



Aeroporto
Olbia Costa Smeralda
GEASAR

SERVICE CHARTER 2023



eccelsa
aviation



INDEX

Service Charter 2023	Pag. 3	Legend - Services Map	20
Gearar Group	4	Services Map	21
The Integrated Management System: Quality, Environment and Safety	5	Car Parking Map	23
Gearar Group commitment to the Environment	6	Opening hours	24
Our values	7	Useful numbers	25
Eccelsa Aviation Srl	9	How to reach the Airport: map of the area with access routes	26
Cortesa Srl	10	How to reach the Airport: information on urban and extra-urban connections ..	27
The Terminal	12	Monitoring of Airport Service Quality Indicators 2022 (ENAC GEN 06 circular)	28
The Network 2023	13	Monitoring of PRM Service Quality Indicators 2022 (ENAC GEN 02B circular)	32
Useful travel services	14	Complaints and Suggestions	35
“Customer Experience” Services	16	Contacts	36
Services for passengers with disabilities or reduced mobility (PRM)	18		

SERVICE CHARTER 2023

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.

The year 2022, although still partially affected by the contingent health situations, particularly as regards the balance between the domestic and international segments, saw an important upturn in traffic at Olbia Airport, recording a total of 3.136.679 passengers. Therefore, it was possible to resume monitoring and therefore publish all the planned indicators in the Service Charter.



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; 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.



THE INTEGRATED MANAGEMENT SYSTEM: QUALITY, ENVIRONMENT AND SAFETY

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). 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 and safety in the workplace. The Integrated Management System (Quality, Environment and Safety) 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 Quality, Environment and Safety 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 Quality, Environment and Safety management 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.



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) and GRI (Global Reporting Initiative), international organisations that set standards on long-term social and environmental sustainability.

During 2022, for example, treated water from the airport purification plant was used to irrigate green areas and municipal waste sorting maintained the target of 81% of generated waste; in addition, efforts to reduce single-use plastic at the airport continued and a Plastic free approach was adopted in all airport offices.

The relevant actions, policies, business practices and social behaviour are summarised and published annually in our Corporate Sustainability Report.

We have also joined the Airport Carbon Accreditation programme, promoted by ACI Europe (Airports Council International), which foresees 6 levels of accreditation (Mapping, Reduction, Optimisation, Neutrality, Transformation and Transition), and in February 2023 we were upgraded to the 3rd level 'Optimisation': this milestone certifies our commitment to the effective reduction of Greenhouse Gas (GHG) emissions.

In order to achieve the final goal of 'Transition', we have prepared a plan of interventions including: photovoltaic systems installation, replacement of our fossil fuel vehicles with electric ones, decommissioning of diesel-fuelled thermal power plants, construction of recharging stations for e-vehicles and implementation of a system for monitoring consumption. Olbia Airport is one of the signatories of the 'Toulouse Declaration', the European document reinforcing the aviation industry's commitment to zero emissions.

Our Group supports relationships of synergy and collaboration with local authorities, to ensure that airport development and environmental protection activities coexist in a sustainable way, engaging in passenger awareness campaigns on environmental protection and defence through videos displayed on terminal monitors, the airport website and social networks.

To ensure that others also follow us in our environmental mission, we have involved our stakeholders in a tangible commitment to respect and protect 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 at all company levels;
- 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 (ENAC Charter of Passenger Rights)*, 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 and in the specific brochures available in the Sala Amica);
- to promote projects that have an impact on the local community in terms of cultural, entrepreneurial and social development, e.g. through collaboration with the several schools in the area and with the University Pole of Olbia (University of Sassari) located on the first floor of the terminal. Geasar promotes Airport Educational projects, career guidance activities, Pathways for Transversal Skills and Orientation (PCTO) and both curricular and extracurricular internship experiences for students;
- 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.

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.



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.

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. For anyone wishing to save money, a parking area called the Low Cost car park, located in the eastern area of the airport grounds, will be available from May 2023, offering special attractive rates for long stays.
- 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.





The Land Side Area offers the following food services:

- **Kara Food** - located at the main entrance of the terminal, 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; 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 cafeteria located in the arrivals area next to the Infopoint desk;
- **Grain and Grapes** - a *slow food* eatery located in the departures next to the check-in area, offering fast food and cafeteria service, with waiter service available.

The Air Side Area (after security checks) offers:

- **Kara Café** - 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 having the same name that takes place every year in the small Gallurese village of Berchidda, the birthplace of the famous jazz musician Paolo Fresu. The restaurant/bar offers a wide range of vegetarian cuisine combined with barbecue and grill products, with waiter service available;

- **Fish and Wine** - the restaurant offers a *special concept* dedicated to fish lovers, mainly offering fresh fish and seafood salads, with waiter service available;
- **Fasty** - located in the boarding area on the ground floor, offering fast food, entirely self-service and take-away;
- **Kara Ice-Gelateria**, *in partnership with Grom* - the most famous homemade ice cream shop in Italy, not only for its taste, but also for the quality of its raw ingredients and the choice to avoid flavorings and coloring substances.

General Aviation offers:

- **RunWay** - snack bar located in the General Aviation Lounge, offering a wide range of pastries, savory snacks, salads and fast meals, all of high quality. On-demand restaurant service;
- **Cortesa Catering** - the high-profile in-flight catering service dedicated to private aviation, with a multilingual staff and an entire kitchen brigade with international experience, exclusively dedicated to the satisfaction of a sophisticated clientele from all over the world, such as aircraft owners and aerotaxi customers who enjoy Eccelsa General Aviation terminal.



THE TERMINAL

Olbia Airport is composed of two Passenger Terminals.

Terminal T1 is open every day of the year, including holidays, 24 hours a day.

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 is dedicated to passenger and baggage check-in activities of charter flights.

The **Car Parks** cover a total area of 25.000 square meters, with 8 different parking areas totaling more than 2.000 slots for the public, the employees and bus, chauffeur and car rental companies.

TECHNICAL DATA SHEET

		Areas inside the air terminal open to the public	17.095 sqm
Check-in desks T1	31	Car Parks	25.000 sqm
Check-in desks T2	12	No. of paid parking slots	1.200
Fingers	5	No. Free car parking slots reserved for the passenger with reduced mobility (PRM)	33
Gates	16	Automatic cash machines	3 in long stay sector 1 in short term exit 1 in long stay exit
Airplane stands	74	1 automatic cash machine at low cost car parking	
		1 pay station with supervised box at central car parking	
		Possibility of online purchase	
Heliport	1		
Air terminal surface	43.500 sqm		



NETWORK 2023

CODE	AIRLINE	WEBSITE
A3	 AEGEAN	www.aegeanair.com
EI	 Aer Lingus	www.aerlingus.com
XZ	 Aeritalia	www.aeritalia.com
BT	 airBaltic	www.airbaltic.com
AF	 AIRFRANCE	www.airfrance.it
YW	 AIR NOSTRUM	www.aimostrum.es
OS	 Austrian	www.austrian.com
BA	 BRITISH AIRWAYS	www.britishairways.com
SN	 brussels AIRLINES	www.brusselsairlines.com
DE	 condor	www.condor.com
U2	 easyJet	www.easyjet.com
WK	 edelweiss	www.flyedelweiss.com
EW	 Eurowings	www.eurowings.com
LS	 Jet2.com <i>Friendly low fares</i>	www.jet2.com
LBC	 Lübeck Air	www.luebeck-air.de
LH	 Lufthansa	www.lufthansa.com
LG	 Luxair	www.luxair.it
NO	 neos	www.neosair.it
DY	 norwegian.com	www.norwegian.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



Timetables and information are updated to the 27th February 2023 and they may be subjected to changes.

USEFUL TRAVEL SERVICES

Geasar provides passengers with a wide range of airport services, helping them to better manage their trip, whether departing or arriving at Olbia Airport.

REQUIRED DOCUMENTS

A valid ID or passport will be required at check-in and boarding. A boarding pass will need to be shown at the security checkpoint. Depending on the destination, additional documentation may be required in accordance with current immigration regulations.

PASSPORT CONTROL

For those arriving from an Italian destination or a Schengen country and departing for a non-Schengen country and vice versa, passport control is expected. Security and passport control is also required for passengers in transit from non-Schengen countries to all destinations.

CUSTOMS AGENCY AND TAX REFUND

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

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

INFOPOINT

The Info Point is located inside the air terminal in the arrivals area.

The service is provided daily from 9 a.m. to 10 p.m.; during the summer peak period the hours are extended according to flight operations.

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

INFOPOINT - Olbia Costa Smeralda Airport

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

The luggage storage room is located inside the terminal in the arrivals area. The service is guaranteed every day from 9 a.m. to 10 p.m.; during the summer peak period the hours are extended according to flight operations.

The service is manned and guarded, and a security seal is applied to the luggage as a guarantee against tampering and possible theft so as to offer customers maximum security. For more information:

INFOPOINT - Olbia Costa Smeralda Airport - tel. +39 0789 563 444 - mail info@geasar.it



LOST&FOUND - LOST LUGGAGE AND ITEMS

In the case of lost and/or damaged luggage, report to the Lost&Found office counter located in the arrivals area near the baggage claim belts, where a file will be opened to search for the luggage or for reimbursement of the damaged luggage. You can monitor the status of lost luggage that is being searched for by clicking in the following link:

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

For more information: INFOPOINT - ph. +39 0789 563456 - mail lostandfound@geasar.it

TICKET OFFICE

The Geasar Airline Ticket Office is available inside the Olbia Costa Smeralda Airport and located in the departures area, near the check-in desks, which performs the following services: air ticketing, payments due for excess baggage and assistance different. 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 counters, the service (for a fee) allows people to wrap their luggage to ensure safer transportation.

EXTRA-SIZE BAGGAGE

Service offered to all passengers traveling with animals, special and/or oversized luggage (such as sports equipment) carried out by dedicated and specialized staff for safe and comfortable loading on board the aircraft.

LUGGAGE TROLLEYS

Luggage trolleys available to the passenger, free of charge, can be picked up by inserting a 50 cent, 1 euro or 2 euro coin that will be returned upon release at the various collection points located inside and outside the Air Terminal. To facilitate the passenger, there is a cash-for-coin exchange service in the Air Side next to the baggage claim belts.

AIR HEALTH

USMAF Porto Torres Offices - +39 335 7262831

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

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

EMERGENCY ROOM

The Emergency Room provides 24-hour medical care, every day of the year, to the entire airport population. Care is provided both in the outpatient setting and outside using mobile advanced rescue units depending on the type of event. In case of need, call the Emergency Room at +39 0789 563457.

SALA AMICA - SPECIAL ASSISTANCE LOUNGE

Waiting room reserved for Passengers with disabilities or Reduced Mobility (PRM), located on the ground floor, before the security gates, with an area specifically designed to accommodate people with autism spectrum (design of sounds and colors aimed at this sphere of disability). The staff of the company deputed to assist Passengers with disabilities or Reduced Mobility (PRM), ISO 9001 certified, is available inside the Sala Amica - Special Assistance Lounge from 05.00-24.00. 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 transit at the airport into an experience full of pleasant moments: through a special Function included in its organization in 2019, the *Customer Experience*, Olbia Airport aims to provide innovative and high quality services, which anticipate the needs of the passenger and fully meet their expectations.



NURSERY AND CHANGING TABLES

Inside some toilets there is a dedicated “nursery” station reserved and equipped with changing table and wash basin available to customers traveling with their babies. In order to facilitate families with children, a changing table has also been installed inside all Men’s Toilets in order to provide a dedicated service for traveling fathers.

BREASTFEEDING ROOM

In the departures area inside the terminal near the check-in counters, mothers can use a reserved and cozy room free of charge to breastfeed their babies in comfort and privacy. The room is equipped with a countertop with a sink, a comfortable chair and a changing table.



COURTESY STROLLERS

Olbia Airport makes courtesy strollers available to its passengers, completely free of charge. The project, devised by Olbia Airport, always attentive to the needs of travelers in order to improve their travel experience, aims to allow passengers with small children to comfortably use the stroller within the Air Side area of the terminal and then return it immediately before departure or upon arrival before leaving the Air Side area. Strollers are constantly sanitized in order to ensure their use in maximum safety and security.



PET RELIEF AREA

Unique in airports in Italy, inside Olbia Airport, beyond the security checkpoints, there is a space of about 60 square meters dedicated free of charge to passengers traveling with pets, where they can find a green area equipped with watering facilities and games for their four-legged friends.

AFTER BEACH

Inside the Departure Area of Olbia Airport there is a service dedicated to those who do not want to give up a last bath at the beach before leaving: a private space in a comfortable, perfumed and sanitized space with two rooms available for a shower and a moment of relaxation before departure or after the flight upon arrival at the airport. The service is available daily and can be accessed individually, as a couple or as a family.



SILENT AIRPORT

Following the example of many airports in Europe and around the world, Olbia Airport has also chosen to eliminate sound 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

In order to make your stay at the Airport more pleasant, music is streamed through a periodically updated collection of more than 600 songs of various music genres. The playlist can also be downloaded from the “Spotify” streaming platform.



SMOKING AREAS

Olbia Airport provides dedicated areas for its smoking customers. Two areas are delimited outside the Terminal, in the arrivals area and in the departures area. In addition, inside the Terminal, a cozy outdoor smoking area has been set up after security checks.

FAST TRACK

The purchase of the service (10 euro per person) allows the use of the dedicated lane of access to security checks, in order to offer customers faster access to the airside area, personalized checks and avoid queues.

CLUB LOUNGE

For lovers of privacy, the best place to spend the wait before the flight, combining relaxation and work, is the Club Lounge at Olbia Costa Smeralda Airport, located in the departures area, near gate A1. An area of about 200 square meters fully set up to offer maximum comfort, equipped with a relaxation area set up with comfortable sofas and armchairs, snack bar service, free wi-fi, possibility to purchase local handicrafts, reception service with dedicated staff. There is an entrance fee (33 euro per person).

ART-PORT GALLERY

On the second floor of the Terminal there is an Art-Port hall that hosts events, exhibitions and art and museum displays of local and national interest throughout the year, with free access.

ECUMENICAL CHAPEL

On the first floor of the Terminal is an ecumenical chapel that hosts passengers of all religions for a moment of personal meditation. On the inside is displayed a statue of Our Lady of Loreto, patroness of aviators and travelers.

ATMS AND CURRENCY EXCHANGE SERVICE

A total of 3 ATMs are available in the departures and arrivals areas of the terminal. An exchange point for foreign currency cash is also available in the arrivals area.

CHARGING POINTS FOR ELECTRONIC DEVICES

Inside the terminal, both before and after security checks, there are several charging points for electronic devices (PCs, cell phones, tablets), appropriately marked, available to passengers completely free of charge.

FREE WI-FI

Free wi-fi service available to the passenger with widespread coverage throughout the Terminal. Passengers can use it for a maximum of three hours daily, after filling out a short registration form.

COLD/HOT DRINKS AND SNACKS VENDING MACHINES

Vending machines for hot and cold drinks and snacks are available throughout the Aerostation, located both in Land Side and especially in Air Side near the Boarding areas.

BIKE SHARING

Bicycles are a sustainable mobility tool; in order to incentivize the use of this means, Geasar has reserved a dedicated space for bike sharing. Bicycles are available for rent outside on the sidewalk in front of the Terminal by using the dedicated app "BICInCittà."

For information, please contact the Infopoint office at the airport by calling +39 0789 563444 or e-mail info@geasar.it

For full details and to find all Bike Sharing stations available in Olbia, please have a look at the following link: www.aspo.it/bike-sharing





Geasar S.p.A, complies with the requirements of **EC Regulation No. 1107/2006**, available on the Geasar website at the link www.geasar.it/en/passenger-guide/special-assistance, 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, or at the Airport at salamica@geasar.it or at +39 0789.563445.

Without pre-booking, the service is still provided, but longer waiting times may be necessary.

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

- **Parking lots** - the Airport provides in the Main Park, the parking lot in front of the terminal, 33 reserved spaces for passengers with reduced mobility, located in both short-stay and long-stay. These parking spaces are free of charge with no time limit. In order to obtain exemption from parking fees, simply present the appropriate badge to relevant staff.
- **Call point** - departure assistance is provided by means of a call point, accessible to Passengers with disabilities or Reduced Mobility (PRM), located outside the terminal and in direct contact with the relevant staff. A tactile map of the terminal is also provided.

SERVICES FOR PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY

- **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.



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..
- **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.



- **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, with the collaboration of ENAC and local trade associations that work specifically with autism, has set a series of goals, aimed at the realization at the Airport of further services designed for this disability group.



AIRPORT MAP LEGEND

- | | | | |
|---|--|---|---|
|  ATM |  Shower room |  Lost & found |  Car park paying point |
|  Ticket Office |  Nursery |  Trolleys |  Car rental |
|  Check in |  Baby changing table |  Luggage storage |  Car park |
|  Fast Track |  Toilet |  Baby strollers |  Bus park |
|  Information |  PRM* Toilet |  Baggage reclaim |  Taxis |
|  Pet relief |  PRM* Meeting point |  Safe Bag |  Carabinieri |
|  First aid |  Sala Amica - Special Assistance Lounge |  Exhibition Area of Nuoro Chamber of Commerce (ground floor) |  Security check |
|  Recharging point for electrical devices |  Lift |  Smoking area |  Customs |
|  Change |  PRM Call point* |  Tour Operators |  Finance police |
|  Snacks / Drinks machine |  Start of loges pathway |  Chapel |  Police |
|  Wine Shop / Wine Bar |  Escalators |  Club Lounge | |
|  Restaurant |  PRM Entrance |  Meeting and Business Centre | |
|  Snack Bar | |  Art Port Gallery (first floor) | |
|  Shopping area | |  University | |

* Passengers with Reduced Mobility

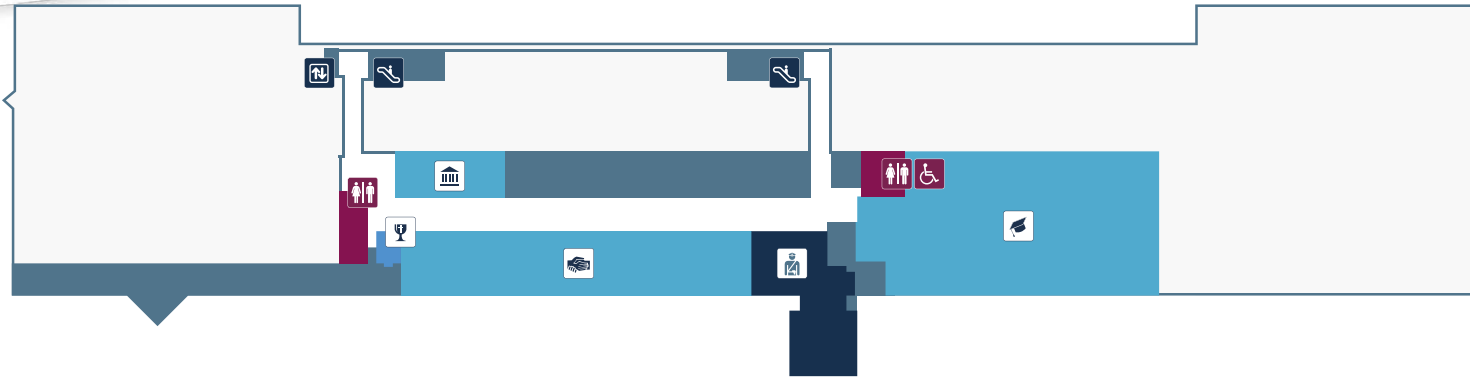
AIRPORT MAP

TERMINAL 1

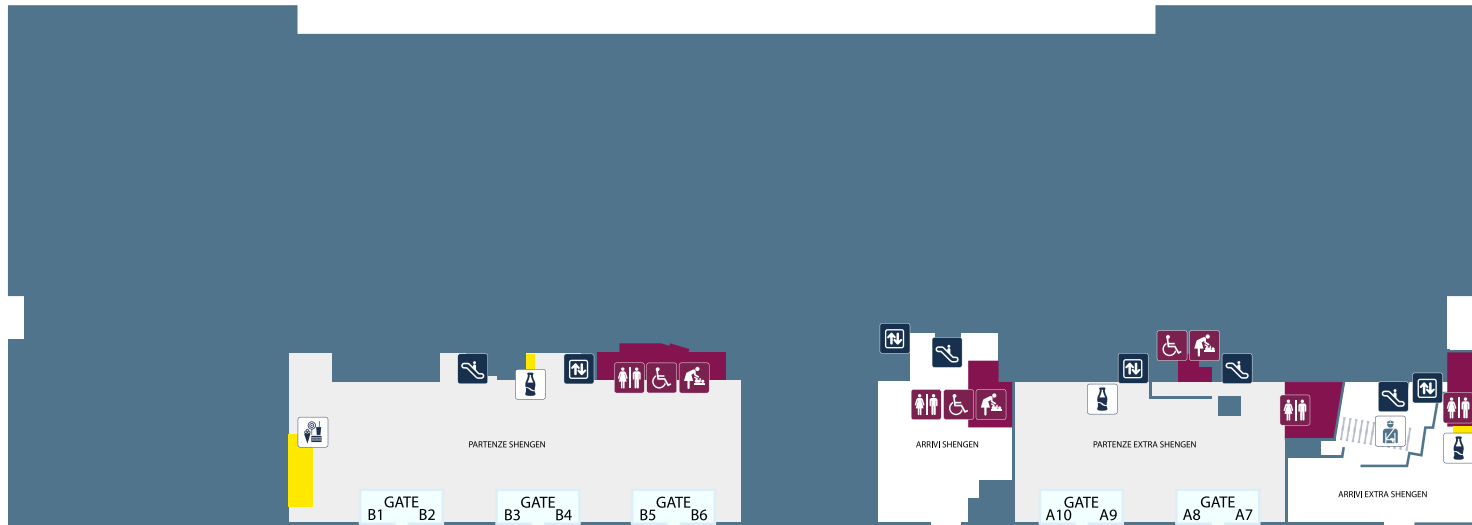
GROUND FLOOR



TERMINAL 1
FIRST FLOOR



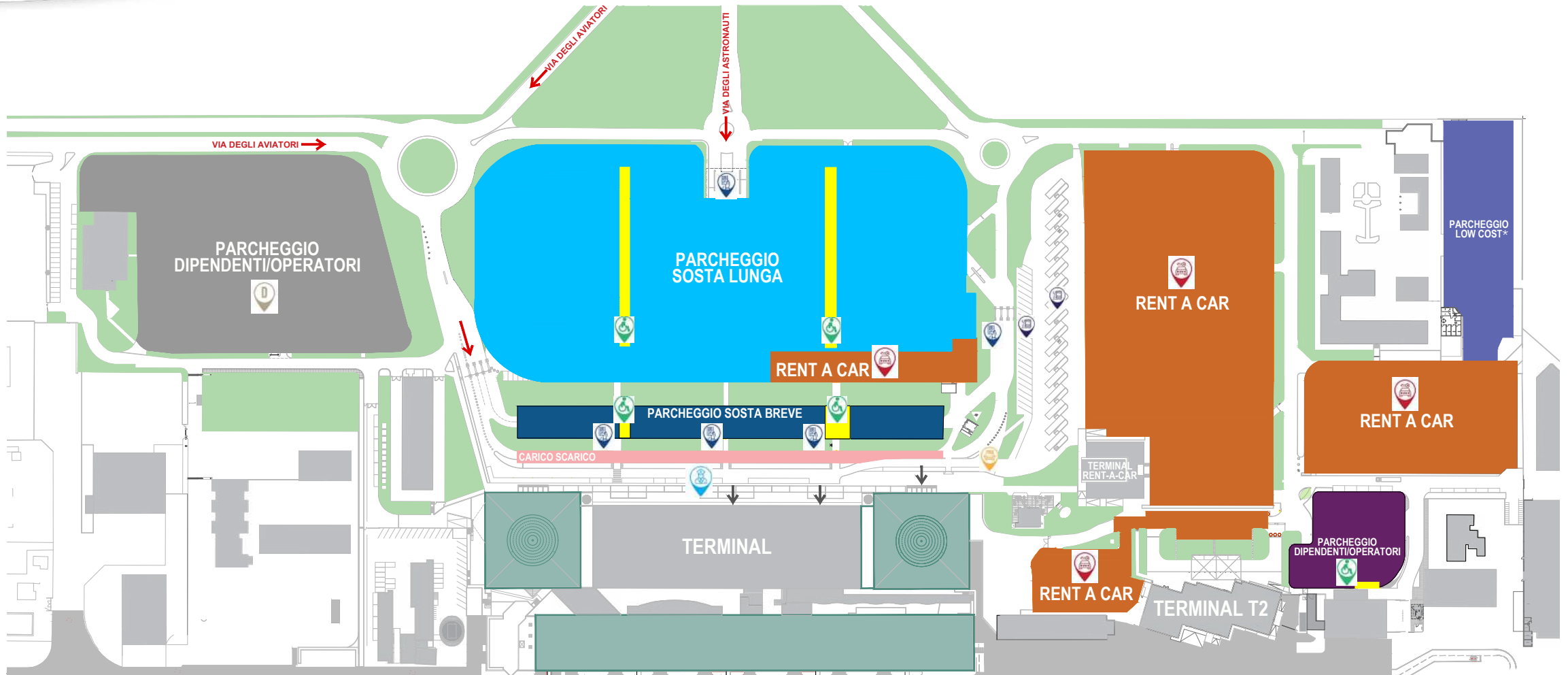
TERMINAL 1
BASEMENT



GATE A1



CAR PARKING MAP AND RESERVED PARKING FOR PASSENGERS WITH REDUCE MOBILITY



* Low Cost Parking Service available starting from May 2023

OPENING HOURS

Airport

24 hours/day

Car park

24 hours/day

Luggage storage

From 9.00 a.m. to 10.00 p.m.*

Restaurants, bars and shops

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

365 days/year

***Minimum opening hours**

In high season, opening hours are extended according to flight operations. In low season, hours and openings may be contracted according to departure/arrival timetable.

Please contact Geasar Infopoint at +39 0789.563444 or by e-mail at info@geasar.it for updated information



USEFUL NUMBERS

RESTAURANTS, SHOPS AND FACILITIES

Fish and Wine	0789 563415
Grain & Grapes	0789 563513
Kara Sardegna (prodotti e artig. Sardo)	0789 563470
Kara Kiosk	0789 563450
Kara Food	0789 563517 / 516
Kara Cafè	0789 563405
Kara Italy	0789 5632024
Meet and Great	0789 563721
Time In Jazz Music Bar	0789 563722
Abbigliamento Ambrosio	0789 67042
Boggi Milano	0789 67071
Billu Artigianato	0789 563470
Carpisa	0789 66291
Forexchange	800 305357
Fly Sistema Valigia Sicura	033 1777154
Immobilisarda	0789 909000
Isola	0789 563470
K-Way	0789 1825580
Libreria Feltrinelli	0789 69306
Olbia Fly Shop	078967042
Ottica Priarone	0789 66261
Pharma Olbia Airport	347 9808667
Trade News (edicola molo)	392 5558151
Yamamay	0789 67104

CAR RENTALS

Auto Europa (Sicily by Car, Dollar e Thrifty)	0789 642030
A.M. Service	0789 68884
Avis	0789 69540
B-Rent	0789 68685
Ellepi Autonoleggio	0789 69055
Europcar Italia S.p.A.	0789 69548
Gold Car	0789 66517
Hertz Italiana S.p.A.	0789 69389/66024
Locauto	0789 68979
Maggiore Rent S.p.A.	0789 69457
Mida Rent	0789 645233
Noleggiare S.r.l.	0789 67178
Only Sardinia	0789 68947
Ruvioli Reant a Car	0789 69733
Sardinya Autonoleggio	0789 69367
Smeralda Express s.n.c.	0789 69192
Sixt	0789 645108
Win Rent	0789 645108

OLBIA COSTA SMERALDA AIRPORT

Airport information	0789 563444
Business Center	0789 645744
Club Lounge	0789 563488
Eccelsa aviation	0789 563480
Exchange office	0789 1890347
First Aid	0789 563457
Freight Office	0789 645119
Geasar	0789 563444 - www.geasar.it - info@geasar.it
Lost / Found	0789 563456
Luggage storage	0789 563444
Parking	0789 563471
Sala Amica - Special Assistance Lounge	0789 563445
Taxi	0789 69150

AIRPORT BODIES

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

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 2022

ENAC Circular GEN 06

In the period under investigation (2022), a total of 1.136 passengers were interviewed, of whom 547 men and 589 women (48.2% and 51.8% respectively).

Enac target: 1.100 interviews for airports with passenger traffic of 2-5 ml.

QUALITY INDICATOR	PERFORMANCE 2022	TARGET 2023	MEASUREMENT
TRAVEL SECURITY			
1. Perception on overall security levels on passengers and hand baggage Check	99,5%	99%	% satisfied passengers
PERSONAL AND PROPERTY SECURITY			
2. Perception on overall personal and property security level at the airport	99,3%	99%	% satisfied passengers
REGULARITY AND PUNCTUALITY OF THE SERVICE			
3. Overall on-times flights	66,56%	75%	Overall on-time flights on all departing flights
4. Total misrouted departing baggage pieces	0,585‰	0,3‰	Number of non delivered pieces at destination/1.000 departing passengers
5. Waiting time before first baggage delivery	19'58"	19'	First piece (in 90% of cases)
6. Waiting time before last baggage delivery	30'	28'	Last piece (in 90% of cases)
7. Waiting time on board for first passenger disembarkation	3'21"	3'57"	Waiting time from arrival in 90% of cases
8. Overall perception on airport services regularity and punctuality	99,9%	99%	% satisfied passengers
CLEANING AND HYGIENE			
9. Perception on toilets cleanliness and functionality	97,3%	98%	% satisfied passengers
10. Perception on terminal cleanliness	99,7%	98%	% satisfied passengers

QUALITY INDICATOR	PERFORMANCE 2022	TARGET 2023	MEASUREMENT
COMFORT DURING YOUR STAY IN AIRPORT			
11. Perception on baggage trolleys availability	---*	98%	% satisfied passengers
12. Perception on passengers transfer systems efficiency (lifts, escalators, people mover, ecc...)	97,9%	99%	% satisfied passengers
13. Perception on air conditioning efficiency	97,7%	99%	% satisfied passengers
14. Overall perception on comfort level	98,2%	99%	% satisfied passengers
COMPLEMENTARY SERVICES			
15. Perception on the wi fi connectivity in the terminal	77,9%	80%	% satisfied passengers
16. Perception on the availability of points for charging mobile / laptop, in public areas, where present	97,3%	98%	% satisfied passengers
17. Compatibility of airport and bars opening times	90%	98%	% 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	97,8%	98%	% satisfied passengers
19. Perception on the availability of providers of free drinking water, if present	N.A.	N.A.	% satisfied passengers
20. Perception on availability / quality prices of shops and newspaper stands	95%	96%	% satisfied passengers
21. Perception on availability / quality/prices of bars and restaurants	93,2%	95%	% satisfied passengers
22. Perception on availability of drinks / coffee vending machines supplied	84,8%	98%	% satisfied passengers

* Data not recorded in 2022

QUALITY INDICATOR	PERFORMANCE 2022	TARGET 2023	MEASUREMENT
CUSTOMER INFORMATION SERVICE			
23. Easy-to-browse and updated website	96,8%	98%	% satisfied passengers
24. Perception on efficiency of operating information points	95,1%	97%	% satisfied passengers
25. Perception on clarity and efficiency of indoor signs	99,2%	99%	% satisfied passengers
26. Perception on professionalism of staff (infopoints and security checkpoints)	99,9%	99%	% satisfied passengers
27. Overall perception on efficiency and availability of customer information services	99,1%	99%	% satisfied passengers
AT THE GATE / SECURITY COUNTER SERVICES			
28. Perception on ticket counter service	98,2%	99%	% satisfied passengers
29. Queuing time at check-in	17'58"	23'	Waiting time in 90% of cases
30. Perception on queuing time at check-in	97,4%	98%	% satisfied passengers
31. Waiting time at security check	7'29"	8'16"	Waiting time in 90% of cases
32. Perception on queuing time at passport control	95,2%	---*	% satisfied passengers
TRANSPORT NETWORK / CITY - AIRPORT CONNECTION EFFICIENCY			
33. Perception on availability of clear and comprehensible road signage	98,5%	99%	% satisfied passengers
34. Perception on the suitability of city/airport connections	85,4%	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)

QUALITY INDICATOR	PERFORMANCE 2022	TARGET 2023	MEASUREMENT
COVID PROCEDURE*			
35. Signage for spacing – efficacy of anti-vid procedure signage	99,9%	N.A.	% satisfied passengers
36. Perceived safety in the airport from a Covid point of view	95%	N.A.	% satisfied passengers
37. Compliance with health regulations by staff	99,9%	N.A.	% satisfied passengers
38. Perception of disinfectant dispenser availability	99,9%	N.A.	% satisfied passengers

* indicators related to COVID procedure will no longer be collected from 2023

MONITORING QUALITY INDICATORS PRM 2022

ENAC Circular GEN 02 B

In the period under investigation (year 2022) 209 arriving aircraft with PRM passengers on board were detected. The average number of PRMs on board aircraft to which assistance has been provided is 1.69. A total of 59 incoming PRM assistances were observed (chronometric surveys). 354 PRMs were interviewed, both incoming and outgoing (qualitative interviews).

QUALITY INDICATOR	PERFORMANCE 2022	TARGET 2023	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	2'47"	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	4'17"	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	4'35"	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	4'54"	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	99,9%	99%	% satisfied PRM

QUALITY INDICATOR	PERFORMANCE 2022	TARGET 2023	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	98%	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	98%	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	98,1%	98%	% satisfied PRM
PASSENGERS COMMUNICATION			
10. Number of responses on time compared to the number of requests for information received	95%	98%	% 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 2022	TARGET 2023	MEASUREMENT
COMFORT			
12. Perception of the effectiveness of PRM assistance	99,2%	99%	% satisfied PRM
13. Perceived level of accessibility and usability of airport infrastructure: parking intercoms call, dedicated rooms, toilets, etc.	97,7%	98%	% satisfied PRM
14. Perception of waiting areas dedicated to PRM	99,9%	99%	% satisfied PRM
BEHAVIOR			
15. Perception of staff courtesy (info points, security, personnel dedicated to special assistance)	99,2%	99%	% satisfied PRM
16. Perception of professionalism of the staff dedicated to the special assistance of PRM	99,1%	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.

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



Aeroporto
Olbia Costa Smeralda
GEASAR

GEASAR S.P.A.

Aeroporto Olbia Costa Smeralda - 07026 Olbia (Italy)

ph: +39 0789 563 444

e-mail: info@geasar.it

www.geasar.it

Follow us on:



<https://www.facebook.com/OlbiaAirport>



https://www.twitter.com/olbia_airport



https://www.instagram.com/olbia_airport



https://www.youtube.com/channel/UCwcxtd_rzRS3d9Q_LXPZZvA



<https://t.me/OlbiaAirport>



<https://it.linkedin.com/company/geasar-spa>

