

# AIRLINES

## TERMS OF USE



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## SECTION I: INTRODUCTION

- The purpose of these Terms of Use for Airlines (“ToU”) is to set out the rules applicable for the Users (as defined below), when using
- Copenhagen Airports A/S’ (“CPH”) services and facilities (collectively referred to as the “Services”) at the Airport at Kastrup (“Airport”).
- The Users’ acceptance of and compliance with the ToU is a requirement for making use of the Services, and by using the Services in any way the User accepts the ToU. The Users must adhere to the ToU at all times and ensure that their employees, agents and sub-suppliers, such as ground handling providers, are familiar with and also comply with the ToU.
- The ToU must prevail in case of any conflict or discrepancies with other conditions or regulations regarding the use of the Airport’s Services, except where it is clearly indicated otherwise.
- If any provisions of the ToU shall be found to be unenforceable but would be valid if any part of it were deleted or modified, the provision must apply with such modifications making it valid.

## 1. DEFINITIONS AND STRUCTURE

### 1.1. Definitions

- “Airport” means the Airport territory of CPH located at Kastrup.
- “CPH” means Copenhagen Airports A/S.
- “Centralized Infrastructure” means the centralized infrastructure at the Airport, which currently comprises the baggage sorting systems, de-icing platforms, hydrant systems, marshalling of aircraft on arrival and departure, transport of passengers between aircrafts and terminals, all counters and desks in existing terminals and piers and the CUTE system.
- “User(s)” means any commercial party and companies related to airline operations whether acting jointly or severally (as opposed to ground handling, which is covered by CPH’s Ground Handling Terms of Use). This includes, but is not limited to, airline companies, air carriers, aircraft operators, code sharing partners, aircraft lessees, aircraft lessors (wet and damp leasing), franchisee carriers and aircraft franchisers.
- “Services” means any services and facilities offered by CPH and located at the Airport.

The Services also include taking off and landing. The Services do not include slot coordination services, nor services provided by other ground handling service providers than CPH nor services provided by air navigation service providers.

### 1.2. Structure of the ToU

- Section II (General Conditions) applies in relation to any Services.
- Section III (CPH GO Terms of Use) applies specifically when operating at CPH Go.
- Any operation at CPH Go is subject to the ToU including both the CPH Go Terms of Use (section III) and the General Conditions (section II).
- In case of any discrepancy between the CPH Go Terms of Use and the General Conditions, the CPH Go Terms of Use must prevail.
- Notwithstanding the foregoing, CPH reserves the right to decide that operation at CPH Go can be carried out solely on the basis of the General Conditions, in which

- case the Go passenger charge in the applicable Charges Regulation do not apply.
- For further information on slot coordination see <http://www.airportcoordination.com>. For further information on ground handling please refer to <http://www.cph.dk> and the Ground Handling Terms of Use. For further information on en-route services and approach and tower control service

provided by Naviair please refer to <http://www.naviair.dk>.

## 2. COMMENCEMENT AND AMENDMENTS

- 2.1. These ToU shall come into force on 1 August 2024 and shall replace Terms of Use of 1 January 2023 and shall apply until further notice.
- 2.2. CPH reserves the right to amend the ToU at any time without prior notice and with immediate effect. CPH will put its best efforts to notify and consult with Users about any changes in advance. Any new and amended version of the ToU will be published at CPH's website (<http://www.cph.dk>)

and shall enter into force on the date mentioned in the publication.

## 3. LAW AND JURISDICTION

- 3.1. The ToU must be governed by and construed in accordance with Danish law.
- 3.2. CPH and the User must attempt to settle any dispute amicably. If the dispute cannot be settled amicably, the parties must attempt to resolve the dispute through mediation by the Danish Institution of Arbitration. As a minimum, the parties must attend the first meeting convened by the mediator.

- 3.3. If the dispute cannot be resolved amicably or by mediation, and legal proceedings are deemed necessary, the dispute must be settled by the City Court of Copenhagen.
- 3.4. Notwithstanding the foregoing provisions, a party must always be entitled to commence court proceedings to preserve its legal rights, e.g., protecting a claim against a statutory time-bar.

## SECTION: II GENERAL CONDITIONS

### 4. USER INFORMATION

- 4.1.** Prior to the use of the Services, a User must submit all information regarding passengers, aircrafts and cargo traffic relevant for the operation of the Airport and provision of the Services, see below.
- 4.2.** The following information must be submitted to [invoicing@cph.dk](mailto:invoicing@cph.dk):
- Name, address, telephone numbers and email addresses for e-invoices and the other contact details listed in schedule 1. Please fill out the form (link provided in schedule 1).
  - Details of the aircraft registration, aircraft type, MTOW, maximum seat capacity, UID No., engine identification, number of engines, etc. for each aircraft which the User intends to use at the Airport. Please fill out the form (link provided in Schedule 2).
  - The name(s) of the User's handling agent(s), if any, at the Airport. For operation in the IATA northern winter season this includes the primary de-icing handling agent.
  - The name of the person responsible for security of the User.
- 4.3.** The information must be updated every 12 months, meaning that if a User has not used the Airport the previous 12 months, the User must submit the above information again.
- 4.4.** Any changes to the information provided must be submitted to CPH as soon as possible.
- 4.5.** If the information listed in 4.2.B is not duly submitted and/or if the information is incomplete for whatever reason, CPH reserves the right to charge for the Services based on reasonable estimates.
- 4.6.** Traffic information for each flight must be submitted subject to below Table A in Schedule 3.
- 4.7.** Unless otherwise approved by CPH, the information required pursuant to Table A must be provided to CPH via electronic data exchange of SITA messages or via email as specified in the Table A.
- 4.8.** Total number of bags per inbound flight must be provided in the LDM message in the SI field using an agreed format as specified in the Table A.
- Examples (one example per line):
- ```
CHECKED BAGGAGE PIECES CPH 1/Y/100  
4/Y/40  
or  
CPH C 0 M 0 B 100/1300 O 0 T 0
```
- 4.9.** CPH reserves its right to reasonably require other information from the User relevant for the planning and operation of the Airport, e.g. passenger estimates and booking data.
- 4.10.** Summary details of the User's arrangement and contact details 24/7 for recovery of disabled aircraft and for forced displacement of aircraft in case of threats must be submitted to [beredskab@cph.dk](mailto:beredskab@cph.dk). This information must be updated every 12 months.
- 4.11.**
- The Airport is a coordinated airport under the terms of Council Regulation (EEC) No 95/93 (Slot Regulation).
  - For take-off or landing, the User (airline company) must have a slot allocated by ACD, except for flights by state aircraft, emergency landings, ambulance flights and humanitarian flights.
  - The User (airline company) must provide CPH with information regarding their planned and expected link between a slot of arrival and a slot of departure no later than by the slot return deadline and upon request by CPH. The information should be provided in the slot request. To reduce slot updates during the season users having multiple aircraft in the airport simultaneously may provide the information in an industry standard format

via e-mail to [traffic@cph.dk](mailto:traffic@cph.dk). CPH may require a different form of communication in line with industry standards.

#### **4.12. Additional information for general aviation flights:**

For general aviation flights the following information must be sent to CPH via e-mail to [e.invoicing@cph.dk](mailto:e.invoicing@cph.dk):

- a) Company name, billing details (e-mail address), company VAT no., MTOW, engine identification and engine type. For inbound flights information concerning incoming pax (split into adults, children and infants) is also required. For outbound flights information concerning departing pax (split into adults, children and infants) is also required. In connection with GA flight all costs must be paid to CPH or Ground Handler. Contact [e.invoicing@cph.dk](mailto:e.invoicing@cph.dk) for proforma invoice and prepayment details.

**4.13.** If the information required pursuant to the foregoing provisions is not duly submitted, CPH reserves the right to charge for the Services based on a reasonable estimate including on a calculation basis that each seat on the aircraft operated by the User on the day in question was occupied by a passenger.

**4.14.** If the User discovers an error in the information submitted pursuant to the foregoing provisions, the User must submit the correct information along with a change note within 60 days. CPH reserves the right not to correct changes received later than 60 days after the relevant operation.

## **5. DATA TRANSFER AND CONFIDENTIALITY**

**5.1.** CPH and the Users acknowledge to mutually protect and handle information exchanged between the parties in compliance with relevant regulation, such as data privacy and the Danish Business Secrecy Act.

**5.2.** The User must maintain and protect the confidentiality of any information regarding security and incidents.

**5.3.** CPH may share data regarding operations with our partners, e.g. for planning and operational purposes.

**5.4.** Arrangements concerning processing of personal data must be regulated in separate agreements in

compliance with the General Data Protection Regulation and other data protection laws, if applicable.

**5.5.** CPH reserves its rights to verify from time to time information provided to us.

**5.6.** If CPH is given permission or by entering into an agreement to retrieve data from a third-party system or database, it will be the User's responsibility to secure that the source is updated with correct information described in 4.2, b). CPH cannot later be held responsible for incorrect information used for billing.

## **6. USER'S GENERAL OBLIGATIONS**

**6.1.** When using the Services, the User must always comply with applicable industry regulations, standards and practices including the governing law of the ToU. This includes, but is not limited to:

- a) The provisions published in the Aeronautical Information Publication (AIP Denmark) regarding the Airport (available on the Danish Transport Authorities'

website:

<http://www.trafikstyrelsen.dk/EN/Civil-aviation.aspx>);

- b) CPH's Terms of Terminal Operations (available in CPH NOW. Link can be found at CPH's website: <http://www.cph.dk>)

- c) Operational Sub-Terms of Use relating for instance to self-service bag-drop, terminal operations and Common Use Self-Service (CUSS). Link can be found at [https://cphprod.service-now.com/cphnow?id=kb\\_cat\\_view&kb\\_category=eaf001eddb61d704420ffbd5ae961914](https://cphprod.service-now.com/cphnow?id=kb_cat_view&kb_category=eaf001eddb61d704420ffbd5ae961914)
  - d) Aerodrome Local Regulations (available in CPH NOW. Link can be found at CPH's website: <http://www.cph.dk>) and ensure that their ground handlers and suppliers comply with both IGOM (IATA Ground Operation Manual) and Aerodrome Local Regulations in connection with common ground handling tasks, aircraft parking, emergency and other extraordinary circumstances which occur during the stay at the airport.
  - e) CPH's guidelines for airlines;(update of: [https://cphprod.service-now.com/cphnow?id=faq\\_niv2&kb\\_category=f4be70a5db61d704420ffbd5ae9619f3](https://cphprod.service-now.com/cphnow?id=faq_niv2&kb_category=f4be70a5db61d704420ffbd5ae9619f3))
  - f) Airline companies must ensure that either jetway is used so that passengers are not lead unsupervised over stand/apron or CPH's effective stands are used with mobile stairs and correctly set up Passenger Guidance Barrier ropes. In all cases monitoring of passengers must take place either by authorized physical personnel or by CPH's approved camera surveillance concept.
  - g) In case of a serious incidents or aircraft accidents, the airline company and its representatives must comply with the Emergency Response Plan for the Airport; and other specific and general regulations, procedure, policies or instructions issued by CPH regarding the operation of the Airport.
  - h) Without prejudice to other reporting obligations, the airline companies must within 72 hours submit reports on accidents and on all occurrences and incidents covered by Regulation 376/2014 with later amendments to CPH's mandatory, non-punitive and confidential reporting system via CPH NOW and must share incident investigations with CPH's safety department on request.
  - i) The airline company shall participate in and contribute to investigations launched by CPH regarding safety occurrences (events, incidents or accidents). Also, airline companies shall encourage its employees to participate in CPH's safety investigations.
  - j) Airline companies must designate and enter into agreement with a primary de-icing Handling provider. Also, airline companies' use of the airport shall be considered as an explicit consent to the primary de-icing provider to use a subcontracting de-icing provider in extraordinary situations, e.g. severe weather under the terms and conditions agreed with the primary de-icing provider, including terms on limitation of liability. CPH requires all de-icing providers to demonstrate compliance with industrially recognised de-icing standards.
  - k) Airline companies and its handlers are responsible for removal of aircraft waste from the aircraft stand, including from the bridge, stairs and chute etc. If such aircraft waste has not been removed, CPH may remove it without prior notice for the account of the airline company.
  - l) Airline companies are required to have an approved and functional SMS (Safety Management System).
  - m) All airlines must have a security plan and appoint a local security responsible, to be approved by the relevant National competent Authority (in Denmark the Danish Transport Authority) before the startup of any operations.
  - n) Aircraft parked at the airport must be duly secured against accidental movements caused by e.g. adverse weather.
- 6.2.** Fueling the aircraft with passengers on board is allowed as long as requirements in applicable regulations are complied with.
- 6.3.** The User must always collaborate with CPH in providing the best possible service at the Airport and participate in the Airport Collaborative Decision Making (A-CDM).

- 6.4. The User must obtain any environmental approvals required by the public authorities under the applicable rules and regulation.
- 6.5. The User must ensure compliance with environmental regulations such as the Aeronautical Information Publication (AIP) for CPH/EKCH regarding usage of Auxiliary Power Unit (APU) and engines.
- 6.6. The User must further comply with the environmental requirements set by CPH and reasonably assist in connection with environmental

inspections conducted by the public authorities and/or CPH.

- 6.7. Airline company crew can be issued a CPH Identification Card (ID Card) if they are based in CPH.

## 7. USER'S PAYMENT OBLIGATIONS

- 7.1. The User must pay charges for the Services. The information provided by the User in Section 4 above forms part of the basis for calculating the charges.
- 7.2. Charges must be paid by the User in cash before each departure from the Airport in accordance with directions given by CPH. The User can apply for a credit arrangement, which will be granted at CPH's sole discretion.
- 7.3. CPH may at its sole discretion require a deposit from the User or guarantee issued by an internally recognized bank. The deposit and the guarantee must correspond to the expected charges for the Services for a period of up to three months. This may include expected Terminal Navigation Charges (TNC) in the calculation. The terms of the deposit or guarantee must be set by CPH. CPH may demand an increase of a deposit or guarantee giving 14 days' notice. Any deposit will not carry interest.
- 7.4. In the event of the lapse or expiry of a guarantee, the guarantee must be extended by the User on the User's own initiative no later than 14 days before such lapse or expiry. Otherwise, CPH shall be entitled to draw on the guarantee without notice and/or change the payment terms to cash payment.
- 7.5. Charges are invoiced pursuant to the applicable Charges Regulation, see <http://www.cph.dk>. A PRM service apply (passenger with reduced mobility) with separate charges, see <http://www.cph.dk>.
- 7.6. The terms of payment for invoices are 14 days net.

- 7.7. Payment must be made to the account of CPH with Danske Bank, Holmens Kanal Branch, Holmens Kanal 2-12, DK-1092 Copenhagen K. Sort code 3100. Account no. 3141 0800 16. SWIFT-CODE: DABAKKDK. IBAN account no.: DK09 3000 3141 0800 16.

- 7.8. Terminal Navigation Charges (TNC) based on the MTOW of the aircraft will be invoiced by EUROCONTROL on behalf of Naviair. More information is available at Naviair's website (<http://www.naviar.dk>).

- 7.9. Payments are timely when received on or before the due date. If such day is not a business day in Denmark, payment on the following business day applies.

- 7.10. Overdue payments are subject to default interest and charges pursuant to the Danish Interest Act, including collection charges and costs. In case of no credit agreement, cash payment is required and an administration fee will be charged (DKK 1.000). CPH will issue a proforma invoice for at least a month's traffic.

- 7.11. In the event of continued and/or anticipated payment breaches, CPH may restrict or ban the User from the Services, until all payments including interests and charges pursuant to the Danish Interests Act have been made.

- 7.12. Subject to the Danish Air Navigation Act CPH, CPH has the right to prevent an aircraft from leaving the Airport, if due charges for the latest landing at, stay at, and departure from the Airport have not been paid, or until the necessary security for payment has been given. CPH may also



demand statutory debt collection and liens pursuant to the Danish Air Navigation Act.

- 7.13.** The User shall not be entitled to set off any claims against CPH which have not been acknowledged in writing by CPH or determined in a final court decision, nor shall the airline company be entitled to withhold any payment of charges due to claims of any kind.
- 7.14.** Airport charges are paid for all persons onboard a flight, except children under two years of age or the active cabin and cockpit crew of the departing aircraft according to CPH Charges Regulation.
- 7.15.** Charges for the usage of the Centralized Infrastructure provided by CPH are included in the Charges Regulation (except for the usage of the

hydrant systems, which are covered by the payment for jet fuel to the jet fuel suppliers).

- 7.16.** If the User disagrees with an invoice for CPH's charges, the User must:
- a) Send an email to [debitor@cph.dk](mailto:debitor@cph.dk) within 60 days after the receipt of the invoice in question. The email must include the following information as a minimum: (i) the invoice number; (ii) the total amount of the invoice in dispute; (iii) the specific reasons for the dispute; and (iv) supporting evidence.
  - b) The User loses its right to make any claim regarding the invoice, if it is not filed within the time limit specified above.

## 8. LIABILITY, INSURANCE AND REMEDIES

- 8.1.** The User and CPH shall, with the limitations set out below, be liable for loss or damage subject to Danish law.
- 8.2.** For the avoidance of doubt, neither CPH nor its employees, servants, agents or affiliated companies shall be held liable, separately or jointly, for any services, acts or omissions of a third party or individual in or at the Airport, such as air navigation service providers or ground handling service providers.
- 8.3.** CPH and its employees, servants, agents or affiliated companies shall be exempted from liability caused by a force majeure event or other circumstances outside the control of CPH, irrespective of whether CPH itself participates in such circumstances or the like. This includes, but is not limited to, natural disasters; severe weather conditions; war; civil unrest; strikes; sabotage, acts of terrorism, including computer virus and hacking; power, data communication or telecommunication failures; breakdown of or lack of access to IT systems or damage to IT systems or damage to data in such systems caused by such events, regardless of whether CPH or a third-party supplier is in charge of the operation of the systems; pandemics and other similar situations.
- 8.4.** In addition, in case of an emergency situation, including but not limited to special weather conditions, damage to the Airport Infrastructure, security alerts, epidemics or pandemics, or other

special conditions, as well as in case of special events (e.g. summits), CPH may restrict or limit use of the Services. CPH will put its best efforts to reduce any negative impact to Users caused by the restrictions or limitations, but CPH cannot be held liable for any loss or damage relating hereto.

- 8.5.** CPH nor its employees, servants, agents or affiliated companies shall assume no liability whatsoever and howsoever arisen for indirect losses such as consequential loss; loss of profits; loss of revenue; loss of goodwill; loss of opportunity and contracts; loss of use and business; loss of data; or increased costs or expenses, wasted expenditure, whether foreseeable or not.
- 8.6.** For the avoidance of doubt, CPH shall not be liable for any loss originating from claims from third parties (including passengers and suppliers) of the User, even if CPH has been advised of the possibility of such loss. In case of such third party claims directed at CPH, the User must fully indemnify CPH.
- 8.7.** The User is solely responsible for its sub-suppliers.
- 8.8.** The total aggregate liability of CPH and its employees, servants, agents and affiliated companies towards the Users and any third parties arising out of the Services shall not exceed DKK 1,000,000,000 any one occurrence.

**8.9.** The limitation of CPH's liability does not include CPH's liability for death or personal injury resulting from negligence. Further, the limitations of CPH's liability set forth in paragraphs 8.5 and 8.8 do not apply to loss or damage caused by wilful misconduct or intent.

**8.10.** CPH may refuse to provide Services or refuse access to the Centralized Infrastructure at any time to any User, who materially breaches its obligations towards CPH, or causes danger to the secure operation of the Airport.

**8.11.** If it is established that pollution is caused by the User's activities, CPH reserves the right, with prior notice to the User, to clean up and implement any necessary remedial action for the account of the User. The User may by prior agreement and in cooperation with CPH, choose to conduct clean up and preventions itself, provided that the necessary environmental approvals are obtained, and the activities of the User will not cause any damage or risk for the proper operation of the Airport.

**8.12.** A claim for loss or damage against CPH must be reported immediately by the User to CPH's Operations Centre (OC), cf. chapter 7 in our Local Regulations.

**8.13.** The User must without delay file a claim by email to [damages@cph.dk](mailto:damages@cph.dk) providing particulars of the reasons for the claim and the claim amount

together with any supporting evidence available at this time. The claim will be handled in accordance with CPH's standard claims handling procedure.

**8.14.** The User must take out adequate liability insurance in line with industry practice, such as commercial and product liability insurance and carrier's liability covering its liability towards third parties. CPH reserves the right to require an insurance certificate from the User documenting adequate insurance coverage.

## SECTION: III CPH GO TERMS OF USE

### 9. USER'S OBLIGATIONS

**9.1.** The User is solely responsible for compliance with the CPH Go Terms of Use.

**9.2.** The User's right and access to operate at CPH Go including slot reservations, requires the User's compliance with the following conditions:

- a) The User must achieve minimum 90 percent self-check-in, e.g. via mobile phone, Internet, CUSS check-in or similar.
- b) The User must ensure that no more than maximum 10% of its operations land (ALDT) earlier than 10 minutes before the allocated airport slot.

c) Common Use single class Bag-drop, meaning shared counters with OAL and no C/CL or Service counters with bag tag print possibility must take place in an area designated by CPH.

d) The User must ensure that 90% of all passengers do not wait for more than 15 minutes at any check-in or bag-drop queue.

e) The User must ensure that check-in and bag-drop are closed at least 40 minutes prior to scheduled time of departure. T

f) The User must ensure that the baggage sorting box is open and ready to receive baggage in accordance with applicable

- agreements. The box can at the earliest expected to be closed 20 minutes before estimated time of departure (ETD).
- g) The User must ensure that it can handle odd size baggage in accordance with the processes and in areas assigned by CPH.
  - h) The User must operate within a maximum turnaround time of 30 minutes.
  - i) Only aircrafts within the ICAO group A, B and C may have access to the CPH Go pier.
  - j) Only UK, EU and EFTA flights may be operated from the CPH Go pier.
  - k) The User must ensure that its airline or ground handler staff are present on the apron/aircraft stand to ensure that passengers embarking/disembarking an aircraft or need to walk across the apron, at all times are supervised by trained and competent personnel.
  - l) Boarding will be allowed while fueling.
  - m) The User must ensure that first bag, is placed on the off-load belt 25 minutes after "aircraft on block" at the latest for minimum 90 % of the flights.
  - n) The User must ensure that last bag, is placed on the off-load belt 30 minutes after "aircraft on block" at the latest for minimum 90 % of the flights.
  - o) The User must ensure that the baggage carousel/trace track is emptied no later than 60 minutes after "aircraft on block".
  - p) The User must ensure that baggage reclaim counters are open for a period of minimum 60 minutes after "aircraft on block" and always until registration of the last bag from the flight in question.
  - q) CPH Go pier flights will be announced on monitors.
  - r) Baggage from passengers/airlines using CPH Go may be handled at both baggage facilities PF3 and BFW.
  - s) Users have only one baggage box available per take off.

## 10. REMEDIES

- 10.1.** By the end of each calendar month, CPH will carry out an evaluation of the User's compliance with the CPH Go Terms of Use.
- 10.2.** CPH will base the evaluation on documented monitoring.
- 10.3.** In the event that the User fails to comply with its obligations, CPH reserves its right at its sole discretion to either give a warning to the User or grant the User a "recovery period" of one calendar month following the calendar month of non-compliance.
- 10.4.** If the User continues to be non-compliant also during a "recovery period", the User shall no longer be entitled to operate at CPH Go. Consequently, as from the 16th day in the calendar month following the recovery period, allocated CPH Go slots shall no longer apply to the User.
- 10.5.** The User may at all times apply again to be qualified for CPH Go.
- 10.6.** If the User previously has lost its right to operate at CPH Go for whatever reason, the renewed application must include documentation of implemented improvement measures to safeguard future compliance with the Go Terms of Use. CPH reserves its right to reject the application.

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## SCHEDULE 1: MASTER DATA

CPH reserves the right to change the form below. The current form is mandatory to fill in and will be available online at: <https://cph-prod-cdn.azureedge.net/4a5713/globalassets/9.-cph-business/5.-aviation/charges-and-slot/takster/customermasterdata.pdf>

ATA / ICAO CALL SIGN:  
AIRLINE / COMPANY NAME:  
VAT NO. / COMPANY REGISTRATION NUMBER:

HEAD QUARTER:

COMPANY NAME  
STREET  
POST CODE  
CITY  
STATE  
COUNTRY  
PHONE NUMBER  
FAX NUMBER  
WEB

BILLING ADDRESS:

COMPANY NAME  
STREET  
POST CODE  
CITY  
STATE  
COUNTRY

DOES YOUR COMPANY HOLD AN AOC DOCUMENT (AIR OPERATOR CERTIFICATES)?  
PLEASE ENCLOSE A COPY OF AOC:

IS THE SCHEDULED PROGRAM OPERATED BY YOU OR A THIRD PARTY?  
IF THIRD PARTY, PLEASE PROVIDE CONTACT INFORMATION FOR OPERATING CARRIER

SHALL INVOICES FOR AIRPORT CHARGES BE SENT TO YOUR COMPANY OR A THIRD PARTY?  
(This does not change the payment obligations)  
IF THIRD PARTY, PLEASE PROVIDE CONTACT INFORMATION FOR COMPANY RESPONSIBLE.

AIRLINES MUST GIVE INFORMATION REGARDING:

24 X 7 OPERATIONAL CONTACT

AIRLINE FLIGHT SAFETY DEPARTMENT, RESPONSIBLE PERSON FOR SAFETY OR STATION  
MANAGER

ACCOUNTS PAYABLE:

NAME OF CONTACT PERSON  
E-MAIL ADDRESS FOR ACCOUNTS PAYABLE  
PHONE NUMBER FOR ACCOUNTS PAYABLE  
FAX NUMBER

TYPE OF ELECTRONIC FILE (PDF FILE / XLM FILE / PDF & XLM FILE)

E-MAIL ADDRESS FOR E-INVOICES 1

TYPE OF ELECTRONIC FILE (PDF FILE / XLM FILE / PDF & XLM FILE)  
E-MAIL ADDRESS FOR E-INVOICES 2

## SCHEDULE 2: FLEET INFORMATION

CPH reserves the right to change the form below. The current form will be available online at:  
<https://www.cph.dk/en/cph-business/aviation/charges-and-slot/terms-of-use-and-slot>

### Fleet information only for Turbofan engine types and Mixed Turbofan

Airline code in IATA-format: \_\_\_\_\_

You can find information for all columns in the sheet "Descriptions Turbofan and Mixed turbofan"

If an aircraft has multiple engines of the same type, please enter number of engines in the field "No. of Engines".

If an aircraft has different types of engines (UID No and Engine Identification), please enter one line per engine type.

| A/C Reg | A/C type<br>IATA | MTOW | Max<br>seat<br>cap. | UID No. | Engine<br>Identification | No. of<br>Engines | Remarks |
|---------|------------------|------|---------------------|---------|--------------------------|-------------------|---------|
|         |                  |      |                     |         |                          |                   |         |

Fleet information for turboprop, business jet, piston, helicopters

| A/C Reg | A/C type<br>IATA | MTOW | Max<br>seat<br>cap. | LTO<br>NOx total<br>mass (g) | Engine<br>Identification | No. of<br>Engines | Remarks |
|---------|------------------|------|---------------------|------------------------------|--------------------------|-------------------|---------|
|         |                  |      |                     |                              |                          |                   |         |

Airline code in IATA-format: \_\_\_\_\_

You can find information for all fields in the sheet "Descriptions Turboprop, Business Jet, Piston and Helicopters"

If an aircraft has multiple engines of the same type, please enter number of engines in the field "No. of Engines".  
 If an aircraft has different types of engines (LTO(values) and Engine Identification), please enter one line per engine type.

## SCHEDULE 3: TABLE A – TRAFFIC INFORMATION PER FLIGHT

The User must submit the following traffic information per flight:

Messages as described below:

| Message                           | Description                                                                                                                                                                                        | Direction           | Send to                                                                                                   | Deadline                                                                                                          | Mandatory/Optional |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------------------|
| LDM<br>Load Message               | IATA message format used to report pax numbers, total number of bags per inbound flight, as well as deadload. Required to calculate taxes, statistics, used for turnaround & baggage optimization. | Arrival & Departure | CPHIT7X<br><br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | Immediately after take-off.                                                                                       | Mandatory          |
| MVT<br>Aircraft Movement Message  | IATA message format used to report actual time of departure and arrival including delay duration and delay reason. Required for AOP & FIDS.                                                        | Arrival & Departure | CPHIT7X<br><br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | Immediately after take-off/touch-down. Updated messages, e.g. in case of delays, to be sent as early as possible. | Mandatory          |
| PTM<br>Passenger Transfer Message | IATA message format used to report transfer pax. Required for passenger service and statistics.<br><br><i>Note:<br/>Passenger names can be left out of the message.</i>                            | Arrival & Departure | CPHIT7X<br><br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | Immediately after take-off.                                                                                       | Mandatory          |

|                                     |                                                                                                                                                                                                              |                     |                                                                                                           |                             |           |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------|-----------------------------|-----------|
| PRL<br>Passenger<br>Reconcile List  | IATA message format to provide all details related to passengers – including information if the passenger is transferring through the airport. Required to calculate taxes, provide passenger route details. | Arrival & Departure | CPHIT7X<br><br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | Immediately after take-off. | Mandatory |
| PAL<br>Passenger<br>Assistance List | IATA message format used to report pax requiring special assistance such as unaccompanied minors or persons with reduced mobility – in advance. Required for passenger service & turnaround optimization.    | Arrival & Departure | CPHIT7X<br><br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | As early as possible.       | Mandatory |
| CAL<br>Change<br>Assistance List    | IATA message format used to report changes to pax requiring special assistance such as unaccompanied minors or persons with reduced mobility. Required for passenger service & turnaround optimization.      | Arrival & Departure | CPHIT7X<br><br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | As early as possible.       | Mandatory |
| PSM<br>Passenger<br>Service Message | IATA message format used to report pax requiring special assistance such as unaccompanied minors or persons with                                                                                             | Arrival & Departure | CPHIT7X<br><br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | Immediately after take-off. | Mandatory |

|                                 |                                                                                                                        |                     |                                                                                                       |                             |           |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------|-----------------------------|-----------|
|                                 | reduced mobility. Required for passenger service & turnaround optimization.                                            |                     |                                                                                                       |                             |           |
| DIV (Flight Diversion).         | IATA message format used to report flight diversions. Required for AOP.                                                | Arrival & Departure | CPHIT7X<br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | As early as possible.       | Mandatory |
| BSM<br>Baggage Source Message   | IATA message related to baggage source (e.g creation of bag tag). Required for baggage sorting & processing.           | Arrival & Departure | E1BAG1A                                                                                               | At event time.              | Mandatory |
| BNS<br>Baggage Not Seen         | IATA message informing of baggage that could not travel with the passenger. Required for baggage sorting & processing. | Arrival & Departure | E1BAG1A                                                                                               | At event time.              | Optional  |
| BUM<br>Baggage Unload Message   | IATA message related to baggage that require unloading. Required for baggage sorting & processing.                     | Arrival & Departure | E1BAG1A                                                                                               | At event time.              | Optional  |
| BTM<br>Baggage Transfer Message | IATA message related to transferring baggage. Required for baggage sorting & processing.                               | Arrival & Departure | E1BAG1A                                                                                               | Immediately after take-off. | Mandatory |
| SLS<br>Statistical Load Summary | IATA message containing a load summary of carried goods. Required for Airport Statistics.                              | Arrival & Departure | CPHIT7X<br>or via email to <a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a> as plain text | Immediately after take-off. | Optional  |



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| ASM<br>Adhoc Schedule<br>Message                 | IATA message<br>with detailed<br>schedule<br>information<br>about the flight.<br>Required for<br>AOP purposes.                                     | Arrival & Departure | CPHIT7X<br><br>or via email to<br><a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a><br>as plain text | As early as<br>possible.           | Optional |
| SSM<br>Standard<br>Schedule<br>Message           | IATA message<br>with detailed<br>schedule<br>information<br>about the flight.<br>Required for<br>AOP purposes.                                     | Arrival & Departure | CPHIT7X<br><br>or via email to<br><a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a><br>as plain text | As early as<br>possible.           | Optional |
| ADM<br>Aircraft<br>Deployment<br>Message         | A list of aircraft<br>planned to<br>operate the<br>operations on<br>the next day.<br>Required for<br>AOP purposes.                                 | Arrival & Departure | CPHIT7X<br><br>or via email to<br><a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a><br>as plain text | As early as<br>possible.           | Optional |
| RAD<br>Revised Aircraft<br>Deployment<br>Message | Revisions to the<br>ADM message.<br>Required for<br>AOP purposes.                                                                                  | Arrival & Departure | CPHIT7X<br><br>or via email to<br><a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a><br>as plain text | As early as<br>possible.           | Optional |
| CPM<br>Container Pallet<br>Message               | IATA message<br>with additional<br>load information<br>related to<br>container &<br>pallet flights.<br>Required for<br>turnaround<br>optimization. | Arrival & Departure | CPHIT7X<br><br>or via email to<br><a href="mailto:cphit7x@sita.cph.dk">cphit7x@sita.cph.dk</a><br>as plain text | Immediately<br>after take-<br>off. | Optional |