

# **SERVICE CHARTER 2022**

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## The Service Charter and Company Management

Dear Passenger,

welcome to Ancona International Airport "Raffaello Sanzio"!

In compliance with the Prime Minister's Decree of 30 December 1998 and the ENAC circulars on the subject, the passenger is made aware of the structural characteristics of the airport, the types and quality of the services offered. The main goal is to make all information useful to the traveler available and easily accessible. The quality standards of all the services offered at the airport are continuously monitored through customer satisfaction surveys and the sampling of waiting times, the results of which stimulate continuous improvement.

Hoping that this publication will be useful to you, we invite you to dialogue with the Management Company by sending the attached postcard or following the procedures described in the final paragraph.

Thanks for Your cooperation.

**Ancona International Airport spa**

According to Italian Regulation (Art. 705 - Codice della Navigazione) Ancona International Airport spa, as Airport Manager, guarantees:

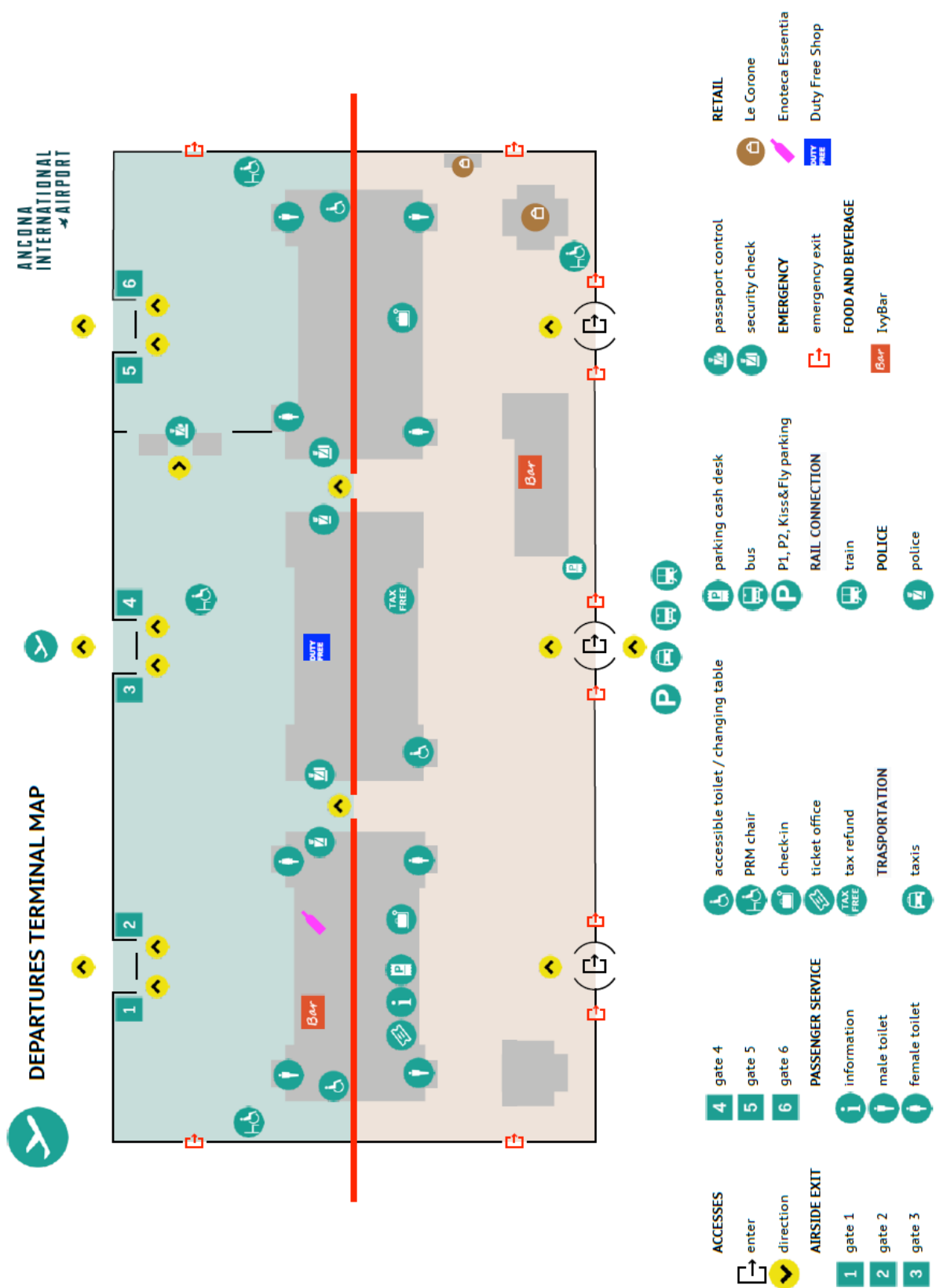
- planning, development, management and maintenance of the whole airport infrastructures;
- overall management and development of airport activities;
- handling of airport emergencies;
- management of security checks for passengers, cargo and mail;
- the direct supply of centralized services;
- coordination of private operators.
- assistance to passengers with reduced mobility;
- management and development of commercial activities;
- the drafting of the Service Charter;
- the set of information for the public

In addition Ancona International Airport spa, as Handling agent, provides Airlines with assistance to passenger flights, cargo and mail flights.

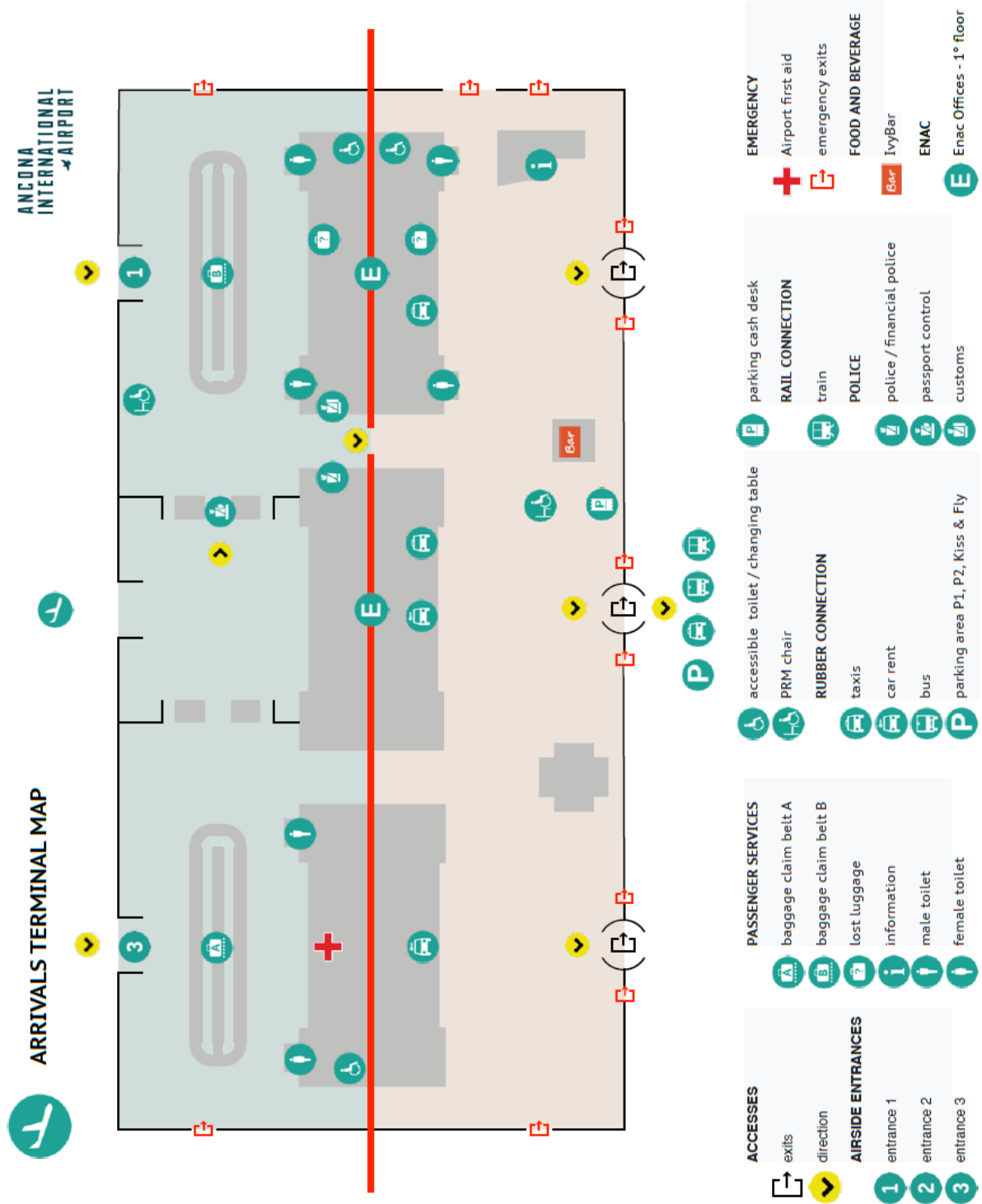
**ANCONA  
INTERNATIONAL  
✈️ AIRPORT**



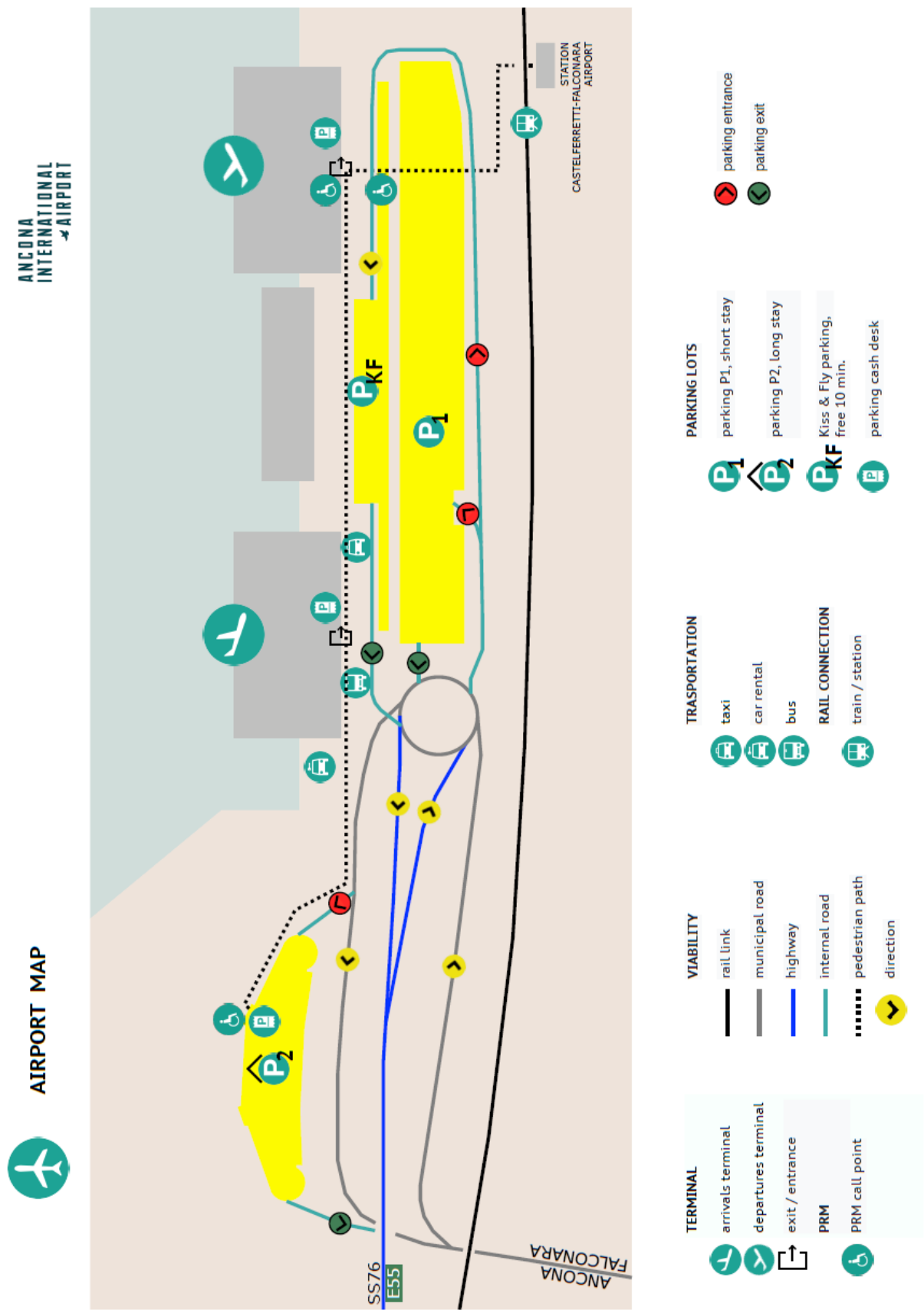
Departures Terminal



# Arrivals terminal



# General plan





## Travel Tips

### Check-in

For your comfort and safety, we recommend you to follow some simple rules.

Arrive at the check-in desk in due time in accordance with carrier instructions. If no instructions are given, it is recommended that passengers arrive two hours before the scheduled departure time: this will enable them to properly carry out the necessary operations.

Upon arrival at the airport, passengers are required to proceed to the check-in counters at the departure terminal when:

- They have not checked in online or printed their boarding pass: they will be asked to show confirmation of their booking or ticket along with their ID and all of their baggage;
- They have checked in online but need to check one or more pieces of baggage in the hold ('drop off'): they will be asked to show their boarding pass along with their ID, the baggage they wish to check in and the baggage they wish to take with them in the cabin.

Please note that all operations at the check-in desks must be carried out in person, so it is not possible to collect a boarding pass or check in baggage for a passenger who is not physically present.

Airlines set a time limit beyond which it is not possible to check in baggage, usually 30-45 minutes before the scheduled departure time. For more information, please refer to your Airline's Conditions of Carriage.

### Luggage

Baggage consists of the personal belongings that the passenger intends to take with them during their flight. For safety reasons, it is strictly forbidden to leave baggage unattended while at the airport; it is also forbidden to transport baggage or packages on behalf of other people.

### Hand baggage

Hand baggage consists of the personal belongings that the passenger takes with them into the cabin at their own responsibility.

On board the aircraft, hand baggage should be placed in the overhead compartment or under the seat in front of the passenger, depending on the regulations of the airline you are travelling with; the amount, weight and size of hand baggage allowed may also vary, so it is advisable to check the airline's instructions before packing.

Please note that if the amount of hand baggage exceeds the allowed limit, the passenger will be required to check it in, in some cases for an additional fee.

Unless otherwise stated, the following items are always allowed in addition to the permitted hand baggage:

- a handbag or briefcase or a laptop
- a camera, video camera or CD player
- an overcoat or a waterproof coat
- an umbrella or a walking stick
- a pair of crutches or other walking aid
- a portable cot and baby food
- reading material for the journey
- items purchased from Duty Free and airport shops

Please note that some airlines require these items to be carried in your hand baggage, so please always check the conditions of carriage included in your ticket.

For safety reasons, certain items are not allowed in the cabin. Below is a sample list:

- weapons (including toy weapons)
- stun devices
- pointed and/or sharp objects (e.g., cutlery, scissors)
- work tools
- blunt objects (e.g., clubs, batons)
- explosives and flammable substances
- chemical and toxic substances



For a full list of prohibited items, please consult the airline's website or ENAC's guidelines at <https://www.enac.gov.it/passeggeri/cosa-portare-bordo/articoli-vietati-in-cabina>.

## Carrying liquids in hand luggage

The carrying of LAGs (liquids, aerosols and gels) in hand luggage is strictly regulated.

This category includes all substances that are similar in consistency to liquids, aerosols, creams, gels, regardless of their nature (food, toiletries, drinks).

Each passenger may carry a maximum total of 1 litre of LAGs in containers with a maximum capacity of 100ml or 100gr each, which in turn are to be placed in a transparent re-sealable plastic bag with a capacity not exceeding 1 litre.

Any quantities that are greater or carried in larger containers will not be allowed in the cabin and must be placed in your checked baggage, if possible, or left on the ground.

An exception is made for liquids needed during the trip for medical purposes (prescription required) or for a special diet (including baby food).

For passengers in transit, liquids purchased in shops at other airports or on board any airline may also be carried in the cabin, as long as they are sealed in the special security bag (STEB) provided at the time of purchase and accompanied by a clearly visible receipt inside the bag indicating the issuer and date of issue. The bag must be intact; if it is necessary to open the bag at the security checkpoint, passengers making other stopovers may notify the agent so that a new seal can be applied.

[https://www.enac.gov.it/ContentManagement/information/N1423113948/Flyer\\_LAGs\\_2014\\_small.pdf](https://www.enac.gov.it/ContentManagement/information/N1423113948/Flyer_LAGs_2014_small.pdf)

In order to facilitate operations at the security checkpoint, passengers are asked to produce all liquids contained in their hand luggage separately.

## Checked baggage

Checked baggage consists of personal belongings that the passenger entrusts to the airline to be transported in the aircraft hold and to which they will not have access during the journey.

The amount, weight and size of baggage included in your ticket may vary and is an integral part of your ticket. Therefore, before packing your checked baggage, you should check the conditions of carriage attached to your ticket, as well as any supplements that the airline may provide for if you exceed your baggage allowance.

Regardless of the conditions of the travel contract, for safety reasons, the weight of a single piece of baggage may not exceed 32 kg; if the allowance permitted by the ticket is higher, 2 pieces of baggage must be checked in.

Checked baggage must always bear a label with the name and contact details of the owner; it must also provide adequate protection for its contents to ensure safe handling and transport.

For safety reasons, certain items may not be transported in the hold. Below is a sample list:

- compressed gases (whether flammable, non-flammable, refrigerant and poisonous) such as camping gas and personal defence sprays
- corrosives (acids, alkaline/base solutions, acid batteries)

- flammable liquids and solids (petrol for lighters, paints, varnishes, detergents)
- explosives, fireworks and rockets
- poisons and infectious substances (mercury, bacterial and virus cultures)
- oxidising substances
- magnetising substances
- matches, lighters
- radioactive materials
- underwater torches with inserted batteries
- briefcases with a built-in alarm system

For a full list of prohibited items, please consult the airline's website or ENAC's guidelines at <https://www.enac.gov.it/passeggeri/cosa-portare-bordo/articoli-vietati-in-stiva>

## Carrying lithium batteries on board aircraft

Particular attention needs to be paid to lithium batteries, which are used to power many electronic and mobility devices.

<https://www.enac.gov.it/passeggeri/cosa-portare-bordo/trasporto-di-batterie-al-litio>

For safety reasons, the carrying of such batteries is strictly regulated, whether they are spare batteries or inserted into the devices they power; please check with your airline in case of doubt about how to carry them.

Please note that mobility devices used in the event of mobility difficulties may be powered by lithium batteries of a power not normally permitted for air transport. It is mandatory to inform the airline in detail about the type of device and its power supply in order to ensure that it is accepted on board.

For special baggage, weapons and ammunition, sports equipment and musical instruments please check with the airlines for details.

## Baggage irregularities

If problems should arise with the baggage entrusted to the airline upon arrival at the destination, the passenger should contact the Lost and Found office at the destination airport.

Please note that once you leave the airport, this latter may no longer be able to provide assistance, so you should contact the airline directly for an assessment of your situation.



## Lost baggage

Should your baggage not arrive, you will need to go to the airport Baggage Services office before leaving the airport in order to report the event. The report should be filed using the appropriate PIR (Property Irregularity Report).

If the baggage not been found within 21 days of the PIR Report been filed, the baggage is considered lost and you should send all the documentation to begin the compensation procedures.

While in case of retrieved baggage, with in 21 days from its actual return, it is possible to get the refund of any costs sustained.

In both cases the complete list of the necessary documentation to send to the Office of Customer Services and/or Baggage Assistance of the airline that operate the flight is reported at:

[https://www.enac.gov.it/sites/default/files/allegati/2021-Sep/QRG-Passengers\\_rights\\_charter\\_210928\\_2.pdf](https://www.enac.gov.it/sites/default/files/allegati/2021-Sep/QRG-Passengers_rights_charter_210928_2.pdf)

## Damaged Baggage

Should your baggage arrive damaged, you will need to make a damaged baggage claim in order to report the event, at the airport Baggage Services office, before leaving the baggage claim area. The report should be filed using the appropriate PIR (Property Irregularity report form). Within 7 days you should send all the necessary documentation to the carrier's Customer Service or Baggage Assistance office to begin the compensation procedure. For the complete list of the necessary documentation please visit:

[https://www.enac.gov.it/sites/default/files/allegati/2021-Sep/QRG-Passengers\\_rights\\_charter\\_210928\\_2.pdf](https://www.enac.gov.it/sites/default/files/allegati/2021-Sep/QRG-Passengers_rights_charter_210928_2.pdf)

## Lost property

Should you lose items or baggage at the airport (namely not under the airline's responsibility), please contact the Lost and Found office and provide as many details as possible about the missing item (brand, colour, approximate date and time of loss, location).

At Ancona Airport, **the Lost and Found office** is located in the arrivals area, **in front of the baggage claim belt**; the office contact details are:

e-mail: [lost-found@ancona-airport.com](mailto:lost-found@ancona-airport.com)

telephone: 071 2827 296 - 071 2827 511

## Security checks

Everything that is taken on board an aircraft is subject to security checks.

Certain objects, substances and devices, even those of common use, are not allowed on board because, by their nature, they are deemed potentially dangerous for the flight and the passengers. In other cases, they are allowed in restricted quantities or under special conditions.

It is essential to understand that checks – and in some cases prohibitions – by airport security staff are intended solely to ensure a safe flight.

Passengers and their hand baggage must pass through the Security Checkpoint located in the Departure terminal.

Passengers are asked to actively prepare for the check by:

- producing their boarding pass;
- placing all hand baggage on the belt (including fanny packs, pouches, purses);
- separating laptops, tablets or electronic devices from their baggage and placing them in a separate tray;
- removing any bags containing liquids, creams or gels from their baggage and placing them in a separate tray;
- placing jackets, scarves, hats and any other items they are carrying in a tray;
- crossing the portal and avoiding bumping into it;
- complying with any additional requests from staff (e.g., taking off shoes and placing them on the belt, opening the baggage for further inspection);
- in case of prostheses or pacemakers, informing the dedicated staff in advance.

Should objects not allowed in the cabin be detected, the passenger may be offered the option of checking the baggage into the aircraft's hold, provided that check-in is still open and the transport of such objects in the hold is permitted. For this reason, it is always recommended that you arrive at the airport and at the security checkpoint well in advance, even if you are travelling with hand luggage only.

## Boarding

Once the security checks have been completed, the passenger can proceed to the gate for boarding. At the gate, they must produce their boarding pass, ID and the baggage they wish to take with them into the cabin. Please follow the Airline's instructions regarding boarding priority or sequence and use the separate lanes where provided. The boarding gate closing time is determined by the Airline in order to enable the flight to take off on time. Passengers who arrive later than the time limit indicated on the boarding pass may be denied boarding.







## Customer Procedures

### Import:

A traveller arriving from countries not included in the EU may carry, within his personal baggage, tax exempt goods purchased for a total amount of € 430;00, the goods, however, must not be imported for commercial reasons.

### Export:

Traveller resident or domiciled outside the European Union can obtain direct relief or refund of VAT charged on goods purchased on the national territory VAT refund is granted provided that:

- the value of purchased goods, (for each invoice) exceeds 154,94 euros (VAT included);
- the goods are intended for personal or familiar use and are carried in the personal luggage;
- the purchase is certified by an invoice containing the description of goods, the personal data of the traveller, the details of his passport or of any equivalent document proving that the traveller is resident or domiciled outside the EU;
- the goods leave the EU territory within three months following the date of issue of the invoice proved by the "endorsement of customs authorities";
- the invoice thus endorsed is returned to the Italian seller within the four months following the purchase, when the traveller leaves the EU from a Member State other than Italy



The Tax Free service is operational at the Ancona Airport Departure Terminal - landside area. The office is open daily from 7:05 am until the departure of the last flight.

For further information, please visit:

[https://www.adm.gov.it/portale/documents/20182/909438/20220203\\_ADM\\_Carta\\_viaggiatore\\_EN\\_Digitale\\_v.1.5\\_.pdf](https://www.adm.gov.it/portale/documents/20182/909438/20220203_ADM_Carta_viaggiatore_EN_Digitale_v.1.5_.pdf)

## Passenger Rights

The European Union has issued regulations on passengers' compensation and assistance in case of flight cancellation, denied boarding or long delays.

For more detailed information you can download the CE no. 261/2004 on [www.enac.gov.it](http://www.enac.gov.it).

In order to safeguard passengers' rights and ensure correct information, ENAC (Italian Civil Aviation Authority) has issued the 'Air Passengers Rights' which contains useful instructions for travellers.

The document is available:

At the airport information desk, ticket counter, check-in desks and Lost & Found office.

In case of non application of the EU REG. 261/2004, the passenger must address his/her claim to the Air-line Company. Furthermore, if satisfactory answers are not obtained, the passenger can submit a formal claim to the Civil Aviation Authority.

In any case, refund and money compensation will be managed by the Airline Company for:

- Denied embarkation;
- Cancellation of flight;
- Delays.

## **Service continuity and flight information**

Ancona International Airport spa grants the continuity in providing its services and assure appropriate communication of basic minimum services in case of strike or cause of force majeure. Any information that Aerborica makes available to the travelling public is based on the indications directly received from the airline companies or from the aviation control bodies.

All kind of live flight information on website [www.ancona-airport.com](http://www.ancona-airport.com).

## **Wi-Fi Zone**

At the airport you will find a public WIFI network (**ANCONA AIRPORT - FREE WIFI**) and all users can connect **for free** for **two hours**, upon registration.

## **ATM**

Inside the departure lounge next to the check-in counters (7-12) an ATM is available.





## **Disabled and with reduced mobility passengers (P.R.M.)**

The European Union, in order to ensure the use of aerial means without discrimination and additional costs for passengers with disabilities or seniors with reduced mobility, provided for by the Regulation (EC) 1107/2006 is implemented in all Community airports. All services provided by Ancona International Airport spa. in accordance with the aforementioned Regulation (EC), addressed to passengers with disabilities or seniors with reduced mobility, are provided free of charge and include full assistance at the airport.

How to request special assistance:

the request for assistance the passenger with disabilities or reduced mobility should be notified at the time of departure to the airline, travel agent or tour operator at least 48 hours before the scheduled time of flight departure. We advise you to consult the web site of the airline to check time and documents required according to their specific needs before leaving.

### **At the airport:**

It's necessary to arrive at the airport early suggested by the airline or, if not disclosed a timetable, must arrive at least two hours before the scheduled departure or one hour before if there is presented directly to the check in desks -in, as indicated by the Regulation (EC) 1107/2006.

Once at the airport, P.R.M. have access to 11 parking spaces located in the parking lot in front of satin to arrival and departure and 18 parking spaces located at the parking garage, located next to the terminal Arrivals. All parking spaces are adjacent to the pedestrian exits the elevator or in the case of multi-storey and are marked with the appropriate symbol. Users are also invited to exhibit their cars on the visible sign of disability.

P.R.M. may arrive directly in front of the terminal building to go up or down by vehicles and are entitled to free parking: it is necessary to pick up your ticket for free exit on departure at the airport ticket office inside the departure terminal.

Once inside the terminal, passengers with reduced mobility receive assistance during check-in and control operations, and if necessary, an attendant will accompany boarding to assist in the control procedures. The air-port assistance will be tailored to the level of passenger mobility.

The P.R.M has the right to be boarded with appropriate assistance (he/she must request it when booking or at the check-in counters). The airport has elevators to allow and facilitate boarding and disembarking from aircraft.

For the arriving P.R.M., it is provided the assistance from the airplane to the release points.

Inside the Departures and Arrivals halls, toilets are available for people with disabilities in the areas open to the public, in the boarding halls and in the baggage claim area.

### Call points for PRM

Passengers can request the assistance of one of our staff from one of the call points marked with the wheelchair logo. They are located:

- inside the car park (P1) in front of the Departures side;
- outside the Departures side in front of the central door;
- inside the ground floor of the car park P2 (Multipiano).

## Hidden Disabilities

Ancona Airport is pleased to become part of the network of international airports and flight companies offering to their passengers with hidden disabilities the opportunity to travel at their ease. Everyone who needs it can request the "Sunflower lanyard," at the check-in desk of their flight and our staff, together with all the stakeholders operating in our airport, will be ready to grant passengers wearing it and their companions a little extra help or time.

You do not need to have booked Special Assistance in compliance with the regulation (CE) 1107/2006 to request a lanyard. and it doesn't grant access to the Security and Boarding fast track lane.





## Families and minors

At the security control children up to 6 years with their companions and pregnant women can use the fast track and avoid queueing with other passengers.

Should you need to change your little one you can find nurseries in both departures' and arrivals' sides.

## Unaccompanied Minor Service

Some Airlines offer an unaccompanied minor service for minors travelling alone, generally between 5 and 12 years of age. This service is subject to a fee, and the age range for which the service can be activated varies depending on the airline and applicable legal requirements, so it must be requested at the time of booking. An attendant will take care of the child upon boarding and will entrust him/her to the cabin attendant for the duration of the flight. The accompanying adult must remain at the airport approximately 20 minutes after take-off. At the destination airport, an airport attendant will take custody of the child and hand him/her over to the designated person.

Please note that in case of expatriation, in addition to personal identity documents, Italian citizens under 14 years of age travelling without a parent or a legal guardian must present the 'Declaration of accompaniment' form issued by the Police Headquarters. If the passenger is of another nationality, the regulations of the country of origin apply.

If you have any doubts regarding the Italian regulations on the documents required for the expatriation of minors, please refer to the institutional website of the State Police: <https://www.poliziadistato.it/articolo/191>

## Animals in tow

Not all Airlines provide for the transport of pets, so, in order to have a safe journey with your pet, it is essential to contact the Airline in

advance and follow the relevant advice provided by the Italian Ministry of Health.

The service is limited and always subject to payment; booking is compulsory and subject to confirmation. Not all types of pets are accepted for transport with the passenger, and it is necessary to check the restrictions established by the countries included in the itinerary and by the Airlines involved in terms of health documentation required and the transport procedures.

Small pets may travel in the cabin in a closed container with a waterproof, absorbent bottom enabling the pet to turn around comfortably. The container must comply with the Airline's instructions regarding the rigidity or softness of the structure, as well as its size and maximum total weight.

While transport of large pets in a pressurised hold is mandatory. The container must be approved for air transport and adequate for the size and weight of the pet, which must be able to stand and turn around. The characteristics of the container must comply with the Airline's specifications in terms of size and total weight.

Assistance dogs are carried in the cabin with the passenger and sit at the passenger's feet during the flight. In order to use this service, the dog must be accompanied by general health documentation and an assistance dog card - or an equivalent certification - and must wear the appropriate collar, leash and/or muzzle. The transport of assistance dogs is subject to restrictions but is always free of charge.



## Parking

Ancona-Falconara Airport "Raffaello Sanzio" has one short-term uncovered parking lot (P1 Premium) in front of the terminal with 290 available spaces and one long term covered lot (P2 Multipiano) located next to the Arrivals Hall with 250 available spaces.

In addition, in front of both pavilions there is the "Kiss & Fly area" (94 spaces) for the "drop off" and "pick up" of passengers.

In all three lots free parking is granted for a limited time (10 minutes).

Car parks can be paid for by credit card ("contactless" mode) either at the automatic tills or directly at the exit points. You can use the Telepass service if available in your car.

In all three car parks, dedicated parking spaces are provided for departing passengers with reduced mobility and marked with appropriate signs.

For rates and agreements, see the dedicated page of the airport website:  
[www.ancona-airport.com](http://www.ancona-airport.com).

## **Getting to the Airport**

### **Bus connection from/to Ancona**

Bus service which connects the city of Ancona (Piazza Cavour and Piazza Kennedy, Main Railway Station and Torrette) and Falconara M.ma Railway Station to the Airport. Tickets are available on board and their cost is € 3.30 to Falconara M.ma and € 5,50 to Ancona.

For more information please visit:

[www.conerobus.it](http://www.conerobus.it)

### **Train Link**

Ancona Airport offers a direct railway service between Castelferretti Railway Station (in front of departure terminal) and Ancona Station.

From Ancona it is possible to reach various domestic destinations.

For timetable and fares:

Ph. 89.20.21 - [www.trenitalia.com](http://www.trenitalia.com)

### **By car**

Ancona airport is directly connected to the A14 Bologna - Taranto motorway, via 'Ancona Nord' toll point. Clear directions take you to the Airport in just a few minutes, only 2 km away from "Ancona Nord" toll point.

**ANCONA**  
**INTERNATIONAL**  
**AIRPORT**

## By Taxi

Taxicabs are located in front of the arrival terminal.

CTF Consorzio Taxi Falconara

Tel +39 (0)71 9189531

Mob +39 334 1548899

[www.ctftaxi.it](http://www.ctftaxi.it)

TAXI Falconara

Mob +39 328 1171175

[www.taxifalconara.it](http://www.taxifalconara.it)



## Useful numbers

### Ancona International Airport

Switchboard	+39 (0)71 28271
Lost and Found Office	+39 (0)71 2827296 - 2827511
Parking	+39 (0)71 2827 509 - 335 8279072 (whatsapp)
Cargo	+39 (0)71 2827 508

### Public Airport Authorities

Customs	+39 (0)71 2827282/243
Italian Civil Aviation Authority /ENAC	
Central Regions Airports Dept.	+39 (0)71 9156083
Enav -	+39 (0)71 5901901
Guardia di Finanza	+39 (0)71 2827 241/229/258
Border Police	+39 (0)71 2827 222/226 - 9188058
Emergency First Aid	+39 (0)71 2827 228 - 380 6839098
Fire Brigades	+39 (0)71 2827251/247

### Forwarding companies

DHL	199 199 345
UPS	+39 (0)2 30 30 30 39

### Shops F&B

Ivybar	+39 (0)71 2827287
Enoteca Essentia	+39 338 4820241
Le Corone Show Room	+39 (0)71 949250

### Rent a car

Sicily by Car	+39 (0)71 9157010 - 6390111
Autonoleggio Magellano	+39 (0)71 9157086
Avis	+39 (0)71 52222
Europcar	+39 (0)71 9162240
Hertz	+39 (0)71 2073798
Leasys	+39 (0)71 9716163
Autovia	+39 (0)71 9188038







## **Enviromental Policy**

Aware of its role in the reference scenario, Aerdorica wishes to be an active part in supporting both the culture of respect for the environment and the principle of sustainable development by setting itself the goal of "Green Airport".

With this in mind, the lighting systems of the aircraft forecourt, the terminals and both car parks were redeveloped with low-energy LED spotlight.

In addition, during the recent road improvements, the access control system including the payment system was renewed using energy-efficient technological solutions.

Separate waste collection is active throughout the airport.

## Anti-Covid Measures

In our airport all anti-Covid measures have been followed, such as sanitation of the environments, use of masks, physical distancing, presence of dispensers for hand sanitizers.

For more information, please visit:  
[www.ancona-airport.com](http://www.ancona-airport.com).

At the Departures Terminal, right in front of the ticket office, there is a checkpoint managed by KOS where it is possible, even without a reservation, to carry out both antigenic and molecular swabs as well as serological tests. At the time of publication, the service has been **temporarily suspended**.

For more information, please visit:

<https://polodiagnoroso.it/>



## Suggestions and Complaints

The continuous improvement of the services we offer to our passengers is undoubtedly our priority. This is why we take your suggestions very seriously.

To send suggestions, complaints or even to request information, you can:

- fill in the online form available on our website [www.ancona-airport.com](http://www.ancona-airport.com);
- send an email to the address: [info@ancona-airport.com](mailto:info@ancona-airport.com);
- fill in the attached form and send it to:

### **Ancona International Airport spa - Customer Service**

Aeroporto Raffaello Sanzio

Piazzale S. Sordani snc

60015 Falconara Marittima AN

Ancona International Airport spa undertakes to respond within 30 working days by giving notice of the investigations carried out, the progress of the investigation and the time within which it will remove the irregularities or restore the damage caused.



I suoi suggerimenti e reclami sono preziosi per migliorare la qualità dei nostri servizi.

*Your comments are important to us. We are continuously looking for ways in which to improve the quality of our services offered to our clients, we would like to know what you think.*

.....  
.....  
.....

*Volo n. / Flight nr ..... data .....*

*Nome e cognome .....*

*Indirizzo/ Address*

.....  
.....  
.....

*Telefono /Phone. .... E-mail.....*

*Data/date*

*Firma/ Signature*

Informativa D.Lgs 196/2003

Tutela delle persone rispetto al trattamento dei dati personali. I dati personali da Lei volontariamente conferiti sono trattati con adeguate garanzie di riservatezza al solo scopo di fornire una risposta a suggerimenti/segnalazioni/reclami e saranno trattenuti solo per il tempo necessario a tale operazione.

L'interessato potrà, in qualsiasi momento, richiedere gratuitamente ad Aerdorica la rettifica o la cancellazione dei propri dati.

*Law nr /196/2003*

*Protection of persons with regard to treatment of personal data. The personal data you provide are treated with adequate privacy guarantees. They are utilized only for providing a reply to suggestions/warning/complaints and they will be held only for the time necessary for such procedures. Any interested party can request that Aerdorica amend or cancel data at anytime and free of charge.*

**Ancona International  
Airport spa**

Piazzale Sandro Sordani snc  
60015 Falconara M.ma AN  
[www.ancona-airport.com](http://www.ancona-airport.com)