

# GENOVA AIRPORT



**SERVICE CHARGER**

**2023**

*Passenger Guide*



GENOVA CITY AIRPORT





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# Genoa Airport and Quality

Commitment to Quality 5>

## *The commitment of C. Colombo Airport to Quality*

### **Dear User,**

Aeroporto di Genova S.p.A. is committed to offering to its passengers efficient services and a comfortable and functional infrastructure every day. Our Management Company has as its main objective to improve the services offered to users, both directly and indirectly, thus ensuring high standard for security, quality, and environmental respect.

The purpose of this publication is to define the commitments and the standards for the services offered and to improve the relationship with our suppliers and users; the 2023 Service Charter demonstrates our commitment. The Service Guide, attached to this Service Charter, contains key practical information on the airport and the location of the services available at the Terminal. The Guide will help you find your way when travelling.

We would like to inform you that major modernisation and expansion works are underway at the terminal, which will be completed in the first part of 2024. We apologise in advance for any inconvenience caused by this work, which will lead us to have a larger, more comfortable and more welcoming airport within the next few months.

At the end of this brochure you will find a card that can be used to send us your suggestions or make a complaint. You can also contact us by e-mail at [ufficioreclami@airport.genova.it](mailto:ufficioreclami@airport.genova.it) by writing us a message using a dedicated form on our website [www.aeroporto.genova.it](http://www.aeroporto.genova.it), through our official "Genoa Airport" Facebook page or by contacting us on Twitter @genovaeroporto.

Aeroporto di Genova S.p.A.



It is the Management Company which has as its objective the administration and management of airport facilities as well as the coordination and control of the activities of the private operators present in the airport system of C. Colombo Airport, under constant supervision of the Ente Nazionale per l'Aviazione Civile (ENAC, Italian Civil Aviation Authority) as per comprehensive concession by Special law and ENAC convention no. 22 of 30/04/2009. The Company, as Operator, obtained the IT.ADR.0024 Airport Certificate, issued on 18/12/2017, which certifies the compliance of the infrastructure, organization and operating procedures with EU Reg. 139/14. As part of the concession regime, it carries out the organization and management of all retail activities in the airport area, through sub-concession agreements. As a handler it obtained the Certificate of Eligibility no. 160, as provider of airport ground handling services. In 2020, the terminal extension project and the modernisation of the existing air terminal were approved by ENAC, which will result in a substantial increase in the areas dedicated to passengers and an expansion of the baggage handling system, in addition to a significant improvement in passenger service levels. The works started in 2022 and will be completed, in stages, by 2024.



## About Aeroporto di Genova S.p.A.

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



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

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

The shareholder base of Aeroporto di Genova S.p.A. is divided into Autorità di Sistema Portuale (port system authority) of western Ligurian Sea (60%), the Chamber of Commerce of Genoa (25%), and Aeroporti di Roma S.p.A. (15%).

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

### Equality and impartiality

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

### Continuity

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

### Engagement

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

### Improvement

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



Accessible website:  
[www.aeroporto digenova.it](http://www.aeroporto digenova.it)



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



information brochures



Airport Free Wi-Fi zone





# Our commitment to the environment and development

Respecting the environment is always a priority for Aeroporto di Genova S.p.A.. For this reason, in 2022, the Company continued to pursue the activities already identified in previous years and included in the Environmental Protection Plan, agreed with ENAC.

## Consuming less to reduce environmental impact

The main objective identified in previous years and pursued with a series of initiatives, partly completed and partly still ongoing, is to reduce airport energy consumption, with particular reference to power consumption, which accounts for over 80% of the total. Specifically, during 2022, despite a significant recovery in traffic compared to 2021 (+98%), growth in power consumption was limited to 2%, thereby continuing the trend recorded in recent years (-24% overall reduction vs 2019).

As anticipated, in order to achieve these results, the (internal and external) lighting systems were gradually replaced with LED equipment and a new high-efficiency main refrigeration unit was activated, replacing the previous one.

In addition, construction work on the new baggage handling system was completed in previous years, the main features of which include the use of ultra-low power electric motors (approximately 100 units), which contributed to the achievement of the further positive result.

This set of measures will ensure further positive effects in the years to come as well thanks also to the next planned initiatives (including the replacement of some components of the south-facing glass facades with more thermally insulating materials and the gradual introduction of electrically powered operating vehicles to replace those powered by fossil fuels).





# Our commitment to the environment

Commitment to Quality

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## The challenge of separate collection

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

The other monitoring activities provided for in the relevant Plan annexed to the Environmental Compatibility Decree - which the airport's operations adhere to - also continued in 2021. These control activities refer to surface discharges, gaseous emissions caused by workshops, noise caused by airport activities, birdlife, special and hazardous waste management.

## A quieter and non-polluting airport

Following the final approval obtained in 2019 for the update of the airport acoustic zoning by the Airport Commission pursuant to Articles 5 and 6 of Italian Ministerial Decree 31/10/97, the planned surveys on noise and air quality were carried out during 2021 as well.

The data obtained confirmed the results of previous years, in terms of observance of the set limits and the total absence of any major acoustic impact on residential areas.



# Our commitment to the environment

## **An airport undergoing transformation**

2022 marked the launch of a series of important development and modernisation projects at the airport, in accordance with the planning put in place in previous years.

More specifically, in the first months of 2022, the runway was completely redeveloped (it had undergone the same intervention in 2001), thus ensuring an extension of the useful life of the infrastructure and the remedy of some non-conformities detected during the certification.

In June 2022, a new boarding lounge was inaugurated, mainly intended for passengers departing to international destinations. The new area was built with architectural features in line with the provisions of the passenger terminal redevelopment project (see next point) and will ensure adequate service standards for departing passengers.

Concurrently, the expansion and renovation works of the passenger terminal began in 2022, in accordance with a project approved in previous years. In particular, the preparatory works for the construction of the deep foundations were started and, subsequently, the same foundations were built. Additionally, the first internal building redevelopment projects were planned.

The works will continue, according to a detailed programme by stages, throughout 2023 and for part of 2024,

ensuring a release of the various areas once completed, in order to offer an increasingly high level of service to passengers.

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

## **Post lockdown Covid-19**

Starting from spring 2020, several initiatives aimed at containing the pandemic were put in place and measures were adopted according to the specificity of the passenger terminal, its technical and functional characteristics and based on traffic.

Depending on how the situation evolves and on the basis of the regulatory guidelines received from the competent bodies, the containment measures were gradually eased during 2022, ensuring a gradual return to normal conditions. Dispensers of disinfectant solutions are still available in the boarding areas and in the remaining areas destined for public and private use.

Similarly, screens are still present on all the stations open to the public (check in desks, ticket office, boarding gates).

# Service Charter



## SERVICE CHARTER CONTENTS

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## Quality indicators

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

The Service Charter features 34 indicators that are grouped into 10 “quality factors”, together with 16 indicators dedicated to the passengers with reduced mobility. In general, satisfaction for Aeroporto di Genova services is positive with an overall ranking of “excellent” (over 95%). With regard to quantity performances, check-in waiting time improved compared to the previous year, while waiting times for the first and last baggage slightly worsened compared to the previous year due to the post-pandemic recovery in traffic.

The tables show:

- The first column shows the indicators identifying the level of passenger satisfaction or the level of the service provided.
- The second column presents the measurement unit.
- The third column contains the result for 2022.
- The fourth section presents the target for 2023.

Sample survey of 1,005 respondents.

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

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

The 2022 results of the quality indicators are still partially affected by the distortion of the sample of passengers interviewed and by the reduction in traffic due to the Covid-19 pandemic.

## Travel safety

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

Indicator	Measurement unit	2022 result	2023 target
Overall perception of the security control service of people and hand baggage	% satisfied passengers	100%	98%
Overall perception of personal and property security at the airport	% satisfied passengers	100%	98%

## Service regularity and punctuality

Regularity and punctuality of airport services improved compared to the previous year, although overall flight operation continued to be affected by flight delays from the most congested hubs.

Time of return of first and last item of baggage improved compared to pre-pandemic recorded times thanks to the corrective and monitoring actions of the process implemented by the Operator in cooperation with the new service provider.

Indicator	Measurement unit	2022 result	2023 target
Overall flight punctuality	% of flights on time/ Total departing flights	48,06 %	70%
Total baggage mislaid at departure (baggage not boarded) for which the hub is responsible	No. items of baggage mislaid/1,000 departing passengers	0,25 ‰	0,30 ‰
Time for reclaim of the 1st item of luggage from the block-on of the aircraft	Waiting time in minutes calculated in 90% of cases	14'47"	15'00"
Time for return of the last item of baggage from the block-on of the aircraft	Waiting time in minutes calculated in 90% of cases	17'04"	18'00"
Waiting time on board for the disembarkation of the first passenger	Waiting time in minutes from B.O. in 90% of cases	3'02"	04'00"
Overall perception of the regularity and punctuality of services received in the airport	% satisfied passengers	98%	97%

## Cleanliness and hygiene

The satisfaction for terminal and toilet cleanliness confirms positive results also for 2022.

Indicator	Measurement unit	2022 result	2023 target
Perception of the level of cleanliness and function of the toilets	% satisfied passengers	95%	95%
Perception of the level of cleanliness of air terminal	% satisfied passengers	99%	96%

### Comfort of stay at airport

Satisfaction with the overall comfort of the airport was ranked as fully satisfactory for passengers, also considering the availability of the new boarding lounge. The start of the building work inside the terminal for the expansion plans is likely to impact the results for 2023, particularly on the efficiency of the vertical passenger transfer systems and on the availability of spaces, seats and commercial activities.

Indicator	Measurement unit	2022 result	2023 target
Perception of availability of trolleys	% satisfied passengers	98%	97%
Perception of the efficiency of passenger transfer systems (escalators, lifts, people movers, etc.)	% satisfied passengers	99%	95%
Perception of the efficiency of air conditioning systems	% satisfied passengers	99%	95%
Perception of the overall level of comfort of air terminal	% satisfied passengers	97%	96%

### Additional services

Satisfaction for air terminal Wi-Fi, a “must-have” and appreciated service for passengers, in 2022 recorded excellent performances. The mobile phone/laptop recharging service is increasingly becoming a central need for passengers and this is the reason why the service has been implemented with new stations, mainly at retail stores as a result of the tight space in the current terminal. The results, however, highlight the need for the use of additional stations planned in the new seats to be installed in 2023.

With reference to the availability of shops and drink and snack vending machines, the data confirm the need to proceed with the terminal expansion in order to meet users’ needs as to a greater offer and type of commercial products (thanks to the new 5,000 sqm).

With reference to the smoking lounge, the figure was affected by the closure in October 2022 of the panoramic terrace on the second floor where the area dedicated to smokers had been created.



Indicator	Measurement unit	2022 result	2023 target
Perception of Wi-Fi connectivity inside the air terminal	% satisfied passengers	94%	94%
Perception of the availability of mobile phone/ laptop recharging stations, in common areas,	% satisfied passengers	86%	91%
Opening of the airport	in the respective areas	100%	97%
Perception of the adequacy of smokers' rooms, if any	% satisfied passengers	24%	N.A.
Perception of the availability of free drinking water dispensers, if any	% satisfied passengers	N.A.	N.A.
Perception of the availability / quality / pricing of shops and newsagents	% satisfied passengers	92%	85%
Perception of the availability / quality / pricing of coffee bars and restaurants	% satisfied passengers	97%	85%
Perception of the availability of drink/snack vending machines, if any	% satisfied passengers	96%	97%

## Information for customers

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

Indicator	Measurement unit	2022 result	2023 target
Easy to view and updated website	% satisfied passengers	99%	96%
Perception of the effectiveness of operational information points	% satisfied passengers	99%	97%
Perception of the clarity, ease of understanding and effectiveness of internal signs	% satisfied passengers	99%	96,5%
Perception of personnel professionalism (info points, security)	% satisfied passengers	100%	97%
Overall perception of the effectiveness and of the accessibility of information services for the public (monitors, announcements, internal signs, etc.)	% satisfied passengers	100%	96,5%

### Counter/gate services

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

Indicator	Measurement unit	2022 result	2023 target
Perception of ticketing service	% satisfied passengers	94%	95%
Check-in waiting time	Waiting time in minutes in 90% of surveyed cases	11'34"	12'30"
Perception of check-in waiting time	% satisfied passengers	96%	96,5%
Security control waiting time	Waiting time in minutes in 90% of surveyed cases	03'58"	05'50"
Perception of waiting time at passport control	% satisfied passengers	94%	96,5%

### Modal integration

The C. Colombo Airport lies about 9 km from the city centre and is served by both road connections and public services. Satisfaction with the links between the airport and the city centre increased in 2022. The perception of external signs remained at good levels despite the presence of construction sites in the external areas which led to changes to the road network and external areas.

Indicator	Measurement unit	2022 result	2023 target
Perception of the clarity, ease of understanding and effectiveness of external signs	% satisfied passengers	95%	96%
Perception of the adequacy of city/airport connections	% satisfied passengers	92%	92%

## Passengers with reduced mobility

The support service for passengers with reduced mobility has confirmed excellent satisfaction levels for 2022 and the perception of the service offered continues to show extremely positive data regarding personnel kindness and professionalism. The training of PRM Assistance operators is updated on an ongoing basis in compliance with the requirements of Reg. (EC) 1107/2006.

Indicator	Measurement unit	2022 result	2023 target
Perception of the condition and function of the resources/equipment supplied	% satisfied PRMs	99%	96%
Perception of the adequacy of personnel training	% satisfied PRMs	100%	97%
Accessibility: quantity of essential information accessible to the visually, hearing and physically impaired with respect to the total quantity of essential information	% essential information accessible out of total quantity of essential information	99%	97%
Completeness: quantity of information and instruction, regarding the services offered, available in accessible format in the total quantity	% information/instruction, relative to the service in accessible format out of total quantity of information/instruction	99%	97%
Perception of effectiveness and accessibility of information, communications and signs inside the airport	% satisfied PRMs	99%	97%
Number of responses supplied within the time established with respect to the total number of requests for information received	% responses supplied within the time established out of total number of requests	99%	97,5%
Number of complaints received with respect to total traffic of PRMs	% complaints received out of total traffic of PRMs	99%	0,012%



### Waiting time of departing passengers

Outside the air terminal, close to the entry doors on the arrivals and departures levels, a video intercom station is installed to call the personnel to request assistance. The times recorded in 2022 refer to the time of acceptance of assistance requests to proceed to the boarding gates. The first contact takes place directly at the reception desks and accommodation in the lounge and in the dedicated areas is almost immediate. The intervention times recorded at the video intercom stations stood at around 5'00", however the interventions are numerically low and therefore not very significant even if at levels of excellence.

Booked PRMs	2022 result	2023 target
Waiting time in minutes in 90% of cases	28'07"	15'00"
NON-booked PRMs	2022 result	2023 target
Waiting time in minutes in 90% of cases	16'09"	16'00"

### Tempi di attesa dei passeggeri in arrivo

Booked PRMs	2022 result	2023 target
Waiting time in minutes in 90% of cases	2'10"	3'30"
NON-booked PRMs	2022 result	2023 target
Waiting time in minutes in 90% of cases	3'00"	06'00"

## The perception of the service provided is confirmed to be excellent

Indicator	Measurement unit	2022 result	2023 target
Perception of the effectiveness of PRM assistance	% satisfied PRMs	100%	97%
Perception of the level of accessibility and usability of the airport infrastructures: car park, intercoms for calling staff, dedicated rooms, toilets, etc.	% satisfied PRMs	100%	97%
Perception of dedicated spaces for use by PRMs (e.g., Amica lounge)	% satisfied PRMs	99%	95%
Perception of the courtesy of staff (info point, security, dedicated staff for special assistance)	% satisfied PRMs	100%	97%
Perception of the professionalism of the dedicated staff for the supply of special assistance to PRMs	% satisfied PRMs	100%	97%



# lamialiguria



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# Transport to C. Colombo Airport



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

## On the motorway:

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

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

## MAIN ROAD DISTANCES (km)

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



## Urban road network

Genoa Airport is integrated in the urban road network and is approx. 9 km from the city centre, where you can also find the maritime station, the railway station of Genova Piazza Principe, the Aquarium and the Old Port.

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

# Arrival at airport by Train and by Bus

The nearest railway station is that of "Genova Sestri Ponente Aeroporto", which can be reached with AMT "Airlink" shuttle: the circular shuttle bus stop is seaside at the station and can be reached via a suitably marked footpath. It runs about every 15 minutes. Travel time is about 5 to 10 minutes.

**All season tickets and integrated AMT/Trenitalia tariffs are accepted on board**

(ordinary ticket fare 100 minutes € 1.50; ordinary integrated ticket 100 minutes AMT/Trenitalia € 1.60, GenovaPass ticket € 4.50).

Tickets can be bought aboard the bus, at the tourist information office of the Municipality of Genoa and from the AMT automatic ticket machine, both located on the arrivals level outside the air terminal building.

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

The running times of the Airlink service are **15 minutes**, between 6:00am to 10:00pm. Tickets for all Trenitalia services can be purchased from the automatic ticket machine on the arrivals level of the air terminal building.



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





# Arrival at airport by Train and by Bus

## VOLABUS

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

Tickets cost **6 euros** each way **if purchased aboard the bus**, at authorised resellers, at IAT offices and from automatic ticket machines. Tickets cost **5 euros if purchased online**. The Volabus ticket is valid also for 60 minutes on AMT public transport network (excluding Navebus). **Children up to four years travel for free.**

The service is operated **every day** from 5:30am to 11:30pm. The timetables are published on the airport website, on the AMT website and at bus stops. Volabus bus stop is at the exit of the arrivals area (ground floor), the route lasts about 30 minutes.

**Customer service: 848 000 030** (shared charge) - [www.amt.genova.it](http://www.amt.genova.it)

# volabus



**FS** STAZIONE PRINCIPE  
PRINCIPE STATION

**FS** STAZIONE BRIGNOLE  
BRIGNOLE STATION

PIAZZA DE FERRARI



# Arrival at airport by Taxi

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

**Minimum journey fare: € 15,00.**

**To book**, please call:

Radio Taxi service on 010 5966

Gexi service on 010 89333

Prenotaxi service on 010 77277

For information please visit the websites

**[www.5966.it](http://www.5966.it) / [www.gexi.it](http://www.gexi.it)**

**[www.prenotaxi.com](http://www.prenotaxi.com)**

## Special fares:

- Airport – Principe Railways Station and vice versa (min. 4 people) € 6,00 per person
- Airport – Principe Railways Station and vice versa (min. 3 people) € 7,00 per person
- Airport – Brignole Railways Station and vice versa (min. 3 people) € 8,00 per person

A holiday and night supplement of € 1.00 applies for every journey.

***Travel for patients and their accompanying assistants to and from the Gaslini Institute is subject to a 15% discount.***

## The following supplements apply:

- Per baggage (excluding first baggage, if smaller than 50 cm) € 0,50
- For every item of baggage with size greater than 100x60: € 3,00
- Per passenger: € 2,50 (excluding the first three)
- For night services € 2,50 (from 10:00pm to 06:00am)
- Holidays € 2,00 (from 06:00am to 10:00pm)
- Animals (excluding guide dogs) € 0,50
- Supplement applicable when the taxi is asked to wait by customer: (per hour) € 24,00
- and if the taxi expressly asked by the customer is not the first in order of departure: € 2,00

(The supplement does not apply to the requests for cars enabled to carry disabled passengers, with air conditioning and for small vehicles).



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

	<b>Autovia</b> +39 199240612 <a href="http://www.autovia.it">www.autovia.it</a>		<b>Europcar</b> +39 010 6504881 <a href="http://www.europcar.it">www.europcar.it</a>
	<b>Hertz</b> +39 010 6512422 <a href="http://www.hertz.it">www.hertz.it</a>		<b>Locauto</b> +39 010 504881 <a href="http://www.europcar.it">www.europcar.it</a>
	<b>Sixt</b> +39 02 94757979 <a href="http://www.sixt.it">www.sixt.it</a>		<b>Enterprise</b> +39 010 6143056 <a href="http://www.enterpriserentcar.it">www.enterpriserentcar.it</a>
	<b>Avis</b> +39 010 6507280 <a href="http://www.avisautonoleggio.it">www.avisautonoleggio.it</a>		<b>Drivalia</b> +39 010 6140046 <a href="http://www.drivalia.it">www.drivalia.it</a>
	<b>Budget</b> +39 010 6507280 <a href="http://www.budgetautonoleggio.it">www.budgetautonoleggio.it</a>		
	<b>Maggiore</b> +39 010 6512467 <a href="http://www.maggiore.it">www.maggiore.it</a>		<b>Sicily by car</b> +39 010 6591536 <a href="http://www.sbc.it">www.sbc.it</a>

# Where to park

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

## Useful information

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

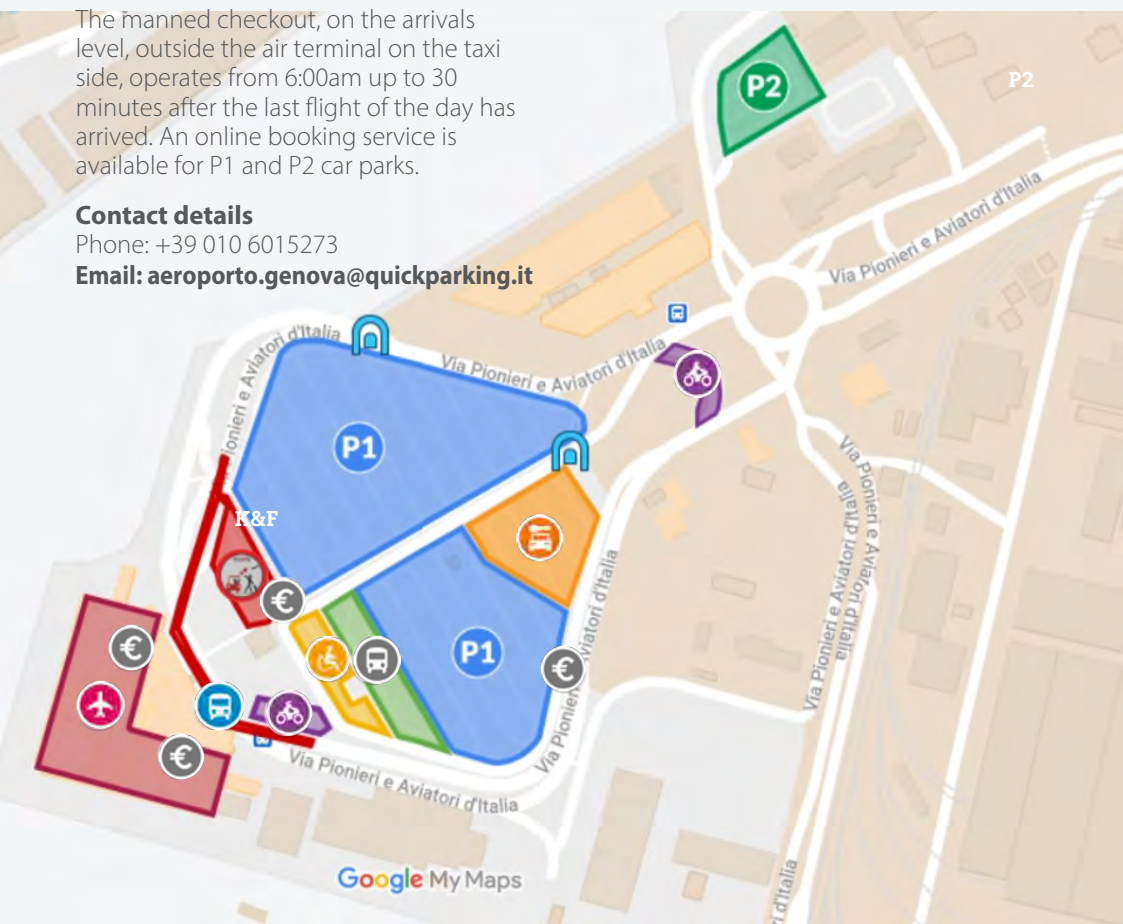
Due to the decrease in traffic, service operations may be subject to changes and reductions. It is recommended to check for updates on the Genoa Airport website or other information channels at the airport.

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

## Contact details

Phone: +39 010 6015273

Email: [aeroporto.genova@quickparking.it](mailto:aeroporto.genova@quickparking.it)



# How to pay / Rates

## At automatic machines

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

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

## At manned till

The manned till is located outside the ground floor, in front of the taxi parking (on the left outside the terminal).

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

## Online

By booking parking on the website **[www.aeroportodigenova.it](http://www.aeroportodigenova.it)** or **[www.voladagenova.it](http://www.voladagenova.it)**

Available for the Kiss&Fly area and P1 car park.

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

## PAYMENT:

## ON SITE ONLINE

### P1 CAR PARK (cars)

Parking	Euro	Euro
Up to 1 hour	3,00	3,00
Every extra hour or part of it	3,00	3,00
Up to 12 hours	15,00	15,00
Up to 24 hours	30,00	21,00
Up to 36 hours	48,00	33,60
Up to 48 hours	60,00	42,00
For 3 days	65,00	45,50
For 4 days	70,00	49,00
From 5 to 7 days	75,00	52,50
For every extra day	10,00	10,00

### P2 CAR PARK (low cost)

Parking	Euro	Euro
Up to 1 day	N/A	18,00
Up to 1 day and a half	N/A	21,00
For 2 days	N/A	25,00
For 3 days	N/A	30,00
For every extra day	N/A	5,00

### BUS PARKING

Parking	Euro	Euro
Up to 1 hour	5,00	N/A
Max. daily rate	40,00	N/A

### P1 CAR PARK (motor bikes)

Parking	Euro	Euro
Up to 1 hour	1,00	0,80
Every extra hour or part of it	1,00	0,80
Max. daily rate	5,00	4,00
Max. weekly rate	28,00	22,40

### KISS&FLY AREA

Parking	Euro	Euro
First 20 minutes	gratis	N/A
20 minutes to 1 hour	5,00	N/A
Every extra hour or part of it	5,00	N/A

For any information and subscription requests and discount schemes, contact: **[aeroporto.genova@quickparking.it](mailto:aeroporto.genova@quickparking.it)**

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

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





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



**PASSENGER AIR TERMINAL** The air terminal is structured over four levels and can accommodate a flow of 1,500 passengers per hour. Five mobile boarding bridges are available for boarding and disembarking.

**INTERNET WEBSITE**  
[www.aeroportodigenova.it](http://www.aeroportodigenova.it)

**SOCIAL NETWORKS**  
Facebook: aeroportogenova  
Twitter: @genovaaeroporto  
Instagram: @aeroportodigenova  
Telegram: @aeroportodigenova

**TOURIST OFFICE**  
Phone: +39 010 6015247  
Mon to Sun: 10:00am to 8:00pm

**GENOVA AIRPORT FREE WI-FI**  
Free Wi-Fi is available throughout the passenger air terminal; connect to the network and follow registration instructions

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

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



**ITA AIRWAYS** | [www.italyair.com](http://www.italyair.com)

Info and bookings: 893 49 0 49



**KLM ROYAL DUTCH AIRLINES** |

[www.klm.com](http://www.klm.com)

Info and bookings: +39 02 38594998



**AIRDOLOMITI** | [www.airdolomiti.it](http://www.airdolomiti.it)

Info and bookings: +39 045 2886140



**LUFTHANSA** | [www.lufthansa.com](http://www.lufthansa.com)

Info and bookings: +39 0 899 198 000



**RYANAIR** | [www.ryanair.com](http://www.ryanair.com)

Info and bookings: 895 589 5509



**VOLOTEA** | [www.volotea.com](http://www.volotea.com)

Info and bookings: 895 895 4404



**VUELING** | [www.vueling.com](http://www.vueling.com)

Info and bookings: 895 895 3333



**WIZZ AIR** | [www.wizzair.com](http://www.wizzair.com)

Info and bookings: 895 895 4416

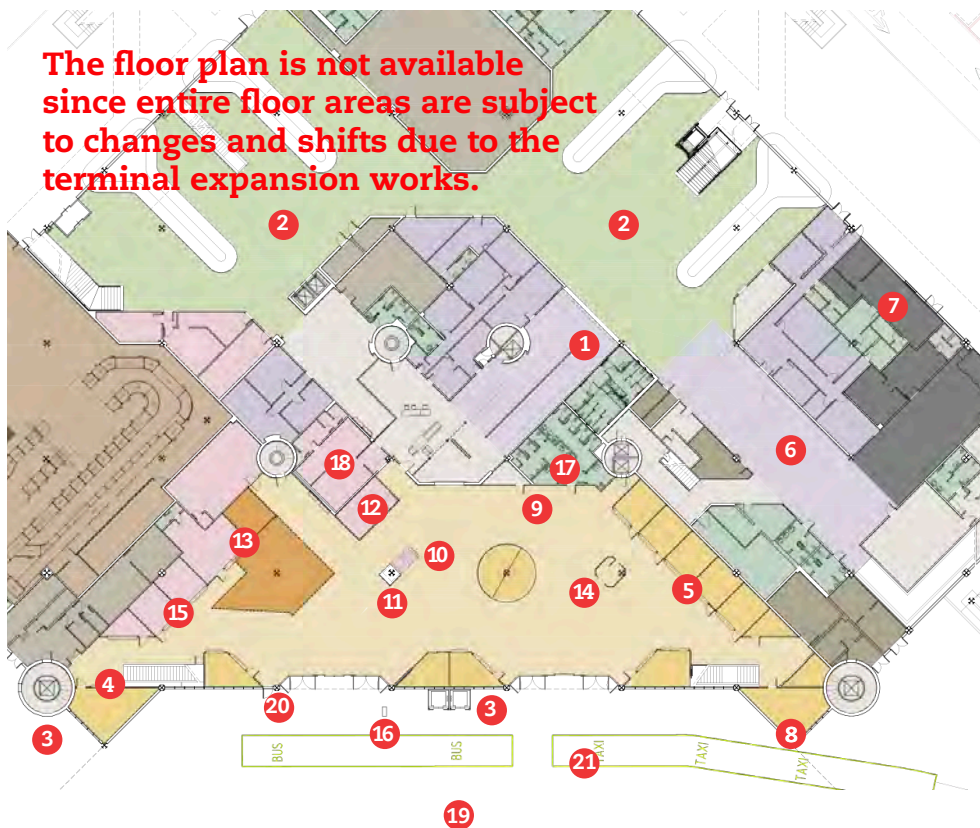


**ALBAWINGS** | [www.albawings.com](http://www.albawings.com)

Info and bookings: +355 (0)45800100



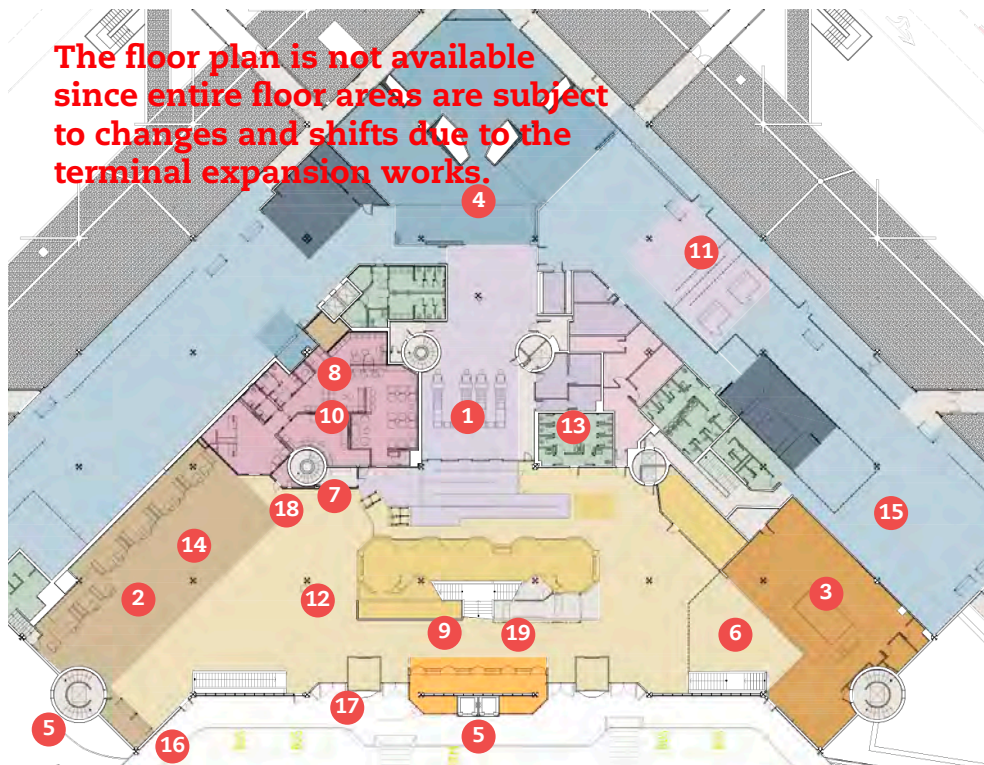
**The floor plan is not available since entire floor areas are subject to changes and shifts due to the terminal expansion works.**



- |   |   |
|---|---|
| <b>1.</b> Customs control                                     | <b>12.</b> Tourist information          |
| <b>2.</b> Baggage return hall                                 | <b>13.</b> Coffee bar "Dolce e Salato"  |
| <b>3.</b> Lift  | <b>14.</b> Cash machine                 |
| <b>4.</b> Escalator to access departures level                | <b>15.</b> Delta Aerotaxi               |
| <b>5.</b> Car rentals   | <b>16.</b> Volabus / Airlink bus stop   |
| <b>6.</b> Passport control                                    | <b>17.</b> Toilets                      |
| <b>7.</b> First aid   | <b>18.</b> Lost&Found                   |
| <b>8.</b> Parking manned till                                 | <b>19.</b> Pet watering places          |
| <b>9.</b> Parking automatic machine                           | <b>20.</b> Personnel assistance station |
| <b>10.</b> Automatic machines for Volabus and Airlink tickets | <b>21.</b> Taxi area                    |
| <b>11.</b> Automatic machines for train tickets               |   |

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

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

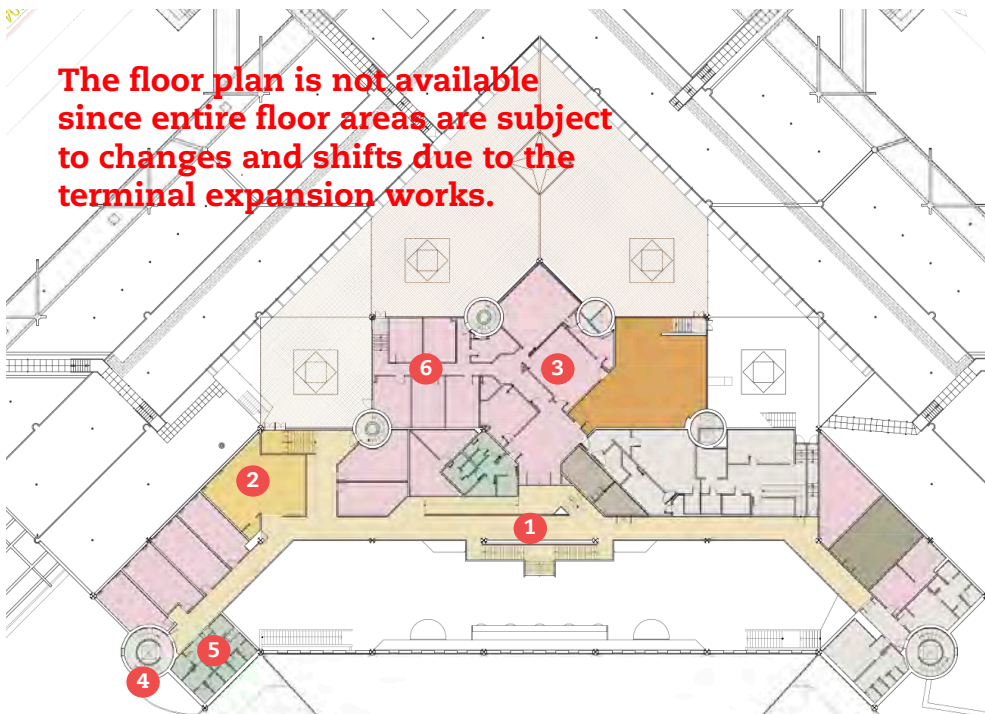


- |   |  |
|---|--|
| <b>1.</b> Security control                              | <b>12.</b> Self check-in                       |
| <b>2.</b> Check-in                                      | <b>13.</b> Toilets / Nursery                   |
| <b>3.</b> Coffee bar and restaurant "Caruggio Eat&Shop" | <b>14.</b> Repacking area                      |
| <b>4.</b> Duty Free shops                               | <b>15.</b> Charging stations                   |
| <b>5.</b> Lift  | <b>16.</b> Pet watering places                 |
| <b>6.</b> Escalator from/to arrivals level              | <b>17.</b> Personnel assistance station        |
| <b>7.</b> Fast Track                                    | <b>18.</b> Disabled passenger assistance point |
| <b>8.</b> Genova Lounge                                 | <b>19.</b> Tax free                            |
| <b>9.</b> Ticket office                                 |  |
| <b>10.</b> Special assistance lounge (Sala Amica)       |  |
| <b>11.</b> Passport control                             |  |

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



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



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



## TICKET OFFICE

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

### **Business hours:**

every day from 5:00am to 7:00pm.

## BAGGAGE ASSISTANCE

The baggage assistance office is located on the ground floor near the Tourist Information office Phone: +39 010 6015407

### **Baggage collection:**

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

## LOST & FOUND OFFICE

The Lost & Found office is located on the ground floor near the Tourist Information office Phone: +39 010 6015407

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

## TROLLEYS

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

## ELECTRONIC DEVICE CHARGING STATIONS

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

## VAT REFUNDS

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



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

**Open from 05:00am to 7:00pm**

**Phone +39 010 6015380**

**fax +39 010 6015315**

**genovalounge@airport.genova.it**

### Other services include:

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

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

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

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

The entry ticket for Genova Lounge may be purchased at the ticket office or on the website [www.voladagenova.it](http://www.voladagenova.it)

### ACCESS RATES:

Single entry: 18 euros per person

Book of 5 tickets: 72 euros

Yearly travel card: 199 euros

Children up to 2 years old: free of charge





DEPARTURES

Destination	Time	Gate	Status
London	10:00	A1	On Time
Paris	10:30	A2	Delayed
Rome	11:00	A3	On Time
Madrid	11:30	A4	On Time
Barcelona	12:00	A5	On Time
Amsterdam	12:30	A6	On Time
Frankfurt	13:00	A7	On Time
Berlin	13:30	A8	On Time
Munich	14:00	A9	On Time
Zurich	14:30	A10	On Time
Geneva	15:00	A11	On Time

GENOVA LOUNGE

GENOVA  
02

# Autism: travelling through the airport

## Autism: travelling through the airport

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



## BEFORE THE FLIGHT

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

## TRAVEL PREPARATIONS

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

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

## VISITING THE AIRPORT BEFORE THE FLIGHT

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

**[autismo@airport.genova.it](mailto:autismo@airport.genova.it)**

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

# Services for passengers with reduced mobility

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

## To receive assistance

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

## Dedicated services

The air terminal is provided with the following:

- In the central car park, situated 50 metres from the air terminal, 20 free car parking spaces are reserved for the cars of disabled passengers. The cars must be identifiable with the visibly displayed badge.
- Outside the air terminal, close to the entry doors on the arrivals and departures levels (ground floor and 1st floor), a colour-video intercom station is installed to call the personnel. A parking space for short stops is also available for PRMs.
- On the arrivals level of the air terminal a tactile footpath is available for the visually impaired. On the arrivals level at the air terminal an interactive kiosk is provided as the designated point of arrival for passengers with reduced mobility
- The departures level of the passengers' air terminal includes a tactile footpaths for the visually impaired that extend into the external viability and ensure, including through tactile maps, easy access to the Genova Lounge. Here the visually impaired can check-in and access, if they so wish, the Sala Amica Lounge. Next to the security control area a dedicated room is available for disabled passengers.
- Sala Amica Lounge for passengers who need assistance.
- Accessible toilets.
- Internal and external lifts to access upper floors provided with buttons with "braille" text and voice announcements.
- Pavements with access ramps.
- An elevating platform is available to facilitate boarding the aircraft.
- Security control gates are equipped both for passengers on wheelchair and with pacemakers.

Passengers travelling on a stretcher or wheelchair must make their reservation at least 36 hours prior to departure through the carrier (offices or call centre). The carrier will then confirm the required service. Passengers on stretchers must also be assisted by a (paying) adult passenger both on the ground and during the flight.





**Reception and security lounge at airport**

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

**Documents**

We recommend checking in advance with the airline for any documents required for your journey. In general, at check-in and boarding gate a valid ID card (identity card or passport) must be exhibited. Your boarding card must be exhibited at security check points.

**Travelling minors**

The minor traveller must carry their own valid document (identity card or passport). For more information on the compulsory documents for any children travelling or travel documents visit the website [www.poliziadistato.it](http://www.poliziadistato.it). For unaccompanied children please check with your airline for the required procedure.

**Pregnant women**

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

**Hand baggage**

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

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

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

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

**Items that are not permitted in the hand baggage**

- All items that are not permitted in the hold baggage
- Objects with pointed tips and a cutting edge (scissors, knives, nail files, razor blades, screwdrivers, cutlery, letter openers, sewing needles, miscellaneous tools)
- Blunt objects of any type
- Toy weapons
- Electronic devices with paralysing and neutralising effect through electric shock
- Liquid and semi liquids, gels, creams, pastes and similar items, except for a maximum volume of 1,000 ml carried in containers of 100 ml each, in the dedicated transparent and sealable bag.

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



## **Pesto sauce in your hand baggage**

Fly from Genova and carry the pesto sauce in your hand baggage, even if the jar exceeds 100 ml. **You just have to collect a sticker to be placed on the jar, donating 50 cents, in order to help a child suffering from a severe pathology to fly towards a hospital capable to heal him/her.** This is an initiative by Aeroporto di Genova and ASCOM for the Flying Angels Onlus Foundation that was successfully implemented with the contribution of the North West Department of ENAC (Ente Nazionale per l'Aviazione Civile, Italian Civil Aviation Authority). All passengers may carry in the hand baggage one or more pesto sauce jars in exchange for a small donation to **Flying Angels Onlus**. The rules for benefitting from this service are very simple:

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

## **Liquids**

No liquids and/or similar substances may be carried in the hand baggage, except for the possibility to carry in a dedicated transparent sealable bag, containers holding 100ml or less, for a total of 1 litre (1,000ml) per passenger. The bag must be submitted separately from the hand baggage at security check points.

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

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

**All information available on [www.airport.genova.it/pesto](http://www.airport.genova.it/pesto)**

Quantities larger than 100 ml are permitted in the hand baggage at all EU airports for the following items: medicines, dietary food and/or baby food that are necessary during the flight. You are allowed to carry any liquids, aerosols, and gels purchased on board the aircraft or at the airport - airside - as long as they are sealed by the seller and accompanied by a till or sales receipt acting as proof of the point of sale.

## Medical devices

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

## Hold baggage

We recommend checking in advance with the airline for any rules on carrying the hold baggage. Baggage must not exceed the number and weight permitted based on the service class and as stated on the ticket. Any baggage exceeding the required allowance may be transported as long as the “excess baggage” fee is paid at the ticket office. All items of baggage must display name, address and phone number. It is forbidden to leave your baggage unattended during your stay at the airport.

### Items that are not permitted in the hold baggage

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

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



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

## Oversize baggage

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

## Transporting firearms and ammunition

We recommend checking in advance with the airline for any rules it applies to this respect.

In general, firearms documents must be submitted at the time of check-in. A form must be completed and handed over to the Police office (arrivals level after security check-points) for the necessary authorisations. The service for weapon transport may be subject to a fee.

## DID YOU KNOW...

facts on lithium batteries

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

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

## Small animals

These can travel in the cabin in a suitable container with waterproof and absorbent bottom. The total weight, including the cage, must not exceed 8 or 10 Kg, depending on the airline. Booking is required and must be confirmed by the carrier concerned.

## Large animals

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

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


## Animals in the hold

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





# Useful numbers



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

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



# Passenger survey

## SUGGESTIONS AND COMPLAINTS

**Your opinion matters.**

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

### Please contact us:

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



**Scansiona il codice e scrivi in tempo reale con Facebook Messenger**

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



## Cartolina per suggerimenti e reclami Suggestions and complaints card

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

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

TAGLIARE / CUT

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

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

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

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

FAC-SIMILE

\_\_\_\_\_  
NOME E COGNOME - NAME AND SURNAME

\_\_\_\_\_  
INDIRIZZO - ADDRESS

\_\_\_\_\_  
CAP - POSTCODE

\_\_\_\_\_  
CITTÀ - CITY

\_\_\_\_\_  
STATO - COUNTRY

\_\_\_\_\_  
TELEFONO - TELEPHONE

\_\_\_\_\_  
DATA DI INVIO - DATE SENT