

## CPH Go Terms of use, September 2010

### Annex 1 to Letter of invitation for CPH Go prequalification, Guidelines, Effective as of September 2010

#### Introduction

The following CPH Go Terms of use shall be considered a supplement to the "Standard terms and conditions for goods and services supplied by Copenhagen Airports A/S" (General standard terms and conditions) and to the Charges regulations applying to Copenhagen Airport.

Any operation at CPH Go shall be in compliance with the terms and conditions stipulated below, the General standard terms and conditions, rules for operations in Copenhagen Airport and any applicable legislation.

In case of any discrepancy between these CPH Go Terms of use and the General standard terms and conditions, the CPH Go Terms of use shall prevail.

#### 1 Access conditions

1.1 To achieve access to operate at CPH Go at Copenhagen Airport and make slot reservations for CPH Go, the airline company shall at all times comply with all of the following conditions, which are intended to allow standardized operations ensuring that the facilities can be operated with a high degree of efficiency by all users:

- A. The airline company must achieve minimum 90 percent self-check-in, e.g. via mobile phone, Internet, CUSS check-in or similar.
- B. The airline company must operate "Common Use"<sup>1</sup> single class check-in and bag-drop with bag tag print possibility.
- C. The airline company must ensure that passenger waiting time at any check-in or bag-drop queue does not exceed 15 minutes.
- D. The airline company must ensure that check-in and bag-drop are closed at least 40 minutes prior to scheduled time of departure.
- E. Only point-to-point baggage may be handled.

<sup>1</sup> Common use is defined as one area and/or one function used by multiple Airlines.

- F. It is possible to handle odd size baggage.
- G. The airline company must operate within a maximum turnaround time of 30 minutes.<sup>2</sup>
- H. Unit Loading Devices (baggage containers) will not be permitted.
- I. Only aircraft within the ICAO group C may have access to the CPH Go pier.
- J. Only EU and EFTA flights may be operated from the CPH Go pier.<sup>3</sup>
- K. The presence of airline staff for guiding passengers on apron is mandatory for safety purposes, as no jet bridge is available.
- L. Boarding will be allowed while fuelling.
- M. The airline company must ensure that the baggage sorting box is open at least 150 minutes before scheduled time of departure and correspondingly is closed at least 25 minutes before scheduled time of departure.
- N. The airline company must ensure that first bag is placed on the baggage belt (race track) 20 minutes after "aircraft on block" at the earliest.
- O. The airline company must ensure that last bag is placed on the baggage belt (race track) no later than 35 minutes after "aircraft on block".
- P. The airline company must ensure that the baggage belt (race track) is emptied no later than 60 minutes after "aircraft on block".
- Q. The airline company must ensure that baggage reclaim counters are open for a period of minimum 60 minutes after "aircraft on block" and always until registration of the last bag from the flight in question.
- R. CPH Go pier flights will be announced 45 minutes prior to the estimated time of arrival on monitors.

<sup>2</sup> Airline companies based in Copenhagen Airport may have 15 minutes scheduled longer turnaround time once per day per stationed aircraft.

<sup>3</sup> No domestic flights shall be operated from the CPH Go pier.

**CPH Go Terms of use, September 2010**

**Annex 1 to Letter of invitation for CPH Go prequalification, Guidelines, Effective as of September 2010**

**2 Remedies for breach of CPH Go Terms of use**

- 2.1 The airline company remains at all time sole responsible for compliance with the CPH Go Terms of use. However, as an exception to this main rule, the airline company shall not be held responsible for non-compliance with the CPH Go Terms of use in the event, such non-compliance is caused directly by the actions or omissions of Copenhagen Airports A/S (CPH).
- 2.2 By the end of each calendar month CPH will carry out an evaluation as to whether the airline company continuously complies with the CPH Go Terms of use, including the access conditions stipulated in paragraph 1.1 above. The evaluation of compliance with the access conditions stipulated in paragraph 1.1 clauses A, C, G, N and O shall be based on a calculation of the airline company's average performance per access condition per calendar month. CPH will base the evaluation on documented monitoring.
- 2.3 In the event that an airline company fails to comply with any of the access conditions stipulated in paragraph 1.1 above, the airline company will be granted one "recovery period" of one calendar month following the calendar month of non-compliance.
- 2.4 In the event that the airline company during the recovery period fails to comply with any of the access conditions stipulated in paragraph 1.1 above, the airline company shall no longer have access to operate at CPH Go. Consequently, as from the 16<sup>th</sup> in the calendar month, following the recovery period, CPH Go slots, which have been allocated to the airline company, shall no longer apply.<sup>4</sup>
- 2.5 The airline company may at all times file a new request for prequalification.
- 2.6 If the airline company previously has lost access to operate at CPH Go, cf. paragraph 2.4 above, the request for prequalification must include documentation of implemented

measures to safeguard future compliance with the access conditions, with which the airline company has previously failed to comply. If, subject to the decision of CPH, the documentation supplied is insufficient to safeguard future compliance with the CPH Go Terms of use, CPH shall be authorized to refuse the request for prequalification.

**3 Amendments**

- 3.1 CPH reserves the right to amend these CPH Go Terms of use at all times with effect to all users of CPH Go. All users will receive notice on all amendments prior to implementation.

**4 Signature**

- 4.1 The undersigned confirm to have read, understood and comply with these CPH Go Terms of use at all times while operating at CPH Go.

Company name \_\_\_\_\_

Address \_\_\_\_\_

Company registration number \_\_\_\_\_

Date \_\_\_\_\_ Place \_\_\_\_\_

Signature

\_\_\_\_\_

<sup>4</sup> CPH Go grandfather rights will be administered according to Council Regulation (EEC) No 95/93 of 18 January 1993 on common rules for the allocation of slots at Community airports.