



Flughafen Hannover-Langenhagen GmbH

LIST OF SERVICE FEES

Ground Handling Services and Other Services

valid from January 1, 2025

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ERRORS, OMISSIONS AND MODIFICATIONS EXCEPTED. THE OFFICIAL WORDING IS IN GERMAN.

YOU HAVE QUESTIONS, WE HAVE THE ANSWER!

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1. General conditions

1.1 Debtor clause

Debtor of the mentioned fees is/are:

- a) the airline company under the airline code/flight number of which the respective flight is carried out
- b) the airline companies as joint debtors under the airline code/flight number of which the respective flight is carried out (code sharing)
- c) the aircraft holders
- d) the natural or legal entities utilising the aircraft, without being the holder or proprietor
- e) any other natural or legal person who uses individual services from Flughafen Hannover-Langenhagen GmbH (also independently of a flight event).

In as far as the airline companies and natural or legal entities are liable for the fees according to the letters a, b, c, d and e they are liable as joint debtors.

The airport operator is entitled to impose an appropriate security at its discretion by demanding a deposit of an interest-free sum of money, to demand the provision of a suitable guarantor or by other means to cover the developing or future claims due for goods and services.

1.2 Hourly rates for manpower

- 1.2.1 All billing codes mentioned in the hourly rates for personnel are used in line with the AGG¹ law submitted under: foreman, employee, driver, fireman, engineer, worker, cleaner, skilled worker, metal worker, painter, joiner, operations duty officer, apron parts analyst and so on.

People from many countries and different cultures work at the airport.
Solely for reasons of better readability, we refrain from using the language forms male, female and diverse at the same time.

- 1.2.2 The published staff rates are only valid for the usual office hours (Monday to Friday 7.00 a.m. up to 3.30 p.m.). The calculation unit for personnel request outside of usual office hours is at least 2 hours. Next to the individual order of hourly rate there is a possibility to agree to an individual framework contract for particular service works.

1.3 Duty of payment

A fee for used services has to be paid to the airport operator.

¹ Allgemeines Gleichbehandlungsgesetz

1.4 Time of payment

All fees shall be settled in Euro (€) prior to take-off; in particular cases the fees may be settled subsequently if previously agreed with the airport operator.

A mode of payment differing from upfront cash payment requires a separate arrangement. This agreement has to be arranged the way that the airport will not suffer a disadvantage compared to cash payment (e.g. risk of default and loss of interest). This can be reached by advance payment and/or by handing over a deposit, certificate of guarantee, bank guarantee etc. In this case the airport will charge the airline at the beginning of the month for the previous month. The invoices are to be paid immediately after receipt to one of the accounts of Flughafen Hannover-Langenhagen GmbH, free of charge. Hannover-Airport reserves the right to demand interests for late payment according to §§ 247, 288 BGB.

The permission of the airport user to set off fees is excluded to the extent permitted by law. The German version is legally binding. German law applies. Hannover is place of jurisdiction.

1.5 Value added tax (VAT)

All the fees drawn up under Section I, Point 1 are fees according to § 10, paragraph 1 of the value-added tax (VAT) law. Therefore, the debtor has to pay additionally the value-added tax (VAT), in case, no value-added tax (VAT) exemption exists.

To guarantee VAT-free traffic fee invoicing of companies, which primarily operate international air traffic (so-called VAT exemption for B2B traffic and handling fees in aviation pursuant to Art. 148 EWG-RL- 2006/112), Hannover Airport has been committed to explicitly query the nature of the business activities of the respective beneficiary and to document the latter.

Companies with their headquarters and/or operating sites within the EU shall notify the airport operator (Hannover Airport) in writing of the nature of activities by prior submission of an applicable VAT identification number (VAT-ID-No.).

All other companies which are not based in a member state of the EU and do not operate a site within the EU provide notification of the nature of their business activities by an equivalent certificate of status issued by an authority of the third country (e.g. an excerpt of a trade or commercial register). As this VAT-Exemption is strictly limited to services to meet the direct needs of airlines, the **Air Operator Certificate (AOC)** must be presented as well.

The documents shall be send via email to: verkehrsabrechnung@hannover-airport.de

1.6 Data Protection

The airport will take all precautionary measures to guarantee that information of the transportation documents of the airline are not accessible to a third party. The prevailing statutory regulations governing data protection, particularly the German Federal Data Protection Act and the EU General Data Protection Regulation ((EU) Regulation 2016 / 679) are complied with by the airport.

1.7 Price Adjustment

The airport can adjust the fees during the year according to the cost development.

1.8 Liability

The airport is not liable for damages the airline suffers - or for claims of damages against the airline which occur in relation with the services carried out by the airport - unless these damages or the claims for damages were caused by intentional or very negligent way of acting on part of the airport, the staff or the agent. A liability exclusion does not exist for injuries of the life, the body or the health which occur in relation with the services carried out by the airport, if they were caused by an intentional or negligent fail in the duty of the airport, the staff or the agent.

In a particular case the liability of the airport is not more extended than the liability of the airline to all other contracting parties.

The airline releases the airport from all demands of third parties, including costs which are claimed in relations with services carried out by the airport, unless such claims are based on intentional or very negligent way of acting on the part of the airport, the staff or the agent or the claims concern injuries of the life, the body or the health because of an intentional or negligent fail in the duty of the airport, the staff or the agent.

The contracting parties are released from their obligations, if one of the contracting parties is not able to fulfil the obligations owing to strikes, force majeure, or other reasons apart of its competence.

1.9 Jurisdiction

Any agreement based on this list of fees is subject to German law.

Court of jurisdiction is Hannover.

Place of performance is Hannover Airport.

1.10 Invoice complaints

In the case of complaints about invoices Hannover Airport asks to forward respective documents (LDM, Load Sheet and others) to prove the claim and to secure smooth processing. Hannover Airport reserves the right to charge processing fees if complaints relate to missing or incorrect Flight Regularity Messages. Complaints must be filed within **three months after the date of the invoice.**

Should you have further questions, please contact your handling agent or the Traffic Accounting Department of Hannover Airport (e-mail: verkehrsabrechnung@hannover-airport.de).

2. Ground handling services

2.1 General conditions

The fees published in number 2.2.2, 2.3 and 2.4 are part of the Ground Handling Agreement, which is concluded between the airlines and Flughafen Hannover-Langenhagen GmbH for every use of ground handling services, unless nothing else has been agreed. In addition, they are valid for all holders of aircraft using these services.

2.1.1 Execution of ground handling services

2.1.1.1 Scheduled flights

Flughafen Hannover-Langenhagen GmbH commits to provide the ground handling services listed in 2.2.3 for scheduled flights at Hannover Airport of the airline with which a valid Ground Handling Agreement (airport / airline) exists without prior request.

Scheduled flights are those, which are reported at least 72 hours before the intended landing to the Airport Coordination Germany: fraztxh@fluko.org stating the flight-number, aircraft type, airport of origin as well as scheduled time of arrival and departure.

2.1.1.2 Delay of flights

If an announced aircraft (according 2.1.1.1) arrives with a delay causing an overlap with the handling of other aircraft, the airport is entitled to give priority to those aircraft in handling and services. Flughafen Hannover-Langenhagen GmbH will make every effort to keep the ground time as low as possible in the event of an aircraft being delayed.

2.1.1.3 Change of flight schedule

It is the airline's obligation to inform Flughafen Hannover-Langenhagen GmbH as soon as possible about any changes concerning flight schedule and/or the number of flights and/or the operating aircraft types and aircraft versions as well as the updated landing data.

2.1.1.4 Non-scheduled flights, special flights

Flughafen Hannover-Langenhagen GmbH will also provide all ground handling services (only for airlines with a valid Ground Handling Agreement between airport/airline) for non-scheduled flights, which are carried out by the airline or by their order at Hannover Airport as soon as possible considering other handling obligations as well as technical and personnel requirements. It is the airline's obligation to announce these flights as early as possible.

2.1.1.5 Documents for providing ground handling services

The airline has to provide the airport with all documents and information relevant to the processes of ground handling services in a timely manner.

2.1.1.6 Special operational circumstances

In case of emergencies (emergency landing, accident) and situations that involve special operational measures the airport reserves the right to take all appropriate and possible measures to help the passengers and the crew and to protect baggage, freight and mail transported with the aircraft against loss and damage – if need be without prior consent of the airline. The airline has to refund all occurring expenses to the airport.

2.1.2 Transfer of services for ground services to a third party

- 2.1.2.1 The Flughafen Hannover-Langenhagen GmbH is entitled to make use of a third party as an agent to fulfill the ground handling services. The airport is as responsible for the correct fulfillment of ground handling services by third parties as if it was fulfilling them itself.
- 2.1.2.2 On demand of the airport the airline will agree to a transference of this contractual relationship to a subsidiary company of the airport at unchanged conditions. The same is valid, if parts of services are transferred by the airport according to this agreement. Number 2.1.2.1 is correspondingly valid.

2.1.3 Standard of ground handling services

- 2.1.3.1 Ground handling services are provided on the standard procedures of the airport and are based on the international standards according to DIN EN ISO 9001:2015 and environmental certification EMAS due to the European Community - regulation no. 1221/2009 and EN ISO 14001:2015.
- 2.1.3.2 The Flughafen Hannover-Langenhagen GmbH will provide all assumed services by trained staff. On demand of the airline and/or the airport, both parties will discuss and support each other regarding the planning of staff and resources.
- 2.1.3.3 For loading, unloading or reloading of bulky goods or heavy loads, for which special equipment is necessary which is not available at the airport, or in case of loading of goods of a special nature for which special equipment or special services are necessary, the airline has to contact the Flughafen Hannover-Langenhagen GmbH in time.

2.1.4 Additional services

- 2.1.4.1 At special order by the airline Flughafen Hannover-Langenhagen GmbH will provide additional services if staff and equipment are available.
- 2.1.4.2 Additional services according to number 2.1.4.1 will be paid by the airline according to the valid list of fees.
- 2.1.4.3 Basis for the invoiced amount is the actual working time from arrival until departure of the aircraft position.

2.2 Ground handling fees for passenger aircrafts

2.2.1 Basis for calculation

The ground handling fee is charged according to the landing event.

Basis for calculation is the actual capacity of seats. Until no other record is shown, the maximum capacity of seats is basis for calculation. Retroactive refunds will not occur.

2.2.2 Ground handling fees for passenger aircrafts:

REF.NO.	Type of service	Unit for calculation	fee
100	Group 1 aircraft up to 16 seats	per process	€ 410.00
101	Group 2 aircrafts with 17-22 seats	per process	€ 445.00
102	Group 3 aircrafts with 23-38 seats	per process	€ 539.00
103	Group 4 aircrafts with 39-55 seats	per process	€ 722.00
104	Group 5 aircrafts with 56-72 seats	per process	€ 801.00
105	Group 6 aircrafts with 73-90 seats	per process	€ 895.00
106	Group 7 aircrafts with 91-110 seats	per process	€ 1,190.00
107	Group 8 aircrafts with 111-130 seats	per process	€ 1,433.00
108	Group 9 aircrafts with 131-150 seats	per process	€ 1,703.00
109	Group 10 aircrafts with 151-172 seats	per process	€ 1,962.00
110	Group 11 aircrafts with 173-198 seats	per process	€ 2,258.00
111	Group 12 aircrafts with 199-229 seats	per process	€ 2,631.00
112	Group 13 aircrafts with 230-260 seats	per process	€ 3,003.00
113	Group 14 aircrafts with 261-295 seats	per process	€ 3,402.00

114	Group 15 aircrafts with 296-340 seats	per process	€ 3,880.00
115	Group 16 aircrafts with 341-400 seats	per process	€ 4,540.00
116	Group 17 aircrafts with 401-480 seats	per process	€ 5,381.00
117	Group 18 aircrafts with more than 480 seats	per process	€ 6,302.00

2.2.3 Services

The following services according to SGHA AHM 810 Annex A Version 2018 are covered by the ground handling fees mentioned in 2.2.2:

Sections: 3.3.1, 3.3.2 (a,b) (6), 3.6.3, 3.6.4, 3.6.5(a)(b)(1,2,5), 3.6.6(a,c,d,e), 3.6.7, 3.8.1(a)(b) (1) (only one case for max. 20 min), 3.8.2(b), 3.10.1(b) (1,2,3,5,6,7,8), 3.10.1(b)(4) and (11) (only in the case of obvious dirty surfaces), 3.10.3 (a) (maximal 10 pieces), 3.10.3(b), 3.11, 3.12.

2.2.4 Extras (Surcharges/Reductions)

2.2.4.1 Surcharge split handling

The mentioned fees are valid for ground handling services for an aircraft of a handling time of 90 min. resp. 180 min. In case that the on-block/off-block time stated by apron control is more than 180 min. concerning large aircraft (A300, A310, A330, A340, A350, A380, AN22, AN4R, B747, B767, B772, B777, B787, C5, DC10, IL86, L101, MD11) and 90 min. concerning all other types of aircraft a surcharge of 30 per cent on the ground handling fee mentioned in number 2.2.2 will be levied.

The surcharge for split handling in accordance with 2.2.4.1 is calculated on the basis of the on- and/or off-block times. The times required for this are recorded and stored centrally in the flight plan management system (FARMS). These times are the sole basis for the airport operator for billing the corresponding fees.

Time of on-block recording upon arrival:

Aircraft arrives at the designated parking/handling position. The wheels are stationary / aircraft is stationary.

Time of off-block recording upon departure:

Aircraft leaves the parking/handling position. The wheels are moving / aircraft starts rolling.

2.2.4.2 Surcharge flight delay

The ground handling fees mentioned in 2.2.2 are based on flights arriving not later than 45 (fourty five) minutes after STA; thereafter the following surcharges on the ground handling fee mentioned in number 2.2.2 fee will be levied:

ONB > 45 minutes after STA: + 20 per cent

ONB > 90 minutes after STA: + 30 per cent

ONB > 120 minutes after STA: + 50 per cent

2.2.4.3 Night, Sundays and public holiday surcharge

For ground handling services at night (09.00 pm up to 5.59 am local time) and on Sundays or public holidays, a surcharge of 30 per cent on the ground handling fee mentioned in number 2.2.2 will be levied.

2.2.4.4 Surcharge diversion flights

For ground handling services of a non-scheduled diversion flight at Hannover Airport, a surcharge of 30 per cent on the ground handling fee mentioned in 2.2.2 will be levied.

2.2.4.5 Reduction one leg ferry

For ferry flights (one leg is ferry) a discount of 10 per cent on the ground handling fee mentioned in 2.2.2 will be granted.

2.2.4.6 Reduction for ground handling without a physical change of load

In case of ground handling without a physical changing of load, 40 per cent on the ground handling fee mentioned in 2.2.2 will be levied.

2.2.5 Cancellation fee

2.2.5.1 Regulation cancelation fee

When canceling a scheduled flight less than 72 hours up to 48 hours prior STD 50 per cent of the ground handling fee mentioned in 2.2.2 will be charged once.

When canceling a scheduled flight less than 48 hours up to 24 hours prior STD 75 per cent of the ground handling fee mentioned in 2.2.2 will be charged once.

When canceling a scheduled flight less than 24 hours prior STD 100 per cent of the ground handling fee mentioned in 2.2.2 will be charged once.

2.2.5.2 Basis for calculation of cancelation fee

The basis for the calculation of cancelation fee mentioned under 2.2.5.1 is exclusively the official cancellation via Airport Coordination Germany, mailto:fraztxh@fluko.org. Direct information to the Flughafen Hannover-Langenhagen GmbH cannot be considering.

2.3 Ground handling fees for cargo aircraft

The ground handling for cargo aircraft will be charged and invoiced according to the ad-hoc price list.

2.4 Additional services ground handling

2.4.1 Vehicles and equipment

2.4.1.1 Passenger steps

REF. NO.	Type of service	Unit for calculation	Fee
221	Adjustable passenger steps up to 3.40 m incl. operating staff	each ½ hour or a fraction thereof	€ 71.00

224	Adjustable passenger steps up to 5.60 m incl. operating staff	each ½ hour or a fraction thereof	€ 174.00
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2.4.1.2 Passenger transports (between aircraft and airport)

REF. NO.	Type of service	Unit for calculation	Fee
174	Crew-bus (with driver)	per ride	€ 51.00
175	Passenger bus (with driver)	per ride (max. 15 min)	€ 171.00

2.4.1.3 Aircraft towing /towing with driver

- a) The first process is included in the ground handling fee. For each further 20 minutes or a fraction thereof in case of push out with tow bar (e.g. allocation time, overtime, 2nd approach) an additional process will be charged.

REF. NO.	Type of service	Unit for calculation	Fee
160	Aircraft towing / push out process	up to 25 t MTOW per each 20 minutes	€ 117.00
161	Aircraft towing / push out process	up to 90 t MTOW per each 20 minutes	€ 165.00
162	Aircraft towing / push out process	up to 170 t MTOW per each 20 minutes	€ 273.00
163	Aircraft towing / push out process	more than 170 t MTOW per each 20 minutes	€ 536.00

- b) The process for operation of towing an aircraft between other locations, not in connection with a handling operation, will be invoice per 20 minutes or part thereof. For each additional 20 minutes of aircraft towing with towbar, an additional process will be charged.

REF. NO.	Type of service	Unit for calculation	Fee
060	Aircraft towing	up to 25 t MTOW per each 20 minutes	€ 117.00
061	Aircraft towing	up to 90 t MTOW per each 20 minutes	€ 165.00
062	Aircraft towing	up to 170 t MTOW per each 20 minutes	€ 273.00
063	Aircraft towing	more than 170 t MTOW per each 20 minutes	€ 536.00

2.4.1.4 Ground support equipment

REF. NO.	Type of service	Unit for calculation	Fee
151	Mobile ground power unit	each unit and each hour or a fraction thereof	€ 84.00
180	Faeces truck with service	each ½ hour or a fraction thereof	€ 141.00

181	Water truck with service	each ½ hour or a fraction thereof	€ 125.00
177	Heating unit with service	each 15 min or a fraction thereof	€ 157.00
191	Turbo air starter	per starting process max. 15 min.	€ 273.00

2.4.1.5 Equipment for loading and unloading

REF. NO.	Type of service	Unit for calculation	Fee
220	Conveyor belt car with driver	each ½ hour or a fraction thereof	€ 91.00
227	High lifter 3,5 t incl. operating staff	each ½ hour or a fraction thereof	€ 368.00
225	High lifter 7 t incl. operating staff	each ½ hour or a fraction thereof	€ 431.00
226	High lifter 15 t incl. operating staff	each ½ hour or a fraction thereof.	€ 470.00
228	High lifter 30 t incl. operating staff	each ½ hour or a fraction thereof	€ 741.00
229	Forklift 3 t with driver	each ½ hour or a fraction thereof	€ 90.00
230	Forklift 5 t with driver	each ½ hour or a fraction thereof	€ 109.00
233	Hand lift	each ½ hour or a fraction thereof	€ 37.00
234	Street sweeping vehicle with driver	each ½ hour or a fraction thereof	€ 68.50
236	Telehoist load lugger with driver	each ½ hour or a fraction thereof	€ 100.00

2.4.1.6 Transport equipment

REF. NO.	Type of service	Unit for calculation	Fee
240	Dolly (10 feet trailer)	each ½ hour or a fraction thereof	€ 26.00
241	Dolly (20 feet trailer)	each ½ hour or a fraction thereof	€ 41.00
242	Luggage trailer	each ½ hour or a fraction thereof	€ 9.00
244	Pallet trailer LD3	each ½ hour or a fraction thereof.	€ 16.00
250	Electric trucks (without driver)	each ½ hour or a fraction thereof	€ 37.00
251	Diesel trucks (without driver)	each ½ hour or a fraction thereof	€ 37.00

2.4.1.7 Other material

REF. NO.	Type of service	Unit for calculation	Fee
169	Tie downs	per package	€ 49.00
171	Absorbent pad AVI-PER (size 180cm x 250cm)	per piece	€ 30.00
184	Ballast bag incl. 25 kg of filling	each bag	€ 41.00

2.4.2 Aircraft cabin cleaning

2.4.2.1 Waste disposal

REF. NO.	Type of service	Unit for calculation	Fee
176	Disposal of waste bags (without service of interior cleaning)	per bag	€ 39.00

2.4.2.2 Hourly rates for personnel – aircraft cabin cleaning

REF. NO.	Type of service	Unit for calculation	Fee
204	Cleaner	each ½ hour or a fraction thereof.	€ 53.00

2.4.3 Audit regulation

REF. NO.	Type of service
145	The airline may at its own cost carry out audits at Hannover Airport. Audits are requested in writing and in advance – requests are sent to Mr. Peter Alpers (p.alpers@hannover-airport.de). Audits will take place according to availability and at the offices of the Handling Company. Audit contents will be agreed in advance and can cover the IATA codes listed in 2.2.3. The ground handling fee covers one annual audit with a duration of maximum four hours. In case of an audit requiring a duration of more than 4 hours for the support and assistance (2 staff basis) of the Handling Company, the carrier agrees to pay a fee of € 300.00 for each additional hour of assistance (2 staff basis) or fraction thereof.

2.4.4 Hourly rates for ground handling services personnel

REF. NO.	Type of service	Unit for calculation	Fee
165	Push back / Walk-out assistance	per process	€ 73.00
168	Workforce galley-belly-change (loading and unloading of catering) IATA 2013:3.15.1)	each ½ hour or a fraction thereof.	€ 131.00
201	Apron dispatcher	each ½ hour or a fraction thereof.	€ 88.00

202	Foreman (team leader)	each ½ hour or a fraction thereof	€ 58.00
203	Loader/driver	each ½ hour or a fraction thereof	€ 55.00

3. Traffic planning

3.1 Delivery of flight schedule

REF. NO.	Type of service	Unit for calculation	Fee
472	Flight schedule incl. update in an electronic form as an Excel-file via Email	each month	€ 35.00

4. Terminal services

4.1 Lost and found office

REF. NO.	Type of service	Unit for calculation	Fee
	Lost & Found Office Funding: the processing of lost and found items on the campus is governed by §§ 978 - 981 BGB (German Civil Code) and is carried out in accordance with the current working instructions of the Airport Service Center:		
	the categories "electronic devices", "cash", "official documents", "bags and suitcases" and "jewellery and watches"	per found object	€ 22.50
	all other categories	per found object	€ 10.00

4.2 VIP-services

Available VIP-services and fees are listed on the Hannover Airport website:

<https://www.hannover-airport.de/en/all-about-your-flight/business-travelers-frequent-flyers/comfort-vip-services/>

4.3 Passenger service in case of delay and flight cancellations

In case of flights / irregularities in which passengers are not adequately cared for by the airline, the airport can decide in individual cases to provide assistance (e.g. passenger attention, announcements). The cost for these services will be charged to the airline.

REF. NO.	Type of service	Unit for calculation	Fee
270	Passenger assistance	per arriving passenger	€ 19.00
560	One table with two benches (seats for stranded passengers)	per day	€ 19.00
561	One camping cot incl. single use blanket and single use pillow	first day	€ 26.00
562	One camping cot incl. single use blanket and single use pillow	every further day	€ 13.00

4.4 Tensa-barriers and barrier tapes

The service for tensa-barriers and barrier tapes as described in codes 465 and 466 can be guaranteed only for events and one-time events and only on agreement.

REF. NO.	Type of service	Unit for calculation	Fee
465	Rental of tensa-barriers / barrier tapes (without of personnel cost for assembly and dismantling)	per tensa-barrier and day	€ 24.00
466	Set up or dismantling of tensa-barrier	per process	€ 61.00

4.5 Hourly rates for personnel

REF. NO.	Type of service	Unit for calculation	Fee
195	Employee Airport Service Center	each ½ hour or a fraction thereof	€ 65.00
194	Coordination and organization of special flights and special projects	each ½ hour or a fraction thereof	€ 90.00
198	Employee terminal manager	each ½ hour or a fraction thereof	€ 90.00

5. Apron services

5.1 VIP-services

REF. NO.	Type of service	Unit for calculation	Fee
700	Provision of red carpet(15 m or 30 m)	per process	€ 760.00
701	Set up of pylons and flags	per process	€ 288.00
710	Guidance of VIP-motorcade without police escort (up to five vehicles)	per process	€ 327.00
711	Guidance of VIP-motorcade with police escort (up to five vehicles)	per process	€ 393.00
712	Any additional vehicle		€ 60.00

Costs for other provided VIP-Services will be calculated according to expenditure.

5.2 Use of noise abatement hangar

REF. NO.	Type of service	Unit for calculation	Fee
185	Group 1 aircrafts up to 5,7 t MTOM	each hour or fraction thereof	€ 51.00
186	Group 2 aircrafts up to 30 t MTOM	each hour or fraction thereof	€ 72.00
187	Group 3 aircrafts up to 50 t MTOM	each hour or fraction thereof	€ 93.00
188	Group 4 aircrafts up to 100 t MTOM	each hour or fraction thereof	€ 163.00
189	Group 5 aircrafts up to 150 t MTOM	each hour or fraction thereof	€ 247.00
190	Group 6 aircrafts more than 150 t MTOM	each hour or fraction thereof	€ 317.00

5.3 Follow-me-car service

REF. NO.	Type of service	Unit for calculation	Fee
178	Follow-me-car service	per ride	€ 63.00

5.4 Hourly rates for personnel

REF. NO.	Type of service	Unit for calculation	Fee
200	Operations duty officer	each ½ hour or fraction thereof	€ 101.00

6. Security

6.1 Designation as known supplier of airport supplies according to Implementing Regulation (EU) No. 2015/1998, Cap. 9

REF. NO.	Type of service	Unit for calculation	Fee
310	Application processing and implementation of validation on location for companies based at Hannover Airport	per process	€ 193.00
311	Validation check and designation as a known supplier	per process	€ 150.00
312	In addition to ref. no. 310 a surcharge for application processing and implementation of validation on location for companies based outside of Hannover Airport		on request

6.2 Creation and output of badges for the car

REF. NO.	Type of service	Unit for calculation	Fee
320	Badges for the car for a calendar year	per process / badge	€ 185.00
321	Badges for the car for a calendar month	per process / badge	€ 36.00
323	Badges for the bicycle for a calendar year	per process / badge	€ 20.00

In order to receive permission to drive on the apron an introduction through the training centre is required.

6.3 Creation and output of airport identification pass

6.3.1 Airport identification long-term passes

REF. NO.	Type of service	Unit for calculation	Fee
331	Processing of the first application for background check or the background check of other agencies across Germany (Validity according to the validity of	per submitted application	€ 46.00

	the background check) (without creation process of airport identification pass)		
332	Airport ID card including cover without background check (ID card validity ac- cording to the validity of the background check)	per process / pass	€ 35.00
333	Airport ID card without cover without background check (ID card validity ac- cording to the validity of the background check)	per process / pass	€ 32.00
336	Repetition examination for the reliability screen- ing respectively ac- ceptance of the reliability screening of other agen- cies across Germany (Va- lidity according to the va- lidity of the background check)	per submitted appli- cation	€ 43.00
337	Extra order to get the air- port identification pass back in case of missing reliability screening or part time jobber/staff	per process	€ 54.00
313	Administration and docu- mentation of practical in- struction locally	per process	€ 11.00
338	Administration and docu- mentation of the security training according to Im- plementing Regulation DVO (EU) 2015/1998, no. 11.2 (ff)	per process	€ 11.00
339	Administration and docu- mentation of the training to enter on the apron "Basic training for Traffic and Licensing Regula- tions on apron area"	per process	€ 11.00
340	Administration and docu- mentation of the training to driving on the apron	per process	€ 11.00
335	Administration and docu- mentation of Safety- Training according to EASA	per process	€ 11.00

For the issuance of long-term identification passes a reliability screening according to Art. 7 Aviation Security Act (LuftSiG) by the supervisory authority is required.

6.3.2 Airport identification replacement

REF. NO.	Type of service	Unit for calculation	Fee
334	Airport identification replacement (personal airport IDs and badges for the car)	per day/ pass	€ 10.00

6.3.3 Airport identification day pass

REF. NO.	Type of service	Unit for calculation	Fee
341	Issue of up to 5 day passes for one occasion	per day/ pass	€ 13.00
344	Airport identification day pass for 6 or more pieces with receipt of the application <u>at least 3</u> working days before the date of delivery	per day/ pass	€ 13.00
345	Airport identification day pass for 6 or more pieces with receipt of the application <u>less than 3</u> working days before the date of delivery	per day/ pass	€ 26.00

6.3.4 ID pass accessories

REF. NO.	Type of service	Unit for calculation	Fee
350	Identification case with clip	per piece	€ 3.00
351	Ribbon with FHG-logo	per piece	€ 3.00
352	Card fastener	per piece	€ 3.00

6.4 Hourly rates for personnel

REF. NO.	Type of service	Unit for calculation	Fee
196	Employee corporate security „operations“ (guarding / accompanying)	Minimum order quantity is 4 hours	Minimum amount € 520.00; thereafter € 65.00 each ½ hour or a fraction thereof
197	Employee corporate security „supervisor“	each ½ hour or a fraction thereof	€ 87.00
473	Staff support for use of master key	per process	€ 166.00

7. Airport Fire Brigade

7.1 Fire protection at the aircraft

REF. NO.	Type of service	Unit for calculation	Fee
170	Fire protection on aircraft with heavy foam tender including 2 employees	per process	€ 472.00

7.2 Tank-inspection

REF. NO.	Type of service	Unit for calculation	Fee
590	Check of required safety measures for tank-inspection by the airport fire service	per process	€ 108.00

7.3 Fire fighting and other vehicles (without crew)

REF. NO.	Type of service	Unit for calculation	Fee
584	Rapid intervention vehicle (VLF94-50-1)	each ½ hour or a fraction thereof	€ 132.00
510	Multipurpose foam and rescue tender (HLF48-1/49-1/49-2)	each ½ hour or a fraction thereof	€ 186.00
511	Foam/dry powder tender (TroTLF 28-1)	each ½ hour or a fraction thereof	€ 186.00
512	Crew van (MTF 17-1)	each ½ hour or a fraction thereof	€ 48.00
513	Heavy foam tender (GFLF 27-1/27-2/27-3/27-4/27-5)	each ½ hour or a fraction thereof	€ 277.00
514	Command unit (KDOF 10-3/10-4/01-1)	each ½ hour or a fraction thereof.	€ 48.00
515	Ambulance (RTW 83-1/83-2)	each ½ hour or a fraction thereof.	€ 69.00
516	Command unit (ELW 11-1/11-2)	each ½ hour or a fraction thereof.	€ 149.00
517	Minor incident vehicle (KLAF 59-1)	each ½ hour or a fraction thereof.	€ 48.00
518	Aerial ladder (DLK 23-12 30-1)	each ½ hour or a fraction thereof.	€ 293.00
519	Transport van /multi-equipment carrier (MZF 63-1/63-2)	each ½ hour or a fraction thereof	€ 48.00
520	Swap body vehicle (WLF 66-1/66-2)	each ½ hour or a fraction thereof	€ 88.00
521	Entrainment forklift (Pal-finger F3 253 PX)	each ½ hour or a fraction thereof	€ 129.00

523	Rescue stairway vehicle (RTF 39-1)	each ½ hour or a fraction thereof.	€ 195.00
501	Car (17-6/17-7/17-8/17-9)	each ½ hour or a fraction thereof.	€ 31.00
502	Command/communication vehicle (19-1)	each ½ hour or a fraction thereof.	€ 76.00

7.4 Repair and maintenance of fire extinguishers

REF. NO.	Type of service	Unit for calculation	Fee
570	Testing of portable extinguishing devices according to DIN 14406 part 4 - spare parts, seals and documentation (this item also applies to a short-term loan of a fire extinguisher to check functionality after return)	per check	€ 23.00
571	Check of mobile fire extinguisher technical fire protection check / interior check (DIN 14406 part 4) spare parts, seals and documentation	per check	€ 95.00
572	Propellant bottle CO 2	per filling	€ 33.00
573	Propellant bottle N 2	per filling	€ 47.00
574	Fire extinguishing agent Minimaxol n	per litre	€ 10.00
575	Additive fire extinguishing agent (water extinguisher)	per litre	€ 16.00
576	Extinguishing powder (Eurotroxin)	per kg	€ 12.00
577	Filling of CO 2 extinguisher (5 or 6 kg)	per filling	€ 55.00

Further spares will be charged according to repair expenditures.

7.5 Swap-bodies

REF. NO.	Type of service	Unit for calculation	Fee
530	Swap body 11 crane	each ½ hour or a fraction thereof	€ 162.00
531	Swap body 12 heavy rescue equipment /hazmat equipment	each ½ hour or a fraction thereof.	€ 223.00
532	Swap body 1 aircraft recovery	each ½ hour or a fraction thereof	€ 210.00
533	Swap body 2 aircraft recovery	each ½ hour or a fraction thereof	€ 223.00

534	Swap body education	each ½ hour or a fraction thereof	€ 129.00
535	Swap body 5 cushion timber	each ½ hour or a fraction thereof	€ 129.00
536	Swap body 4 flood protection	each ½ hour or a fraction thereof	€ 129.00
537	Swap body 7 emergency road	each ½ hour or a fraction thereof	€ 129.00
538	Swap body 6 attachments	each ½ hour or a fraction thereof	€ 129.00
539	Swap body 8 medical equipment	each ½ hour or a fraction thereof	€ 290.00
522	Swap body 9 logistics	each ½ hour or a fraction thereof	€ 156.00
582	Swap body 14 aircraft recovery	each ½ hour or a fraction thereof	€ 182.00
583	Swap body 15 extinguishing water	each ½ hour or a fraction thereof	€ 134.00
524	Lamp post trailer (Polyma)	each ½ hour or a fraction thereof	€ 162.00
525	Air compressor trailer (DEMAG Compair DS40)	each ½ hour or a fraction thereof	€ 223.00
526	Transport trailer oil damage cleanup	each ½ hour or a fraction thereof	€ 49.00
527	Snowplough for multi-equipment carrier (SPF2000)	each ½ hour or a fraction thereof	€ 41.00
528	Forklift (STILL R50)	each ½ hour or a fraction thereof	€ 28.00
529	High performance-fan	per piece	€ 20.00
566	Power generator	per piece	€ 26.00
567	Lighting system	per piece	€ 26.00
568	Water extraction	per piece	€ 20.00
569	Tent, self righting	per piece, each ½ hour or a fraction thereof	€ 143.00
579	Aircraft recovery dolly (RD5) up to 5 t weight	each ½ hour or a fraction thereof	€ 62.00
581	Aircraft recovery dolly (RD10) up to 10 t weight	each ½ hour or a fraction thereof	€ 91.00

7.6 Breathing protection

REF. NO.	Type of service	Unit for calculation	Fee
550	Check of self contained breathing apparatus half-yearly or yearly	per item	€ 76.00
551	Check of self contained every 6 years	per item	€ 84.00
552	Check of self contained breathing apparatus after use	per item	€ 49.00
553	Check of compressed air cylinders, based on German Technical Inspection Agency TÜV	per cylinder	€ 10.00 + TÜV fee
554	Check of breathing mask half-yearly or yearly	per item	€ 10.00
555	Check of breathing mask every 2 years	per item	€ 28.00
556	Rental rate of breathing mask	per item	€ 25.00
557	Inspection of breathing mask according to the service plan	per item	€ 28.00
558	Cleaning and inspection after use of breathing mask	per item	€ 49.00
559	Rental rate of self contained breathing apparatus	per item	€ 25.00
563	Filling of compressed air cylinders	per item	€ 11.00
564	Breathing-air-regulator: cleaning, disinfection, inspection with report	per item	€ 23.00
565	Main inspection breathing-air- regulator (regular pressure)	per item	€ 210.00
578	Cleaning and inspection breathing mask	per item	€ 24.00

7.7 Oil binder

REF. NO.	Type of service	Unit for calculation	Fee
580	Oil chemical binder incl. disposal	per kg	€ 10.00
585	GW oil spill removal (54-1) for cleaning traffic areas after spillage, including 1 employee (including cleaning of the vehicle) and disposal of mineral oil products, if necessary plus disposal of other products (extra costs)	each ½ hour or a fraction thereof	€ 163.00
586	Flat rate for preparation and cleaning of GW oil spills (54-1), including disposal after absorption of mineral oil products. In case of other leaked products or use of cleaning chemicals, the disposal is calculated separately.		€ 104.00

7.8 Hourly rates for personnel fire brigade

REF. NO.	Type of service	Unit for calculation	Fee
219	Administrative command officer in charge / A-grade of the service	each ½ hour or a fraction thereof	€ 118.00
206	Operational command officer in charge / B-grade of the service	each ½ hour or a fraction thereof	€ 111.00
205	Fire officer / C-grade of the service	each ½ hour or a fraction thereof	€ 87.00
207	Firefighter	each ½ hour or a fraction thereof	€ 76.00
547	Issuing of licence for open fire work (cutting, grinding, welding,...) additionally fire watch per hour	per process	€ 40.00

8. Training Center

8.1 AGS Training-Center

General conditions

The number of participants for all courses is limited. The organizer reserves the right to cancel courses if required minimum of participants is not reached or if trainer is not available. In these cases, participants will be notified immediately. Already paid seminar fees will be refunded; further claims expressly do not exist. In all other respects, Aviation Ground Services GmbH (AGS) is only liable for damages - regardless of the legal grounds - insofar as it can be accused of intentional or grossly negligent conduct.

Cancellation of the registration on the part of the participant is only possible free of charge up to two weeks before the start of the seminar at the latest. The cancellation must be made in writing. If the cancellation is received later or if the participant fails to attend or cancels the seminar prematurely, the full seminar fee will be charged. The date of receipt of the cancellation at Aviation Ground Services GmbH (AGS) is decisive. It is possible to name a substitute participant at any time.

The contact of the AGS Training-Center is as follows: : AGSTraining-Center@hannover-airport.de

Information about online training courses

The training courses instruction Safety Management System on the REF.-NO. 488 and basic training for traffic and licensing regulations on the REF.-NO. 489 will be offered exclusively as online training on Secova's SAM* platform from 01.05.2024.

Registration

Registration and invoicing will continue to take place via the AGS Training-Center using the familiar registration form.

Registration and activation of online training courses will continue to be processed manually. Therefore, please note that a processing time of several days is necessary.

If you lose your access data, please send an e-mail to the AGS Training Center at AGSTraining-Center@hannover-airport.de. Please advise the e-mail address given for registration and the name of the participant. Passing on access data to third parties is prohibited.

Registration information can only be sent electronically by e-mail to a personal e-mail address. Collective registrations to a general e-mail address such as info@firma.de are not possible.

Training duration

After receiving the registration information, you have 14 days to successfully complete the training courses.

Both training courses are completed with a short test in which at least 80% of correctly answered questions are required to pass. If you do not pass, the training course is deemed not to have been completed and cannot be taken into account for the issue or renewal of an airport ID card. However, you have three attempts per training course.

Each participant undertakes to complete the training course and in particular the final test independently without outside help.

Completion of training

Upon successful completion of a training course, the participant will be issued with a training certificate. This must be saved or stored by the participant in digital or analog form (as a printout) for the duration of the training course, as this is proof of successful participation.

The training certificate must be submitted to the ID office at ausweisstelle@hannover-airport.de for recognition immediately after completion of the online training course!

After completion of all booked training courses, access to the e-learning platform will be blocked and is no longer available.

This will also happen at the latest after the 14-day implementation period has expired. Online training courses that have not been completed by then are also no longer available and may have to be re-booked.

Invoicing, cancellation, reimbursement of costs

Cancellation of the registration is only possible before the AGS Training Center sends the registration confirmation; the registration is binding. The invoice will be issued when the registration confirmation is sent. In this case, the full seminar fee is always due. Refunds are then no longer possible for online training courses. The same applies to online training courses not completed within the 14-day period.

REF. NO.	Type of service	Unit for calculation	Fee
491	Waiting period in case of not appearing for the planned training	max. 15 min	€ 24.00
492	In case of <u>not</u> appearing without prior timely cancellation	the normal course fee is payable	

8.1.1 Training courses AGS Trainig-Center

8.1.1.1 Security training according to the Implementing Regulation (EU) 2015/1998

REF. NO.	Type of service	Unit for calculation	Fee
495	Safety training theory according to Implementation Regulation (EU) 2015/1998 Chapter 11.2.6 (duration 4.5 hrs) (min. 4/ max. 12 participants)	per participant	€ 136.00
496	Safety training practice (see 495) (duration 1 hour) (min. 4/ max. 16 participants)	per participant	€ 37.00

8.1.1.2 Training courses apron and aircraft handling

REF. NO.	Type of service	Unit for calculation	Fee
486	Training on driving on the apron (theory) Online training (duration approx. 1.5 hrs)	per participant	€ 55.00
487	Training on driving on the apron (practice) (duration 1.5 hrs) (min. 3/ max. 6 participants)	per participant	€ 65.00
481	Training to drive on runways (duration 6.5 hrs) (min. 2/ max. 4 participants)	per participant	€ 325.00
482	Introduction to operating of passenger bridges (no individual training)	per participant	€ 72.00
485	Repitition training to drive on runways (duration 5.5 hrs) (min. 3/ max. 6 participants)	per participant	€ 172.00
488	Basic training for Traffic and Licensing Regulations on apron area Online training (duration approx. 1 hour)	per participant	€ 43.00
489	Introduction Safety Management System Online training (duration approx. 1 hour)	per participant	€ 43.00
483	Training: fork-lift (DGUV) (duration 16 hrs) (min. 2/ max. 4 participants)	per participant	€ 331.00
484	Repitition training: fork-lift (duration 8 hrs) (min. 2/ max. 4 participants)	per participant	€ 170.00

8.2 Airport fire brigade

8.2.1 Training courses airport fire brigade

REF. NO.	Type of service	Unit for calculation	Fee
540	Fire extinguisher training	per person	€ 67.00
541	Training of fall protection	per person	€ 79.00
542	Classroom (rental fee)	daily price (max. 20 persons)	€ 69.00
543	First aid seminar	per person	€ 40.00
544	First aid training course	per person	€ 40.00
545	First aid emergency training child	per person	€ 40.00
546	First aid emergency training child	per couple	€ 60.00
548	Training dangers (CO2 processor) (1 ½ - 2 hrs.)	per person	€ 28.00
549	Training for fire protection assistant (2-3 hrs.)	per person	€ 169.00

9. Apron area rent and additional costs

9.1 Usage fee for apron areas

REF. NO.	Type of service	Unit for calculation	Fee
140	Storage of LD containers in shelves and on airport grounds (invoicing will also be done independently of flight- activity)	per piece and day	€ 8.00
141	Storage surface for implements vehicles and machines	per m ² and month	on request

9.2 Supply and disposal

REF. NO.	Type of service	Unit for calculation	Fee
383	Fresh water/flat rate ¹⁾	per room and month	€ 8.0900
382	Fresh water ¹⁾	per m ³	€ 3.0000
385	Waste water/flat rate ¹⁾	per room and month	€ 8.0600
384	Waste water ¹⁾	per m ³	€ 2.7600
387	Surface drainage/ rainwater charge	The prices for surface drainage / rainwater charge are based on the drainage fee statutes of the city of Langenhagen and can be viewed on the following website: https://www.se-langenhagen.de/Geb%C3%BChren/Geb%C3%BChrens%C3%A4tze/	

1) preliminary prices

10. General cost surcharges

10.1 Processing fee cash payment

REF. NO.	Type of service	Unit for calculation	Fee
460	Administrative surcharge	each invoice	€ 30.00

10.2 Bank fee

Airport fees and all other fees are payable in cash prior to take-off of the aircraft, if no other arrangement has been made. Should any costs derive from bank transfers, those have to be covered by the debtor.

REF. NO.	Type of service	Unit for calculation	Fee
461	Bank fee	according to actual cost	

10.3 Other adjustment charges

REF. NO.	Type of service	Unit for calculation	Fee
462	Other adjustment charges	according to actual cost	

10.4 Supervision and administrative expense surcharges

REF. NO.	Type of service	Unit for calculation	Fee
474	Administrative expense surcharge	cost price	10 %
475	Supervision expense surcharge	cost price	5 %

11. Other hourly rates for personnel

REF. NO.	Type of service	Unit for calculation	Fee
199	Engineering*	each ½ hour or a fraction thereof	€ 86.00
208	Car mechanics*	each ½ hour or a fraction thereof	€ 56.00
209	Metal worker*	each ½ hour or a fraction thereof	€ 67.00
210	Painter/carpenter*	each ½ hour or a fraction thereof	€ 58.00
211	Varnisher*	each ½ hour or a fraction thereof	€ 65.00
212	Airport maintenance*	each ½ hour or a fraction thereof	€ 51.00
213	Mechanical services	each ½ hour or a fraction thereof	€ 54.00
214	Electrician*	each ½ hour or a fraction thereof	€ 75.00
215	Air conditioning	each ½ hour or a fraction thereof	€ 55.00
192	Object management*	each ½ hour or a fraction thereof	€ 81.00
216	Plumbing*	each ½ hour or a fraction thereof	€ 75.00
217	Building automation*	each ½ hour or a fraction thereof	€ 67.00
218	Control room*	each ½ hour or a fraction thereof	€ 67.00

* See note General Conditions Section 1.2 Calculation basis for hourly staff rates

12. Other vehicle hourly rates plus rates for personnel

REF. NO.	Type of service	Unit for calculation	Fee
314	Unimog**	each ½ hour or a fraction thereof	€ 113.00
315	Towing tractor**	each ½ hour or a fraction thereof	€ 90.00
316	Street-sweeper**	each ½ hour or a fraction thereof	€ 24.00
317	Mower**	each ½ hour or a fraction thereof	€ 19.00
318	Amazone**	each ½ hour or a fraction thereof	€ 36.00

** Vehicle hourly rates plus hourly personnel rates of the airport maintenance department (ref. no. 212) based on expenditure