

HOW TO FLY IN SPAIN ...

& NEVER PAY MORE THAN 9 Euros in “HANDLING FEES”

(Recommendations for GA aircraft at airports that form part of the AENA network and have a obligatory handling policy)

1 Check the AIP of your destination airport for the following information under HANDLING AGENTS AND FACILITIES:

a) Whether handling is obligatory

b) If it is, check which of the agents at this particular airport are **Official Concessionaire Ramp Agents**. In the AIP they tend to simply be called “Ramp Agents”, and normally include IBERIA and one or two others. These **Official Ramp Agents** are **obliged** to provide handling (in the form of accompanying you to the Terminal), and do so charging **no more than 9€ plus VAT** per one-way journey for GA aircraft.

On the other hand, the rather confusingly named “General Aviation Ramp Agents”, or “General Aviation & Business Aviation Ramp Agents” are actually independent contractors. **THEY ARE NOT BOUND BY THESE REGULATIONS AND THEREFORE CAN (AND DO) CHARGE HIGHER FEES.**

2 Contact one of the “official” ramp agents, preferably first by email (for proof of contact) and, if necessary, also by telephone before setting out to your destination.

In your email ask for an **“RAMP ACCOMPANIMENT SERVICE”**. Make sure not to use other expressions or request different services, as these may incur further charges.

On the apron, **DO NOT** accept any service other than accompaniment by vehicle. Other services may incur additional charges.

3 Upon arriving at the terminal, request an invoice for the “Apron Accompaniment Service” for your arrival and (if applicable) for your departure (instruct the agent to again accompany you from the terminal to the apron upon your departure). Each leg of this service may cost a **maximum of 9€ plus VAT**. If the agent attempts to charge you more, remind them of the AENA directive (overleaf). If this does not resolve the issue, pay the requested amount, add “not in agreement” when signing the invoice, and please send a copy to info@aopa-spain.org.

CIRCULAR: HANDLING FOR GENERAL AVIATION

There are two options available for GA operations that are subject to obligatory handling services:

1. Contracting one of the **officially designated handling agents (ramp service providers)**
2. Contracting an **independent General Aviation handling agent**

Information about at which airports handling is obligatory, as well as the contact details of the relevant handling agents can be found in the [AJP for each airport](#).

if you choose OPTION 1 (contracting one of the officially designated handling agents):

In line with current legislation (RD 11161/99), “handling agents” officially designated as such by AENA are obliged to attend to all handling service requests at the airport, including those for General Aviation.

The mandatory minimum service for COMPLEMENTARY RAMP SERVICES comprises providing and managing the appropriate equipment for the transport of passengers and/or crew between the aircraft and the terminal. For aircraft classes 4A, 4B, 4C, this is a minibus. The maximum chargeable rate (per journey) is 9€ per service.

(For example: transportation between aircraft and the terminal for the payment of fees once a flight plan has been completed)

The list of concessionaire handling agents for providing this service can be found in the AENA Tariff Guide (Chapter 5 – Handling Services), as well as via the following link to the AENA web page:

<http://www.aena.es/es/aerolineas/agentes-handling.html>

AENA has established **maximum fees** that handling agents may charge for ground assistance services provided to their customers. These fees can also be consulted in the AENA Tariff Guide (Chapter 5 - Handling Services) and via the following link to the Aena website:

<http://www.aena.es/es/aerolineas/tarifas.html>

In addition to this, in some cases AENA concessionaire agents have committed to certain discounts for their services. Please contact the relevant agent or handling@aena.es for further information.

if, however, you choose OPTION 2 (contracting an independent General Aviation handling agent):

“General aviation agents” are companies authorised to provide handling services in line with current legislation (RD 1161/99), which liberalises access to this market for companies providing services exclusively for GA aircraft performing general aviation ops, air work or non-scheduled commercial air transport operations, with a MTOW of less than 10t and fewer than 20 seats, provided that the charterer or charterers do not sell part of their capacity on to third parties. Therefore, independent agents are free to fix their own rates, and the AENA-established maximum rates are not applicable.

Recommendations:

- Ask your handling agent to provide you with an invoice itemising the services provided
- Solicit information about the authorised handling agents at your destination airport when submitting your flight plan
- Contact Operations at your destination airport via the established communication channels