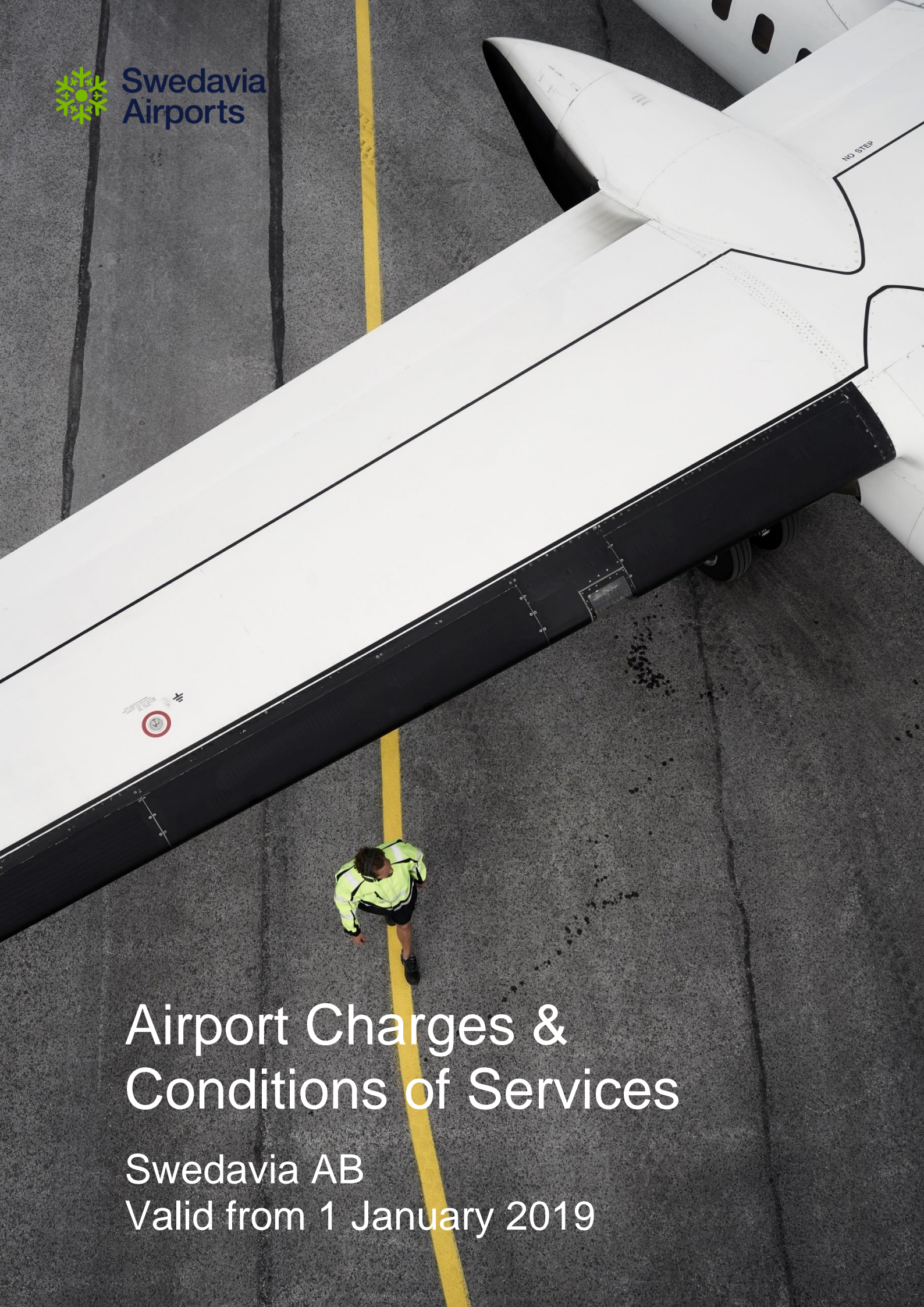




Swedavia  
Airports



# Airport Charges & Conditions of Services

Swedavia AB

Valid from 1 January 2019



# Contents

- Airport Charges 3
  - 1 General 3
  - 2 Aircraft Related Charges 4
  - 3 Passenger Charge 13
  - 4 Assistance Service Charge (PRM Charge) 15
  - 5 Ground Handling Infrastructure Charges 16
  - 6 Security Charge 19
  - 7 Slot Coordination Charge 19
  - 8 Incentive Programmes & Discounts 20
  - 9 Annual Card 21
  - 10 Weekly Card 23
  
- Conditions of Services 24
  - 1 Definitions of terms 24
  - 2 These conditions 26
  - 3 Liability 26
  - 4 Using our services 27
  - 5 Operational 28
  - 6 Charges and payment 29
  - 7 Payment default 30
  - 8 Notices 31
  - 9 Disputes 31
  - 10 Jurisdiction 32
  - 11 Entire agreement 32
- Contact 32

# Airport Charges

## 1 General

### 1.1 Validity

Charges according to this price list are valid as of 1 January 2019.

### 1.2 Scope

This price list includes the applicable charges at Swedavia's 10 airports:

- Aircraft Related Charges
  - Take-Off Charge, passenger flights and other flights
  - Emission Charge
  - Noise Charge
  - Terminal Navigation Charge (TNC)
  - Aircraft Parking Charge
- Passenger Charge
- Assistance Service Charge (PRM Charge)
- Ground Handling Infrastructure Charges
  - Passenger Handling Infrastructure Charge
  - Ramp Handling Infrastructure Charge
  - Glycol Handling Charge
  - Fuel Handling Infrastructure Charge
  - Additional Ground Handling Services
- Security Charge
- Slot Coordination Charge
- Incentive Programmes & Discounts
- Annual Card
- Weekly Card

### 1.3 Exemptions

Whenever called for, in consideration of international practice and subject to reciprocity, Swedavia may grant exemption from any of the charges under these regulations for foreign state aircraft and military aircraft. Reciprocity shall be deemed to be met if nothing to the contrary is known.

Charges shall normally not be levied on foreign State aircraft used for the missions of foreign heads of state, members of government or similar official occasions.

## 2 Aircraft Related Charges

### 2.1 Take-Off Charge

The Take-Off Charge at Swedavia's airports covers the service and infrastructure provided for aircraft that takes off and lands at Swedavia's airports. Included in this charge is the maintenance of the runways, taxiways and the apron area. Swedavia's airports are equipped with lighting systems such as Precision approach path indicator (PAPI) and taxiway lighting. Aircraft marshalling services are also included in the Take-Off Charge. At Swedavia's airports, aircrafts can be guided with automatic and/or manual marshalling so that aircraft are directed to the right gate or remote area.

Fire and rescue services are available at all operating hours. The airports are equipped with fire alarms as well as fire and rescue equipment and vehicles. Swedavia's staff are also regularly trained in safety procedures and emergency situations. The Swedish climate sometimes provides tough conditions for air traffic. It is therefore of high priority for Swedavia to provide the required airside maintenance in order to keep airside areas clear of snow, leaves and water. Airside maintenance for all seasons is covered by the Take-Off Charge.

The Take-Off Charge covers the services and functions listed below as a general but not exhaustive description for information purposes.

Examples of contents in the Take-Off Charge			
Airport apron, runways and taxiways	Marshalling services	Fire and rescue services	Airside maintenance
<ul style="list-style-type: none"><li>• Runways, taxiways and apron area</li><li>• Runway and taxiway lighting</li></ul>	<ul style="list-style-type: none"><li>• Manual marshalling services</li><li>• Gate and remote allocation</li><li>• Airport apron use planning system</li></ul>	<ul style="list-style-type: none"><li>• Fire and rescue personnel</li><li>• Fire and rescue vehicles and equipment</li><li>• Fire alarm systems</li><li>• Emergency routes</li></ul>	<ul style="list-style-type: none"><li>• Airside maintenance services</li><li>• Airside maintenance infrastructure (buildings, vehicles and equipment)</li></ul>

The Take-Off Charge is based on the authorised MTOW (Maximum Take-Off Weight) in the aircraft's certificate of airworthiness or noise certificate rounded to the nearest 1 000 kg.

## 2.1.1 Take-Off Charge for passenger flights (in SEK)

Airport	Weight MTOW	Fixed charge	+	Charge per tonne	Minimum charge
Stockholm Arlanda	0-25 tonnes			25	500
	25-100 tonnes	625	+	39 (over 25 tonnes)	
	100-175 tonnes	3 550	+	25 (over 100 tonnes)	
	over 175 tonnes	5 425			
Göteborg Landvetter	0-25 tonnes			25	500
	25-100 tonnes	625	+	45 (over 25 tonnes)	
	100-175 tonnes	4 000	+	25 (over 100 tonnes)	
	over 175 tonnes	5 875			
Bromma Stockholm	0-25 tonnes			30	500
	25-100 tonnes	750	+	60 (over 25 tonnes)	
	100-175 tonnes	5 250	+	60 (over 100 tonnes)	
	over 175 tonnes	9 750			
Malmö	0-25 tonnes			30	500
	25-100 tonnes	750	+	50 (over 25 tonnes)	
	100-175 tonnes	4 500	+	40 (over 100 tonnes)	
	over 175 tonnes	7 500			
Kiruna Luleå Ronneby Umeå Visby Åre Östersund	0-25 tonnes			20	500
	25-100 tonnes	500	+	50 (over 25 tonnes)	
	100-175 tonnes	4 250	+	30 (over 100 tonnes)	
	Over 175 tonnes	6 500			

## 2.1.2 Take-Off Charge for other flights (in SEK)

Airport	Weight MTOW	Fixed charge	+	Charge per tonne	Minimum charge
Stockholm Arlanda	0-25 tonnes			25	500
	25-175 tonnes	625	+	40 (over 25 tonnes)	
	Over 175 tonnes	6 625			
Göteborg Landvetter	0-25 tonnes			25	500
	25-175 tonnes	625	+	45 (over 25 tonnes)	
	Over 175 tonnes	7 375			
Bromma Stockholm	0-25 tonnes			30	500
	25-175 tonnes	750	+	65 (over 25 tonnes)	
	Over 175 tonnes	10 500			
Malmö	0-25 tonnes			30	500
	25-175 tonnes	750	+	55 (over 25 tonnes)	
	Over 175 tonnes	9 000			
Kiruna Airport Luleå Airport Ronneby Airport Umeå Airport Visby Airport Åre Östersund Airport	0-25 tonnes		+	20	500
	25-175 tonnes	500		55 (over 25 tonnes)	
	Over 175 tonnes	8 750			

## 2.1.3 Charges outside official operating hours

The charges described in 2.1–2.5 are valid for the airports' official operating hours. For landing and take-off before and after official operating hours the following charges apply in addition to the normal Take-Off Charges:

Time after closing or before opening	MTOW	Summer (15 April until 14 October)	Winter (15 October until 14 April)
Price up to 30 minutes	< 5.7 tonnes	SEK 1 565	SEK 1 765
	> 5.7 tonnes	SEK 2 350	SEK 2 950
Price between 30 minutes and 3 hours	< 5.7 tonnes	SEK 9 390	SEK 10 590
	> 5.7 tonnes	SEK 14 100	SEK 17 700
+ price per additional 30 minute period begun after 3 hours	< 5.7 tonnes	SEK 1 565	SEK 1 765
	> 5.7 tonnes	SEK 2 350	SEK 2 950

For further information about Swedavia's official operating hours, please read AIP-Sweden/AD2 (at <https://aro.lfv.se/Editorial/View/IAIP>). Bromma Stockholm Airport is not available outside official operating hours.

## 2.1.4 Exemptions from and reductions of Take-Off Charge

Subject to the provisions below, exemptions from or reductions of the Take-Off Charge (technical return excluded) may only be granted if notice has been given in advance to the appropriate air traffic services unit. When no air traffic services unit is available, notice must be given in advance to the local representative of Swedavia, provided that the intended take-off does not interfere with other aircraft.

Reductions specified below cannot be combined.

If the airport capacity or service level is reduced due to weather or flight safety conditions, no charges are reduced or refunded.

Exemptions from the Take-Off Charge:

- aircraft engaged in test flights arranged by the Swedish Transport Agency for the purpose of establishing the airworthiness of an aircraft
- aircraft operating flights on behalf of ambulance or search and rescue flights authorised by a competent SAR (Search and rescue) body
- take-off after turning back to the airport of departure due to technical or weather conditions (also applies to Emission, Noise and TNC charges).

A 50% reduction of the Take-Off Charge is granted for:

- school flights (except for take-off at Stockholm Arlanda, Bromma Stockholm and Göteborg Landvetter Airports).
- training flights arranged by commercial airline operators for the purpose of training aircraft crew members, provided that no cargo or paying passengers are carried.
- technical test flights arranged by commercial airline operators, provided that no cargo or paying passengers are carried.
- helicopters (except for take-off at Stockholm Arlanda, Bromma Stockholm and Göteborg Landvetter airports).

A 25% reduction of the Take-Off Charge is granted for:

- aircraft operating a round-trip sightseeing flight, at the same airport, if the MTOW authorised in the certificate of airworthiness or noise certificate exceeds 2 000 kg (except for take-off at Bromma Stockholm Airport).

## 2.2 Emission Charge

Swedavia strives to minimize the environmental footprint caused by its operations. The Emission Charge covers cost for control and measurement of emissions at the airport and mitigating activities. The Emission charge shall also incentivize the reduction of Nitrogen oxides (NOx) for aircrafts starting and landing at our airports.

The Emission Charge follows the standard landing and take-off (LTO) cycle and is based on certified emission values of NOx in the LTO cycle in accordance with International Civil Aviation Organization (ICAO) Annex 16, Volume II. The absolute amount of NOx in the LTO cycle is calculated based on the average measured values for all LTO modes of the individual engine<sup>1</sup>.

### Examples of contents in the Emission charge

- Emission mitigation activities
- Control and measurement routines for emissions

An adjustment to actual conditions is made for taxi times in ICAO's LTO cycle (instead of the standard time of 26 minutes) according to the table below. The following standard ICAO LTO cycle times are applied without adjustments at all airports: Approach 4 min, Take-Off 0.7 min and Climb 2.2 min.

Taxi times applied at each airport

Airport	Minutes
Stockholm Arlanda	17:30
Göteborg Landvetter	13:00
Bromma Stockholm	13:00
Malmö	12:00
Luleå	12:30
Umeå	09:00
Åre Östersund	08:30
Visby	07:30
Kiruna	07:30
Ronneby	07:00

LTO cycle modes: approach, taxi, take-off and climb

NOx aircraft per mode = Number of Engines x (60 x fuel flow x mode time x NOx index divided by 1 000) (in kg NOx)

**Emission Charge = SEK 100 \* NOx (for the sum of all 4 modes)**

If there is no information available about engine type and/or emissions, charges are calculated based on the highest NOx values for the specific type of aircraft.

Take-offs with aircraft with an MTOW less than 5 700 kg are exempted from the Emission Charge.

<sup>1</sup> See ICAO's Aircraft Engine Emission Databank



## 2.3 Noise Charge

At Swedavia, we track and measure noise levels to ensure adequate noise mitigating activities such as soundproofing of buildings near airports and noise barriers where applicable. The Noise Charge covers the costs for these systems and activities.

The Noise Charge is calculated based on the aircraft's certificated noise level in accordance with ICAO Annex 16 Volume I, Chapter 3 or Chapter 4. The Noise Charge for a non-certificated aircraft is calculated based on ICAO Annex 16 Volume I, Chapter 3 or Chapter 4, and Federal Aviation Regulations (FAR) Part 36 Stage 3.

If the user of an aircraft is unable to show a certified noise level according to these regulations, the Noise Charge is calculated based on the highest noise level for the specific type of aircraft. If the category of a particular aircraft is undetermined, as stated in ICAO Annex 16 and FAR Part 36 Stage 3, the owner/ operator is obliged to supply Swedavia with the required information about the aircraft.

The Noise charge is applied to aircraft with an MTOW exceeding 9 tonnes and calculated according to the following formula:

$$\text{Noise units} = (10 [(La-Ta)/10] + 10 [(Ld-Td)/10])$$

where

La = Certified approach noise level of the individual aircraft  
Ta = Noise threshold at approach = 89 EPNdB

Ld = Certified departure noise level (average of the sideline and take-off levels) of the individual aircraft  
Td = Noise threshold at departure = 82 EPNdB

If (La-Ta) or (Ld-Td) is zero or negative, the corresponding approach or departure factor is zero.

**Noise Charge = Unit noise rate \* noise units**

The minimum charge is the charge for one (1) noise unit. The maximum charge is the charge for twenty (20) noise units.

The unit noise rates are different for different airports, according to the table below.

Charge Class	Airport	Unit noise rate (SEK)	Maximum charge (SEK), 20* unit noise rate
1	BMA	50	1000
2	ARN, GOT, UME	30	600
3	MMX, VBY	20	400
4	LLA, OSD, KRN, RNB	10	200

### Examples of contents in the Noise Charge

- Noise mitigation activities
- Noise monitoring systems

### Example of calculation for Noise Charge:

Stockholm Arlanda Airport

Threshold at approach	89 EPNdB
Threshold at departure	82 EPNdB
Unit noise rate	SEK 30
Min charge	SEK 30
Max charge	SEK 600

Aircraft B 737-600

Noise threshold at approach 95.8 EPNdB

Noise threshold at departure (average of side line and take-off)  $(90.4 + 82.8) / 2 = 86.6$  EPNdB

Noise units  $(10[(95.8-89)/10] + 10[(86.6-82)/10]) = 7.67$

Charge  $30 \times 7.67 = \text{SEK } 230$

## 2.4 Terminal Navigation Charge (TNC)

The Terminal navigation charge covers the personnel and infrastructure for Air traffic management (ATM) incl. Air traffic services (ATS), Airspace management (ASM) and Air traffic flow management (ATFM). Included in the Terminal Navigation Charge are also systems for communication, navigation, surveillance services, meteorological services and tools (MET).

### Stockholm Arlanda Airport

The TNC charge is administrated by the Swedish Transport Agency and levied by Eurocontrol, according to the common charging scheme for air navigation services in the European Union (Commission Implementing Regulation (EU) No 391/2013)<sup>2</sup> for all aircraft with an MTOW exceeding 2 tonnes.

**The unit rate is SEK 1 077.20 for 2019.**

*Note: TNC for Stockholm Arlanda is not part of the charging system for Swedavia's Airport Network.*

### Bromma Stockholm Airport and Göteborg Landvetter Airport

The TNC charge for Bromma Stockholm Airport and Göteborg Landvetter Airport are levied by Swedavia, according to the same formula as for the common charging scheme in the European Union (see TNC Stockholm Arlanda Airport above), for all aircraft with an MTOW exceeding 2 tonnes:

$$\text{TNC} = \text{unit rate} * (\text{MTOW}/50)^{0.7}$$

The following unit rates apply:

Göteborg Landvetter:	SEK 871
Bromma Stockholm:	SEK 1 250

<sup>2</sup> Or any future amending legislation

#### Examples of contents in the Terminal Navigation Charge

- ATM
- Communication, navigation and surveillance systems
- MET

## All other airports

The TNC charge for all other airports are levied by Swedavia, for all aircraft exceeding 2 tonnes, based on the MTOW authorised in the certificate of airworthiness or noise certificate rounded to the nearest 1 000 kg.

Airport	Weight MTOW	Fixed charge (SEK)	+	Charge per tonne (SEK)
Malmö				
Kiruna	0 – 25 tonnes			10
Luleå	25 – 100 tonnes	250	+	25 (over 25 tonnes)
Ronneby	100 – 175 tonnes	2 125	+	20 (over 100 tonnes)
Umeå	over 175 tonnes	3 625		
Visby				
Åre Östersund				

## 2.5 Aircraft Parking Charge

Aircraft Parking Charge is charged at all Swedavia's airports. The level of the charge vary at different airports considering aircraft scheduling, space availability and other pertinent factors.

The Aircraft Parking Charge is based on the authorised MTOW in the aircraft's certificate of airworthiness or noise certificate rounded to the nearest 1 000 kg.

Airport	Parking area	Free parking applies	SEK per tonne and 24 hour period	Minimum charge
Stockholm Arlanda	All	2 hours <sup>3 4</sup>	16.0	100
Göteborg Landvetter	All	3 hours <sup>3</sup>	16.0	100
Bromma Stockholm	All	2 hours <sup>3</sup>	31.0 <sup>5</sup>	281
Malmö	All	3 hours <sup>6</sup>	16.0	155
Luleå				
Umeå	All	4 hours <sup>6</sup>	15.5	155
Kiruna				
Åre Östersund				
Visby	All	4 hours <sup>6</sup>	15.5	150
Ronneby				

<sup>3</sup> Beginning at block-on and ending at block-off

<sup>4</sup> 3 hours is applied for wide body all-cargo aircraft

<sup>5</sup> The Parking charge is SEK 281 + SEK 31 per additional 1 000 kg above 6 000 kg

<sup>6</sup> Beginning at ATA (actual time of arrival) and ending at ATD (actual time of departure)

### **Bromma Stockholm, MTOW <5700 kg**

For parking at Bromma Stockholm with aircraft with an authorised MTOW less than 5 700 kg the following parking charges apply.

Free parking for 2 hours applies<sup>7</sup>.

<b>MTOW (KG)</b>	<b>Charge per 24 hour period (SEK)</b>
0-1 999	171
2 000-2 999	193
3 000-3 999	226
4 000-4 999	264
5 000-5 700	281

---

<sup>7</sup> Beginning at block-on and ending at block-off

# 3 Passenger Charge

## 3.1 Passenger Charge

The Passenger Charge applies to all airlines with passenger traffic and is paid for each departing passenger. There is a reduction of the passenger charge for transfer passengers<sup>8</sup> based on the use of terminal infrastructure at the following airports: Stockholm Arlanda, Bromma Stockholm, Göteborg Landvetter and Malmö Airport.

Included in the Passenger Charge is the access to terminal buildings at arrival and departure and related passenger facilities. Passenger and traffic information is also provided via Public Announcement systems (PA-systems), screens and online at the Swedavia website.

The Passenger Charge also includes passenger services such as baggage wagons, baggage reclaim areas, the availability of access roads, bus transportations between terminals and to parking lots, Embarking equipment such as bridges at the gates and buses to the aircraft when standing remote<sup>9</sup> are also covered by the Passenger charge. The Passenger Charge also covers some<sup>10</sup> of the EU security requirements on the airport such as airport surveillance (incl. access controls for airline employees and background checks on persons with access to security restricted areas), and perimeter protection.

Examples of contents in the Passenger Charge				
Passenger Terminals	Passenger Services	Embarkment Services	Access to the Airport	Airport Security
<ul style="list-style-type: none"> <li>• PA-systems</li> <li>• Check-in planning</li> <li>• Arrival and departure halls</li> <li>• Passenger facilities</li> <li>• Baggage reclaim area</li> <li>• Customs</li> </ul>	<ul style="list-style-type: none"> <li>• Airport information</li> <li>• Baggage carts</li> <li>• Airport signage</li> </ul>	<ul style="list-style-type: none"> <li>• Apron bus services</li> <li>• Jetties</li> <li>• Docking systems</li> <li>• Gates</li> </ul>	<ul style="list-style-type: none"> <li>• Road network</li> <li>• Traffic signs</li> <li>• Terminal yards, green areas</li> </ul>	<ul style="list-style-type: none"> <li>• Airport surveillance</li> <li>• Perimeter protection</li> <li>• Terminal separation (for non-Schengen passengers)</li> </ul>

<sup>8</sup> According to the Swedish Transport Agency's transfer definition: Passengers who, after a stopover within 24 hours, continue their journey in another aircraft with a different flight number. Please note that this does not apply to self-connecting passengers

<sup>9</sup> Not included when remote stand is chosen voluntarily

<sup>10</sup> The security controls of passengers and luggage are financed through a common charging system administered by the Swedish Transport Agency



### Passenger Charge (SEK per departing passenger)

Airport	Regular	Transfer
Stockholm Arlanda - Terminals 2, 4 & 5	89	53
Stockholm Arlanda - Terminal 3	70	42
Göteborg Landvetter	65	39
Bromma Stockholm	77	46
Malmö	55	33
Luleå Umeå	59	n/a
Kiruna Ronneby Visby Åre Östersund	55	n/a

All amounts in the table above are reduced by 3.2 SEK per departing passenger until 15 January 2019, in accordance with the charges decision for 2018.

## 3.2 Exemptions from the Passenger Charge

Passenger Charge shall not be paid for:

- Passengers on departures with aircraft with a MTOW less than 5 700 kg
- Passengers on a taxi flight or private flight
- Children under the age of two
- Transfer of crew members on an air carrier in conjunction with active duty.
- Transit passengers arriving at an airport by a commercial flight and continuing as scheduled on a flight with the same aircraft or flight number, without leaving the airport.
- Passengers departing with an aircraft after turning back to the airport of departure due to technical or weather disturbances.
- Aircraft operating flights on behalf of ambulance or search and rescue flights authorised by a competent SAR body.
- Passengers carried on round-trip sightseeing flights at the same airport.

## 4 Assistance Service Charge (PRM Charge)

An Assistance Service Charge or charge for passengers with reduced mobility (PRM Charge) is levied for passengers departing from Swedavia's airports.

The Assistance Service Charge enables Swedavia to provide assistance to passengers with reduced mobility in accordance with the EC Regulation (No. 1107/2006)<sup>11</sup> concerning the rights of disabled persons and persons with reduced mobility when travelling by air. The passengers are assisted at arrival to the airport through the terminals, on embarkment or disembarkment and from gate to departure from the airport. The assistance is provided by staff with required training and sometimes with technical equipment and vehicles. There are also special information requirements for passengers with reduced mobility.

The PRM Charge is not collected for passengers exempted as specified in section 3.2.

### Examples of contents in the Assistance Service Charge

- Assistance service when arriving and departing from the airport (from and to specific drop-off points)
- Technical equipment
- Dedicated vehicles for assistance services
- Assistance service signage equipment

Airport	SEK per passenger
Stockholm Arlanda	4.4
Göteborg Landvetter	6.2
Bromma Stockholm	4.9
Malmö Airport	4.0
Luleå Airport	4.6
Umeå	4.5
Åre Östersund	3.5
Visby	1.6
Kiruna	2.2
Ronneby	4.3

<sup>11</sup> Or any future amending legislation

## 5 Ground Handling Infrastructure Charges

The following charges are levied in accordance with Law (2000:150) on ground handling services on ground handling companies at Stockholm Arlanda, Göteborg Landvetter, Bromma Stockholm, Malmö and Umeå airports.

### 5.1 Passenger Handling Infrastructure Charge

A Passenger Handling Infrastructure Charge is levied on ground handling companies (or self-handling airport users) and covers the cost of centralised infrastructure for passenger handling at the airport, such as the baggage system.

Included in the Passenger handling infrastructure charge is infrastructure for departing and arriving baggage as well as storage areas for the baggage. Boarding and Check-in desks are included, together with Self Service Check-in desks (kiosks for check-in and printing of baggage tags), Self Service Bag-Drop desks (drop for departing bags handled by the passenger) and Self Service Boarding Gates (allowing passengers to perform boarding by passing through gates).

The charge is levied for departing passengers who are not exempted as specified in section 3.2.

#### Examples of contents in the Passenger Handling Infrastructure Charge

- Infrastructure for departing and arriving baggage
- Boarding desks
- Check-in desks
- Self Service Check-in desks (CUSS)
- Self Service Bag-drop desks (SBD)
- Self Service Boarding gates (SBG)

Airport <sup>12</sup>	SEK per passenger
Stockholm Arlanda	21.3
Göteborg Landvetter	13.2
Bromma Stockholm	6.6
Malmö	8.1

<sup>12</sup> For other Swedavia Airports Passenger Handling Infrastructure is included in the Passenger Charge

## 5.2 Ramp Handling Infrastructure Charge

A Ramp Handling Infrastructure Charge is levied on ground handling companies (or self-handling airport users). The Ramp handling infrastructure charge covers cost of available infrastructure for drinking water, toilet services and power supply (consumption power is not included). The Ramp handling charge also ensures ground handling companies the use of surveillance systems at the ramp. Within the Ramp handling charge is also the infrastructure for glycol waste disposal (the service of glycol handling is charged separately). The Ramp handling charge also covers infrastructure for waste-handling.

The charge is levied for departures with aircraft that are not exempted from Take-Off charge as specified in chapter 2.1.4. The charge is based on the authorised MTOW in the aircraft's certificate of airworthiness or noise certificate rounded to the nearest 1 000 kg.

### Examples of contents in the Ramp Handling Infrastructure Charge

- Infrastructure for aircraft power supply, drinking water and toilet disposal
- Apron maintenance and surveillance
- Infrastructure for glycol disposal
- Infrastructure for waste handling

Airport <sup>13</sup>	SEK per tonne
Stockholm Arlanda	1.7
Göteborg Landvetter	10.8
Bromma Stockholm	8.5
Malmö	6.8

## 5.3 Glycol Handling Charge

A Glycol Handling Charge is levied on ground handling companies (or self-handling airport users) and covers the cost for the service of extraction and disposal of contaminated de-icing liquids according to Swedavia's environmental policies.

The charge is levied on all aircraft that are de-iced.

### Examples of contents in the Glycol Handling Charge

- Glycol disposal and waste handling

Airport	SEK per litre of de-icing fluid used
Stockholm Arlanda	0.0
Göteborg Landvetter	5.9
Bromma Stockholm	7.2
Malmö	1.9

<sup>13</sup> For other Swedavia Airports Ramp Handling Infrastructure is included in the Take-Off Charge

## 5.4. Fuel Handling Infrastructure Charge

At Stockholm Arlanda Airport a Fuel Handling Charge is levied on Aviation Fuel Suppliers (or self-handling airport users) and covers the costs for centralized infrastructure for fuel handling (fuel hydrant systems, fuel depots/tanks, tankers/ trailers etc.)

The charge is levied for the number of cubic metres of Aviation Fuel delivered to Airports Users.

Airport	SEK per cubic metre Fuel throughput
Stockholm Arlanda	11.0

Additional charges will occur towards external parties to cover the costs for access to and operation of connected fuel systems, depots and tanks. For Stockholm Arlanda, please contact AFAB (Arlanda Flygbränslehantering AB):

Bengt Westman, Managing Director  
[bengt.westman@flygbranslehantering.se](mailto:bengt.westman@flygbranslehantering.se)

## 5.5. Additional Ground Handling Services

A charge is levied on suppliers of additional Ground Handling Services (e.g. cleaning & catering), as a percentage of the turnover at each airport (less value added tax and sales outside the airport area), according to the table below:

Airport	Charge as percentage of turnover
Stockholm Arlanda	3 %
Göteborg Landvetter	3 %
Bromma Stockholm	3 %
Malmö	3 %



## 6 Security Charge

The Security charge is administrated and levied by the Swedish Transport Agency according to Regulation (EC) No 300/2008 and the Swedish Act on Aviation Security (2004:1100). The charge is levied per departing passenger for aircraft exceeding 10 tonnes (transfer passengers exempted)<sup>14</sup>.

**The charge is SEK 41 (expected decrease to SEK 40 from 1 May 2019).**

*Note: The Security Charge is not part of the charging system for Swedavia's Airport Network.*

## 7 Slot Coordination Charge

A slot coordination charge is levied for each departure that requires the pre-allocation of a departure slot at Coordinated Airports (currently Stockholm Arlanda, Göteborg Landvetter and Bromma Stockholm), and covers the costs for the slot allocation process (of both arrival and departure slots). Slot allocation is performed by Airport Coordination Sweden (ACS), which is an external non-profit organisation.

Facilitated airports and other airports are not subject to the charge. Costs for ACS that arise at those airports are covered directly by the airports.

**The Slot Coordination Charge is SEK 15.1 per departure.**

50 % of the charge, SEK 7.55, is levied by Swedavia on behalf of ACS, in order to cover the airlines share of the costs for the slot coordination of ACS. The other 50% is levied by Swedavia to cover Swedavia's share of the costs (these costs are deducted from the cost base for Swedavia's Airport Charges).

The Slot Coordination Charge is levied for departures at Stockholm Arlanda, Bromma Stockholm and Göteborg Landvetter.

*Note: The Slot Coordination Charge is not part of the charging system for Swedavia's Airport Network.*

---

<sup>14</sup> For more information visit [transportstyrelsen.se](http://transportstyrelsen.se)

## 8 Incentive Programmes & Discounts

Swedavia offers traffic incentive programmes and provides discounts to promote traffic growth at its airports. The incentive programmes and discounts vary by airport.

Swedavia currently offers the following incentives and discounts:

- Scheduled traffic:
  - New Destination Discount (NDD)
  - Passenger Increase Bonus (PIB)
  - Marketing Support (MGS)
  - Volume Discount
  
- Air freight:
  - Cargo Incentive
  
- Tour operators
  - Charter Incentive Programme (ChIP)

Furthermore, several regional collaborations between airports, cities and local business partners offer co-financing of joint marketing initiatives to support new routes and promote Swedish destinations. One example is Connect Sweden.

Complete information for each programme can be found on Swedavia's website:

<https://www.swedavia.com/about-swedavia/incentive-programme-and-discounts/>

Additional information can also be obtained by contacting [aviationbusiness@swedavia.se](mailto:aviationbusiness@swedavia.se).

## 9 Annual Card

For aircraft with an MTOW less than 5 700 kg, that are not engaged in commercial operation, (scheduled and chartered (taxi) flights for transportation of passengers and freight) an annual card can be purchased for an unlimited number of take-offs (includes Take-Off Charge and TNC Charge) from all Swedavia airports, except Bromma Stockholm, Stockholm Arlanda and Göteborg Landvetter. The card is also valid at all other airports that are affiliated with the joint system of annual cards, see below.

An aircraft must be airworthy and based at an affiliated airport to entitle for an annual card. Affiliated airports have the right to obtain the aircraft's certificate of airworthiness before issuance of an annual card.

The annual card is not valid when taking off/landing outside standard operating hours. For information about standard operating hours at Swedavia-owned airports, see AIP-Sweden/AD2 (<https://aro.lfv.se/Editorial/View/IAIP>).

### Aircraft parking

For aircraft, with an MTOW less than 2 000 kg, the annual card also includes free parking. This applies when the aircraft is parked at a space assigned by the Airport Manager. Free parking is valid on the following airports: Kiruna, Luleå, Ronneby, Umeå, Visby, Åre Östersund and the other airports affiliated with the joint system of annual cards. Local deviations may apply.

### Other airports affiliated with the joint system of annual cards

Arvidsjaur	Karlskoga	Mora/Siljan	Trollhättan-Vänersborg
Arvika	Karlstad	Norråtalje	Uppsala/Sundbro
Borlänge	Kramfors	Norrköping	Västervik
Borås/Viared	Köping/Gålby <sup>15</sup>	Sjöbo/Sövde	Västerås/Johannisberg
Falköping	Landskrona	Skellefteå	Växjö-Småland
Gävle-Sandviken	Lidköping	Skå-Edeby <sup>15</sup>	Ängelholm
Halmstad	Linköping/SAAB	Stockholm-Gnesta	Örnköldsvik
Hultsfred	Ljungby/Feringe	Stockholm-Västerås	
Höganäs	Ludvika	Strömstad/Näsinge	
Kalmar	Lycksele	Söderslätt	

The annual card is valid for a continuous period of 12 months beginning on the first day of the month following the month of payment. Since the annual card is issued on a specific aircraft it cannot be used with any other aircraft. Any prepaid annual card charge is therefore valid for this aircraft regardless of ownership change.

For airports joining or leaving the joint system of annual cards, a 12 months' notice period applies, beginning on the first day of the month following the notification to Swedavia.

To purchase an annual card, please visit Swedavia's website:

<https://www.swedavia.se/om-swedavia/flygplatsavgifter/arskort>

<sup>15</sup> New Airport from 1 January 2019

## Charge for Annual Card (SEK)

MTOW (KG)	Annual charge excl. V.A.T	Annual charge incl. V.A.T
0–100	319	399
101–200	656	820
201–300	959	1 199
301–400	1 279	1 599
401–500	1 598	1 998
501–600	1 919	2 399
601–700	2 238	2 798
701–800	2 558	3 198
801–900	2 877	3 596
901–1 000	3 198	3 998
1 001–1 100	3 983	4 979
1 101–1 200	4 768	5 960
1 201–1 300	5 554	6 943
1 301–1 400	6 339	7 924
1 401–1 500	7 125	8 906
1 501–1 600	8 583	10 729
1 601–1 700	10 042	12 553
1 701–1 800	11 500	14 375
1 801–1 900	12 959	16 199
1 901–2 000	14 418	18 023
2 000–4 000	17 250	21 563
4 000–5 700	30 500	38 125

### 9.1 Refund

The annual card will be refunded (from the airport where the aircraft is based) in case the aircraft's airworthiness is forfeited due to damage, or if the aircraft is sold to a foreign state. Payment of part of the annual charge is not refundable in the event of a strike, lock-out or similar activity in the labour market.

If a refund is made, the user will receive the part of the annual charge that is attributable to the number of full calendar months after the accident or sale occurred.

## 10 Weekly Card

Owners of aircraft with an MTOW less than 2,000 kg according to the certificate of airworthiness can buy a weekly season card provided that the flight is not intended for commercial purposes (scheduled and chartered [taxi] flights for transportation of passengers and freight). The card is valid for a continuous period of seven days including the day of arrival and entitles the aircraft to an unspecified number of take-offs from Swedavia-owned airports<sup>16</sup> during normal operating hours.

Provided that parking space is available, the card is also valid for parking at Swedavia-owned airports on space designated by the Airport Manager. The card cannot be issued retroactively, prior to the day of purchase. Upon request, the card may be issued for several continuous seven-day periods (maximum of 3 times within a 12-month period).

The charge for a weekly card (including value added tax) is for each continuous period of seven days SEK 1000.

The card may only be obtained from Swedavia-owned airports. The card shall be kept with the other documents pertaining to the aircraft and must be shown to the airport staff without being reminded to do so. Payments will not be refunded.

If you have any questions regarding the weekly card, please contact Swedavia on +46 10 10 90 280 or at [trafikfakturering@swedavia.se](mailto:trafikfakturering@swedavia.se).

---

<sup>16</sup> Stockholm Arlanda, Göteborg Landvetter and Bromma Stockholm excluded.



# Conditions of Services

## 1 Definitions of terms

1.1 In these Conditions the following terms shall mean:

**AIP** means Aeronautical Information Publication.

**Airport Regulations** means our manual, specific per airport, required under the Civil Aviation Act (2010:500) and the Civil Aviation Ordinance (2010:770), about operating aircraft and facilities at the Airport, as amended from time to time.

**Airport user** means any natural or legal person responsible for the carriage of passengers, mail and/or freight to and from the airport concerned or any other aircraft operator using our facilities and services and includes Airport users executors, administrators, successors and assigns.

**Affiliate** means in relation to any company, a company which is a subsidiary or holding company (including the ultimate holding company) of such company and any company which is a subsidiary of a holding company of which such company is also a subsidiary.

**the Airport** means any airport, from time to time, fully owned by Swedavia AB (publ), (Corporate Reg. no. 556797-0818) and military airports that are available for civil air traffic by agreement between the Commander-in-Chief of the Swedish Air Force, and Swedavia AB.

**the Airport Company** means Swedavia AB (publ), (Corporate Reg. no. 556797-0818).

**Coordinated Airport** means an Airport that is designated as coordinated by the Swedish Transport Agency. Currently Stockholm Arlanda Airport, Bromma Stockholm Airport and Göteborg Landvetter are Coordinated Airports.

**Embarking Passengers** means all passengers on board a departing aircraft. This includes Transit Passengers, Transfer Passengers, Infants and Positioning Crew, but excludes Operating Crew.

**Infant** means a child less than two years of age who has not paid to occupy a seat on an aircraft.

**Interest** means a rate of interest for late payment which is 8 percentage units higher than the current interest rate specified in the Swedish Interest Act (Räntelagen 1975:635).

**Legislation** means all published laws, regulations, rules, orders, bylaws, ordinances of any government or statutory body relevant generally or specifically to the Airport or aircraft using it.

**Operating Crew** means the Airport user's employees operating as flight or cabin crew on an arriving or departing aircraft.

**Parties** means the Airport user and the Airport Company when jointly referred to. They are separately referred to as "Party".

**Positioning Crew** means the Airport user's flight and cabin crew, other than Operating Crew, arriving into, or departing from, the Airport on company duty travel for the purpose of positioning for, or returning from, crewing duties.

**Schedule Facilitated Airport** means an Airport that is designated as schedule facilitated by the Swedish Transport Agency. Currently Kiruna Airport, Ronneby Airport, Visby Airport and Åre Östersund Airport are Schedule Facilitated Airports.

**Services** means the aircraft movement, passenger processing and other general facilities and services provided by us to an Airport user except to the extent that those facilities and services are provided to an Airport user under a separate contract, lease, licence or other authority from us.

**Transfer Passenger** means a passenger arriving at and departing from the Airport on a different aircraft or on the same aircraft under a different flight number, whose main purpose for using the airport is to effect a transfer on a single ticket within 24 hours.

**Transit Passenger** means a passenger arriving at the Airport on a through flight and subsequently leaving the airport on the same aircraft or on a replacement aircraft (used following a breakdown of the former) within 24 hours on a single ticket.

**We or us or our** means Swedavia AB (publ), (Corporate Reg. no. 556797-0818) and includes our Affiliates, successors and assigns.

- 1.2 The singular includes the plural and the plural includes the singular.
- 1.3 If an Airport user consists of more than one person or company, then each person or company is jointly and severally liable under these Conditions with each of the others.
- 1.4 Any phrase introduced by the expressions "including", "include", "in particular" or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.
- 1.5 If any clause (or part thereof) of these Conditions is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions of these Conditions will remain in force. If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, the provision will apply with whatever modification is necessary to make it valid, enforceable or legal.

## 2 These conditions

- 2.1 These are the terms and conditions under which Airport users use our Services at the Airport. If an Airport user uses our Services in any way (including taking off and landing) the Airport user agrees to be bound by these Conditions.
- 2.2 These Conditions take effect from the date of these Conditions and supersede all previous conditions.

## 3 Liability

- 3.1 Subject to clause 3.2, to the extent permitted by law neither the Airport Company nor its respective subcontractors shall have any liability towards the Airport user or be obliged to indemnify the Airport user for loss or damage, arising or resulting directly or indirectly from any act, omission of act, neglect, or default on the part of the Airport company or its subcontractors, unless done with intent to cause damage, or through negligence. In any event neither Swedavia AB nor their respective subcontractors shall be under any liability whatever for any indirect or consequential loss and/ or expense (including loss of profit) suffered by the Airport user.
- 3.2 Nothing in clause 3.1 shall be construed as excluding or limiting liability for (i) death or personal injury arising from the negligence of the Airport Company, its employees, subcontractors or Affiliates; or (ii) fraud.
- 3.3 Compensation for damage must be claimed from the Airport Company within 60 days of detecting the damage on which the claim for compensation is based, or within 60 days of the time when such damage should have been detected.
- 3.4 The Airport Company shall not be liable for any loss (including any economic loss) of or any damage arising or resulting directly or indirectly from any act, omission of act, neglect, or default on the part of the supplier of air navigation service. Any such claim to be directed towards the supplier of the air navigation services.
- 3.5 The Airport Company is released from its obligations and liability for damages, if the breach of obligations or failure to meet them was due to specific grounds for release. As sufficient grounds for release from liability (force majeure) are considered such unusual events affecting the operations, which the Airport Company could not have foreseen, which are beyond the Airport Company's control, or the impact of which could not have been reasonably avoided or overcome. Such an event can be e.g. war, riot, foreign exchange restrictions, legal provisions and orders from authorities, export prohibitions, natural catastrophe, severe weather conditions, interruption of general traffic, data communications or energy distribution, shortage of means of transport, general lack of material, limitations of power availability, labour dispute, fire, or other unusual event with similar effect beyond the Airport Company's control, including any error or delay in a subcontractor's delivery due to the above mentioned reasons. If the performance of the Airport Company's obligations is delayed for one of the reasons mentioned above, the time for meeting the obligations is extended as far as considered reasonable with regard to all circumstances affecting the case.

- 3.6 The Airport user agrees to maintain current and adequate insurance at all times when the Airport user uses the Airport Company's Services at the Airport to cover any and all liability excluded or limited under this clause 3.
- 3.7 Without prejudice to the generality of clause 3.6, the Airport user agrees to hold at all times passenger, baggage, cargo and third party liability insurance in respect of any aircraft used or operated at the Airport by the Airport user at a level which shall at no time be less than the minimum levels of insurance set out in Regulation (EC) No 785/2004 (as amended, re-enacted or replaced from time to time). The minimum levels of such passenger, baggage, cargo and third party liability insurance shall apply in respect of any one occurrence (or series of occurrences arising out of one event) but shall be without overall limit for the insured period in the event of more than one claim, notwithstanding any limits agreed in respect of individual events.
- 3.8 Each part (including a sub clause or part thereof) of this clause 3 shall be construed as a separate and severable contract term, and if one or more parts is held to be invalid, unlawful or otherwise unenforceable, the remaining parts shall remain in full force and effect.

## 4 Using our services

- 4.1 When using our Services at the Airport the Airport user must comply with these Conditions and:
- a. all Legislation;
  - b. all environmental permits and conditions;
  - c. our Airport Regulations;
  - d. our Airport's local Security Programme;
  - e. legislation on security and safety (TSFS-SEC, TSFS-AGA) from the Swedish Transport Agency;
  - f. all obligations required of aircraft operators at the Airport as detailed within current and revised Environmental Health and Safety instruction (EHS);
  - g. local flying restrictions and remarks as published from time to time in the Aerodrome (AD) section of the AIP (<https://aro.lfv.se/Editorial/View/IAIP>).
- 4.2 In case of conflict regulations above (a-g) take precedence over these Conditions.
- 4.3 The Airport user must not do anything which puts us in breach of any Legislation, and the Airport user must reasonably co-operate with us in our provision of the Services (including complying with our reasonable directions arising out of the use of our Services).
- 4.4 The Airport user must accept that the Airport infrastructure can be renewed, updated and/or replaced at any time and that the Service provided may continuously be subject to change. The Airport Company shall however if possible inform and discuss planned changes in good advance with the Airport user. The Airport Company shall use its best efforts to provide sufficient interim replacement Services to the Airport user.

## 5 Operational

### Slots

- 5.1 Airport users operating at Coordinated Airports are to adhere to the COUNCIL REGULATION (EEC) No 95/93 on common rules for the allocation of slots at Community airports (as amended, re-enacted or replaced from time to time).
- 5.2 No Airport user shall operate to or from a Coordinated Airport without first obtaining a slot from the slot coordinator designated by the Swedish Transport Agency, unless that operation is a permitted exemption.
- 5.3 Airport users at a Schedule Facilitated Airport shall cooperate with the schedule facilitator designated by the Swedish Transport Agency.
- 5.4 The coordination committee at Coordinated Airports deals with slot performance issues and other issues related to slot allocation at the Coordinated Airports.

### Ground Handling

- 5.5 It is the responsibility of the Airport user, before using the Airport, to ensure that ground handling services are provided by a licensed ground handling operator or by self-handling executed by the Airport user. License for self-handling is issued by the Airport Company and licence agreement can be obtained from the Airport Company.

### Environment

- 5.6 The provision and use of the Airport Company's airport requires that the aircraft meets at least the noise standards in accordance with Annex 16 to the Convention on International Civil Aviation (ICAO Annex 16), Volume I, Part II, Chapter 3.
- 5.7 Aircraft noise and atmospheric emissions can be reduced e.g. by using continuous descent operations (CDO) procedures, procedures for curved approaches and by simultaneously optimising engine power, configuration and speed. Air carriers shall also familiarise themselves with the Airport Company's airport-specific conditions, which have been published e.g. in the AIP.
- 5.8 At the Airport, aircraft noise and atmospheric emissions can be reduced e.g. by taxiing with one engine off and by always using ground power instead of the Auxiliary Power Unit (APU). The Airport Company issues airport-specific provisions on the use of ground power. Air carriers shall comply with the Airport Company's provisions e.g. with regard to de-icing.

### Moving aircraft

- 5.9 The Airport Company will, where applicable, follow the procedures for the recovery of disabled aircraft set out in the Airport Regulations and other relevant operational instructions. In other cases, the Airport Company will provide the Airport user with as much notice as is, in all circumstances, reasonably practicable:



- a. That the aircraft will be moved / removed
  - b. Of the proposed location to which the aircraft is to be relocated
  - c. Of the means by which the aircraft will be moved / removed; and
  - d. Of any conditions which may apply to the recovery of the aircraft by the Airport user
- 5.10 In the event that prior notice referred to in condition 5.9 is not practicable we will notify the Airport user, as soon as possible:
- a. That the aircraft has been moved / removed;
  - b. Of the location to which the aircraft has been moved; and
  - c. Of any conditions which may apply to the recovery of the aircraft

## 6 Charges and payment

- 6.1 The Airport user must pay charges for using our Services at the Airport according to the Airport Charges (as listed in the first section of this document; [Airport Charges](#)). The Airport user must also pay for any additional supplies, services or facilities provided to the Airport user or to the Airport user's aircraft at the Airport by or on behalf of the Airport at charges agreed between the Parties.
- 6.2 The Airport user or its contracted ground handling operator must provide the Airport Company with all information and traffic data, in a format reasonable acceptable to the Airport Company, needed for the Airport Company's; (i) correct charging, (ii) operation planning and (iii) reporting in accordance with requirements from the Swedish Transport Agency. If there is no or insufficient information available with regard to charging, charges are calculated based on the highest values for the specific type of aircraft. The Airport Company shall not be entitled, without the prior written approval of the Airport user, to disclose or use information received from the Airport user relating to this clause 6.2 except as (i) necessary for the due performance of the obligations under these Conditions, or (ii) all disclosure needed by the Swedish Transport Agency.
- 6.3 The total amount shall be rounded off to next full Swedish krona (SEK). Value added tax shall be paid according to the Swedish law on value added tax (Mervärdesskattelag [SFS 1994:200]).
- 6.4 All charges shall accrue on a daily basis and shall become due on the day they were incurred. Unless otherwise agreed, the charges shall be paid in full on demand and in any event before the aircraft departs from the Airport.
- 6.5 Agreements can be made concerning periodic invoicing. Before we admit to periodic invoicing we will take into consideration the Airport users current financial standing, ability to pay future invoices, traffic volumes, business regularity etc. Payment terms for periodic invoices may not exceed 30 days net from the date of invoice.

- 6.6 We reserve the right to withdraw our approval for periodic invoicing at any time and, if we find it necessary, inform the Airport user that charges accrued from that day shall be paid on demand according to 6.4 above.
- 6.7 If we find the Airport user's financial standing inadequate or if the Airport user does not adhere to the payment terms, we may ask the Airport user to supply us with a cash deposit or an unconditional bank guarantee in a format according to 6.8 below. This deposit or bank guarantee may be for an amount equal to our reasonable estimate of the airport charges that the Airport user are likely to incur over 45 days.
- 6.8 The Airport Company's specific acceptance for the bank guarantee must always be obtained before the flight or series of flight begins. The bank guarantee must be an irrevocable, i.e. first demand guarantee<sup>17</sup> and the issuing bank must have an investment grade credit rating (Moody's/ S&P/Fitch rating) and an official correspondent bank located in Sweden. When the Airport Company has received an acceptable bank guarantee, air traffic charges can be collected afterwards by invoice.
- 6.9 If the Airport user fail to adhere to the payment terms on more than one occasion, for a payment exceeding 10 000 SEK, or the Airport user's deposit/guarantee is exhausted then we may require the Airport user to pay the Airport user's charges weekly in advance.
- 6.10 Any queries or disputes relating to invoices have to be raised within 30 days of the invoice date (term of preclusion). Relevant contact information is shown on our invoices and statements.

## 7 Payment default

- 7.1 All sums due which are not paid on the due date shall bear interest, calculated on a daily basis from the date when such sums were due until the date of payment (both dates inclusive).
- 7.2 If the charges incurred by an aircraft's landing, stay or take off from an Airport are not paid at the set time or sufficient security has not been provided, the aircraft may, pursuant to the provisions of the Civil Aviation Act (2010:500), be prevented from leaving the Airport until payment has been made or sufficient security provided.
- 7.3 The Airport user shall not without our written consent be entitled in respect of any claim that the Airport user may have against us or otherwise to make any set off against or deduction from the charges provided for in these Conditions.

---

<sup>17</sup> A guarantee that is to be paid immediately on demand, and the bank cannot refuse from paying after receiving a correctly formulated demand. When this kind of guarantee is used, the bank is obliged to pay the guaranteed amount at the request of the beneficiary, without determining whether the person/organisation guaranteed has committed a contractual breach or omission

## 8 Notices

- 8.1 Any written notice, approval etc. under the Agreement (collectively “Notice”) shall be deemed to sufficiently and duly given by a Party if (i) delivered personally or by courier; (ii) sent by certified or registered letter; or (iii) by fax or e-mail, to the relevant contact person(s) and at the address(es), as specified by the other Party from time to time. Each Party may, at any time, change its contact person(s), address(es) or other contact details by written notice to the other Party.
- 8.2 A Notice shall be deemed received by the other Party:
- a. if delivered personally or by courier, on the date of delivery, unless delivered after the close of business in which case such Notice will be deemed received on the next ensuing business day;
  - b. if transmitted by fax or e-mail, immediately after the transmission is confirmed, unless the transmission is confirmed after the close of business in which case such Notice will be deemed received on the next ensuing business day, or
  - c. if sent by certified or registered post on the third (3) business day after it was made available for collection by the receiving Party

## 9 Disputes

- 9.1 Without prejudice to the rights of either Party under (i) these Conditions; and (ii) law, if there is a genuine dispute between us, then the Parties shall first seek to amicably resolve the dispute, in the following manner:
- a. the Airport user must write to us by email to [claims@swedavia.se](mailto:claims@swedavia.se) within 30 days of the matter arising providing particulars of the reasons for the dispute together with supporting evidence;
- and
- b. within 30 days of receipt of the Airport user’s email containing information of the dispute, we will discuss the matter with the Airport user and attempt to resolve the dispute.
- 9.2 Except for what is provided by the Swedish Law on Airport Charges (Lag om Flygplatsavgifter SFS 2011:866), any disputes arising from the provision of services mentioned in this document will be settled by Swedish law at a Swedish court.

## 10 Jurisdiction

- 10.1 Whatever the nationality or domicile of an Airport user, these Conditions shall be deemed to have been accepted in Sweden in accordance with the law of Sweden and shall in all respects be construed and interpreted in accordance with the law of Sweden and the Airport Company and the Airport user hereby submit to the exclusive jurisdiction of the Courts of Sweden to determine any dispute or claim arising out of or in connection with these Conditions or their subject matter (including non-contractual disputes or claims).
- 10.2 Nothing in these Conditions shall be taken to confer a right on an Airport user to use the Airport without the consent of the Airport Company and the Airport Company reserves the right to withdraw such consent where the Airport user has breached these Conditions.

## 11 Entire agreement

- 11.1 These Conditions (together with the documents referred to herein):
- a. constitute the entire agreement between the parties as to their subject matter;
- and
- b. in relation to that subject matter, supersede any prior understanding or agreement between the parties and, without prejudice to the generality of the foregoing, exclude any prior condition, warranty, indemnity, commitment, representation imposed, given or made by a Party, or other undertaking implied at law or by custom, usage or course of dealing, other than as expressly set out in these Conditions.
- 11.2 The Airport user has not relied upon any statement, warranty, assurance, covenant, indemnity, undertaking or commitment which is not expressly set out in these Conditions.
- 11.3 Without prejudice to any liability for fraudulent misrepresentation or fraudulent misstatement, and subject to clause 3 of these Conditions, the only rights or remedies the Airport user has in relation to any representation, warranty, assurance, covenant, indemnity, undertaking or commitment given or action taken in relation to these Conditions are pursuant to these Conditions.

---

## Contact

If you have any questions about the information in this document, please contact Swedavia at:

[consultation@swedavia.se](mailto:consultation@swedavia.se) for charges related questions

or

[aviationbusiness@swedavia.se](mailto:aviationbusiness@swedavia.se) for operational and market related questions.