900666



EASY CAR HIRE

Phone: (+39) 050 8056312
Phone: (+39) 3513688220



EUROPCAR

Phone: (+39) 050 41081
Booking: (+39) 199307030



GOLDCAR

Phone: (+39) 050 2200061
Fax: (+39) 0502200061



HERTZ

Phone: (+39) 050 43220
Fax: (+39) 050 49156
Booking: 199112211



ITALY CAR RENT

Phone: (+39) 0507219249

Phone: (+39) 3450662124



LIBERTY RENTALS

Phone: (+39) 05048088

Fax: 050 49500



LOCAUTO / ENTERPRISE

Phone: (+39) 050 24347



MAGGIORE

Phone: (+39) 050 42574



NOLEGGIARE

Phone: (+39) 3935904751

Booking: 800947447



OK MOBILITY

Phone: (+39) +34 971126880

Booking: 199677952



SICILY BY CAR

Phone: (+39) 050 503654

Fax: 050 506883

Booking: 80033440



SIXT

Phone: (+39) 050 8059405

Booking: 091203374



SRC RENT A CAR

Phone: (+39) 050 8059405

Booking: 091203374

AIRPORT PARKING

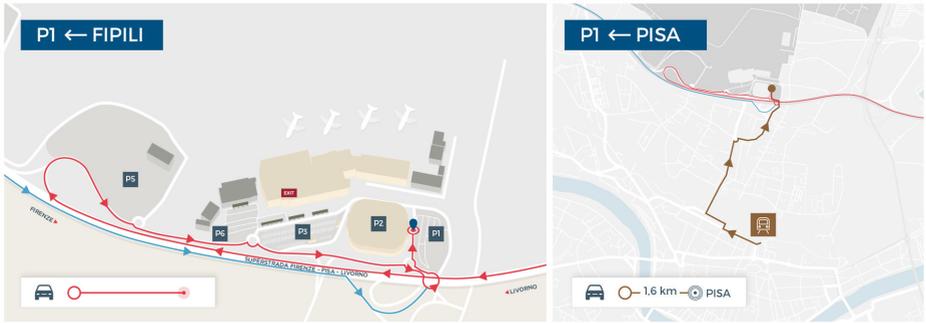
The Pisa Airport car parks are open 24 hours a day, every day, and comprise five capacious areas: a short-stay car park (P3- 220 parking spaces, 13 of which are exclusively dedicated to passengers with disabilities or reduced mobility - PRM), a multi-storey car park (P2- 1078 total parking spaces on the three floors, with 12 spaces on the ground floor dedicated exclusively to passengers with disabilities and reduced mobility - PRM), two outdoor long-term car parks (P1- 160 parking spaces and P4- 1117 parking spaces), and a tourist coach parking area on the east side of the outer parking area (P6). Collect your entry ticket as you enter the parking facilities (P1, P2, P3 or P4). Keep it with you: you will need it to pay for your parking and to exit the car park. You may pay at the automatic payment kiosks or at the parking cashier's desk before picking up your car. Users are recommended to read the Parking Regulations, and to consult the relevant FAQ section in advance about this service published on the airport website at this link: <https://www.pisa-airport.com/en/the-passengers/parking.html>

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2



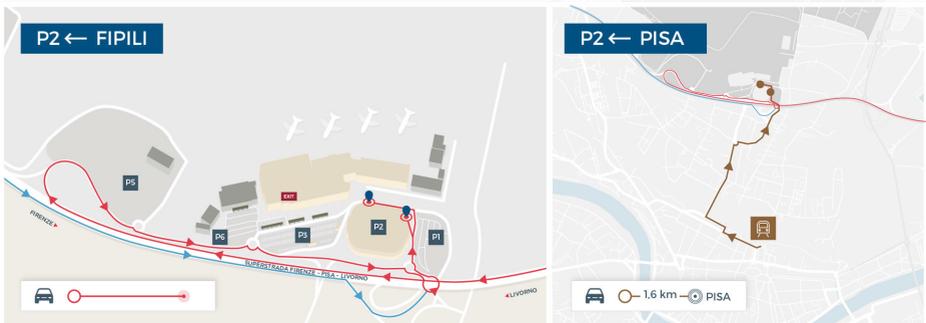
P1 - PARKING WEST

The outdoor P1 OVEST car park is located 200 metres ca. from the Passenger Terminal.



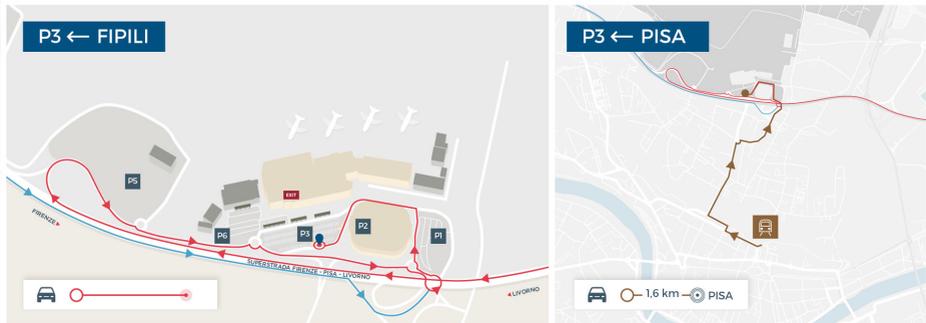
P2 - MULTI STOREY

If you need to leave your car at the airport for several hours or days, we suggest you use the long-term multi-storey car park located immediately in front of the terminal, a few steps from the Departures Area. If you are a Telepass customer you may use the reserved entry lanes, leave your car as long as you want, and exit without having to stop to pay: your parking fee will be charged directly to your Telepass account at no additional cost. We also remind that the top floor of the P2 car park is uncovered.



P3 - SHORT STAY

If you plan to stay a only few hours at the airport, we suggest you leave your car in the short-term parking area directly in front of the Departures Area, a few metres from the check-in counters, the Airport Ticket Office and the Galilei Shopping Gallery. This parking area also offers Telepass customers a reserved lane for quick and easy access and exit.



P4 - LONG STAY EAST

P4 is the Pisa Airport's Low-Cost parking area. It is located 900 metres from the terminal and is served by a free-of-charge shuttle bus from 4:30 AM until the time of arrival/departure of the last flight of the day.



The fees currently in force can be found on the website at:
www.pisa-airport.com/en/the-passengers/parking.html

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IN AIRPORT INFORMATION

TOSCANA AEROPORTI CUSTOMER SERVICE

Information about arriving/departing flights and the airport services is available at the information desk located on the arrivals side of the terminal.

Phone: +39 050 849 300.

Website: www.pisa-airport.com

WEBSITE

www.toscana-aeroporti.com

"TOSCANA AEROPORTI" APP (DOWNLOADABLE FROM PLAY STORE AND APPLE STORE)

"Toscana Aeroporti" App is available on Android and iOS devices. The App provides information about Pisa and Florence Airports. Thanks to the App it is possible to:

- Monitor departing/arriving flights from and to both airports;
- Obtain information about transport to and from the airports;
- Discover all the services, shops and bars and restaurants in the airports;
- Receive news about the airports and the flights.



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AIRPORT SERVICES

AIR TRAVEL TICKET OFFICE

At Pisa Airport, there are two air travel ticket offices open to the public.

For information and contacts:

www.edograf.eu/contact-us

Email: psa@edograf.com

For Ryanair ticket office: www.ryanair.com

For additional needs, please contact the Pisa Airport's Customer Service.

WI-FI

Wi-fi is available for 12 hours throughout the passenger terminal. To access the internet or download emails while waiting for your flight enable the wireless network of your Wi-Fi device and connect the Airport-Free-Wi-fi.

nect the Airport-Free-Wi-fi.

LOST LUGGAGE GROUND FLOOR, ARRIVALS HALL.

Baggage claim is managed by the airline company you travelled with. In case of lost baggage please go to the Lost & Found office located in the baggage reclaiming area to start up the search procedure. You will be contacted by the airline for the baggage tracking and delivery to the desired address. If the airline you travelled with uses the World Tracer baggage tracking system, you can track the status of your case in real time. For more information on lost baggage, please contact the airline company directly. If the items have been lost on board the aircraft, it will be necessary to directly contact the airline

concerned. Further information:
www.pisa-airport.com

LUGGAGE TROLLEY SERVICE

Luggage trolley rental stations can be found at the airport.

LUGGAGE STORE SERVICE

A Luggage Storage service is available at the Pisa Airport Customer Service.

Opening hours: 08:00 am - 08:00 pm

For the cost, please refer to the Pisa airport's official website: www.pisa-airport.com/en/the-passengers/in-the-airport/luggage-storage.html

For up-to-date information:
 +39 050 849300.

BAGGAGE WRAPPING SERVICE

The service is not available at the time of writing.

BIKE AREA

In 2024, the 'Bike Area' was created, which is available not only to travellers for the assembly, disassembly and maintenance of bicycles (self-service mode), but also to employees of the TA Group and third-party service providers for the parking and maintenance of bicycles as well as e-bike recharging.

The area includes:

- Modular aluminium racks;
- 230 volt e-bike recharging station, equipped with night lighting;
- Aluminium bike maintenance posts for inflating and recharging;

- Wall-mounted aluminium bike repair stands;
- Painted paving with signage and route identification.

LOST PROPERTY

The Pisa Airport Lost Property Office handles the items and baggage lost at the airport. For information, please refer to the following link: www.pisa-airport.com/en/the-passengers/in-the-airport/lost-property.html.

Located on the first floor of the Passenger Terminal, the office is open to the public with the following hours:

Monday - Friday from 10 am to 4 pm.

E-mail:

Ufficio.Permessi.PSA@toscana-aeroporti.com

If you have lost or left any items on board aircraft, you should contact your airline directly.

PRIORITY LANE – ACCESS TO THE SECURITY CHECKPOINT

The Priority Lane is reserved for passengers of affiliated airline companies or access can be purchased at the Toscana Aeroporti ticket office.

The service is free for children under the age of 2 accompanied by an adult in possession of Priority Lane access.

For further information visit the website: www.pisa-airport.com.

COURTESY LOUNGE

A special Lounge for passengers with disabilities or with reduced mobility and/or other special needs (such as nursing mothers who require a reserved area for

breastfeeding in a quiet atmosphere) is available at Pisa Airport. The dedicated room is located in the common Check-in area.

Passengers who need to access this room are accompanied there by dedicated personnel. The service can be requested from the assistance personnel or the airport staff. For prior information, please contact Pisa Airport Customer Service: **+39 050 849 300**.

SALA AMICA (DEDICATED AREA)

In the Departure Hall, in the immediate vicinity the boarding gates, there is a dedicated area where PRM (Persons with disabilities or reduced mobility) passengers can wait for the departure of their flight. The area is equipped with information monitors and is constantly manned by qualified personnel who carry out reception and coordination of the service assistance dedicated to Passengers with Disabilities or Reduced Mobility for all airport operations. Nearby of the Sala Amica are available accessible toilets and commercial services.

VIP SERVICE

Galilei VIP Lounge

At the Pisa Airport, the VIP Lounge is available for participating airlines or – for a fee

– at the request of the user.

For information: www.pisa-airport.com

BUSINESS CENTER

For queries and information on the available spaces please contact:

CommNonAviation@toscana-aeroporti.com

VIP ASSISTANCE

The airport offers the VIP CLUB service, consisting of the assistance of a team of hostesses and porters, which also includes VIP lounge entry and a dedicated car at the aircraft.

For information, please contact:

vip.psa@toscana-aeroporti.com

CARGO VILLAGE

Cargo Village Pisa International Airport

Pisa Airport Cargo Village

Via Asmara, 3b/c - 56121 Pisa (IT)

FREIGHT AGENCY - TOSCANA AEROPORTI S.P.A.

Pisa Airport

Contacts:

Aeroporto di Pisa

Piazzale d'Ascanio, 1 – 56121 Pisa

Phone: **+39 050 849 350**

Fax: **+39 050 46075**

Email:

agenzia.merci@toscana-aeroporti.com



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OTHER SERVICES

FOOD & BEVERAGE

For information on the Food & Retail points users are invited to visit Pisa Airport website: www.pisa-airport.com

SHOPPING GALLERY

The commercial gallery of the Pisa Airport has numerous shops and outlets. For information about the airport shops, visit the Pisa Airport website.

AIRPORT FIRST AID

Open every day, including Sundays and public holidays, the airport medical service is located on the ground floor of the terminal and is available during all airport opening hours.

TOBACCO AND NEWSPAPERS

There are tobacco and newspaper sales outlets both in the common areas preceding the security checkpoints and in the Departure Area.

CASH MACHINES

1 cashpoint and 5 ATM

CURRENCY EXCHANGE AND TAX REFUND



Operated by ForexChange, passengers can buy and sell currency, purchase tra-

vellers' cheques, receive cash advances on credit and debit cards, send money, request VAT, top up and purchase phone cards.

ForexChange has two counters in the terminal before Security Control Area.

Info and currency booking:

www.forexchange.it

BABY CHANGING AND NURSERY

The airport has baby changing areas located in or next to all the toilet areas.

SNACK AND DRINK VENDING MACHINES

There are numerous drink and snack dispensers throughout the airport (check-in, arrivals, departure gates, parking and car hire shuttle bus stop).

PHONE AND LAPTOP RECHARGING POINT

Recharging stations for mobile phones/laptops are available for users in different areas inside the Terminal.

CHAPEL

A Catholic chapel, on the first floor of the terminal, is available to customers.

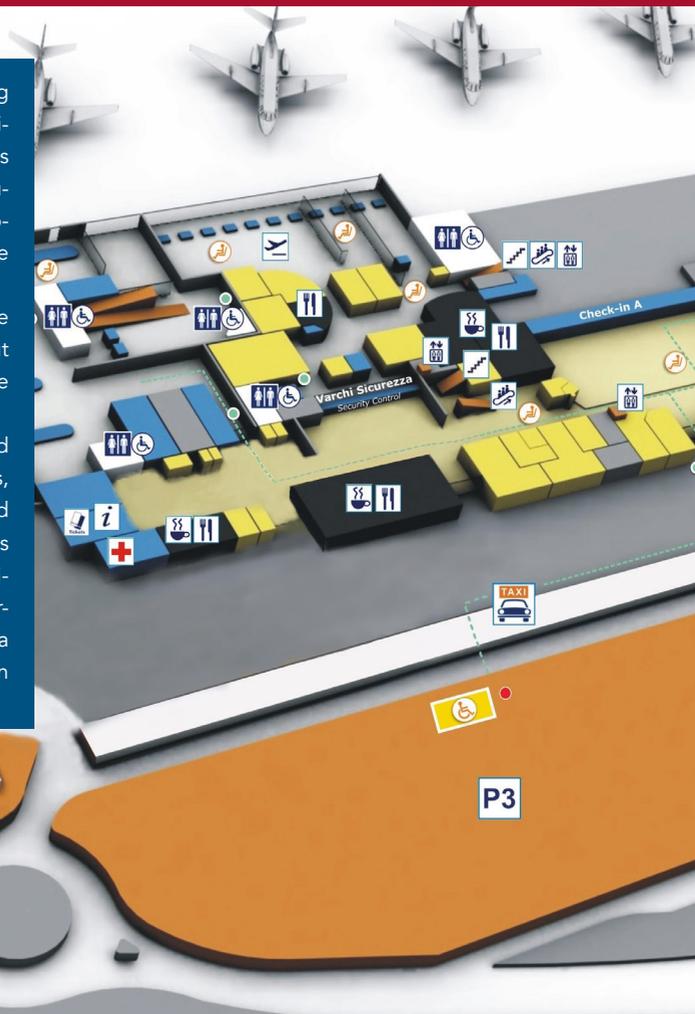
The following are also available at Pisa Airport:

- **PHARMACY;**
- **DANCE SCHOOL AND FITNESS CENTRE.**

NOTE: At the time of drafting this document, the area outside the Passenger Terminal is subjected to temporary structural changes in view of the upcoming expansion work on the Pisa Passenger Terminal.

For this reason, there may be changes to the external layout and temporary changes to the circulation and footpaths.

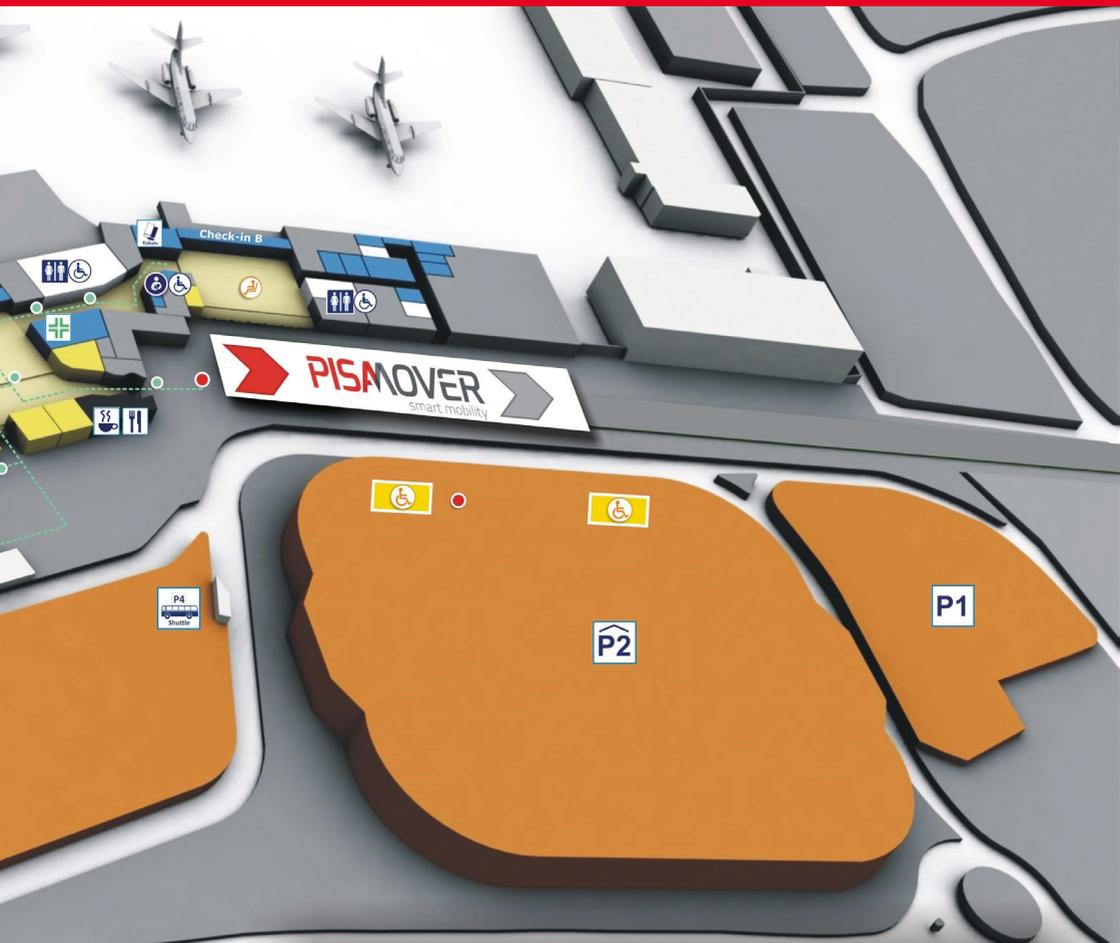
For the purposes of correct and complete information to users, the signage will be redefined based on the different phases of the works. For special requirements and/or further information please contact the Pisa Airport Customer Service in advance on +39 050 849 300.



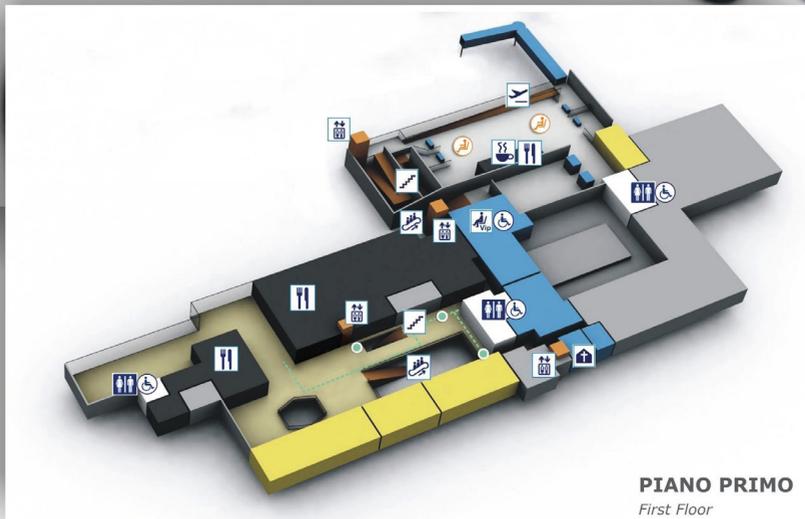
PLANIMETRIA GENERALE_PIANO TERRA

External Layout_Ground Floor

 Partenze Departures	 Ascensore Lift	 Cappella Chapel	 Noleggio con conducente Rent a Car with Driver	 Servizi Disabili PRM services
 Arrivi Arrivals	 Pronto Soccorso First Aid	 Toilette Toilette	 Taxi Taxi	 Sedute Dedicate Priority Seats
 Ufficio Informazioni Information Office	 Bar/Caffetteria Bar/Café	 Autobus Città City Bus	 Sosta Breve Short-Stay Car Park	 Sala Dedicata Family Room and Rest Area
 Biglietteria Ticket Office	 Ristorazione Restaurant	 Stazione Autobus Bus Station	 Multiplano Multistorey Car Park	 Punto di Chiamata PRM PRM Call Point
 Scale Stairs	 Farmacia Chemist's	 Shuttle Rent a Car Shuttle Bus Rent a Car	 Sosta Lunga Long Stay Car Park	 Mappa Tattile Tactile Map
 Scala Mobile Escalator	 Sala VIP VIP Lounge	 Shuttle P4 Shuttle Bus P4	 Autobus Gran Turismo Tourist Coaches	 Percorso Tattile Tactile System



-  Parcheggio Disabili
PRM Car Park
-  Parcheggi
Car Park
-  Servizi al passeggero
Airport Services
-  Toilette
Toilette
-  Ristorazione
Food Services
-  Shopping
Shopping



PIANO PRIMO
First Floor



6

TRAVEL ADVICE

WHEN TO ARRIVE AT THE AIRPORT

We recommend arriving at the check-in well in advance (usually at least 2 hours before the scheduled departure time) of the opening of the boarding gate, as per the instructions of the relative airline.

AIR TICKETS AND ID DOCUMENTS

Make sure that you have correct, valid travel documents in accordance with the requirements of your destination: ID card, passport and any necessary visas. Check that the details on your ticket are correct (name, surname, destination, flight time and number). If there are any errors or if the flight destination has changed, let your travel agent or airline know in advance.

TRAVEL DOCUMENTS

All passengers must be in possession of a valid and current travel document: passport or identity card depending on the country of destination. It is the responsibility of each passenger:

- To find out what kind of documents are required and their validity depending on the country of destination and necessary for departing from Italy;
- Ensure that their ID document is valid and not damaged/defaced;
- Ensure that they can display this document when they travel.

AUTOMATED BORDER CONTROL

Those in possession of a new generation electronic (biometric) passport can use the

E-Gates located in the Passport Control area.

TRAVELLING WITH CHILDREN UNDER 18

A passenger under 18 years of age may only travel in Europe and abroad if in possession of an individual travel document. To travel abroad, all minors with Italian citizenship must be in possession of a personal document valid for travel abroad, i.e., a passport or for EU countries, also an identity card valid for travel abroad.

It is advisable to check with your airline whether it is necessary for minors (and if so, from what age) to be accompanied on the flight by an adult.

UNACCOMPANIED MINORS

Air travel of unaccompanied minors is subject to restrictions and regulations established by the individual airline companies. Please visit the official website of the relative company to obtain all information.

UNACCOMPANIED MINORS UNDER 14

Since 4 June 2014, there are new procedures for minors under 14 travelling unaccompanied. In these cases, a parent or guardian responsible for the minor must sign a consent form that will remain in the records of the Police headquarters. The new procedure requires either a signed hard copy of the form, or the details of any relevant accompanying person on the minor's passport. For further information see the Italian State Police website. Before booking, parents/guardians should check whether the airline in question accept unaccompa-

nied minors under 14.

In any case, before purchasing a ticket from the airline for an unaccompanied minor, it is necessary to check that the airline allows minors to minor travel unaccompanied.

HAND LUGGAGE AND SECURITY MEASURES FOR PASSENGERS

Each passenger may bring only one piece of hand baggage on board, the maximum permitted weight of which varies according to the individual airlines. It is forbidden to carry prohibited items in hand baggage as per the regulations in Appendix 4-C of EU Ruling 185/2010 and the National Security Plan. It is prohibited to separate yourself from your hand baggage or to accept to carry items or packages in hand baggage or hold baggage for other people.

For further information we recommend that you contact the airline or ENAC toll-free number **800 898 121** or visit the institutional website: www.enac.gov.it.

CHECKED-IN BAGGAGE

Checked-in baggage is understood as pieces of luggage which the passenger presents at check-in to be placed in the aircraft hold. The permitted size of checked-in baggage (as per hand baggage) depends on each individual airline's regulations. If hold luggage exceeds these maximum dimensions, there may be a surcharge. We suggest contacting the airline directly for more information. For safety reasons, no single piece of baggage must exceed 32 kg.

TRANSPORTING ANIMALS

Pets taken into the airport must be kept on a lead and dogs should have a muzzle.

Alternatively, they should be kept inside a suitable carrier.

TRAVELLING WITH PETS

Passengers should note that every airline has different regulations about transporting animals. For more detailed information visit the official website of the relative airline. Passengers may transport animals in the cabin or the aircraft hold, in accordance with the regulations and restrictions of the relative airline and the airport of arrival.

The number of animals allowed on each aircraft is limited, and check-in staff should check the necessary travel documents, confirm bookings for all sections of the journey to the final destination, and deal with payments due for the service.

These restrictions are not applicable to guide dogs, hearing dogs or emotional support animals (ESAs). Don't forget to bring the animal's health documents, vaccine records, and any certificates required by the destination country. It is obligatory for passengers in charge of pets to bring everything they need to clean up/remove any animal excrement.

TRANSPORTATION OF WEAPONS AND AMMUNITION

For the transportation of weapons and ammunition, it is recommended that you contact your airline prior to departure to inquire about the procedures in force.

PASSENGER HEALTH, CUSTOMS AND SAFETY PROCEDURES

For details of the main regulations and procedures in force, passengers should refer to the relevant government websites

(Customs and Monopolies Agencies, State Police and Ministry of Health).

We recommend visiting the website viaggiasesicuri.it for the advice and precautions regarding disease prevention in each travel destination.

For information about customs visit the website: adm.gov.it to read the Traveller's Customs Charter.

For travel health advice, see the USMAF section of the Ministry of Health website www.salute.gov.it. For information about transporting plants or animals, check the CITES section in the Citizen services of the Carabinieri (military police) website: carabinieri.it.

For information about documents required for travelling, visit the "La Polizia di Frontiera" (Border Police) section on the website: poliziadistato.it.

USEFUL CONTACT NUMBERS

ENAC - Pisa Airport Department
[+39 050 849297](tel:+39050849297)

BORDER POLICE
[+39 050 931 711](tel:+39050931711)

FINANCE POLICE
[+39 050 49574](tel:+3905049574)

AVIATION HEALTH OFFICE
[+39 06 59944781](tel:+390659944781)

CUSTOMS
[+39 055 7366707](tel:+390557366707)

AIRPORT FIRST AID
EMERGENCY MEDICAL SERVICE
[+39 050 849 647/533](tel:+39050849647533)

FIRE BRIGADE
[+39 050 502034](tel:+39050502034)

CHECK-IN

WHERE

There are two check-in counter areas at the airport, Check-in Area A and Check-in Area B, both on the Ground Floor of the Passenger Terminal.

WHEN

Check-in opening time varies for each company and is usually indicated on the travel ticket. As a rule, check-in is open two to two and a half hours before the scheduled time of departure. We suggest, however, if you do not have a boarding pass, to report to the check-in counters two hours before the departure of the flight to complete all the necessary operations for departure.

WEB CHECK-IN

For most airlines you can complete check-in through their website. We suggest you consult your airline's website for more information.

SELF BAG DROP

For airlines that might require the service, the airport is equipped with electronic devices for Self Bag Drop service, a system that allows the passenger already in possession of a boarding pass to label and board checked luggage in complete autonomy.

The kiosks are located at the Pisa Airport check-in area B, in correspondence with the Area dedicated to other check-in desks.

AIRLINES

Below is the list of airlines that are planning to operate at Pisa Airport in 2025.

AEGEAN

INFO/BOOKING

Phone: (+39) 06 97 150 532

**AER LINGUS**

INFO/BOOKING

Phone: 0333 004 5000 (UK)

Phone: (01) 761 7834 (Irlanda)

**AIR ARABIA MAROC**

INFO/BOOKING

Phone: (+39) 895 895 3311

(Servizio a tariffazione specifica)

**AIR BALTIC**

INFO/BOOKING

Phone: 0037167006006

(Servizio a tariffazione specifica)

**AIR DOLOMITI**

INFO/BOOKING

Phone: 045 28 86 140

**BRITISH AIRWAYS**

INFO/BOOKING

Phone: (+39) 02 69633602

(Special rate number)



EASYJET

INFO/BOOKING

Phone: 199 201840

(Special rate number)

easyJet

EUROWINGS

INFO/BOOKING

Phone: +49221 - 59988230

(Special rate number)

Eurowings 

FLYDUBAI

INFO/BOOKING

Phone: (+971) 600 54 44 45

(Special rate number)

flydubai

JET2.COM

INFO/BOOKING

Phone: 199 404 023

(Special rate number)

Jet2.com

NORWEGIAN

AIR SHUTTLE

INFO/BOOKING

Phone: (+39) 06 94 80 27 56

(Special rate number)

norwegian 

RYANAIR

INFO/BOOKING

Phone: 8955 8955 09

(Special rate number)

 **RYANAIR**

SCANDINAVIAN AIRLINES

INFO/BOOKING

Phone: (+39) 06 99 74 80 15

(Special rate number)**TRANSAVIA**

INFO/BOOKING

Phone: 899 00 99 01

(Special rate number)**VOLOTEA**

INFO/BOOKING

Phone: 895 895 4404

(Special rate number)**WIZZ AIR**

INFO/BOOKING

Phone: 895 895 4416

(Special rate number)



FORMS FOR SUGGESTIONS AND COMPLAINTS

Dear Customer,
Thank you for contacting us. Your Feedback back helps us to identify aspects our service and to take steps to improve it more. Please fill in every part of the form below.

Which airport are you contacting us about?

- AEROPORTO DI FIRENZE
- AEROPORTO DI PISA

Is this a:

- COMPLAINT
- SUGGESTION

Concerning:

- Check-in/boarding services
- Level of airport comfort
- Security
- Cleanliness and hygiene
- Lost & Found
- Airport operations
- Bar/Restaurant services
- Safety of persons and belongings
- Shops
- Environmental/social issues
- Commercial services
- Transport to/from the airport
- Parking
- Reduced-Mobility Passengers
- Customer information
- VIP room
- Airline companies
- Car rental

Sent by:
NAME AND SURNAME

ADDRESS

TOWN/COUNTRY

TELEPHONE

EMAIL

Please describe the nature of your complaint/suggestion:

I agree with the terms and conditions of the data processing in accordance with art. 13 of the Code regarding the Protection of Personal Data Protection (EU Regulation 2016/679)

DATE AND SIGNATURE

Please return the filled in form back to us by:

Email:
qualita@toscana-aeroporti.com

POST:

Toscana Aeroporti S.p.A.
AEROPORTO DI FIRENZE – Aeroporto Amerigo Vespucci, Via del Termine 11, 50127, Florence
AEROPORTO DI PISA – Aeroporto Galileo Galilei, Piazzale D’Ascanio 1, 56121, Pisa

Switchboard

Phone: +30 050 849 111

Address

Aeroporto di Pisa
Piazzale d'Ascanio, 1, 56121 - Pisa

Website

www.pisa-airport.com