



Aeroporto
Olbia Costa Smeralda
GEASAR



eccelsa
aviation



SERVICE CHARTER 2026



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SERVICE CHARTER 2026

The Service Charter is drawn up in compliance with the **Guidelines issued by ENAC** (Italian Civil Aviation Authority) and described in *circular GEN 06 of 31-10-2014*. According to the methodology indicated in the aforementioned circular, the process of monitoring the quality standard of the services provided at Olbia Airport is carried out during the different periods of the year (low, medium and high season) through both quantitative and qualitative surveys, in order to measure both the quality perceived by passengers on the different services and the quality actually provided by the Manager. Traffic recorded in 2025 was very consistent, with Olbia Airport exceeding 4 million passengers (4.128.015 passengers registered in 2025). The positive aspect is that, thanks to the commitment of the Airport Manager and the investment and trust of the Airlines who expanded their operations, the passenger traffic is deseasonalized; therefore, the months of April, May, and October have become more important months in terms of traffic than before.

But the peak continues to be concentrated in the months of June, July, August, and September: these four months alone account for 68% of Olbia Airport's total traffic. In July and August, the peak is even more extreme, with passenger volumes exceeding 800.000 passengers per month (40 % of the annual total). Furthermore, during the peak period, there is a higher concentration of passengers on certain days of the week (Saturday and Sunday) and at certain times of the day, resulting in specific times when the current infrastructure is heavily congested and therefore under pressure, pending the imminent expansion of the Terminal.

Despite these necessary premises, the performance recorded during 2025 and the passenger perception of the quality of airport services reported overall very positive and satisfactory values.



GEASAR GROUP

www.geasar.it

Geasar S.p.A., the managing company of Olbia Airport, was established in 1985 and became operational in March 1989 when it obtained the assignment of the airport and its surrounding areas. In September 2004, after 15 years of activity, it obtained the forty-year concession entrusting Geasar with the total management of the Airport.

The shareholding structure of Geasar S.p.A., Olbia Airport Management Company is so composed:

- **F2i Ligantia S.p.A.** 79,8%
- **Sassari Chamber of Commerce** 10%
- **Nuoro Chamber of Commerce** 8%
- **Regione Autonoma della Sardegna** 2%
- **Consorzio Costa Smeralda** 0,2%

With the granting of the Forty-year Concession, Geasar confirms its role as total manager of both operational and management activities carried out in Olbia airport, including these: the design, maintenance and development of airport infrastructure; airport security; Handling services (ground handling services for passengers, for scheduled and charter aircraft); operational management of airport processes and procedures; Management of Integrated System of Quality, Environment, Occupational Health and Safety and Gender Equality; Realisation of Service Chart (CDS); Supervision of activities of data collection, analysis and processing concerning the quality level of services offered; Management of Complaints and Suggestions and Customer Service; Customer Service and Customer Experience.

Wholly-owned subsidiaries are part of the group:

- **Eccelsa Aviation S.r.l.** - carries out ground handling activities for passengers and private aircraft, through a terminal dedicated to General Aviation, redesigned in June 2009;
- **Cortesa S.r.l.** - directly manages the commercial activities related to car parks and shops selling typical Sardinian and Italian products (KaraSardegna, KaraSardegna.it and Karaltaly). It also fully manages all the Food&Beverage activities existing in the airport, and the in-flight catering service for private flights. Finally, it manages the commercial areas of the airport and the subleases granted to other commercial activities;

- **Alisarda Real Estate S.r.l.** - manages its real estate assets by leasing commercial and aviation properties.

At the beginning of 2026, the Terminal was named after S.A. Prince Karim Aga Khan IV, thus becoming: **Olbia Costa Smeralda Airport H.H. Prince Karim Aga Khan IV.**

This initiative was promoted by the Municipality of Olbia, strongly supported by Geasar, and deeply felt by all who are grateful to **Prince Karim Aga Khan IV** for his great vision, profound respect, and affection for the region and its inhabitants. In the 1960s, he launched the largest tourism, social, and economic development project Sardinia has ever known - the **Costa Smeralda**. He also founded **Alisarda** Airline, later renamed **Meridiana**, which for years strongly influenced the city of Olbia and the surrounding area, significantly impacting employment and the identity of its inhabitants.



THE INTEGRATED MANAGEMENT SYSTEM (QUALITY, ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY AND GENDER EQUALITY) AND THE ASQ PROJECT (AIRPORT SERVICE QUALITY)

Geasar S.p.A. has been equipped since 2010 with an Integrated Quality, Environment and Safety Management System, developed with reference to the requirements of UNI EN ISO 9001:2015 (Quality), UNI EN ISO 14001:2015 (Environment), UNI EN 45001/2018 (previously OHSAS 18001 - Occupational Safety).

During 2025, the Group also achieved **UNI/PdR 125:2022 certification on Gender Equality**, demonstrating its commitment to promoting gender equality and a fair and inclusive organizational model. Therefore, Geasar is periodically audited by an accredited certification body (DNV - Det Norske Veritas), which each year reconfirms the compliance of the System with the requirements imposed by the Standard and certifies that the Company is capable of providing a service that meets the highest quality standards and at the same time respects the environment, the local community safety in the workplace, and the standard about gender equality. The **Integrated Management System (Quality, Environment, Occupational Health and Safety and Gender Equality)** is an optimal tool for implementing an Integrated Policy, which guides the Company Functions in pursuing objectives aimed at the continuous improvement of the Organization's performance, from an environmental, economic and social point of view. The objectives and targets are annually defined and verified through the Management Review, just as the adequacy of the policies relating to the Integrated system is assessed annually. The application of an Integrated Policy also makes it possible to optimise any preventive and/or corrective actions in company processes. In addition to complying with the European UNI EN ISO standards, Geasar has integrated its Integrated system with the international

IFC STANDARDS (International Finance Corporation defined by the World Bank Group), thus further expanding its vision already oriented towards respecting the environment, the local community and all the people who are part of it.

Since 2022, Olbia Airport has been part of the **ASQ (Airport Service Quality) - programme "Main Departures"**, a service quality monitoring program promoted by ACI EUROPE that evaluates and compares the performance of over 350 participating airports worldwide, through a standardized questionnaire distributed to departing passengers, both domestic and international. Passengers, interviewed according to the sampling logic established by ASQ, have the opportunity to evaluate the quality standard of a wide range of services available at the airport and to express their overall satisfaction with the customer experience.

Olbia Airport's objective is to carry out a total of 1,500 questionnaires per year, evenly distributed over the four quarters. The benchmarking activity allows Geasar to be inspired by advanced airport realities around the world and to set challenging goals for its own reality. The "customised panel" of 30 airports selected by Olbia for a more direct comparison includes Alghero Airport and all the other Italian airports belonging to the F2I Fund. For the Geasar Group, customer satisfaction is an element to be monitored in order to set targets for continuous improvement in all areas of detection.

In 2024, the target set in the Sustainability Plan to reach the highest level of the programme (on a scale of 1 to 5) was achieved, with an **Overall Customer Satisfaction** score of 4,22.



GEASAR GROUP COMMITMENT TO THE ENVIRONMENT

The commitment of our Group (Geasar spa, Cortesa srl, Eccelsa Aviation srl and Alisarda Real Estate) is to pursue an environmental policy of continuous improvement in the design, construction and management of airport infrastructures, minimising, where technically possible, the environmental impacts resulting from the specific activities of our companies. As a matter of fact, we are sure that respect for the environment must be more and more a pillar of our management strategy, in order to contribute both to the wellbeing of the people living near the airport and to meet the more general needs of the planet. We have therefore implemented an environmental management system certified according to the international reference standard UNI EN ISO 14001:2015, in order to more effectively identify and monitor direct and indirect environmental impacts and, integrated into the decision-making process, the expectations of the IFC (International Finance Corporation as defined from World Bank Group) and GRI (Global Reporting Initiative), international organisations that set standards of sustainable performance reporting of companies and organizations of any size, from any sector and country in the world, thus further expanding its vision, already oriented towards respect for the environment, the local community and all the people who are part of it. During 2025, for example, treated water from the airport purification plant was used to irrigate green areas and municipal waste sorting maintained the target of 85% of generated waste; in addition, efforts to reduce single-use plastic at the airport continued and a **Plastic free** approach was adopted not only in all airport offices, but also at the air terminal through the active role of passenger information declined by the mark “**keep-it**”, especially in the Food&Beverage areas. The Group’s commitment to sustainable development and its economic, social and environmental achievements are described and published annually in the Sustainability Report. We have also joined the **Airport Carbon Accreditation** programme, promoted by ACI Europe (Airports Council International), which foresees 7 levels of accreditation (level 1 Mapping, level 2 Reduction, level 3 Optimisation, level 3+ Neutrality, level 4 Transformation, level 4+ Transition, and level 5), and renewing its commitment in 2025 to the 3rd level ‘Optimisation’: this milestone certifies our commitment to the effective reduction of Greenhouse Gas (GHG) emissions, whose reporting perimeter, for this level, also included those indirectly controlled by the airport (so-called Scope 3), for which stakeholder engagement was necessary. In order to achieve the final goal of level 5 of “Transition” and to adapt to the changing regulatory environment, we have prepared a five-year **Sustainability Plan** in line with the Group’s material issues and the **SDGs (Sustainable Development Goals)** that provides for interventions including: the installation of photovoltaic systems, the replacement of our fleet of vehicles used in the forecourt powered by fossil fuels with electric vehicles, the decommissioning of diesel-powered thermal power plants and the replacement of these with new air conditioning systems, the construction of charging stations in the forecourt for new electric cars, and the implementation of a system for the constant monitoring of consumption. To complete this journey, the Group has also developed a **Net Zero Roadmap** aligned with the company’s investment plan and structured around concrete, progressive objectives achievable by 2040. The roadmap defines the trajectories for reducing direct and indirect emissions, increasing energy efficiency, and increasing use of renewable sources, as well as the stakeholder engagement and technological innovation actions necessary to achieve climate neutrality. In addition, in support of the Sustainability Plan, Olbia Airport is among the signatories of the “**Toulouse Declaration**,” the European document that reinforces the aviation industry’s commitment to zero emissions. With the intention of engaging stakeholders in a concrete commitment geared toward respecting and safeguarding the environmental heritage, the Airport engages in partnership and collaboration activities with the territory, as well as awareness campaigns aimed at passengers, airport and local community. In 2025, for example, the major awareness issues related to safeguarding resources, reducing environmental impacts, and protecting the environment.



OUR VALUES

A governance model based on social, environmental and economic sustainability has been adopted by Geasar.

All activities proposed by the company are based on the following principles:

- to characterise the quality of services in terms of hospitality, courtesy and security, confirming the central role of the customer and the constant search for his/her satisfaction, by analysing their needs and creating innovative and high quality services that meet and anticipate his/her expectations and transform the journey through the airport into an experience full of pleasant moments (*"Customer Experience"*);
- to adopt a culture of continuous improvement of human resources through constant training and involvement and ensuring the continuous updating and professional growth of individual Human Resources;
- to directly involve employees in business processes, to encourage lively communication with management and to establish a serene and pleasant business climate, also through initiatives based on a reward system (e.g., the *"Customer Experience Award"*) that stimulates employees to give their best and to keep improving themselves;
- to support gender balance and among all kinds of diversity at all levels of the company, promoting gender equality and inclusion (UNI Pdr 125:2022);
- to ensure compliance with the fundamental principles of equality, impartiality and non-discrimination in the application of the right to mobility, in accordance with the *Prime Ministerial Decree of 30.12.1998 (Mobility Charter)*;
- to ensure passengers' rights, as provided for in *EC Regulation No. 261/2004 of the European Parliament*, which establishes common rules on compensation and assistance to passengers in the event of denied boarding, flight cancellation or long delay (available on the Geasar website at www.geasar.it/en/passenger-guide/passenger-rights and in the special Totems present in the terminal);
- to guarantee the access to air transport and facilitate the fruition of airport services for Passengers with disabilities or Reduced Mobility (PRM), according to EC Regulation No. 1107/2006 (available on the Geasar website at www.geasar.it/en/passenger-guide/special-assistance);
- to ensure the health and safety of employees within the workplace;
- to limit the impact on the environment of airport activities, as well as the movements of the entire airport community;
- to promote the development of the airport in harmony with the territory and with respect for the environment.



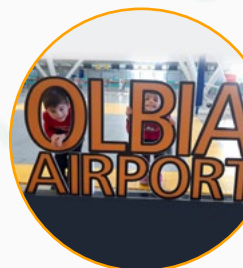
PROJECTS AND ACTIVITIES BENEFITING THE TERRITORY

In full observance of these principles, Geasar promotes and implements in favor of the local community a series of projects that have positive repercussions on the territory in terms of cultural, business and social development, but also a series of fun and sports activities and entertainment:

- the **"Airport Educational" project**, designed and implemented together with ENAC: guided tours inside the Airport, aimed at schools of all levels in Olbia and surrounding areas, to bring children closer to the reality of air transport and promote mobility among young people;
- professional orientation activities aimed at high school students, for the presentation of the professional figures available within the companies of the Geasar Group;
- activation, in collaboration with the various Scholastic Institutes in the territory, of **pathways for transversal skills and orientation (PCTO) and summer internship**, within which the companies of the Geasar group host high school students in different business areas;
- activation, in collaboration with the Olbia University Pole, the University of Sassari and other universities, of both curricular and extracurricular internship paths, within which

- the companies of the Geasar group host university students in different business areas;
- photography exhibition, cultural meetings and musical events;
- organization of a series of entertainment events directed to the local community, for example, during the Christmas holidays (Santa Claus village; Cinema in the Clouds; exposure of cribs, etc.) or during the Carnival vacations (masked party, etc.);
- collaboration with a number of local sports associations of various disciplines, which during the low season can use some located in Land Side of the Terminal, to organize competitions, seminars or sports events aimed at the entire local community and inclusive for associations working with sports and people with disabilities.

Since 2018, Geasar creates and publishes an annual **Sustainability Report**, which clearly highlights the Group's economic, social and environmental achievements and shows the commitment pursued in favour of sustainable development, with the aim of creating value not only for our organisation, but also for the entire local community and all those who are part of it.



ECCELSA AVIATION S.R.L.

Eccelsa Aviation is a company 100% controlled by Geasar, established in 2007 to offer a high quality service to private aviation.

Handling operations are managed 24 hours a day, 7 days a week on a 10-hectare apron entirely dedicated to private flights, with a range of high international standard services offered to passengers and crews from all over the world.

Eccelsa, directly or through specialised companies, also offers aircraft maintenance, cleaning and detailing of aircrafts, hangarage, air taxi and heli-taxi rental, yacht rental, hotel booking, limousine service, in-flight catering in collaboration with its 'sister' company specialising in high quality catering, Cortesa Srl, as well as full assistance for all tourist services.

The elegant terminal, inaugurated in 2009, is highly appreciated for its comfort, functionality and architectural qualities, and offers large lounges, fully equipped conference rooms, offices, café bars, and shops offering high quality products.

Eccelsa Aviation Srl complies with the requirements of the quality and environmental management standards ISO 9001/2015 and ISO 14001/2015, and to the standards defined from Uni Pdr 125:2022 regarding Gender Equality.



CORTESA S.R.L.

Founded at the end of 2006 and wholly controlled by Geasar, it was created to diversify the Group's fields of operation away from the airport business. Cortesa, which operates on the two terminals of Costa Smeralda airport and Alghero airport, is under the Group's Quality system for environmental management standards ISO 14001 and service quality ISO 9001, as well as for standards defined from Uni Pdr 125:2022 regarding Gender Equality.

Cortesa has several lines of development:

- parking services, where it manages 8 parking areas with a total of more than 2,000 parking spaces for the public, operators and the bus companies, car rental with driver and car hire.
- the Retail sector: with three physical shops under Karasardegna brand dedicated to Sardinian food and wine excellences and ISOLA artistic handicrafts (two located inside the main terminal and another one inside the Eccelsa general aviation terminal); with a shop called Karaltaly dedicated to the best food and wine typical of the Italian regions; with www.karasardegna.it, an e-commerce website that hosts the suppliers of the physical shops and a marketplace that expands the range of suppliers to capture also an extensive selection of small companies with high-quality local products.
- the Food & Beverage sector, which includes the management of all the refreshment areas at the airport, which offer a wide and variegated range of products and services aimed at efficiently and quickly satisfying customers' needs, who are increasingly oriented towards 'Healthy Food' products and more and more attentive to enhancing the origin and organoleptic properties of food.



CORTESA FOOD&BEVERAGE SERVICES

In Land Side Area:

- **Kara Food** - located at the main entrance to the terminal, open all year-round with flexible hours commensurate with flight operations, offers a snack bar and cafeteria service, with a variety of pastries and sandwiches prepared daily, and a self-service restaurant/pizzeria, with a wide range of hot dishes as well as salads and fresh fruit;
- **Kara Kiosk** - a food court outside the airport equipped with a snack bar and cafeteria, grill, pizzeria with wood-burning oven and outdoor cocktail area, with waiter service available;
- **Meet and Greet** - a snack bar located in the arrivals area next to the Infopoint Office, grab&go type;
- **Grain and Grapes** - a food court located in the departures area near the check-in area, offering fast food and cafeteria service.

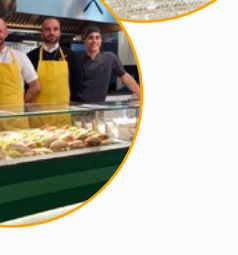
In Air Side Area (after security check):

- **Kara Cafè** - located in the center of the boarding area, open all year-round with flexible hours according to flight operations, it offers a snack-bar and cafeteria service, with different varieties of pasta and sandwiches daily prepared; it also has a pizzeria and a corner dedicated to the first Italian Flagship of Ichnusa beer;
- **Time in Jazz** - the food court dedicated to the international music Festival of the same name that takes place every year in Berchidda, a small Gallurese town and hometown of the famous Jazz musician Paolo Fresu. Snack bar with a wide range of gourmet sandwiches, salads, poke salads, regional and traditional pastries;

- **Fish and Wine** - the restaurant offers a *special concept* dedicated to seafood lovers. It offers seafood salads, fresh pasta with sauces paired with the local catch, and elegant table service;
- **Fasty** - located in the boarding area on the ground floor, offering fast food, entirely self-service and take-away; grab&go type;
- **Kara Ice-Gelateria** - In partnership with "Carte d'Or", offers a wide selection of different flavors including creams and fruits of excellent creamed ice cream.

At the General Aviation:

- **Inflight catering service - Cortesa Restaurant** - the high-profile In-flight catering service. A multilingual Staff and an entire Kitchen Brigade with international experience, dedicated exclusively to meeting the demands of a demanding luxury and intercontinental clientele, who transit and stop in the General Aviation Terminal.



THE TERMINAL

Olbia Costa Smeralda Airport H.H. Prince Karim Aga Khan IV is composed by two Passenger Terminals.

Passenger Terminal T1 is open every day of the year, including holidays, with a minimum opening time of 5:00 a.m. to 11:00 p.m., extended during the high season based on flight schedules: the Terminal always opens before the departure of the first morning flight and closes after the arrival of the last scheduled flight.

In order to offer passengers the opportunity to spend their waiting time in maximum comfort, the Passenger Terminal covers a total area of 43.500 square meters. Its architecture, elegant and modern, integrates perfectly with the Sardinian landscape in order to emphasize the peculiarities of the region as much as possible.

Terminal T2, only opened during IATA Summer Season, is dedicated to passenger and baggage check-in activities of charter flights.

The **Parking Spaces** cover a total area of 25.000 square meters, with 8 different parking areas for a total amount of more than 2.000 slots for passengers, employees, bus, chauffeurs, NCC and car rental companies.

Parking is available 24 hours a day, with assistance from airport staff at the central parking garage from 5:00 a.m. to 1:00 a.m. Payments in cash, bank accounts, and debit cards can be made 24 hours a day at the 5 automatic pay stations, and 24 hours a day by bank accounts and debit cards directly at the exit machines.

TECHNICAL DATA SHEET

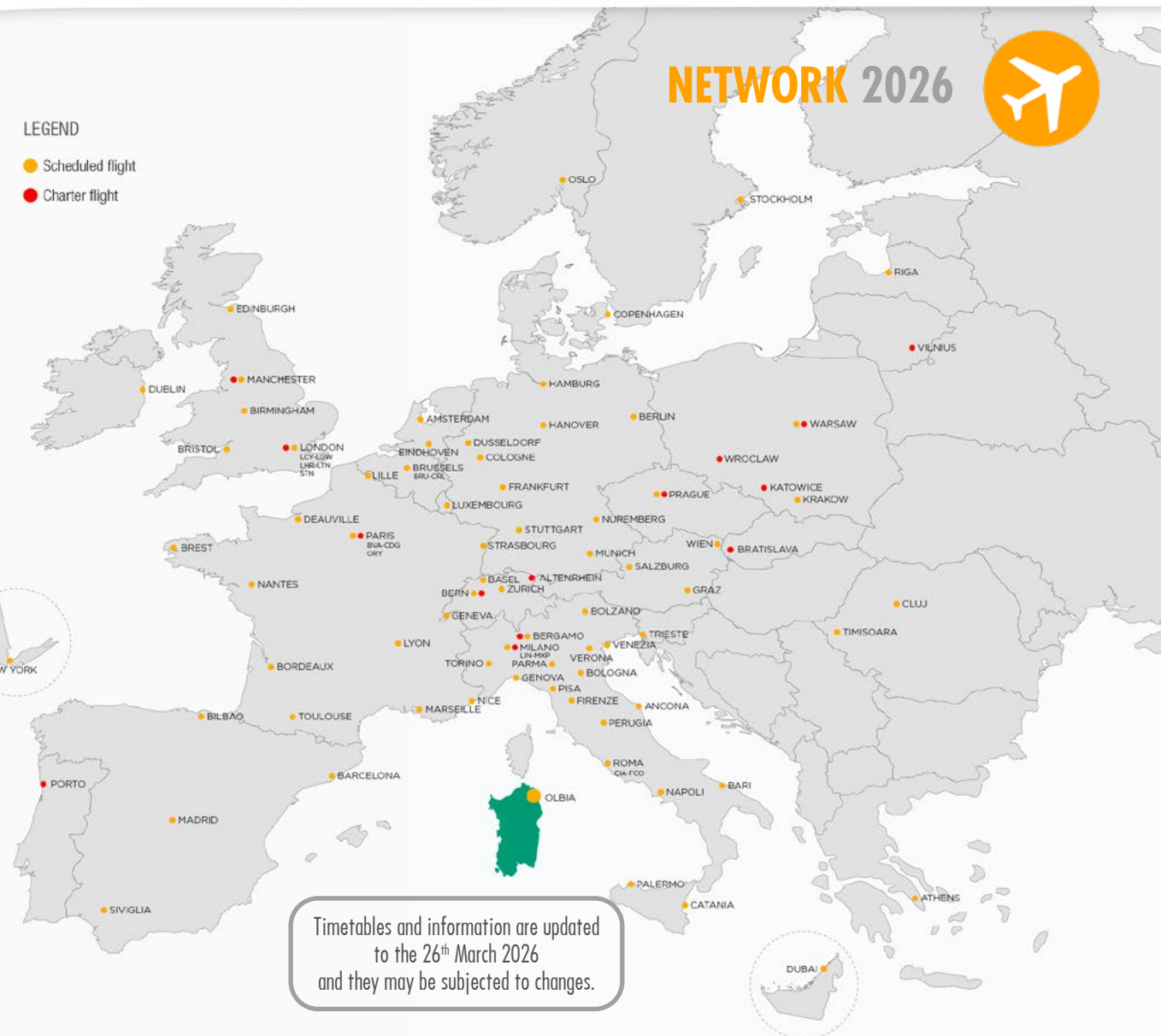
Check-in desks T1	31	Parking Spaces	25.000 sqm
Check-in desks T2	12	No. of paid parking slots	1.201
Fingers	5	No. of car parks reserved for passenger with reduced mobility (PRM) holding a CUDE (EU Parking Card for people with disabilities):	32
Gates	16	Automatic cash machines:	3 in long stay sector 1 in short term exit 1 in long stay exit
Airplane stands (26 apron 1, 31 apron 2, 22 apron 3)	79	1 pay station with supervised box at central car parking from 5.00 a.m. to 1.00 a.m.	
Heliport	1		
Air terminal surface	43.500 sqm		
Areas inside the air terminal open to the public	17.502 sqm		



CODE	AIRLINE	WEBSITE
A3	AEGEAN	www.aegeanair.com
XZ	Aeritalia	www.aeritalia.com
BT	airBaltic	www.airbaltic.com
EN	Air Dolomiti	www.airdolomiti.it
AF	AIRFRANCE	www.airfrance.it
YW	AIR NOSTRUM	www.airnostrum.es
A2	AnimalWings	www.animawings.com
OS	Austrian	www.austrian.com
CJ	BA CITYFLYER	www.britishairways.com
BA	BRITISH AIRWAYS	www.britishairways.com
SN	brussels	www.brusselsairlines.com
DE	condor	www.condor.com
DL	DELTA	www.delta.com
U2	easyJet	www.easyjet.com
WK	edelweiss	www.flyedelweiss.com
EW	Eurowings	www.eurowings.com
FZ	flydubai	www.flydubai.com
AZ	ITA AIRWAYS	www.ita-airways.com
LS	Jet2.com Friendly low fares	www.jet2.com
LH	Lufthansa	www.lufthansa.com
LG	Luxair	www.luxair.lu
NO	neos	www.nesosair.it
DY	norwegian	www.norwegian.com
FR	RYANAIR	www.ryanair.com
SK	SAS	www.flysas.com
BQ	skyalps	www.skyalps.com
QS	smartwings	www.smartwings.com
LX	SWISS	www.swiss.com
HV	transavia	www.transavia.com
V7	VOLOTEA	www.volotea.com
VY	vueling	www.vueling.com
W6	WIZZ	www.wizzair.com

LEGEND

- Scheduled flight
- Charter flight



Timetables and information are updated
to the 26th March 2026
and they may be subjected to changes.

USEFUL TRAVEL SERVICES

Geasar provides passengers with a wide range of airport services to make the most of their journey, both on departure and arrival at Olbia airport.



REQUIRED DOCUMENTS

A valid ID card or passport will be required at check-in and boarding. You must present your boarding pass at the security checkpoint. Depending on the destination, additional documentation may be required in accordance with current immigration regulations.



PASSPORT CONTROL

Passport control is provided for those arriving from an Italian destination or a Schengen country and departing to a non-Schengen country and vice versa. Passport control is also provided for passengers in transit from non-Schengen countries to all destinations.



UNACCOMPANIED MINORS

For information on rules applying to children flying as unaccompanied minors, please contact your airline or travel agent. Rules for taking children abroad are published on the Italian police website www.poliziadistato.it.

CUSTOMS AGENCY AND TAX REFUND

The offices of the Customs Agency are located in the arrivals area of the Terminal. Passengers resident or domiciled outside the European Union can obtain a VAT refund on the sale of goods purchased in Europe. The refund request must be handed in at the tax refund point in the departure area of the airport. There are always customs or currency controls on arrival.

Phone +39 0789 69494. For more information: www.adm.gov.it/portale/en/home.

INFO POINT

The Information Office is located inside the air terminal, in the arrivals area.

The service is guaranteed every day from 9.00 a.m. to 11.00 p.m.; during the summer peak period the hours are extended according to flight operations.

Our multilingual staff is available to assist passengers with all their needs, through the counter and the various communication channels:

INFOPOINT

ph. +39 0789 563 444 - Whatsapp (messages only, no voice calls) +39 345 1542636

live Chat at www.geasar.it/en - mail info@geasar.it

LUGGAGE STORAGE

Luggage storage is located inside the terminal in the arrivals area. It is guaranteed every day from 9 a.m. to 11 p.m.; during the peak summer period, the timetable is extended based on flight operations. A security seal is applied to the luggage to guarantee against tampering and possible theft, offering customers maximum security.

INFOPOINT - tel. +39 0789 563 444 - mail info@geasar.it





LOST&FOUND - LOST LUGGAGE AND ITEMS

In the event of lost and/or damaged baggage, please go to the Lost&Found desk located in the arrivals area near the baggage reclaim belts, where a file will be opened to search for your baggage or for reimbursement of damaged baggage. You can monitor the status of lost luggage for which a search is underway by clicking on the following link:

www.geasar.it/en/airport-guide/lost-and-found

For more information:

every day from 8 a.m. to 8 p.m. - ph. +39 0789 563456 - mail lostandfound@geasar.it



TICKET OFFICE

Inside Olbia Costa Smeralda Airport, the Geasar airline ticket office is available, located in the departures area, near the check-in desks, which provides the following services: airline ticketing, payments due for excess baggage and various assistance. It is open every day and operates continuously from 05:00 until the last departing flight.

LUGGAGE WRAPPING SERVICE

Located next to the check-in desks, the service (for a fee) allows you to wrap your luggage to ensure safer transport.



EXTRA-SIZE BAGGAGE

A service offered to all passengers travelling with animals, special and/or oversized luggage (such as sports equipment) carried out by dedicated and specialized personnel for loading on board the aircraft in total safety and comfort for the customer.

LUGGAGE TROLLEYS

The baggage trolleys available to passengers are free of charge and can be collected by inserting a 50 cent, 1 euro or 2 euro coin, which will be returned upon release at the various collection points located inside and outside the terminal. To make things easier for passengers, a coin payment service is available in the Air Side, next to the baggage reclaim belts.



AIR HEALTH

USMAF Porto Torres Offices - +39 335 7262831

Roma Offices - +39 06 59944824 / +39 06 59949142

You are advised to visit www.viaggiasesicuri.it for prophylaxis measures to follow depending on your travel destination.

FIRST AID

The Emergency Department guarantees medical assistance to passengers with 24-hour availability, every day of the year. Assistance is provided both on an outpatient basis and externally with the help of mobile advanced emergency units, depending on the type of event. In case of need, call the First Aid Centre on +39 0789 563457.



SALA AMICA - SPECIAL ASSISTANCE LOUNGE

Waiting room reserved for Passengers with Reduced Mobility, located on the ground floor, before the security gates, with an area specially designed to accommodate people with autism spectrum (design of sounds and colours aimed at this sphere of disability). The staff of the company in charge of assisting passengers with reduced mobility, certified ISO 9001, is present in the Sala Amica from two hours before the departure of the first flight. For more information:

Sala Amica - Special Assistance Lounge - tel. +39 0789 563 445 - mail salamica@geasar.it



CUSTOMER EXPERIENCE SERVICES

Geasar offers passengers a wide range of additional services, aimed at transforming their moment of passage into an experience full of pleasant moments: through a special Function included in its staff in 2019, the *Customer Experience*, Olbia Airport aims to provide innovative and high quality services, which anticipate passengers' needs and fully meet their expectations.



NURSERIES AND CHANGING TABLES

To facilitate families with children, a changing table was installed in all toilets in the main terminal, Terminal 2 and the car terminal. To support transit fathers as well, the installation was also made in the men's toilets.

BREASTFEEDING ROOM

Inside the main terminal, at the check-in area, mothers can enjoy a reserved and comfortable room where they can breastfeed their baby in peace and privacy. The room is equipped with a comfortable chair, washbasin, changing table and adjacent toilets.



COURTESY BUGGIES

Olbia Airport provides courtesy pushchairs completely free of charge. The project, always attentive to the needs of travelers to improve their travel experience, aims to allow passengers with small children to comfortably use their pushchairs inside the Air Side area of the terminal and then return them on departure or arrival before leaving the Air Side area. The wheelchairs are constantly sanitized to ensure their safe and secure use.

The service is located in the departures area at the walk-through exit opposite Gate A2.



PET RELIEF AREA

Unique in the Italian airport scene, inside the Olbia airport, beyond the security controls, a space of about 60 square meters has been created dedicated free of charge to passengers travelling with pets, where they can find a green area equipped with a drinking trough and games for their four-legged friends.

The project is part of the customer experience initiatives undertaken by the company, in view of the growing need for passengers to travel with their pets.

AFTER BEACH

Inside the Departure Area of Olbia Airport there is a service dedicated to those who do not want to give up their last swim in the sea before departure or after their flight on arrival. A private room in a comfortable, perfumed and sanitized space with two rooms available. The service is available every day and can be accessed individually, as a couple, or as a family. The kit offered is eco-friendly, i.e. composed of natural products for hygiene, beauty, and wellness, in line with the environmental sustainability policy undertaken by the company a few years ago.

SILENT AIRPORT

Following the example of many airports in Europe and around the world, Olbia Airport has also chosen to eliminate audio announcements to improve the experience and comfort of passengers and all airport users. All flight information is visible on the monitors and constantly updated.

PLAYLIST SPOTIFY

A collection of 600 songs updated periodically. The music, piped in, is intended to make the passenger experience in the terminal more pleasant and to create loyalty. In addition, the playlist can be downloaded from the Spotify streaming platform.

SMOKING AREAS

Olbia Airport offers its smoking customers special dedicated areas. Two spaces are delimited outside the airport, in the arrivals area and in the departures area.

Furthermore, inside the airport, after the security checks in the departures pier, there is the "Smoking Garden", a small garden dedicated to smoking customers for an open-air break while waiting for their flight.



FAST TRACK

A service that allows the passenger to access a privileged route that offers greater speed in accessing the airside area, personalized checks and queue cancellation. The purchase of the service costs € 15 per person.

FAMILY FAST TRACK

Preferential lane dedicated to families with children up to 6 years old which allows them to quickly pass through security checks. In this way, children and their companions will be able to skip the queue and directly access the boarding lounge in complete comfort and tranquility. The service is free.

CLUB LOUNGE

An area of approximately 300 m² completely renovated and expanded during 2024, located in the departures dock, within which the new **"Exclusive Club Lounge"** was created, set up to offer maximum comfort. The lounge is equipped with a relaxation area with sofas and armchairs, a Food & Beverage area and a reception with dedicated staff (multilingual, qualified, attentive and available) who welcome the customer with courtesy and efficiency, to satisfy their every need during the wait before the flight. Inside the Club Lounge, for the most demanding customers, starting from 15 April 2024, the new **"Exclusive Club Lounge"** area, reserved and exclusive, has been opened to the public. A room of approximately 60 m², furnished and set up to offer maximum comfort and privacy, with dedicated staff and a wide and varied choice of Food & Beverage products served at the table. Customers of the Exclusive Club Lounge are offered the Fast Track service, i.e. access to the preferential queue-skip lane at security checks and entry to the "After Beach" Shower Baths with a dedicated route and escort service. Only natural products for hygiene, beauty and well-being are used inside the rooms.

At the beginning of 2026 the Club Lounge, together with the Airport, was named to **H.H. Prince Karim Aga Khan IV**, in honor of his high commitment and foresight towards the development project of Olbia Airport, Alisarda/Meridiana Airline and the whole Costa Smeralda area.

ART-PORT GALLERY

On the first floor of the Terminal is the Art-Port room which hosts events, exhibitions and artistic and museum displays of local and national interest throughout the year, with free access.

ECUMENICAL CHAPEL

On the first floor of the Terminal there is an ecumenical chapel which welcomes passengers of all religions for a moment of personal reflection. Inside is the statue of the Madonna of Loreto, protector of aviators and travelers.

ATM AND CURRENCY EXCHANGE SERVICE

There are 4 ATMs, two located in the land side area (one in the departures area and one in the arrivals area) and two located in the baggage claim area on the air side. It is possible to make withdrawals with both debit cards and national and international credit cards. In the arrivals area there is also a cash exchange point for foreign currency.

CHARGING POINTS FOR ELECTRONIC DEVICES

Inside the airport, both in the landside and airside areas, there are numerous charging points for electronic devices (PCs, mobile phones, tablets), appropriately signposted, available to passengers completely free of charge.

FREE WI-FI

Safe and fast free wi-fi service available to passengers with widespread coverage throughout the airport. The customer can use it for up to three hours a day.





DISPENSERS FOR COLD/HOT DRINKS AND SNACKS

Vending machines for hot, cold drinks and snacks are available throughout the airport, located both in the Land Side area and especially on the Air Side near the boarding gates.



DRINKING WATER DISPENSERS

Sensitive to environmental sustainability issues, in order to reduce the consumption of disposable plastic bottles, the airport has equipped itself with “refill” dispensers. Customers can fill their water bottles with drinking water using the dispensers located in the boarding area, next to the Pet Relief entrance (area in front of Gate A3) and in the basement of the boarding area (in front of Gate B6). The service is free.



AIRPORT ANGELS

A proactive and dynamic assistance service offered to airport customers and/or passengers. Dedicated, multilingual staff provide assistance and information to airport guests in an itinerant manner throughout the airport.

FACILITATORS OF THE PASSPORT CONTROL AREA

Service offered with the use of dedicated and multilingual staff aimed at supporting arriving and/or departing passengers who must complete passport control procedures in line with specific European regulations.

PLAY AREAS

There are two new play areas inspired by the airport world were set up, dedicated to the entertainment of the little ones. Outside the Terminal, near the “Kara Kiosk” refreshment point, there is an inclusive play area which is also accessible to children with motor disabilities with the presence of a swing, a slide and a wooden swing. Inside the airport, in the departures area, there is a Playground which reproduces the runway with the presence of an airplane inside which there are interactive games based also on respect for the environment.

CUSTOMER EXPERIENCE AWARD

An award, awarded periodically and aimed at the entire airport community, intended for operators who stand out with their work in creating a positive and unforgettable experience for airport customers.



SERVICES FOR PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY (PRM)



Geasar S.p.A. complies with the requirements of **EC Regulation No. 1107/2006**, available on the Geasar website, aimed at guaranteeing the access to air transportation and facilitating the use of airport services for the passenger with disabilities and with reduced mobility (PRM). Passengers with disabilities or reduced mobility have the opportunity to use, both on departure and arrival, a specialized assistance service, carried out by an ISO 9001 certified Company supervised and coordinated by the Manager. The staff, competent and qualified for all the different phases of airport operations, is available to all passengers who request it.

As indicated by **EC Regulation No. 1107/2006**, the request for assistance must be made at least 48 hours in advance to the airline with which the flight is booked. In the absence of prenotification the service is still provided, but longer waiting times may be required.

Dedicated services for Passengers with disabilities or Reduced Mobility (PRM):

- **Parking spaces** - the Airport provides in the Main Park, located in front of the terminal, 32 reserved car parks for passengers with reduced mobility (PRM) holding a **CUDE (EU Parking Card for people with disabilities)**, located in both short-stay and long-stay. These car parks are available to eligible passengers for a maximum of 21 consecutive days per stay, upon presentation of the aforementioned CUDE. For further information and the procedure to follow to take advantage of free parking, please refer to the **new parking regulations in effect from November 1st 2025**, published on the Geasar website at www.geasar.it/come-arrivare/parcheggi, as well as in the dedicated section for passengers with reduced mobility (PRM) www.geasar.it/guida-passeggero/assistenze-speciali/assistenza-in-aeroporto/in-partenza.
- **Call point** - additional call points for requesting assistance are the Info Point, Check-in desks, Main Park guardhouse, Car Rentals and Bus Transportation Companies who should contact Sala Amica assistance at +39 0789.563455/+39 349.2358106. Finally, there are information signs with the number to contact to receive assistance +39 0789.563455/+39

349.2358106 in areas outside Terminal 1, at the entrance of the Main Park long-stay parking lot, at the entrance of the short-stay parking lot, in Terminal 2, and in the BUS parking area.

- **Loges pathways** - loges pathways are available for the visually impaired/blind that lead passengers from the entrance next to the call point to the restrooms, ticket counter, check-in and Sala Amica - Special Assistance Lounge.
- **Sala Amica - Special Assistance Lounge** - located in the departures area near the security checkpoints, the Sala Amica - Special Assistance Lounge is open from 5 a.m. to midnight. Passengers with disabilities or Reduced Mobility (PRM) are assisted by specialized ISO 9011-certified staff, who provide assistance from the security checkpoints and up to boarding. The departing passenger and any companion are welcome in the lounge until boarding in which they can benefit of audiovisual facilities and reserved restrooms. The Sala Amica - Special Assistance Lounge is equipped with a waiting area designed in order to host people with autism spectrum, with sounds and colors designed and targeted for this sphere of disability. Contact: mail salamica@geasar.it, ph. +39 0789.563445.
- **Wheelchairs** - 24 wheelchairs are available for passengers with reduced mobility both arriving and departing, located in front of the Sala Amica - Special Assistance Lounge and near the boarding gates.
- **Elevators** - elevators, which are also equipped with a braille push-button panel, are available for wheelchair passengers on the different floors of the terminal.
- **Lifts** - in order to allow easy boarding and disembarkation of passengers with reduced mobility and any accompanying person, lifts (ambulifts) are available to easily load/unload the wheelchair.
- **Assistance on arrival** - assistance of the arriving Passengers with disabilities or Reduced Mobility (PRM) will be provided by the dedicated staff who will take care of the passenger from the aircraft disembarkation to the designated point located beyond the arrivals doors.





PROJECT "AUTISM - TRAVELING THROUGH THE AIRPORT"

Olbia Airport joined in 2016 the project "**Autism - Traveling through the airport**", designed to facilitate the experience of air travel for people with autism spectrum and implemented in partnership with ENAC and a few local trade associations that work specifically with autism. Specific services dedicated to passengers with autism spectrum:

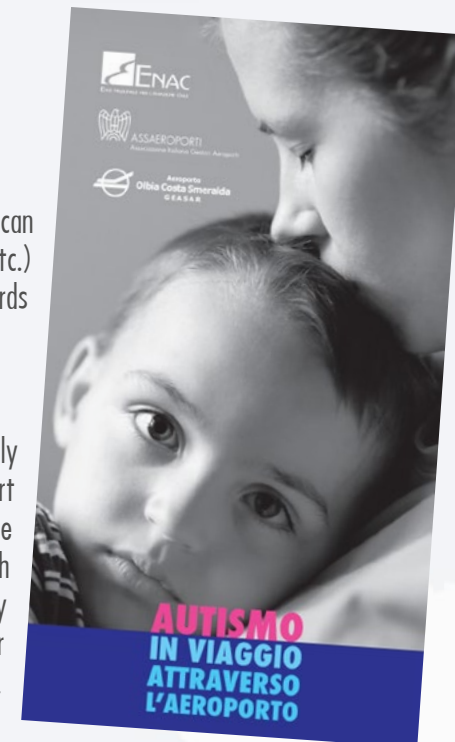
- **Guided tours at the Airport** - Olbia Airport provides guided tours, upon request, for passengers with autism spectrum, in order to facilitate their familiarization with the airport, the services provided and the staff with whom they will be in contact. The tour can be booked through the email address salamica@geasar.it or by phone at +39 0789.563445, at least 7 days before the scheduled departure date..
- **Video and Social Story** - on the dedicated page on the Geasar website, at the link www.geasar.it/en/supplementary-worksheet/autismo-in-viaggio-attraverso-l-aeroporto, it is possible to see the video and social story designed to facilitate air travel and airport stay for people with autism spectrum. Both the video and the social story show the route that the passenger will take through the Airport and the people they will come into contact with, ensuring they will arrive at the departure day already prepared.

The "Autism - Traveling through the Airport" project is constantly evolving. In particular, during the year 2023 Geasar, again with the collaboration of ENAC and local trade associations that deal specifically with autism, created the **KAIROS project**, a project based on techniques for developing autonomy and accessibility of places public, and which within the airport aims to make the terminal more welcoming and usable for people with autism spectrum. Various vertical supports have been created and installed inside the terminal

which, through the use of pictograms and figures, depict what can be found in the surrounding area (pharmacy, shop, food, toilet, etc.) and encourage orientation of people with autism spectrum towards the main points of interest in the airport.

SUNFLOWER PROJECT (Hidden Disabilities Lanyard)

Olbia Costa Smeralda Airport is proud to offer the globally recognized Hidden Disabilities Sunflower Program to support passengers with hidden disabilities, also known as invisible disabilities. The airport staff are properly trained, through dedicated courses, on the meaning that the lanyard, worn by either the passenger with an invisible disability or his/her companion, implicitly indicates, and will then act appropriately. The Sunflower lanyard is issued free of charge to anyone who requests it at the Sala Amica - Special Assistance Lounge, by e-mail salamica@geasar.it or by phone at +39 0789.563445.



AIRPORT MAP LEGEND

-  ATM
-  Ticket Office
-  Check in
-  Fast Track
-  Family Fast Track
-  Information
-  Pet relief
-  First aid
-  Recharging point for electrical devices
-  Change

-  Snacks / Drinks machine
-  Wine Shop / Wine Bar
-  Restaurant
-  Snack Bar
-  Water dispenser

-  Shopping area

-  Shower room
-  Nursery
-  Baby changing table
-  Toilet
-  PRM* Toilet

-  PRM* Meeting point
-  Sala Amica - Special Assistance Lounge

-  Lift
-  PRM Call point*
-  Start of loges pathway
-  Escalators
-  PRM Entrance

* Passengers with Riduced Mobility

-  Lost & found
-  Trolleys
-  Luggage storage
-  Baby strollers
-  Baggage reclaim
-  Safe Bag

-  Exhibition Area of Nuoro Chamber of Commerce (ground floor)
-  Smoking area
-  Tour Operators
-  Chapel
-  Club Lounge
-  Meeting and Business Centre
-  Art Port Gallery (first floor)
-  University
-  Play Area

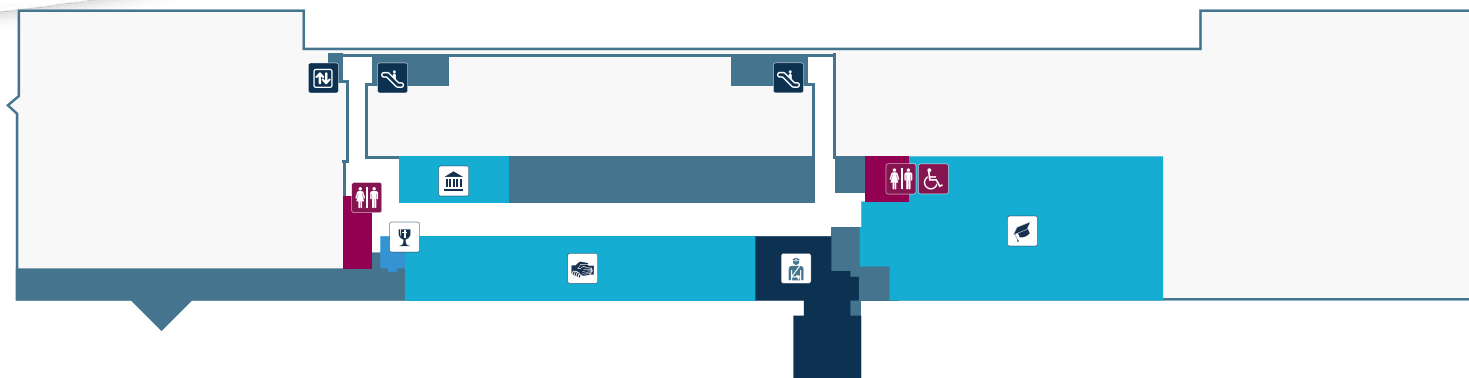
-  Car park paying point
-  Car rental
-  Car park
-  Bus park
-  Taxis

-  Carabinieri
-  Security check
-  Customs
-  Finance police
-  Police

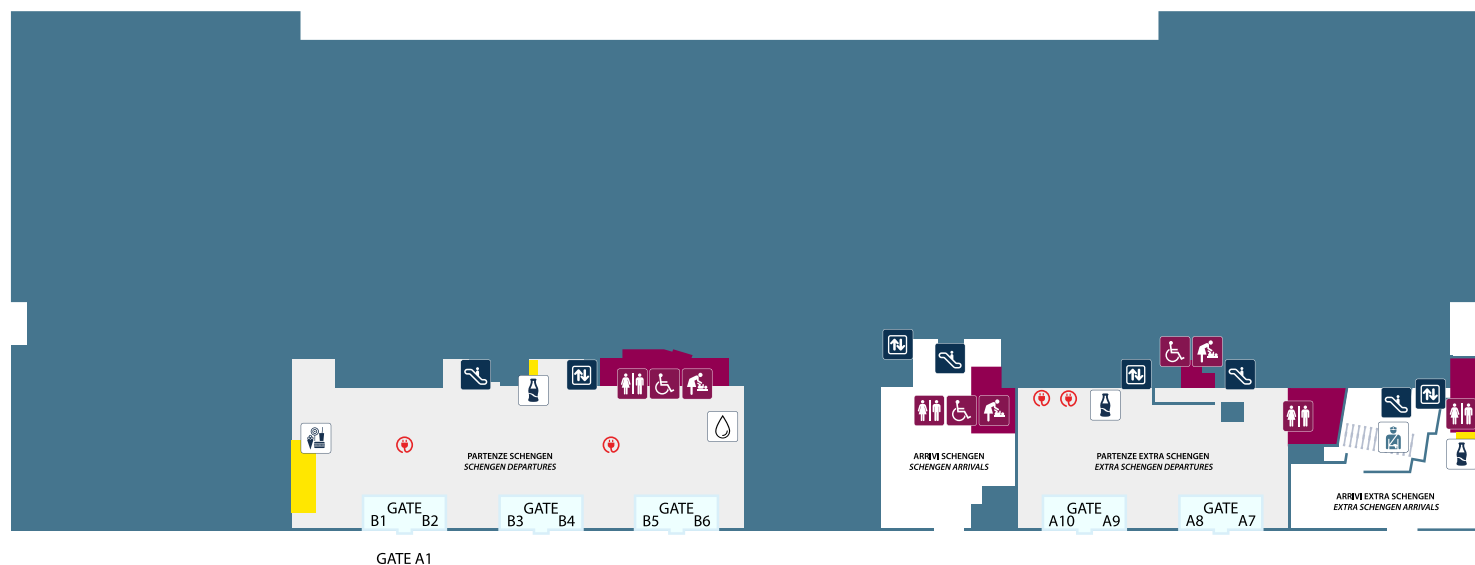
AIRPORT MAP TERMINAL 1 GROUND FLOOR



TERMINAL 1 **FIRST FLOOR**

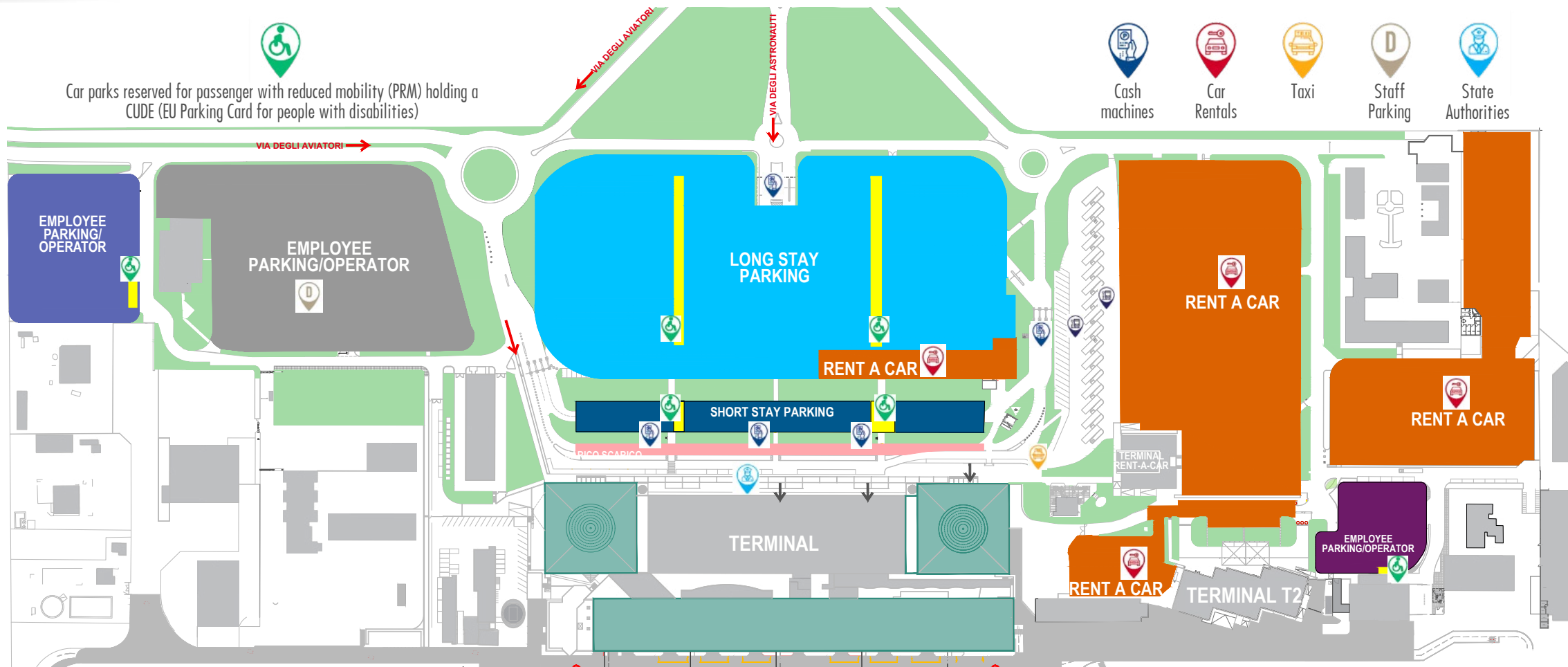


TERMINAL 1 **BASEMENT**



CAR PARKING MAP AND CAR PARKS RESERVED WITH REDUCED MOBILITY (PRM)

HOLDING A CUDE (EU PARKING CARD FOR PEOPLE WITH DISABILITIES)



OPENING HOURS

Terminal

Open from 5 a.m. to 11 p.m.*

Luggage storage and InfoPoint

Open from 9 a.m. to 11 p.m.*

Restaurants, bars and shops

Open from 6.00 a.m. to 8.00 p.m.*

*Minimum opening hours

In high season, opening hours are extended according to flight operations. The Terminal is only open according with flight schedules: the Terminal always opens before the departure of the first morning flight, and closes after the arrival of the last scheduled flight. Please contact Geasar InfoPoint at **+39 0789.563444** or by e-mail at **info@geasar.it** for updated information.

Parking Spaces

Open 24 hours/day, 7 days/week

Parking is available 24 hours a day, with assistance from airport staff at the central parking garage from 5:00 a.m. to 1:00 a.m. Payments in cash, bank accounts, and debit cards can be made 24 hours a day at the 5 automatic pay stations, and 24 hours a day by bank accounts and debit cards directly at the exit machines.





OLBIA COSTA SMERALDA AIRPORT

Airport information	+39 0789 563444
Business Center	+39 0789 645744
Club Lounge	+39 0789 563488
Eccelsa aviation	+39 0789 563480
Exchange office	+39 0789 1890347
First Aid	+39 0789 563457
Freight Office	+39 0789 373972
Geasar	+39 0789 563444 - www.geasar.it - info@geasar.it
Lost / Found	+39 0789 563456
Luggage storage	+39 0789 563444
Parking	+39 0789 563471
Sala Amica - Special Assistance Lounge	+39 0789 563445
Taxi	+39 0789 69150

AIRPORT BODIES

Carabinieri	+39 0789 64450
Customs	+39 0789 69494
Enac - D.A. Olbia	+39 0789 563598
Enav	+39 0789 69435
Finance Police	+39 0789 69496
Fire Dep.	+39 0789 69502
Police	+39 0789 641059

RESTAURANTS, SHOPS AND FACILITIES

Fish and Wine	+39 0789 563415
Grain & Grapes	+39 0789 563513
Kara Sardegna (prodotti e artig. Sardo)	+39 0789 563470
Kara Kiosk	+39 0789 563450
Kara Food	+39 0789 563517 / 516
Kara Cafè	+39 0789 563405
Kara Italy	+39 0789 563470
Meet and Great	+39 0789 563721
Time In Jazz Music Bar	+39 0789 563722
Abbigliamento Ambrosio	+39 0789 67042
Boggi Milano	+39 0789 67071
Billu Artigianato	+39 0789 563470
Carpisa	+39 0789 66291
Forexchange	800 305357
Fly Sistema Valigia Sicura	+39 033 1777154
Immobilisarda	+39 0789 909000
Isola	+39 0789 563470
K-Way	+39 0789 1825580
Libreria Feltrinelli	+39 0789 69306
Olbia Fly Shop	+39 078967042
Ottica Priarone	+39 0789 66261
Pharma Olbia Airport	+39 347 9808667
Trade News (edicola molo)	+39 392 5558151
Yamamay	+39 0789 67104

CAR RENTALS

Abby Car - Vettura Rent	+39 371 397 0229
Autosystem	+39 375 547 7267
AutoOne	+39 0789 1872540 / +39 344 061 7239
Autovia-Ecovia	+39 0789 386093

USEFUL NUMBERS

A.M. Service	+39 0789 68884
Autonoleggi Demontis S.p.A. (AVIS)	+39 0789 69540
B-Rent	+39 0789 68685 / +39 351 2133963
Centaurò	+39 06 83662959
Dinamica Rent	+39 070 22761
Ellepì Autonoleggio	+39 0789 69055
Europcar Italia S.p.A.	+39 0789 69548
Felirent	+39 0789 1776969
Galdieri	+39 349 75 89 606
Gold Car	+39 0789 66517 / +39 06 45209634
Hertz Italiana S.p.A.	+39 0789 69389 / +39 0789 66024
Italy car rent	+39 06 5655 7837
Drivalia	+39 0789 645108
Locauto	+39 0789 68979
Maggiore Rent S.p.A.	+39 0789 69457
Mida Rent	+39 0789 645233
Moventur	+39 045942432
Noleggiare S.r.l.	+39 0789 67178 / +39 342 6171764
Only Sardinia Autonoleggio	+39 0789 68947
Ok Mobility	+39 06 53262388
Rental Plus	+39 0789 1776969
Ruvioli Rent a Car	+39 0789 69733
Sardinya Autonoleggio	+39 0789 69367
Sicily by Car	+39 345 7865485 / +39 0789 642030
Sixt Autonoleggio	+39 02 94757979
Smeralda Express S.n.c.	+39 0789 69192
Viaggiare Rent	+39 366 5458892
Vitarent	+39 344 036 9454

HOW TO REACH THE AIRPORT

-  From Nuoro: Strada Statale 131 DcN
-  From Cagliari: Strada Statale 131 DcN
-  From San Teodoro: Strada Statale 131 DcN
-  From Sassari: Strada Statale 729
-  From San Teodoro: Strada Statale 125 South
-  From Porto Cervo: Strada Statale 125 North

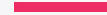
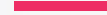


HOW TO REACH THE AIRPORT

URBAN AND EXTRAURBAN CONNECTIONS INFORMATION

Olbia Costa Smeralda Airport is located in the immediate surroundings of the city center, which is only 4 km away.

BY CAR (see map at page 26)

-  From Nuoro: Strada Statale 131 DcN (travel time 1h 2min)
-  From Cagliari: Strada Statale 131 DcN (travel time 2h 45min)
-  From San Teodoro: Strada Statale 131 DcN (travel time 21min)
-  From Sassari: Strada Statale 199 (travel time 1h 8min)
-  From San Teodoro: Strada Statale 125 South (travel time 26min)
-  From Porto Cervo: Strada Statale 125 North and SP94 (travel time 32min)

BY BUS (Urban transport)

Urban transport service is guaranteed by A.S.P.O. company.

For information and schedules visit www.aspo.it

info@aspo.it - ph. +39 0789 553800

BY TAXI & NCC

Taxis are located in the square in front of the airport (arrivals area).

- Airport station ph. +39 0789 69150
- Olbia Taxi Company ph. +39 0789 22718

BY BUS (Extra-Urban transport)

For information click on the link on the airport's website inside which you can find the bus schedules that directly connect Olbia Airport with the major centers on the island and vice versa: www.geasar.it/en/how-to-get-here/by-bus

Companies providing connections to and from the airport:

- Deplano ph. +39 0784 29 50 30
- Sunlines ph. +39 348 26 09 881 / +39 0789 50 885
- Turmo Travel ph. +39 0789 21 487
- ARST ph. +39 0789 553000

For additional information, please visit the urban transportation section on our website

www.geasar.it/en/how-to-get-here/from-to-olbia

MONITORING QUALITY INDICATORS

QUALITY OF AIRPORT SERVICES 2025

ENAC Circolare GEN 06

During the period under investigation (2025), 1,187 qualitative interviews were conducted, of which 537 with male passengers and 579 with female passengers (48.1% and 51.9% respectively).
Enac target: 1.100 interviews for airports with passenger traffic of 2-5 ml.

QUALITY INDICATOR	PERFORMANCE 2025	TARGET 2026	MEASUREMENT
TRAVEL SECURITY			
1. Perception on overall security levels on passengers and hand baggage Check	99,63%	99,50%	% satisfied passengers
PERSONAL AND PROPERTY SECURITY			
2. Perception on overall personal and property security level at the airport	99,82%	99,50%	% satisfied passengers
REGULARITY AND PUNCTUALITY OF THE SERVICE			
3. Overall on-times flights	70,52%	75%	Overall on-time flights on all departing flights
4. Total misrouted departing baggage pieces	0,3‰	0,3‰	Number of non delivered pieces at destination/1.000 departing passengers
5. Waiting time before first baggage delivery	22'23"	20'	First piece (in 90% of cases)
6. Waiting time before last baggage delivery	32'37"	30'	Last piece (in 90% of cases)
7. Waiting time on board for first passenger disembarkation	3'48"	3'50"	Waiting time from arrival in 90% of cases
8. Overall perception on airport services regularity and punctuality	98,83%	99%	% satisfied passengers
CLEANING AND HYGIENE			
9. Perception on toilets cleanliness and functionality	98,27%	96%	% satisfied passengers
10. Perception on terminal cleanliness	99,55%	96%	% satisfied passengers

QUALITY INDICATOR	PERFORMANCE 2025	TARGET 2026	MEASUREMENT
COMFORT DURING YOUR STAY IN AIRPORT			
11. Perception on baggage trolleys availability	96,83%	99%	% satisfied passengers
12. Perception on passengers transfer systems efficiency (lifts, escalators, people mover, ecc...)	96,69%	99%	% satisfied passengers
13. Perception on air conditioning efficiency	98,74%	96%	% satisfied passengers
14. Overall perception on comfort level	99,9%	99%	% satisfied passengers
COMPLEMENTARY SERVICES			
15. Perception on the wi fi connectivity in the terminal	97,95%	94%	% satisfied passengers
16. Perception on the availability of points for charging mobile / laptop, in public areas, where present	94,33%	98%	% satisfied passengers
17. Compatibility of airport and bars opening times	90%	90%	% of dep. and arr. flights suitable with the opening times of bars in the respective areas
18. Perception on the adequacy of Smoking Rooms, where present	99,14%	98%	% satisfied passengers
19. Perception on the availability of providers of free drinking water, if present	99,9%	99%	% satisfied passengers
20. Perception on availability / quality prices of shops and newspaper stands	99,9%	98%	% satisfied passengers
21. Perception on availability / quality/prices of bars and restaurants	97,74%	98%	% satisfied passengers
22. Perception on availability of drinks / coffee vending machines supplied	99,9%	98%	% satisfied passengers

* Data not recorded in 2022

QUALITY INDICATOR	PERFORMANCE 2025	TARGET 2026	MEASUREMENT
CUSTOMER INFORMATION SERVICE			
23. Easy-to-browse and updated website	99,9%	99%	% satisfied passengers
24. Perception on efficiency of operating information points	98,42%	97%	% satisfied passengers
25. Perception on clarity and efficiency of indoor signs	99,22%	96%	% satisfied passengers
26. Perception on professionalism of staff (infopoints and security checkpoints)	99,9%	99,5%	% satisfied passengers
27. Overall perception on efficiency and availability of customer information services	99,82%	96%	% satisfied passengers
AT THE GATE / SECURITY COUNTER SERVICES			
28. Perception on ticket counter service	97,56%	99%	% satisfied passengers
29. Queuing time at check-in	8'45"	14'	Waiting time in 90% of cases
30. Perception on queuing time at check-in	99,24%	98%	% satisfied passengers
31. Waiting time at security check	6'24"	7'	Waiting time in 90% of cases
32. Perception on queuing time at passport control	---*	---*	% satisfied passengers
TRANSPORT NETWORK / CITY - AIRPORT CONNECTION EFFICIENCY			
33. Perception on availability of clear and comprehensible road signage	99,73%	98%	% satisfied passengers
34. Perception on the suitability of city/airport connections	97,35%	96%	% satisfied passengers

* the indicator is not to be collected for airports with Non-Schengen traffic below 500,000 passengers per year (ENAC Circular GEN 06)

MONITORING QUALITY INDICATORS PRM 2025

ENAC Circular GEN 02 B

Total assistance provided in 2025 between arrivals and departures: 26,746 of which 15,685 (59%) pre-notified and 11,061 (41%) not pre-notified

QUALITY INDICATOR	PERFORMANCE 2025	TARGET 2026	MEASUREMENT
EFFICIENCY OF SERVICES			
1. Prebooked departing passengers: waiting time for passengers from the time the assistance service has been requested at the arrival points located inside the airport	2'40"	3'	Waiting time in minutes in 90% of cases
2. Non prebooked departing passengers: waiting time for passengers from the time the assistance service has been requested at the arrival points located inside the airport	3'55"	5'	Waiting time in minutes in 90% of cases
3. Pre-booked arriving passengers: onboard waiting time for 90% of passengers from the time the last passenger leaves the aircraft	3'52"	3'	Waiting time in minutes in 90% of cases
4. Non pre-booked arriving passengers: onboard waiting time from the time the last passenger leaves the aircraft	6'29"	5'	Waiting time in minutes in 90% of cases
EFFICIENCY OF SERVICES			
5. General perception of status and functionality of means/equipment provided	99,9%	99%	% satisfied PRM
6. Perceived adequacy of staff training	99%	99%	% satisfied PRM

QUALITY INDICATOR	PERFORMANCE 2025	TARGET 2026	MEASUREMENT
PASSENGERS INFORMATIONS			
7. Accessibility to the number of essential information accessible to visual, auditory and motor disabilities compared to the total number of essential information	99%	98%	% essential information accessible on the total number of essential information
8. Completeness of the number of information and instructions relating to the services offered and available in an accessible format compared to the total number	99%	98%	% of information and instructions relating to the services in an accessible format compared to the total number of information and instructions
9. Perception of the effectiveness and accessibility of information, communications and internal Airport signage	99%	98,5%	% satisfied PRM
PASSENGERS COMMUNICATION			
10. Number of responses on time compared to the number of requests for information received	100%	99%	% responses in due time on the total number of requests
11. Number of complaints compared to the total traffic of PRM	0%	0%	% complaints received on the total traffic of PRM

QUALITY INDICATOR	PERFORMANCE 2025	TARGET 2026	MEASUREMENT
COMFORT			
12. Perception of the effectiveness of PRM assistance	99%	99%	% satisfied PRM
13. Perceived level of accessibility and usability of airport infrastructure: parking intercoms call, dedicated rooms, toilets, etc.	99,53%	98,5%	% satisfied PRM
14. Perception of waiting areas dedicated to PRM	99%	99%	% satisfied PRM
BEHAVIOR			
15. Perception of staff courtesy (info points, security, personnel dedicated to special assistance)	99%	99%	% satisfied PRM
16. Perception of professionalism of the staff dedicated to the special assistance of PRM	99%	99%	% satisfied PRM

COMPLAINTS AND SUGGESTIONS



Suggestions and complaints from users are precious tools to improve the quality of our services.

In accordance with the requirements of Standard UNI 10600 "Submission and Management of Complaints for Public Services", Geasar S.p.A. has prepared a special online form for this purpose, which can be found in the section of the Geasar website at the following link www.geasar.it/en/airport-guide/contact-us or through the appropriate paper form available at the Information Office.

Comments can also be sent by e-mail or certified mail, to the address servizioclienti@geasar.it.

Claims must clearly include: first name, last name, email address of the Client, description of the episode with particular regard to the date.

Complaints and suggestions received are shared by the Customer Service Manager with the Managers of the various business areas involved, with whom internal verifications are carried out on what was reported, a possible corrective action is defined and a response is agreed upon, to be sent to the Customer within the established timeframe **(30 days from the day of receipt)**, as specified in the Guidelines attached to the Enac GEN 06 circular.

ALTERNATIVE DISPUTE RESOLUTION – ADR

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 regarding the protection of passengers with disabilities or reduced mobility, may make an attempt at conciliation through the ConciliaWeb platform on the website of the Transportation Regulatory Authority, without prejudice to the possibility of sending complaint reports to Enac for sanction purposes only."

PRIVACY

Olbia Airport links the quality and efficiency of services with the respect and protection of privacy in accordance with Articles 13-14 of EU Regulation 2016/679 ("GDPR"). For any kind of information or request regarding the exercise of their rights you can consult the website at the page www.geasar.it/en/supplementary-worksheet/generic-privacy-policy or contact the Data Protection Officer (DPO) at the following e-mail address: privacy@geasar.it certified e-mail: privacy.geasar@pec.it



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