

GENOVA AIRPORT

SERVICE CHARTER

2025

Passenger Guide



GENOVA CITY AIRPORT



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Genoa Airport and Quality

Commitment to Quality 5>

The commitment of C. Colombo Airport to Quality

Dear User,

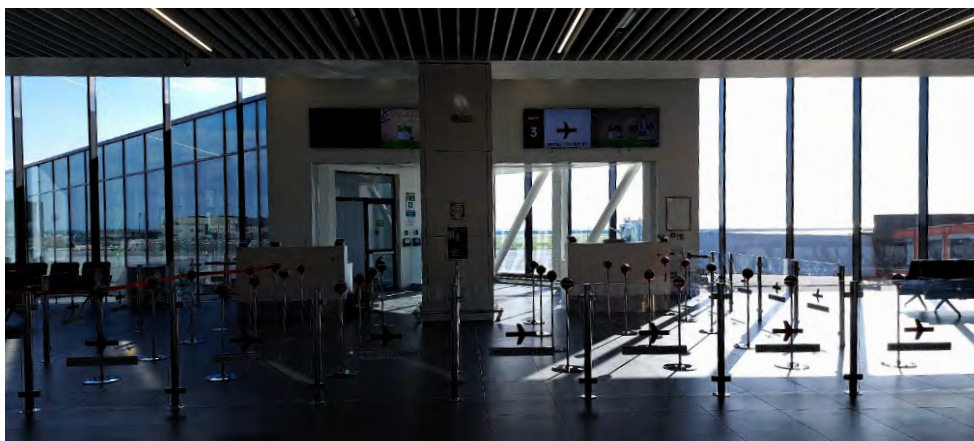
Aeroporto di Genova S.p.A. is committed to offering its passengers efficient services and a comfortable and functional infrastructure every day. Our Management Company has as its main objective the improvement of the services directly and indirectly offered to users, in this way ensuring high standards of security, quality, and respect for the environment.

The purpose of this publication is to define the commitments and the standards for the services offered and to improve the relationship with the airport's suppliers and users. The 2025 Service Charter demonstrates this commitment. The Service Guide attached to this Service Charter contains practical information on the airport and the location of the services available. The Guide will help you find your way when travelling.

We inform you that new airport areas will open to the public in 2025. At the same time, major modernisation work will begin on the existing terminal. We apologise in advance for any inconvenience caused by this work, which will allow us to soon offer a larger, more comfortable, more welcoming airport.

At the end of this brochure you will find a card that can be used to send us your suggestions or make a complaint. You can contact us also via email at ufficioreclami@airport.genova.it, writing a message through a dedicated form on our site www.aeroportodigenova.it, through our official Facebook page "Aeroporto di Genova" or on our Twitter account @genovaaeroporto

Aeroporto di Genova S.p.A.



About Aeroporto di Genova S.p.A.

It is the Management Company which has as its objective the administration and management of airport facilities as well as the coordination and control of the activities of the private operators present in the airport system of C. Colombo Airport, under constant supervision of the Ente Nazionale per l'Aviazione Civile (ENAC, Italian Civil Aviation Authority) as per comprehensive concession by Special law and ENAC convention no. 22 of 30/04/2009.

The Company, as Operator, obtained the IT.ADR.0024 Airport Certificate, issued on 18/12/2017, which certifies the compliance of the infrastructure, organization and operating procedures with EU Reg. 139/14. As part of the concession regime, it carries out the organization and management of all retail activities in the airport area, through sub-concession agreements. As a handler it obtained the Certificate of Eligibility no. 160, as provider of airport ground handling services.

In 2020, the project to expand the terminal and modernise the existing terminal was approved by ENAC. Work is nearing completion, and in early 2025 the new areas will be delivered with a substantial increase in passenger space and an expansion of the baggage handling system, as well as a significant improvement in service levels for passengers. Renovation work on the existing terminal will begin in the winter of 2025 to ensure the modernisation and architectural continuity of the facility.

The Airport is located about 9 km from the city centre and may rely on a catchment area of about 3.2 million inhabitants within 60 minutes of driving time, in a territorial context with a large number of important manufacturing industries, companies specialised in tourism, near the marina "Marina Aeroporto" and, more in general, in the centre of a municipal area subject to major redevelopment and transformation actions.



The Company's mission may be summarised into the following objectives:

- > Management and development of airport infrastructures.
- > Coordination and supervision of hub operations.
- > Provision of ground handling services.
- > Promotion and development of air connectivity and commercial services for travellers.
- > Provision of security and safety services.

The shareholder base of Aeroporto di Genova S.p.A. consists of Autorità di Sistema Portuale del Mar Ligure Occidentale/West Ligurian Sea Port Authority (60%) and the Genoa Chamber of Commerce (40%)

Key principles

Commitment to Quality 7>

Aeroporto di Genova S.p.A. provides its services in conformity with some key principles.

Equality and impartiality

The airport Operator guarantees full accessibility to airport infrastructures and services to all passengers, irrespective of their nationality, sex, religion, origin, or language. At the same time, it ensures the use of services also by passengers requiring specific forms of assistance (the disabled, elderly, children).

Continuity

Aeroporto di Genova S.p.A. guarantees the continuity of the services for which it is responsible. The Company undertakes to define the scope of the minimum services provided in the event of a strike or other acts of God and to give prompt notice through all media available to it.

Engagement

Aeroporto di Genova S.p.A. guarantees the engagement of users through consultation initiatives, carried out by independent and specialised organisations, in order to measure the level of customer satisfaction in accordance with objective criteria.

Improvement

Aeroporto di Genova S.p.A. defines its development policies, the design, production and offering of services with a view to continuous improvement in response to the needs of its users and the technological evolutions.



Accessible website:
www.aeroportodigenova.it



Area dedicated to disabled
users: VOLARE /
INFORMAZIONI UTILI /
ASSISTENZE SPECIALI



information brochures



Airport
Free Wi-fi zone



Our commitment to the environment and development

Respecting the environment is always a priority for Aeroporto di Genova S.p.A.. For this reason, in 2024, the Company continued to pursue the activities already identified in previous years and included in the Environmental Protection Plan agreed with ENAC.

Consuming less to reduce environmental impact

The main objective identified in previous years and pursued with a series of initiatives, partly completed and partly still ongoing, is to reduce airport energy consumption, with particular reference to power consumption, which accounts for over 80% of the total. Specifically, work continued in 2024 to replace existing lighting systems (indoor and outdoor) with LED equipment.

The following activities begun in 2024 (to continue in the next four years) also continued:

- Relamping of all fingers with installation of LED fixtures,
- Replacement of AHUs on the arrival floor and installation of a photovoltaic system to minimise energy demand from outside.

In the new areas, which will be opened in early 2025, LED lighting systems have been installed and state-of-the-art AHUs have been installed to manage the cold/hot air cycles.

Together, these measures will ensure further positive effects that will lead to a substantial decrease in expected energy consumption.



Our commitment to the environment

Commitment to Quality

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The challenge of separate collection

The separate collection of waste comparable to municipal solid waste continues thanks to the presence of appropriate signs, furnishings, and information and communication campaigns also shared with sub-contractors.

The other monitoring activities provided for in the relevant Plan annexed to the Environmental Compatibility Decree - which the airport's operations adhere to - also continued in 2024.

These control activities refer to surface discharges, gaseous emissions caused by workshops, noise caused by airport activities, birdlife, special and hazardous waste management.

A quieter and non-polluting airport

Following the final approval obtained in 2019 for the update of the airport acoustic zoning by the Airport Commission pursuant to Articles 5 and 6 of Italian Ministerial Decree 31/10/97 and the planned surveys on noise and air quality were carried out during 2024 as well.

Even during the past year, the data obtained confirmed the results that place Genoa Airport within the prescribed limits and a total absence of significant noise impact on residential areas.



Our commitment to the environment

An airport undergoing transformation

In 2024, important development and modernisation work continued at the airport, in accordance with the planning foreseen in previous years.

During 2024, work continued on the expansion and renovation of the passenger terminal. Works for the entire steel structure and floor slabs were completed. Subsequently, all systems, furniture and equipment were installed to ensure the operation of the new passenger terminal area. In addition, work for the tower for the new boarding gate and the structure of the new connection between the terminal and the tower itself was completed.

The new areas will be open by summer 2025 and consequently be operational and usable by passengers.

At the same time, work will begin on modernising the current terminal to a detailed phased programme in order to guarantee the structure's architectural continuity and consequently offer passengers higher and higher levels of service.

At the same time, the actual execution of the works could lead to a marginal degree of inconvenience to travellers, in terms of available spaces and limited services. As previously in the past for other minor interventions, Aeroporto di Genova SpA will strive to limit such inconveniences as much as possible and guarantee effective supervision of all activities, taking travellers' needs and regularity of operation into due consideration.



Service Charter



SERVICE CHARTER CONTENTS

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Quality indicators

The tables below contain the quality and quantity parameters required in the Service Charter of the Airport Operator, in accordance with the ENAC – GEN 06 methodology.

The Service Charter features 34 indicators that are grouped into 10 “quality factors”, together with 16 indicators dedicated to the passengers with reduced mobility. In general, satisfaction for Aeroporto di Genova services is positive with an overall ranking of “excellent” (equal to 100%).

With regard to quantity performances, check-in waiting time improved compared to the previous year, as did waiting times for the first and last baggage.

The tables show:

- The first column shows the indicators identifying the level of passenger satisfaction or the level of the service provided.

- The second column presents the measurement unit.
- The third column contains the result for 2024.
- The fourth section presents the target for 2025.

Survey sample: 851 interviews.

Customer satisfaction is measured through personal “face to face” sample interviews on a scale of 5 degrees of appreciation: excellent, good, average, poor, and unsatisfactory.

Objective data, check-in waiting time, security controls, passport control, waiting time on board for first passenger disembarkation, time for PRMs at departure and arrival are gathered from specific measurements by using company’s tablets and databases as required by the Quality System used by Aeroporto di Genova S.p.A.

Travel safety

The passenger’s perception of travel safety still ranks as fully satisfactory with a 100% performance.

Indicator	Measurement unit	2024 result	2025 target
Overall perception of the security control service of people and hand baggage	% satisfied passengers	100%	99,5%
Overall perception of personal and property security at the airport	% satisfied passengers	100%	99,5%

Service regularity and punctuality

Regularity and punctuality of airport services improved over the previous year even if overall flight operation continued to be affected by flight delays from the most congested hubs and weather conditions. Also the number of mislaid baggage items under airport responsibility decreased.

Return times of first and last baggage items continued to improve (even over 2023 thanks to the process correction and monitoring actions implemented by the Operator in cooperation with the service provider).

Indicator	Measurement unit	2024 result	2025 target
Overall flight punctuality	% of flights on time/ Total departing flights	57 %	70%
Total baggage mislaid at departure (baggage not boarded) for which the hub is responsible	No. items of baggage mislaid/1,000 departing passengers	0.03 ‰	0.5‰
Time for reclaim of the 1st item of luggage from the block-on of the aircraft	Waiting time in minutes calculated in 90% of cases	09'51"	11'00"
Time for return of the last item of baggage from the block-on of the aircraft	Waiting time in minutes calculated in 90% of cases	11'38"	13'00"
Waiting time on board for the disembarkation of the first passenger	Waiting time in minutes from B.O. in 90% of cases	2'21"	03'00"
Overall perception of the regularity and punctuality of services received in the airport	% satisfied passengers	100%	99%

Cleanliness and hygiene

The satisfaction for terminal and toilet cleanliness confirms positive results also for 2024.

Indicator	Measurement unit	2024 result	2025 target
Perception of the level of cleanliness and function of the toilets	% satisfied passengers	97%	99%
PercPerception of the level of cleanliness of air terminal	% satisfied passengers	100%	98%

Comfort of stay at airport

Passengers were fully satisfied with the overall comfort of the airport despite the construction sites within the terminal. The elimination of the staircase in the departure hall that gave access to the second floor and the replacement of the railings with glazed panels that brought the hall more space and light and a greater sense of lightness certainly had a positive effect.

Indicator	Measurement unit	2024 result	2025 target
Perception of availability of trolleys	% satisfied passengers	99%	99%
Perception of the efficiency of passenger transfer systems (escalators, lifts, people movers, etc.)	% satisfied passengers	98%	98%
Perception of the efficiency of air conditioning systems	% satisfied passengers	100%	98%
Perception of the overall level of comfort of air terminal	% satisfied passengers	95%	98%

Additional services

Satisfaction with air terminal Wi-Fi, a service in high demand and appreciated by passengers, recorded excellent performances in 2024. The mobile phone/laptop recharging service (a need increasingly felt by passengers), was much appreciated following the implementations made during the year.

With reference to the availability of shops and drink and snack vending machines, the data confirm the need to finalise the terminal expansion in order to meet users' needs for a greater offer and type of commercial products (thanks to the new 5,000 sq m area). Work is scheduled to be completed in spring 2025.

Indicator	Measurement unit	2024 result	2025 target
Perception of Wi-Fi connectivity inside the air terminal	% satisfied passengers	100%	100%
Perception of the availability of mobile phone/ laptop recharging stations, in common areas	% satisfied passengers	84%	100%
Compatibility of bar opening hours with airport opening hours	in the respective areas	99%	100%
Perception of the adequacy of smokers' rooms, where present	% satisfied passengers	N.A.	N.A.
Perception of the availability of free drinking water dispensers, if any	% satisfied passengers	N.A.	N.A.
Perception of the availability / quality / pricing of shops and newsagents	% satisfied passengers	93%	93%
Perception of the availability / quality / pricing of coffee bars and restaurants	% satisfied passengers	93%	93%
Perception of the availability of drink/snack vending machines, if any	% satisfied passengers	92%	97%

Information for customers

The overall perception of the effectiveness and of the accessibility of information systems for the public confirms excellent levels.

Indicator	Measurement unit	2024 result	2025 target
Easy to view and updated website	% satisfied passengers	94%	96%
Perception of the effectiveness of operational information points	% satisfied passengers	100%	99%
Perception of the clarity, ease of understanding and effectiveness of internal signs	% satisfied passengers	100%	99%
Perception of personnel professionalism (info points, security)	% satisfied passengers	100%	99%
Overall perception of the effectiveness and of the accessibility of information services for the public (monitors, announcements, internal signs, etc.)	% satisfied passengers	100%	99%

Counter/gate services

Satisfaction and waiting times at check-in recorded excellent results and waiting times at security checks also improved.

Indicator	Measurement unit	2024 result	2025 target
Perception of ticketing service	% satisfied passengers	99%	98%
Check-in waiting time	Waiting time in minutes in 90% of surveyed cases	10'37"	11'00"
Perception of check-in waiting time	% satisfied passengers	98%	98%
Security control waiting time	Waiting time in minutes in 90% of surveyed cases	05'47"	04'50"
Perception of waiting time at passport control	% satisfied passengers	98%	98%

Modal integration

C. Colombo The C. Colombo Airport lies about 9 km from the city centre and is served by both road connections and public transport. Satisfaction with the links between the airport and the city centre increased in 2024. The perception of external signs remained at good levels despite the presence of construction sites in the external areas which led to changes to the road network and external areas.

Indicator	Measurement unit	2024 result	202 target
Perception of the clarity, ease of understanding and effectiveness of external signs	% satisfied passengers	100%	99%
Perception of the adequacy of city/airport connections	% satisfied passengers	99%	97%

Passengers with reduced mobility

The support service for passengers with reduced mobility has confirmed excellent satisfaction levels in 2024 and the perception of the service offered continues to show extremely positive data regarding personnel kindness and professionalism. The training of PRM Assistance operators is updated on an ongoing basis in compliance with the requirements of Reg. (EC) 1107/2006.

Indicator	Measurement unit	2024 result	2025 target
Perception of the condition and function of the resources/equipment supplied	% satisfied PRMs	100%	98%
Perception of the adequacy of personnel training	% satisfied PRMs	100%	98%
Accessibility: quantity of essential information accessible to the visually, hearing and physically impaired with respect to the total quantity of essential information	% essential information accessible out of total quantity of essential information	100%	98%
Completeness: quantity of information and instruction, regarding the services offered, available in accessible format in the total quantity	% information/instruction, relative to the service in accessible format out of total quantity of information/instruction	100%	98%
Perception of effectiveness and accessibility of information, communications and signs inside the airport	% satisfied PRMs	100%	98%
Number of responses supplied within the time established with respect to the total number of requests for information received	% responses supplied within the time established out of total number of requests	N.A. (no request)	98%
Number of complaints received with respect to total traffic of PRMs	% complaints received out of total traffic of PRMs	0%	0,01%

Waiting time of departing passengers

A new video intercom column that allows passengers to request assistance has been installed outside the terminal near the entrance doors to the arrivals and departures levels. Similarly, PRMs who go straight to their dedicated stalls can phone for assistance directly as specifically indicated by the signs. The first contact takes place directly at the reception desks and accommodation in the lounge or in the dedicated areas is almost immediate.

The intervention times recorded at the columns are 08'35" for booked PRM and 06'41" for unbooked PRM, but interventions are few in number and therefore insignificant even if the levels may be deemed excellent. The recorded figure of unbooked PRM is lower than that of booked PRM as the number of interventions was extremely low (a total of 4 in the year).

Booked PRMs	2024 result	2025 target
Waiting time in minutes in 90% of cases	08'35"	06'50"
NON-booked PRMs	2024 result	2025 target
Waiting time in minutes in 90% of cases	06'41"	11'00"

Waiting time of arriving passengers

Booked PRMs	2024 result	2025 target
Waiting time in minutes in 90% of cases	1'30"	2'15"
NON-booked PRMs	2024 result	2025 target
Waiting time in minutes in 90% of cases	N.A. (not available)	5'00"

The perception of the service provided is confirmed to be excellent

Indicator	Measurement unit	2024 result	2025 target
Perception of the effectiveness of PRM assistance	% satisfied PRMs	100%	98%
Perception of the level of accessibility and usability of the airport infrastructures: car park, intercoms for calling staff, dedicated rooms, toilets, etc.	% satisfied PRMs	100%	98%
Perception of dedicated spaces for use by PRMs (e.g., Amica lounge)	% satisfied PRMs	100%	100%
Perception of the courtesy of staff (info point, security, dedicated staff for special assistance)	% satisfied PRMs	100%	99%
Perception of the professionalism of the dedicated staff for the supply of special assistance to PRMs	% satisfied PRMs	100%	99%



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Transport to C. Colombo Airport



Situated just 9 kilometres away from the centre of Genoa, the Cristoforo Colombo Airport is the reference hub for Liguria and Lower Piedmont.

On the motorway:

The air terminal has a direct link to “Genova Aeroporto” toll station through a junction that is separate from urban viability with respect to the directions:

- A10 “dei fiori” (Savona-Ventimiglia),
- A26 “dei trafori” (Alessandria-Turin-Milan).
- A7 “Serravalle” (Alessandria-Milan),
- A12 (La Spezia-Livorno-Rosignano).

MAIN ROAD DISTANCES (km)

Savona	45
Ovada	53
Acqui Terme	74
Tortona	74
Alessandria	78
Voghera	89
Asti	107
La Spezia	108
Imperia	114
Pavia	118
Cuneo	137
Sanremo	140



Urban road network

Genoa Airport is part of the urban road network and is approx. 9 km from the city centre, where the Seaport station, the Genova Piazza Principe Railway Station, the Aquarium, and the Old Port are all located.

Travelling along the coastal road and the flyover, you can easily reach the eastern quarters, where the International Trade Fair and Genova Brignole railway station are situated.

Arrival at airport by Train and by Bus

The nearest railway station is "Genova Sestri Ponente Aeroporto", which can be reached with the **AMT "Airlink" shuttle**: the bus stop for the shuttle that goes back and forth is on the sea side of station along a suitably marked footpath.

It runs about every **15 minutes**. The Airlink shuttle service runs every **15 minutes from 5:50 a.m. to 10:10 p.m.**, with a journey time of between 5 and 10 minutes.

All season tickets and integrated AMT/Trenitalia rates are accepted on board (ordinary ticket fare 110 minutes €2; ordinary integrated ticket 100 minutes AMT/Trenitalia €2.20, Met Daily ticket from €10 valid 24 hr).

The Airlink service can also be used with a train ticket with origin/destination "Genova Aeroporto C. Colombo" (only for travel to/from stations outside the metropolitan area of Genoa).

Tickets for all Trenitalia services can be purchased from the automatic ticket machine on the arrivals level of the air terminal building.

For information on train times, contact the **call center 892012** (from Italy) or **+39 0668475475** (from abroad), visit the website **www.trenitalia.com** or use the **Trenitalia App**.

Genova Airlink

FROM THE TERMINAL TO THE STATION

Beat the traffic and travel fast to and from Genova airport.

AMT TRENITALIA

FS

STAZIONE DI GENOVA SESTRI PONENTE AEROPORTO
GENOVA SESTRI PONENTE AEROPORTO STATION

AEROPORTO
AIRPORT



Arrival at airport by Train and by Bus

Service Guide **23>**

VOLABUS

Genoa airport is also connected to the city's main railway stations, **Genova Brignole** and **Genova Principe**, with links to the most important areas in Liguria and its neighbouring regions. This public service that is supplied by the municipality-owned AMT and whose name is Volabus, is operated with comfortable Gran Turismo coaches.

To use the Volabus you can use the MET DAILY ticket, valid for 24 hours, which allows you free circulation on the entire AMT network (urban and extra-urban), including Navebus, Ferrovia Genova Casella and Portofino line 782.

BUSINESS HOURS

Piazza Verdi (Brignole) – Airport Arrivals

5.00 – 6.00 – 7.15 – 8.30 – 9.30 – 10.00 – 10.30 – 11.00 – 11.30 – 12.30 – 13.00 – 14.00 – 14.30 – 15.00 – 16.00 – 16.30 – 17.00 – 17.30 – 18.00 – 19.00 – 20.30 – 22.00 – 23.15

Airport Arrivals – Piazza Verdi (Brignole)

5.30 – 6.30 – 7.45 – 9.00 – 10.15 – 10.45 – 11.15 – 11.45 – 12.15 – 13.15 – 13.45 – 14.30 – 15.15 – 15.45 – 16.30 – 17.15 – 17.45 – 18.15 – 18.45 – 19.45 – 21.30 – 22.30 – 24.00

RATES

€10 – valid for 24 hours after validation

Under 14 year old residents of the Genoa metropolitan area travel free of charge

Over 70 year old residents of the Genoa metropolitan area travel free after 9.30 a.m.

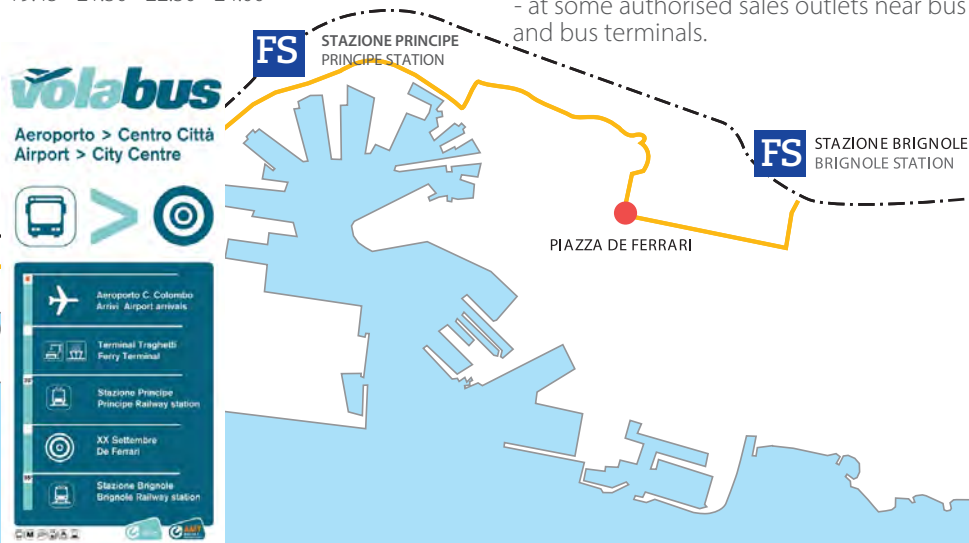
From 15 July until 31 August, in light of the hot weather conditions, in order to ensure that the most vulnerable sections of the population can go out during the coolest hours of the day, **free of charge will start at 7.30 a.m.**

Under 26 year old annual subscription from €200.00

Annual subscription from €295

Tickets are available for purchase:

- directly **on board the Volabus** with ILA, AMT's contactless payment system (credit and debit cards);
- **AMT APP**
- **online** on the AMT website
- or <https://www.amt.genova.it/amt/trasporto-multimodale/volabus-2/>
- at the **airport** at the AMT automatic ticket machine;
- at the **AMT ticket offices**;
- at the **ATM automatic ticket machines** (including the Brignole and Principe Fs stations);
- at some authorised sales outlets near bus stops and bus terminals.



Taxis are on the ground floor along the pavement in front of the air terminal. The cost of a taxi ride from/to the airport is the amount on the meter plus a fixed supplement of €2.50.

Minimum journey fare: € 15,00.

Special fares:

- Airport – Principe Railways Station and vice versa (min. 3 people) € 7,00 per person
- Airport – Brignole Railways Station and vice versa (min. 3 people) € 8,00 per person

To book, please call:

Radio Taxi service on 010 5966

Gexi service on 010 89333

Prenotaxi service on 010 77277

For information please visit the websites

www.5966.it / www.gexi.it

www.prenotaxi.com

<https://smart.comune.genova.it/>

[contenuti/servizio-taxi](#)

Arrival at airport by Taxi

TAXI FARES
CENOVE CITY AIRPORT

✈ from C. Colombo Airport
Fares valid for rides without stop-over

➔ Ferry Terminal/Terminal Cruise Ship
€ 25,00 per ride*

* An additional cost of € 2,00 per ride for bank holidays or night rides.
Fare comprehensive of all extra costs including one luggage per person, Radio Taxi call and motorway tickets if required.

➔ City Center *see map >*
€ 25,00 per ride*
€ 30,00 over the 4^a persons*

* An additional cost of € 2,00 per ride for bank holidays or night rides.
Fare comprehensive of all extra costs including luggage without any limitations, Radio Taxi call and motorway tickets if required.

➔ All the other destinations WITHIN URBAN CENTER

- LOWERING OF TAXI FARE-METER: € 4,90 (one for the call only)
- RATES FROM THE AIRPORT extra cost: € 4,00
- Fare for Km between 0 (Zero) and 6 Km € 1,20 with steps of € 0,05 for every 40,00 metres on every 6,42" for stopping or lowering the fare run.
- Fare for each Km traveled above the 6th Km € 1,05 with steps of € 0,05 for every 40,00 metres or every 6,42" for stopping or lowering the fare run.
- Fare for each hour of taxi stop-over € 28,00.
- Fare for each luggage € 1,00.

➔ ANY AREA WITHIN THE Savona urban area
€ 100,00 per ride*

* Fare comprehensive of all extra costs, Radio Taxi call and motorway tickets if required.

Minimum Fare for rides departing from the Airport
€ 15,00, by the customer at the end of the journey when an amount of less than € 15,00 appears on the display.

TAXI SHARING

to Principe Station - € 7,00 cost per person min 3 persons* - € 6,00 cost per person min 4 persons*
to Brignole Station - € 8,00 cost per person min 3 persons*

* An additional cost of € 1,00 per person for bank holidays or night rides - Fares comprehensive of all extra costs including one luggage per person and Radio Taxi call, without stop-over.



The service is available at the arrivals level of the air terminal with eight car rental companies.



Autovia +39 199240612
www.autovia.it



Hertz +39 010 6512422
www.hertz.it



Sixt +39 02 94757979
www.sixt.it



Avis +39 010 6507280
www.avisautonoleggio.it



Budget +39 010 6507280
www.budgetautonoleggio.it



Maggiore +39 010 6512467
www.maggiore.it



Europcar +39 010 6504881
www.europcar.it



Locauto +39 010 6143056
www.locautorent.com



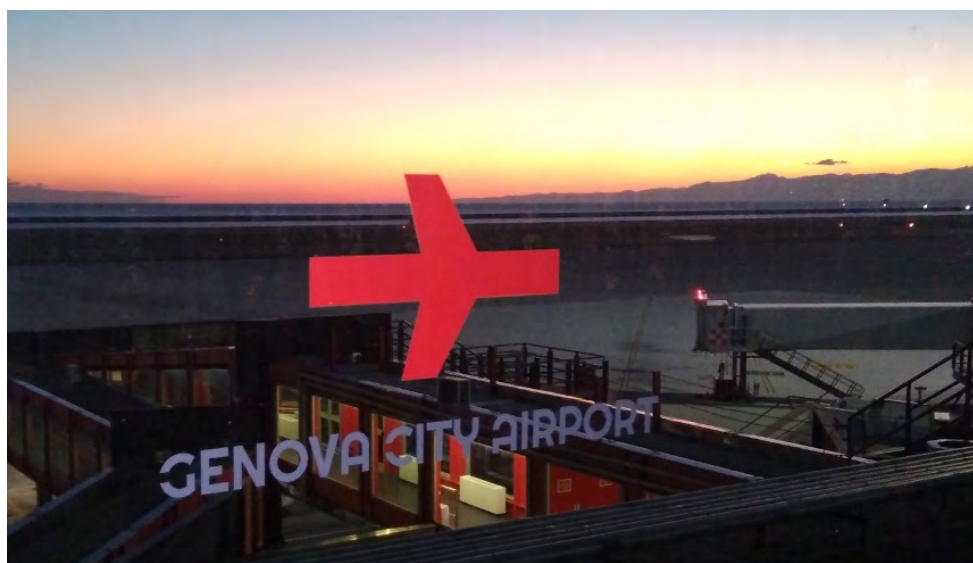
Enterprise +39 010 6143056
www.enterpriserentcar.it



Drivalia +39 010 6140046
www.drivalia.it



Sicily by car
+39 010 6591536
www.sbc.it



- > **(red) Kiss&Fly Area** with 60 parking spaces, 2 of which PRMs; with entrance just before the terminal.
- > **(blue) P1 Car Park** with entrance in front of the Tower Genova Airport Hotel with around 561 parking spaces, of which 17 PRMs, 2 for pregnant women and 2 ENEL X.
- > **(green) P2 Car Park** Low cost car park, with 77 car parking spots with entrance before the Tower Genova Airport Hotel.
- > **(purple) Covered motor bike and scooter parking**, upon payment (inside P1 car park, in front of the terminal).
- > **Free motor bike and scooter parking** (in front of Tower Genova Airport Hotel).

Useful information

Staffing of operations is guaranteed in conjunction with flight arrivals and departures. Customer support is guaranteed 24 hours a day, by intercom on the call sign shown on the entrance and exit columns.

The operation of services may be subject to changes and reductions depending on flight schedules. It is recommended to check for updates on the Genoa Airport website or other information channels at the airport.

The manned checkout, on the arrivals level, outside the air terminal on the taxi side, operates from 6:00am up to 30 minutes after the last flight of the day has arrived. An online booking service is available for P1 and P2 car parks.

Contact details

Phone: +39 010 6015273

Email: aeroporto.genova@quickparking.it



**NON FARE UN VIAGGIO
PER ARRIVARE
ALL'AEROPORTO**

Scegli i parcheggi ufficiali di Aeroporto di Genova.
Acquista online su www.aeroporto.genova.it e risparmi!
3 giorni a partire da 30€.



GENOVA CITY AIRPORT

How to pay / Rates

Service Guide **27>**

How to pay

The rules are displayed at the entrance of the car park.

At automatic machines

There are 4 automatic machines available, all of which accept payment by credit card, debit card and cash:

- > 2 are situated on the arrivals level, inside the terminal
- > 1 is situated in front of the passenger air terminal, inside the central car park
- > 1 is situated outside the car park, just before the barriers.

At manned till

The manned till is located outside the ground floor, in front of the taxi parking (on the left outside the terminal). For any doubts and enquiries on payment methods please turn to the personnel available at the manned till.

Online

Parking can be booked on the **www.aeroportodigenova.it** or **www.voladagenova.it** website. Available for the Kiss&Fly area and P1 car park.

Warning: if space at P1 car park is booked online do not use the Telepass route.

TELEPASS Service

Save time! If your vehicle is equipped with Telepass, you can enter and exit the P1 car park using the dedicated lane. The parking fee will be charged to your Telepass account. **Please note:** if you have purchased parking in the P1 car park online, do not use the Telepass lane.



CAR RATES:



P1 CAR PARK (cars)

Parking	Euro
For every hour or up to 8 hours	3,00
9 hours to 1 day	32,00
Up to 2 days	62,00
Up to 3 days	75,00
Up to 4 days	85,00

From the 4th day 5€ more for each additional day of parking

MOTOCYCLE RATES

Parking	Euro
For every hour or part thereof	1,00
24-h Maximum rate	5,00
7-days Maximum rate	28,00

KISS&FLY AREA

Parcheggio automobili



Parking	Euro
12 minutes	Free
Up to 3 daily accesses within 12 minutes	
Up to 1h and for each additional hour of part thereof	5,00

WARNING

This is not a parking but a pick-up/drop-off area 24-hrs maximum rates not provided. Please use P1 parking area to park your car. For each pass exceeding the three allowed will be charged an additional rate €20 for each

Bus rates

Parking	Euro
30 minutes	Free
Up to 1h and for each additional hour or part thereof	5,00
For every hour or part thereof	5,00
24-h Maximum rate	40,00

For any information and subscription requests and discount schemes, contact: **aeroporto.genova@quickparking.it**

The rules are displayed at the entrance of the car park.

For any doubts and enquiries on payment methods please turn to the personnel available at the manned till.



28> Service Guide **Tourist and flight information**

PASSENGER AIR TERMINAL

The air terminal is structured over four levels and can accommodate a flow of 1,500 passengers per hour. New areas will be released in February while renovation work begins on the current Terminal; for this reason, the hourly flow for 2025 will remain unchanged. Five mobile boarding bridges are available for boarding and disembarking. The new security control area, new commercial areas, and a sixth pier for passenger boarding will be delivered in the first months of 2025.

INTERNET WEBSITE

www.aeroportodigenova.it

SOCIAL NETWORKS

Facebook: aeroportogenova

X: @genovaeroporto

Instagram: @aeroportodigenova

Telegram: @aeroportodigenova

TOURIST OFFICE

Phone: +39 010 6015247

Mon to Sun: 10:00am to 8:00pm

GENOVA AIRPORT FREE WI-FI

Free Wi-Fi is available throughout the passenger air terminal; connect to the network and follow registration instructions.

TRAVEL ADVICE

If you are about to start a long journey carefully choose the objects you wish to bring with you. Please find some hints below:

- The air conditioning aboard the plane may be uncomfortable. Do not forget to carry a pullover or sweater, and if you wear contact lenses also bring your artificial tears with you.
- At security check-points you will be required to remove your laptop, tablet and the bag containing your liquids: make sure they are stored in an easily accessible place to save precious time.
- In the event of long-haul flights it may be appropriate to bring toothbrush and toothpaste (in the liquids bag) and possibly a change of clothes.



Connect to
“Airport Free Wi-Fi”
network and sign in!

**3 HOURS OF FREE WI-FI
FOR ALL PASSENGERS**



ITA AIRWAYS | www.italyairlines.com

Info and booking: 893 49 0 49



KLM ROYAL DUTCH AIRLINES |

www.klm.com

Info and booking: +39 02 38594998



AIRDOLOMITI | www.airdolomiti.it

Info and booking: +39 045 2886140



SAS | www.flysas.com

Info and booking: 199 259 104



LUFTHANSA | www.lufthansa.com

Info and booking: +39 0 899 198 000



RYANAIR | www.ryanair.com

Info and booking: 895 589 5509



VOLOTEA | www.volotea.com

Info and booking: 895 895 4404



VUELING | www.vueling.com

Info and booking: 895 895 3333



WIZZ AIR | www.wizzair.com

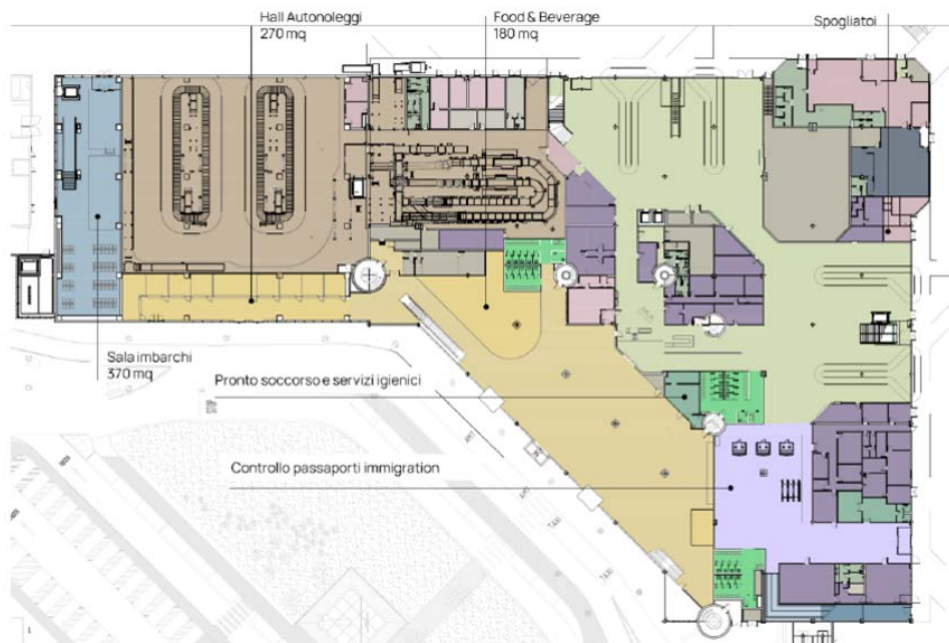
Info and booking: 895 895 4416



GUERNSEY'S AIRLINE | www.aurigny.com

Info and booking: +44 1481 267267





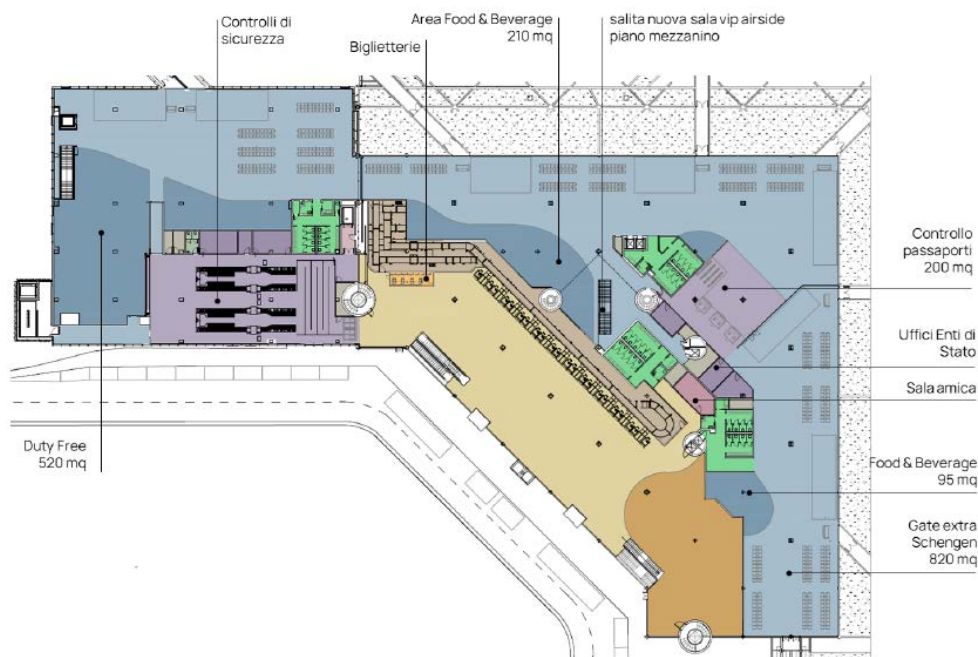
Below is a list of services and commercial activities on the arrivals level:

- Customs control
- Baggage return hall
- Lift
- Escalator to access departures level
- Car rentals
- Passport control
- First aid
- Parking manned till
- Parking automatic machine
- Automatic machines for Volabus and Air Link bus tickets
- Automatic machines for train tickets
- Tourist information
- Coffee bar "Dolce e Salato"
- Cash machine
- FBO of General Aviation
- Volabus / Air Link bus stop
- Toilets
- Lost&Found
- Personnel assistance station
- Taxi Area

The terminal is open from 4:30 to 24:00 (or up to 30 minutes after the last flight, if after 24:00)

first floor: departures

Service Guide **31>**

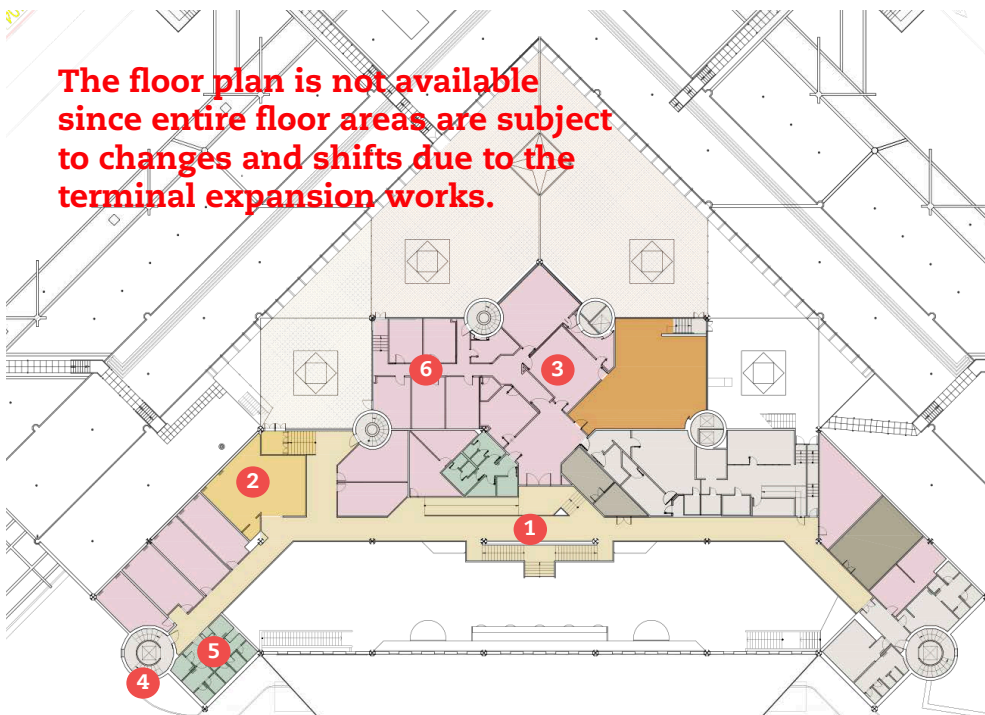


Below is a list of services and commercial activities on the departures level:

- Security control
- Check-in
- Coffee bar and restaurant "Caruggio Eat&Shop"
- Duty Free shops
- Lift
- Escalator from/to arrivals level
- Fast Track
- Genova Lounge
- Ticket office
- Special assistance lounge (Sala Amica)
- Passport control
- Self check-in
- Toilets / Nursery
- Charging stations
- Personnel assistance station
- Disabled passenger assistance point
- Tax free

The terminal is open from 4:30 to 24:00 (or up to 30 minutes after the last flight, if after 24:00)

The floor plan is not available since entire floor areas are subject to changes and shifts due to the terminal expansion works.



1. Escalator to departures level
2. MSC lounge
3. Conference rooms
4. Lift
5. Toilets
6. Management Company offices

TICKET OFFICE

The ticket office, located on the departures level, is operated by the Airport Company and issues air tickets for any carrier or destination.

Opening hours: daily from 5am to 7pm and according to scheduled flight times during the day.

BAGGAGE ASSISTANCE

The baggage assistance office is located on the ground floor near the Tourist Information office

Tourist information:

Phone: +39 010 6015407

Baggage collection:

every day from 08:00am to 12:00am

LOST & FOUND OFFICE

The Lost & Found office is located on the ground floor near the Tourist Information office

Phone: +39 010 6015407

Business hours: every day from 08:00am to 12:00am

TROLLEYS

Trolleys are available outside the terminal on the departures level, the arrivals level and inside the car park. The service is available by inserting a €1 coin per trolley (can be collected back upon returning trolley).

ELECTRONIC DEVICE CHARGING STATIONS

Free and equipped stations are available to recharge the electronic devices on the ground floor in the food service area "Dolce e Salato", on the departures level in the food service area "Caruggio", and in both the international and domestic boarding gates.

VAT REFUNDS

Customs: ground floor in the arrivals area after security check-points, and first floor in the departures area near the ticket office. Passengers resident or domiciled outside the European Union may obtain a VAT refund for purchased goods.



The Genova Lounge, situated on the departures level, is a cosy, modern and elegant space where the journey can begin comfortably and relaxed. Access to the Genova Lounge entitles to the Fast Track right, to avoid long waiting times during security controls.

Open from 05:00am to 7:00pm

Phone +39 010 6015380

fax +39 010 6015315

genovalounge@airport.genova.it

Other services include:

- Dedicated check-in
- Snacks and hot and cold drinks
- Dedicated high-speed Wi-Fi, without registration or time limit
- Electric and USB sockets to recharge electronic devices
- Insulated room ensuring privacy during work calls

Free access is reserved to business class passengers and the holders of the following cards:

- Ita Airways: FFP Volare
- KLM: Gold, Platinum & Petroleum Elite Plus card, Club 2000 card
- Lufthansa: Senator card, HON circle
- Air Saving card
- Priority Pass
- Dragonpass
- Ufirs

Access to the Genova Lounge with frequent flyer cards is subject to specific conditions supplied by the carrier. The holders of these cards are kindly asked to check the indications received from their airline. Non-cardholders may access Genova Lounge and use all offered services by purchasing a voucher or a yearly travel card.

The entry ticket for Genova Lounge may be purchased at the ticket office or on the website www.voladagenova.it.

ACCESS RATES:

Single entry: 18 euros per person

Book of 5 tickets: 72 euros

Yearly travel card: 199 euros

Children up to 2 years old: free of charge



Autism: travelling through the airport

Service Guide **35>**

Autism: travelling through the airport

Booking a flight, getting to the airport, getting on a plane: these are simple and natural things for millions of travellers. For people with autism spectrum disorders, however, air travel presents a challenge. The project "Autismo, in viaggio attraverso l'aeroporto" (Autism: travelling through the airport), promoted by ENAC, intends to make air travel easier and more pleasant for people with autism and their travelling companions, if any. The project involves cooperation with Assaeroporti, an association of airport management companies, and was made possible thanks to the participation of numerous airports and associations of people with autism. Aeroporto di Genova SpA joined this project enthusiastically, relying on the cooperation with the ANGSA Onlus associations, Associazione Nazionale Genitori Soggetti Autistici, and Gruppo Asperger Liguria, and drawing on the experiences of the other airports promoting this initiative.



BEFORE THE FLIGHT

When booking a flight, whether at the travel agency, on the airline's website or through a tour operator, (and in any event at least 48 hours before the flight) it is possible to request passenger assistance. This request will then be forwarded to the arrival and departure (and possibly transit) airports, which will provide the service. The request for assistance must state the needs of the person with autism.

TRAVEL PREPARATIONS

Airports are places where hundreds of people come and go, with sometimes invasive lights and sounds that can make the travel experience difficult for people with autism. For this reason it is advisable to prepare in advance before travelling:

- By explaining what the trip will involve and talking through the steps
- By showing photos and videos of the airport, so they know what to expect
- By reassuring and emphasising the presence of friendly staff and dedicated spaces.

VISITING THE AIRPORT BEFORE THE FLIGHT

The "Autismo, in viaggio attraverso l'aeroporto" project offers the option to visit the airport terminal before travelling. Visiting the airport is a way to familiarise oneself with the spaces, colours, lights and sounds without the anxiety of imminent departure. It is possible to request a visit to the airport terminal by writing an e-mail at least 48 hours before the flight to:

autismo@airport.genova.it

All the information and the flyer dedicated to the project "Autismo, in viaggio attraverso l'aeroporto" are available at **<https://www.airport.genova.it/autismo/>**

Service for hidden disabilities

Sunflower lanyard hidden disabilities

We know that having a hidden disability can often make travelling a more daunting and challenging experience. As an airport, we strive to make the journey as accessible and smooth as possible.

The sunflower lanyard is designed as a discreet way to indicate that someone has a hidden disability and may require extra assistance. We are proud to say that Aeroporto di Genova officially recognises the sunflower symbol and the benefits it brings to our customers.

The lanyards are available at the airport and can be picked up at our ticket counter on the departure floor.

Our aim is to ensure an inclusive and comfortable travel experience for all. Therefore, we will pay special attention to these passengers, recognising that they may require:

- More time to complete certain operations.
- Discreet assistance during their transit.
- Greater understanding and patience in difficult situations (e.g. operational irregularities and disruptions in service)



Services for passengers with disabilities and reduced mobility

Service Guide **37>**

Genoa Airport is committed to meeting the needs of disabled users and those with reduced mobility. The personnel assisting the passengers with disability or reduced mobility is trained in appropriate courses on awareness-raising and service qualification. They also have gained many years of experience. The personnel attend refreshments training every year in order to understand and respond as promptly and as professionally as possible to the various passengers' needs.

To receive assistance

The request for assistance and the special needs of the passenger with disability or reduced mobility must be notified to the carrier, its agent, or the tourist operator, at the time of booking or at least 48 hours before flight departure. The carrier will be responsible for forwarding request to the airport concerned. On the day of departure show up at one of the contact points of the airport, within the timeframes stated by the airline. Notify your presence to receive assistance.

Dedicated services

- In the central car park, situated 50 metres from the air terminal, 20 free car parking spaces are reserved for the cars of disabled passengers or those with reduced mobility. The cars must be identifiable with the visibly displayed badge.
- Outside the air terminal, close to the entry doors on the arrivals and departures levels (ground floor and 1st floor), a colour-video intercom station is installed to call the personnel. In addition, there is a short-stay stall for passengers with disabilities or those with reduced mobility.

- A tactile path is available for the visually impaired on the Arrivals level of the air terminal. On the arrivals level at the air terminal an interactive kiosk is provided as the designated point of arrival for passengers with reduced mobility.
- The departures level of the passengers' air terminal includes tactile footpaths for the visually impaired that extend into the external viability and ensure, including through tactile maps, easy access to Genova Lounge. Here the visually impaired can check-in and access, if they so wish, the Amica Lounge. Next to the security control area a dedicated room is available for disabled passengers.
- Sala Amica Lounge for passengers who need assistance.
- Accessible toilets.
- Internal and external lifts to access levels (Level 0, Level 1, Level 2, and Level 4 Offices) are provided with buttons with Braille text and voice announcements.
- Pavements with access ramps.
- An elevating platform is available to facilitate boarding the aircraft.
- Security control gates are equipped both for passengers on wheelchairs and those with pacemakers.

Passengers travelling on a stretcher or wheelchair must make their reservation at least 48 hours prior to departure through the carrier (offices or call centre). The carrier will then confirm the required service. Passengers on stretchers must also be assisted by a (paying) adult passenger both on the ground and during the flight.



Reception and security lounge at airport

In order to perform check-in operations within the time limit set by carriers and allow the performance of embarkation and security procedures within the scheduled timetables, all passengers are advised to show up at least 60 minutes to perform check-in operations.

Documents

check-in and boarding gate a valid ID card (identity card or passport) must be exhibited. The passenger's boarding card must be exhibited at security check points.

Travelling minors

Travelling minors must carry their own ID document (currently valid identity card or passport). For more information on the compulsory documents for any children travelling or travel documents visit the website www.poliziadistato.it. For unaccompanied children please check with your airline for the required procedure.

Pregnant women

At the time of booking, it is advisable to check the transport rules laid down by the airline; normally a medical certificate is requested.

Hand baggage

Only one item of hand baggage may be taken into the cabin. The hand baggage must be provided with an appropriate tag with the owner's details and its weight and size may be different for each carrier (enquire with your airline about the weight and dimensions permitted for your baggage). If the baggage exceeds the required allowance, it may be transported as long as the "excess" fee is paid at the ticket office.

Except for specific restrictions applied by your carrier, one of the following items may be carried in addition to your hand baggage:

- A handbag or a document holder or a laptop PC
- A camera or video camera or CD player
- A coat or a raincoat
- An umbrella or walking cane
- A pair of clutches or other walking aids
- A portable cot and baby food
- A buggy
- Reading items for the journey
- Items purchased at the Duty Free and other airport shops (limited quantity and weight)

After reaching the terminal, carefully read the publicly displayed regulations or go to check-in desks to enquire about the hand baggage safety measures in force.

Items that are not permitted in the hand baggage

- Pistols, firearms and other instruments that shoot projectiles
- Stun devices
- Objects with a sharp point or sharp end
- Work tools
- Blunt objects
- Explosive and incendiary substances and devices

It is forbidden to leave your baggage unattended and carry packets or hold baggage on behalf of other passengers.



Pesto sauce in your hand baggage

Fly from Genova and carry the pesto sauce in your hand baggage, even if the jar exceeds 100 ml. **You just have to collect a sticker to be placed on the jar, donating 50 cents, in order to help a child suffering from a severe pathology to fly towards a hospital capable to heal him/her.** This is an initiative by

Aeroporto di Genova and ASCOM for the Flying Angels Onlus Foundation that was successfully implemented with the contribution of the North West Department of ENAC (Ente Nazionale per l'Aviazione Civile, Italian Civil Aviation Authority).

All passengers may carry in the hand baggage one or more pesto sauce jars in exchange for a small donation to **Flying Angels Onlus**. The rules for benefitting from this service are very simple:

- all departing passengers are allowed to carry in their hand baggage a jar of up to 500 grams of pesto sauce or two jars of up to 250 grams (maximum diameter is 15 centimetres and maximum height 20 centimetres) controls and then returned to the passenger.

- Each jar may pass through security controls, as long as a sticker with the wording "Il pesto è buono" (Pesto is good) is affixed to it. The sticker can be obtained by donating at least 50 cents either at the store of purchase or at the airport ticket office (all donations will support Flying Angels Onlus)
- At security checks, the passenger will have to remove the jars from the hand baggage and place them aside in the tray, informing the security personnel
- The jars will be subject to security controls and then returned to the passenger.

WARNING: this procedure only applies to direct flights from Genoa Airport. In the event of stopovers, the jar must be placed in the hold baggage. This procedure only applies to jars containing "Genovese pesto sauce". Other products are excluded.

All information available on
www.airport.genova.it/pesto

Liquids

Thanks to the installation of the new X-ray machines at the security checkpoints, containers of liquids need no longer be removed from hand luggage for inspection.

Quantities larger than 100 ml are permitted in the hand baggage at all EU airports for the following items: medicines, dietary food and/or baby food necessary during the flight.

ou are allowed to carry any liquids, aerosols, and gels purchased on board the aircraft or at the airport - airside - as long as they are sealed by the seller and accompanied by a till or sales receipt acting as proof of the point of sale.

Travelling with children

Families travelling with prams are given priority access to security checks in order to **avoid waiting in queues**. To do so, they must simply go to the control officer, who will indicate the dedicated route. The toilets on the Arrivals floor (facing Customs) in the Sala Amica and in the Schengen boarding area (facing Gate 4) are equipped with changing tables.

Children on aircraft***From 0 to less than 2 years of age - Infant***

On board the aircraft, infants normally travel in the arms of an adult. For this reason, a fare much lower than adult fare and a baggage allowance that permits transport of necessities (pram, nappies...) for up to a maximum 5 kg is available.

Please note: whenever two infants are travelling, they must travel with two adults and sit in two separate rows because each row has only one extra oxygen mask available for emergency use. Alternatively, by paying the higher fare (for children) one of the two infants will be entitled to a reserved seat.

From 2 to less than 12 years of age - Child

A child is entitled to a seat to himself/herself at a discounted rate with a baggage allowance equal to that of an adult.

Minors travelling alone

A child between 4 and 12 years of age travelling alone must be reported to the airline company at the time of booking. An airport attendant will take care of such child until he or she has boarded the aircraft and has been entrusted to the cabin attendant for the duration of the flight. The parent/guardian must remain at the airport until take-off.

A child between 12 and 14 years of age is entitled to the same treatment by requesting it at the time of booking.

Children aged between 4 months and not yet 4 years old may travel alone subject to booking and payment of a stewardess who will exclusively look after the child throughout the flight.





Medical devices

We recommend checking in advance with the airline for any rules on carrying medical devices or medicines for the treatment of specific conditions. Passengers with pacemakers fitted are required to exhibit their certification and inform security control officers in advance.

Hold baggage

We recommend checking in advance with the airline for any rules on carrying the hold baggage. Baggage must not exceed the number and weight permitted based on the service class and as stated on the ticket.

Any baggage exceeding the required allowance may be transported as long as the "excess baggage" fee is paid at the ticket office.

Items that are not permitted in the hold baggage

- Explosives, ammunition, firearms, fireworks, any pyrotechnic materials
- Compressed (flammable and non-flammable) gases
- Flammable substances
- Infectious and poisonous substances
- Corrosive and oxidant substances
- Radioactive substances
- Magnetic materials
- Alarm devices
- Underwater torchlights with batteries
- Personal defence spray

You are advised against placing electronic devices with lithium batteries in the hold baggage.



All items of baggage must display name, address and phone number.

It is forbidden to leave your baggage unattended while staying at the airport.

Oversize baggage

Passengers are advised to check in advance with the airline with regard to restrictions for the transport of oversized baggage items and how these should be packed.

Transporting firearms and ammunition

We recommend checking in advance with the airline for any rules it applies to this respect. In general, firearms documents must be submitted at the time of check-in. A form must be completed and handed over to the Police office (arrivals level after security check-points) for the necessary authorisations. The service for weapon escort may be subject to a fee.

DID YOU KNOW...

facts on lithium batteries

<p>that your phone, laptop, and other electronic devices contain lithium batteries?</p>	<p>that lithium batteries and e-cigarettes are dangerous goods?</p>	<p>that if lithium batteries are damaged or short circuited they can start a fire?</p>	<p>Do not put them in your checked-in luggage</p> <p>Carry them with you</p>
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Your safety depends on You too

Per saperne di più consulta le informazioni fornite dalla tua compagnia aerea sulle merci pericolose



PETS

Small animals

These can travel in the cabin in a suitable container with waterproof and absorbent bottom. The total weight, including the carrier, depends on the airline's policy. Booking is required and must be confirmed by the carrier concerned.

Large animals

These must travel in the hold (pressurised, lit and heated) in a suitable container (the animal must be able to stand, turn around and drink). Booking must be made in advance and confirmed by the carrier concerned.

You are advised to check with the travel agency or airline for any animal transportation arrangements, the availability of containers and any medical documents required. A supplement must be paid directly at the airport ticket offices for animals travelling with a passenger.

Animals in the hold

Travelling in the hold is always stressful for animals. Airport personnel will look after your four-legged friend with utmost care. Write down their name on the cage so the personnel can call them by name and calm them down.



Useful numbers

Management Company contact centre	+39 010 60151
Information (WhatsApp only)	+39 329 656 9494
Management Company permit office	+39 010 6015050
Flight information	+39 010 6015410
ENAC	+39 010 6512309

Police	+39 010 6015245
Customs	+39 010 6015257
Financial police	+39 010 6015340
Border Police	+39 010 659671

Passenger survey

SUGGESTIONS AND COMPLAINTS

Your opinion matters.

All suggestions, enquiries and complaints on the services supplied at the airport will be carefully reviewed without delay. Aeroporto di Genova S.p.A. guarantees it will reply within 30 working days from receipt of notice.

Please contact us:

- > By e-mail to
ufficio reclami@airport.genova.it
- > On X to our
[@genovaeroporto](https://twitter.com/genovaeroporto)
- > Via WhatsApp on
+39 3296569494
- > Via a message to our Facebook page:
www.facebook.com/aeroporto.genova/
By post to:
Aeroporto di Genova S.p.A.
Aerostazione Passeggeri
Ufficio Qualità
16154 Genova – Italia



Scansiona il codice e scrivi in tempo reale con Facebook Messenger

Scan Facebook Messenger's code with your smartphone and contact us



Cartolina per suggerimenti e reclami Suggestions and complaints card

Aeroporto di Genova S.p.A garantisce la risposta entro
30 giorni dal ricevimento della cartolina.
Ai sensi del GDPR Reg. UE 679/2016 autorizzo l'archiviazione dei dati
personali inclusi nella presente richiesta

*Aeroporto di Genova S.p.A. guarantees an answer within
30 days of receipt of notice
In accordance with GDPR Reg. UE 679/2016 authorise the f the personal
data included in this request*

TAGLIARE / CUT

In the event of service disruption or any damage
attributable to the responsibility of the
Management Company (AGS) and occurring in
the airport, please also contact us by e-mail
(ufficioreclami@airport.genova.it)

"ADR (Alternative Dispute Resolution) -
Passengers who have suffered inefficiencies due
to violations of Reg. (EC) No 261/2004 for cases
of denied boarding, flight cancellation or long
delay, and Reg. (EC) no. 1107/2006 on the
protection of passengers with disabilities or
reduced mobility, may attempt conciliation
through the ConciliaWeb platform on the
website of the Transport Regulation Authority,
without prejudice to the possibility of sending
complaints to Enac for sanctioning purposes
only'.

Information on the processing of personal data pursuant to the GDPR EU Reg. 679/2016.

Your personal data as well as any data relating to
your passenger status or which may in any case
reveal information relating to your health, racial
or ethnic origin, religious beliefs and any other
particular category of personal data you may
provide to us when completing the form, will be
processed to respond to your suggestions,
reports and complaints. The legal basis that
legitimises the processing of your personal data
is the fulfilment of a legal obligation incumbent
on the Data Controller, and we request your
express consent when we process special
categories of data. To ensure correct feedback,
your personal data may be disclosed to
authorities or other entities/companies
operating at airports (as separate Data
Controllers). We inform you that the Data
Controller of your data is Aeroporto di Genova
S.p.A based in Genoa Passenger Air Terminal C.
Colombo Airport. Pursuant to Articles 15 to 22 of
the GDPR, you may request the following from
the Data Controller: access to the Data
concerning you, Data rectification or erasure,
completion of incomplete data, restriction of
processing, objection to processing. You may
also exercise the other rights under the
applicable legislation.

SPETT. AEROPORTO DI GENOVA S.p.A.
Ufficio Qualità
Aeroporto C. Colombo
16154 Genova – Italy

FAC-SIMILE

NOME E COGNOME - NAME AND SURNAME

INDIRIZZO - ADDRESS

CAP - POSTCODE

CITTÀ - CITY

STATO - COUNTRY

TELEFONO - TELEPHONE

DATA DI INVIO - DATE SENT