

Schedule of Fees & Charges Terms & Conditions of Use from 1st April 2021

AIRPORT CONTACTS

	Phone	Fax
Norwich Handling	01603 420658 or 01603 420675	01603 420636
Operations Centre	01603 420642	01603 420674
Terminal Services Manager	01603 420645	01603 420646
Accounts Department	01603 420627	01603 487523
Main Switchboard	01603 411923	01603 487523

Norwich Airport Limited, Amsterdam Way, Norwich NR6 6JA
Registered in England and Wales: 2078773

www.norwichairport.co.uk

Published Opening Times (local times)

From 1 April 2021:

Monday	08:00 – 18:00
Tuesday	08:00 – 18:00
Wednesday	08:00 – 18:00
Thursday	08:00 – 18:00
Friday	08:00 – 18:00
Saturday	08:00 – 18:00
Sunday	08:00 – 18:00

Contents

- 1 Landing Charges
- 2 Passenger Charges
- 3 Ground Handling Services
- 4 Aircraft Parking
- 5 Aircraft Refuelling
- 6 Disbursements & Collection Charges
- 7 Discounts and Rebates
- 8 Miscellaneous Charges
- 9 Supplementary Charges
- 10 Terms
- 11 Conditions of use of Norwich Airport

1 LANDING CHARGES

Runway Charges are levied on all arrivals and based on the Maximum Take-Off Weight ('MTOW').

1.1 Standard Landing Charge

Up to 5 tonnes - per half tonne or part	£ 11.80
Over 5 tonnes - per tonne or part	£ 23.35

The charge for navigation services is included in the Standard Landing Charge.

Additional charges based on RFFS category, during Published Opening Hours, are as follows:

RFFS Category 8 Fire Cover (per rotation)	£ 564.00
---	----------

1.2 Out of Hours Charges ('Extensions')

All flights outside the Airport's Published Opening Times are subject to approval, please contact the Operations Centre on 01603 420658 or 07894 386320 or ops@norwichairport.co.uk.

Extension charges are invoiced in addition to the Standard Landing Charge and will be incurred for operations outside the Airport's Published Opening Times stated above.

The charges are as follows, per hour or part thereof, for each aircraft movement:

RFFS Category 3-4	£ 690.00
RFFS Category 5-6	£ 820.00
RFFS Category 7	£ 950.00
RFFS Category 8	£ 1,245.00

Where extension facilities are requested and not used the above charges will apply. Where an extension is booked and subsequently cancelled the following cancellation fees will be charged:

Less than 6 hours' notice	75% of extension charge
More than 6 hours' notice	50% of extension charge

Notice period is measured as the time of cancellation prior to the arranged extension time.

1.3 Noise Management Strategy Charge

In addition to the Extension charge, Norwich Airport operates a noise management strategy which restricts operations between 23:00 and 06:00 (local time). Any aircraft movement which is approved between these times will incur an additional charge equivalent to five times the Standard Landing Charge. This charge will be confirmed at the time the extension is approved.

2 PASSENGER CHARGES

2.1 Passenger Load Supplement (PLS)

The Passenger Load Supplement is payable for each departing passenger from the Airport (excluding children under 2 years) on all air transport movements including charter and air taxi aircraft.

International (per departing passenger)	£ 19.70
Domestic including Channel Islands (per departing passenger)	£ 11.20

2.2 Departing Passenger Levy (DPL)

The Departing Passenger Levy (DPL) will be charged to the Operator/Handling Agent of all commercial transport flights at the rate of £10.00 per departing passenger. The DPL applies to all passengers not handled by Norwich Airport.

2.3 Passengers with Reduced Mobility

In accordance with EC Regulation 1107/2006, the Airport is permitted to recharge the cost of the third party provision of services for passengers with reduced mobility. This charge will be invoiced at £0.75 per departing passenger.

2.4 Passenger Security Charges

The Passenger Security Charges are payable for each departing passenger (excluding children under 2 years) on all air transport movements including charter and air taxi aircraft.

Passenger Security Charge (per departing passenger) (including Hold Baggage Search and triple 'A')	£ 7.65
CAA Aviation Security Surcharge (per departing passenger)	£ 0.06

2.5 Airport Development Fee (ADF)

The ADF fee applies to all departing passengers at the following rates;

Adults and Children aged 16 and over (per departing passenger)	£ 10.00
Children 0 – 15 years (per departing passenger)	Free

Facilities are in place in the terminal building for passengers to pay this fee individually. Please note, children aged 0 – 15 years still require a ticket which can be obtained through the above channels.

Where applicable, Operators using Norwich Airport are required to display clearly and prominently the existence and cost of the ADF and a link to www.norwichairport.co.uk prior to the booking transaction and at an early stage of the booking process. Furthermore, any advertising undertaken by the Operator or its agent that includes the price of a flight or package to or from the Airport must disclose that the ADF is payable by the passenger, in addition to the advertised flight or package price, at the Airport. It must also describe who must pay and the prevailing rate of the ADF.

The terms and conditions of the ADF can be found at <https://www.norwichairport.co.uk/airport-development-fee/>

3 GROUND HANDLING SERVICES

3.1 Aircraft Handling Charge

It is mandatory that all aircraft are handled by the Airport or an approved Operator thereof. The basic Aircraft Handling Charge is payable for each aircraft turnaround.

All weights (based on MTOW) per tonne or part	£ 11.20
---	---------

The Aircraft Handling Charge includes: aircraft marshalling, two hours aircraft parking, passenger and baggage transit from terminal (including coach service from remote parking stands where required) and the provision of passenger steps (one set).

The Airport reserves the right to provide all handling services at the airport. However Norwich Airport has contracted with SaxonAir to be the preferred provider of ground handling services for all visiting non-scheduled aircraft and helicopter movements. The aerodrome is strictly PPR in accordance with the UK AIP. Please contact SaxonAir directly for these services.

Special discounted light aircraft combined landing and handling rates are available exclusively through SaxonAir and are based on each aircraft's Maximum Take-off Weight (MTOW).

SaxonAir's contact details are as follows:

SaxonAir Flight Support Limited

Business Aviation Centre, Norwich Airport, Norwich, NR6 6JT

Telephone: 01603 518111 Fax: 01603 488879

Email: handling@saxonair.com

Web: www.saxonair.com

3.2 Departure Control System Charge

All passengers (per departing passenger)	£ 0.54
--	--------

3.3 Common Use Terminal Equipment

All passengers (per departing passenger) £ 0.28

3.4 Other Apron Services, as part of a standard turnaround.

Ground Power Unit ('GPU') per 15 minute period £ 30.95

Air Start Unit (per unit per start)

Single hose £132.50

Double hose £188.50

Pushback

below 44 tonnes £ 48.00

below 73 tonnes £ 52.80

below 144 tonnes £ 69.50

over 144 tonnes £ 86.80

Water or Toilet service (per point) £ 50.00

Ballast loading + delivery

per on/off load £ 52.80

per bag of ballast (25 kg) £ 14.50

Cabin heater (per 15 minute period) £ 23.00

Freight

Off-loading + collection (per kg) £ 0.12

(freight subject to a minimum charge of £50.00)

Night stop functions (per hour or part thereof) £ 56.20

Aircraft towing (per tow; non-scheduled) £ 62.00

Aircraft de-icing

Attendance fee £196.75

Weekend call in £ 68.40

Usage (per litre) £ 6.65

Preparation of computer generated load sheets (per departing flight) £ 10.50

Preparation of manual load sheets (per departing flight) £ 16.10

Aircraft cleaning and catering turnaround can be arranged with the Airport approved supplier.

Non-standard and/or extended use must be agreed by separate arrangement.

3.5 Cancellations and Delays

Handling in the case of a technical landing will be charged at 50% of the standard charges, provided that a physical change of load is not required. If a change of load is required then handling will be charged at 100% of the standard charges.

Handling in the case of a return to ramp will be charged only for the additional services supplied, provided that a physical change of load is not required. If a change of load is required then an additional charge of 50% of the standard charges will be applied. Similarly, if an aircraft is already loaded for departure but requires a further change of load, this additional handling service will be charged at 50% of the standard charges.

All flights cancelled with less than 24 hours' notice will be charged at 50% of the standard charge. All flights cancelled with less than 12 hours' notice will be charged at 75% of the standard charge.

Notice of cancellation must be emailed to ops@norwichairport.co.uk.

4 AIRCRAFT PARKING

The following charges are for 24 hours or part based on the Maximum Take-Off Weight ('MTOW'):

Not over 3.5 tonnes (per tonne)	£ 8.10
Not over 10 tonnes (flat rate)	£ 38.10
Not over 20 tonnes (flat rate)	£ 50.00
Not over 30 tonnes (flat rate)	£ 74.75
Not over 100 tonnes	£ 74.75 + £15.75 per 10 tonnes or part
Over 100 tonnes	£181.50 + £15.75 per 10 tonnes or part

Applications for reduced rates to cover longer periods of parking (for which payment must be made in advance) may be made to the Managing Director.

Long term parking on the disused taxiway per week subject to availability £ POA

5 AIRCRAFT REFUELLING

The Fuel Services department supply both AVTUR and AVGAS fuels during published opening hours.

Posted Airport Prices (PAP) will be updated on a weekly basis to reflect the fluctuation in the oil markets. Price queries can be sent to the contact details below.

The aircraft commander is responsible for ensuring they have the funds available through an accepted method of payment before fuelling commences. Norwich Airport reserve the right to hold the aircraft until payment is made.

Fuelling Operations Email: fuel@norwichairport.co.uk

Fuelling Operations Phone: +44 (0)1603 402042

Charge		Terms
Hook-up Fee	£40.00	Applied to all aircraft unless included in contract
Low Volume Fuel Purchase	£10.00	All uplifts of less than 250 litres
No Service Required	£60.00	Applicable on any fuel service request where fueller attended aircraft with no fuel taken
Out of Hours	£100.00	Per hour or part thereof – applicable outside of promulgated hours of service as detailed on website / AIP

6 DISBURSEMENT & COLLECTION CHARGES

Any disbursements made by the Airport on behalf of an Operator will be recharged at cost plus a 10% administration charge (subject to a minimum charge of £50.00).

Income collected (over a range of services) by the Airport on behalf of an Operator will be remitted after the deduction of a 10% administration charge or the minimum charge.

7 DISCOUNTS AND REBATES

The granting of all discounts, rebates and block landing charges shall be at the discretion of Norwich Airport. Please contact the Managing Director in the first instance to discuss your requirements.

6.1 Training Flights

A discount of 60% may be given off the Standard Landing Charge for each movement within these flights. A movement is defined as each approach, 'touch & go' landing or full stop landing. The discounted rate is subject to a minimum charge of £18.10 per movement. Application for the discounted rate should be made in advance of the flight and confirmed by Air Traffic Control. The discount will not be given retrospectively.

6.2 Test and Demonstration Flights

A discount of 60% may be given off the Standard Landing Charge for these flights. To be considered for the discount the flight must take-off and land at Norwich Airport, without an intermediary landing elsewhere. The discounted rate is subject to a minimum charge of £18.10 per movement. Application for the discounted rate should be made in advance of the flight and confirmed by Air Traffic Control. The discount will not be given retrospectively.

8 MISCELLANEOUS CHARGES

7.1 Security Passes

All areas pass

Issue - valid for five years from date of issue	£100.00
Base transfer	£ 50.00
ID replacement - lost or stolen	£125.00
ID replacement - damaged	£ 50.00
Renewal of security pass	£ 45.00
Amendment to security pass	£ 25.00

Airside only, landside only and employment pass

Airside only issue - valid for five years from date of issue	£ 50.00
Landside only issue - valid for five years from date of issue	£ 50.00
Employment issue - valid for up to 60 days from date of issue	£ 50.00
ID replacement - lost or stolen	£ 65.00
ID replacement - damaged	£ 25.00
Renewal of security pass	£ 20.00
Amendment to security pass	£ 15.00

Visitor Pass

Per day	£ 10.00
Penalty charge for non-return of pass (applicable to all pass types, chargeable to sponsor)	£100.00

7.2 Airfield Driving Permits

Apron Driving Permit – Classroom theory, assessment and pass issue	£ 99.00
Manoeuvring Area Driving Permit – Classroom theory, assessment and pass issue.	£124.25
Runway Driving Permit – Classroom theory, assessment and pass issue	£ 62.50
Practical Driver Training – Charged at the current Air Ops labour rate, subject to a minimum charge of 2 hours, subject to staff availability.	
Replacement Permit	£ 74.75

Please note, a fee of £58.00 per trainee will be levied in the event of non-attendance at a booked Airfield Driving Permit training session.

7.3 Ticket Desk Services

Price on application. Please contact the Customer Services Manager on customer.services@norwichairport.co.uk

7.4 Filming and Still Photography (per hour or part thereof)

PR Photography & Sound recording	£ 161.00
Advertising/Commercial photography	£ 351.50
Filming units 1-15	£ 3451.50
Units 15+	by negotiation

7.5 Deportee Support

Cost + 20% disbursement

7.6 Training

	Group *	Individual **
Dangerous Goods Awareness	£ 673.50	£ 114.50
Manual Handling	£ 337.50	£ 57.75
Ramp Safety	£ 562.00	£ 85.25
NXCT Cabin		£ 53.20
NXCT Hold		£ 53.20
NXCT Refresher (includes one exam)		£ 106.20
GSAT	£ 106.20	£ 16.10

* Group booking of up to 8 delegates

** Individual booking on mixed group courses

In addition to the above, Norwich Airport offers a wide range of airport and security related training courses including:

- Triple A Training
- Level 7 Training
- Fire Awareness
- Pushback and towing
- Radio Transmission (RT)
- ADP driving training

Please contact the Training Department for further details. Email: airsideservicetraining@norwichairport.co.uk to discuss your requirements and for a competitive quotation.

Non-attendance charges may be applied for certain training courses, please check the specific charges at the time of booking.

9 SUPPLEMENTARY CHARGES

The following services charged per hour in this section are subject to a minimum charge of one hour.

8.1 Motorised equipment (per hour or part thereof)

Forklift + driver	£ 62.00
Cherry Picker + driver	£ 62.00
Pushback tug	£ 74.80
Coach hire	£ 62.00
Ambulift	£ 74.80

8.2 Other equipment (per hour or part thereof)

Steps (including delivery and collection)	£ 50.00
Glim charge (per night)	£ 7.30
Non-returned or damaged glims (each)	£ 38.10
Portable tower lights (includes 15 mins resource for delivery)	£ 59.60

8.3 Labour Charge Out Rates (per man hour, billed per 15 mins*)

	Normal Hours	Out Of Hours ***
Air Ops Labour	£ 40.70	£ 60.75
Airfield Maintenance	£ 39.70	£ 59.25
Vehicle maintenance	£ 62.00	£ 93.50
Air Traffic Engineer	£ 54.60	£ 82.50
Senior Electrician	£ 48.20	£ 72.25
AGL Technician	£ 44.30	£ 67.00
Fire Service	£ 62.10	£ 93.50
Security escort (including vehicle)**	£ 65.00	£ 97.25
Apron Technicians	£ 40.70	£ 61.00

* Subject to minimum charge of one hour

** 24 hours advance notice required

*** Out of hours: 15:30 – 07:30 Mon-Thu, 14:30 – 07:30 Fri-Sun

8.4 Apron De-icing

Labour	Charged in line with section 8.3
Usage (per litre)	£ 3.10
Specialist equipment hire (per hour or part):	
Tractor with brush and/or plough	£ 77.25

8.5 Other services

Vehicle inspection for airside permit (per hour or part thereof)	£ 62.00
Fire service attendance at de/re-fuelling	£ 246.50
Spill Kit (excluding labour)	£ 246.50
Access card for staff car park – tenant companies	£ 31.45
Overnight AGL (per hour or part thereof)	£ 19.45
Wind farm consultation: Technical Radar Line of Sight Analysis	Min fee* £1,865.00
Wind farm consultation: Aviation Operational Impact Assessment	Min fee* £6,205.00
Pre Planning Consultation	£1,865.00
Planning response administration fee	£ 129.00
Crane permit issue fee	Min fee* £ 129.00
Crane permit late notice request fee	£ 533.00
Aircraft security search:	
Fewer than 20 seats	£ 108.00
20 to 99 seats	£ 313.00
100 to 199 seats	£ 439.00
200 seats and over	£ 500.00
Catering on load or off load	£ 125.00
Catering delivery	£ 63.00

* Minimum fee – final charges subject to agreement with the Managing Director.

8.6 Engine Test Facility

The Engine Test Facility must be used for any engine ground run at high power (greater than 70% maximum power). Use of the Facility must be agreed in advance with Airfield Operations and Air Traffic Control. Engine ground runs at low or idle power settings can continue to be conducted as at present in accordance with the instructions of Airfield Operations. Access to and use of the Facility will be as advised by Airfield Operations but aircraft will need to be towed into position, tows can be requested from Airside Services and will be charged for as published.

The Facility may not be used outside of the hours of 08:00 – 20:00 Monday to Saturday and 09:00 – 20:00 Sunday, Public and/or Bank Holidays other than by special permission of a Director of Norwich Airport Limited which is dependent upon it being a matter of public or aircraft safety. An Attendance Fee will also be charged to facilitate pre and post high power engine tests.

The following charges are per half hour or part thereof and based on the Maximum Take-Off Weight ('MTOW'):

MTOW of up to 10 tonnes	£ 28.75
MTOW between 10 and 25 tonnes	£ 67.75
MTOW between 25 and 50 tonnes	£ 89.25

MTOW between 50 and 75 tonnes	£111.75
MTOW between 75 and 100 tonnes	£134.00
MTOW over 100 tonnes	By negotiation
Attendance Fee	£ 41.00

8.7 Baggage Reconciliation System

Charges in accordance with IATA 753.

Charge per departing bag £ 0.16

10 TERMS

9.1 Minimum invoice

Invoices issued in respect of airport charges are subject to a minimum charge of £50.00 (exclusive of VAT).

9.2 Hourly rates

Where services are charged per hour, for example within section 8, a minimum charge of one hour will be applied.

9.3 Credit facilities

Application for credit facilities must be made in writing to the Accounts Department prior to using the Airport. Credit facilities are extended at the discretion of the company and may be withdrawn at any time. The company reserves the right to charge interest on overdue accounts at a rate as specified in the Late Payment of Commercial Debts (Interest) Act 1998.

9.4 Settlement terms

Unless otherwise stated, all invoices for airport services are due for payment within 14 days of the invoice date.

9.5 VAT

The charges in this Schedule are all *exclusive* of VAT, which will be levied at the appropriate rate.

9.6 Revision to charges

The Airport reserves the right to vary or revise any charges levied should circumstances arise which, in their opinion, warrant such action.

9.7 Scheduled review of charges

The fees and charges will next be reviewed on 1st April 2022.

9.8 Rebates

Any rebates covered in this agreement must be claimed within 3 months of the final flight departure in the series otherwise are forfeit. Invoices received within this timescale will be paid within 45 days of receipt unless fees have not been received by the flight operator, in which case they will be paid within 14 days of receipt of fees from the flight operator.

11 CONDITIONS OF USE OF NORWICH AIRPORT

See attached Appendix Terms & Conditions of Use for Norwich Airport April 2021 V1.0