Terminal Regulation Zurich Airport

Validity: Winter Timetable 2019/2020

Date: 27OCT19 – 28MAR20
Overview

1. GENERAL 4
   1.1. The Terminal Regulation... 4
   1.2. Terms, Abbreviations and... 6
   1.3. Airport Operation Framework... 7
   1.4. Contacts 9
   1.5. Isometric Plans 17
   1.6. Site Plan Terminology 23
   1.7. Opening Hours 28

2. PASSENGER HANDLING LANDSIDE 30
   2.1. Check-in 30
   2.2. Common Use Terminal Equipment (CUTE) 31
   2.3. The Terminal User Concept 31
   2.4. Latest Check-in Time and Walking Distances 31
   2.5. Queuing 32
   2.6. Special Features Check-in 33
   2.7. Storage of Equipment 38
   2.8. Supervisor Counters Check-in 2 38
   2.9. Ticket and Supervisor Counters 39

3. PASSENGER HANDLING AIRSIDE 40
   3.1. Airside Areas 40
   3.2. Boarding Pass Control 40
   3.3. Security Check Building 41
   3.4. OSS (One Stop Security) 42
   3.5. Handling in case of flight irregularities 43
   3.6. Gates A, B, D and E 44
   3.7. Document Check Desks and Movable Walls 45
   3.8. Queuing Definition/Responsibility 45
   3.9. Storage of Equipment 46
   3.10. Passport Control Grüezi A 47
   3.11. Transfer Counter 47
   3.12. Baggage Claim Area 49
   3.13. Lost and Found / Baggage Tracing 49
   3.14. Passengers with Reduced Mobility (PRM) – Careport Ltd. / Special Assistance 51
   3.15. Escorting of unaccompanied minor (UMNR) to the Gate 52
   3.16. Minimum Connecting Time 52

4. AIRPORT SERVICES 53
   4.1. Services Provided by FZAG 53
   4.2. Other Services 61
   4.3. Gastro and Retail 62
   4.4. Medical Services 62
1. GENERAL

1.1. The Terminal Regulation

1.1.1 Purpose

In recognition of the mutual needs for the services and the business of each other and the mutual benefits of working in a partnership, there is an advantage for service providers, Airlines and Flughafen Zürich AG (FZAG) in having clarity of each party’s respective rights and obligations. The purpose of the Terminal Regulation (TR) is to ensure

- An acceptable standard of overall performance
- Transparency for services rendered by FZAG towards all Airport users
- A high level of service towards the passengers

This is especially essential due to the fact, that there are a multitude of Airport users present within the landside and airside Terminals, who are involved in handling the daily operation.

1.1.2 Applicability

The Terminal Regulation is valid for all Terminal buildings (Airport zone, airside and landside, public and non-public areas) and for all Airport users (Handling Agents, service providers, Airlines) involved in the passenger and baggage handling or offering services within the Terminal buildings.

All activities within the Terminal buildings (Airport zone, airside and landside, public and non-public areas) which are not regulated in the Terminal Regulation and/or by individual contracts between FZAG and the respective service providers and Airport users, require an approval from FZAG Terminal Management (exceptions: pre-defined promotion areas, convention desks in arrival halls 1 + 2)

1.1.3 Information to Employees

The service providers and Airlines have to ensure that all employees are informed and act according to all valid regulations and guidelines, including the Terminal Regulation.

1.1.4 Airport Infrastructure Irregularities

FZAG intends to provide a fully functional, clean and tidy infrastructure.

If an Airport user detects any malfunction or soiling FZAG Service 24 or FZAG Terminal Management should be contacted immediately. (contacts see chapter 1).

1.1.5 Administration Terminal Regulation and Distribution

Update

The Terminal Regulation is being updated twice a year by FZAG Terminal Management. At least one week before the start of the following timetable period the valid version for the next timetable period will be published on the internet. In addition all Airlines and service providers shall receive a copy of the latest edition by email.

Validity

The Terminal Regulation is in general valid for one timetable period. FZAG Terminal Management reserves the right to update or change the Terminal Regulation at any given moment.
Distribution
The Terminal Regulation is being published in an electronic format only.

The Terminal Regulation can be viewed on the Internet:


Partner Newsletter
In addition to the Terminal Regulation, Marketing Communications publishes on a bi-weekly base the Newsletter for all Airport partners. This document is being sent electronically and contains important information about news regarding aviation news, infrastructure or other.

Your contact: partner@zurich-airport.com
1.2. Terms, Abbreviations and Definitions

To simplify the readability of this document following terms and abbreviations are being used:

<table>
<thead>
<tr>
<th>Term / Abbreviation</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flughafen Zürich AG / FZAG</td>
<td>Means the Airport Operator, Flughafen Zürich AG</td>
</tr>
<tr>
<td>Service Providers</td>
<td>Service Providers directly involved in Passenger and Baggage Handling</td>
</tr>
<tr>
<td>Ground Handling Agents</td>
<td></td>
</tr>
<tr>
<td>Self Handlers</td>
<td></td>
</tr>
<tr>
<td>Fuelling companies</td>
<td></td>
</tr>
<tr>
<td>Ground Transportation companies</td>
<td></td>
</tr>
<tr>
<td>SR Technics</td>
<td></td>
</tr>
<tr>
<td>De-icing companies</td>
<td></td>
</tr>
<tr>
<td>Catering companies</td>
<td></td>
</tr>
<tr>
<td>Other Service Companies not listed here</td>
<td></td>
</tr>
<tr>
<td>Airport User</td>
<td>Service Providers (see detailed list above)</td>
</tr>
<tr>
<td>Airlines</td>
<td></td>
</tr>
<tr>
<td>Consumers</td>
<td></td>
</tr>
<tr>
<td>TR</td>
<td>Terminal Regulation</td>
</tr>
</tbody>
</table>

Definition “Non Standard Operational Conditions”

<table>
<thead>
<tr>
<th>Term</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-standard operational conditions</td>
<td>Non-standard operational conditions are for example: Infrastructure failure (partial or total) such as baggage sorting system, Skymetro, FIDS, CUTE, electricity, escalators etc. Impairment of passenger flow / congestion of the Airport infrastructure Impairment of appearance (order, functionality, construction site) Irregularities outside Terminal building (meteorological conditions, air traffic control, strike, infrastructure failure, railway disruption, congestion of access roads etc.) Emergency situation according Emergency organisation Zurich Airport</td>
</tr>
</tbody>
</table>
1.3. Airport Operation Framework / Relationship

From FZAG’s point of view, the Airport operation framework comprises three components (aviation business):

- Flughafen Zürich AG, as the Airport operator
- Flughafen Zürich AG customers → Airlines
- Flughafen Zürich AG suppliers → Service providers

Each entity covers a subset of processes, of which the majority are crucial for the Airport operation’s success and others, in the case of an exceptional situation, can disrupt it. Some of the processes are owned by a corporation, whilst others are shared.

1.3.1. Contractual Relationship

When a passenger purchases an air ticket, his contract is with the Airline. In fact, no contractual relationship exists between passengers and Airports.

Zurich Airport is the platform for service providers and Airlines to do successful business and FZAG recognises that the Airport operator has as well a duty of care towards the passenger.
1.3.2. Regulatory Framework

The use and organization of Zurich Airport is regulated by:

- The Swiss Aviation Law (Luftfahrtgesetz) and subordinated Ordinances
- Operating Concession of May 31, 2001 (Betriebskonzession)
- The Operating Regulation (Betriebsreglement)
- The Ground Traffic Regulation (Bodenverkehrsordnung)

1.3.3. Third Party Authorisation

Under the following link, detailed information about rules and conditions regarding third party authorisation can be obtained:

https://www.zurich-airport.com/service-sites/search?search_string=Third --> Information Third Party Authorisation Terminal (Information for applicants)

Following important obligations must be adhered to by Handling Agents and or Service Providers regarding daily operation:

- Agreed quality requirements must not be undershot
- Handling processes must meet punctuality goals of FZAG (80% departure punctuality)
- FZAG verifies quality worth by measurements, either electronically or manually
- A contact person, reachable anytime, has to be defined by Handling Agents or Service Providers
- A free passenger flow in front of the gate must be guaranteed at all times during the boarding process. Waiting times in preboarding zones must not exceed 10 minutes and in loading bridges, the limit is a maximum of 5 minutes waiting time.
- During operating hours, every Handling Agent must provide at least one assisted counter (transfer counter or service counter) land- and airside. A free passenger flow in front of this counter must be guaranteed at all times.
- In case of irregularities, the assistance of the passengers according EU regulation 261/2004, must be ensured. Enough manpower must be provided in order to handle the irregularity process. If passengers stay at the airport overnight, the Handling Agent must ensure the assistance during the night.
- Handling Agents are obliged to deliver baggage with a “delivery at aircraft tag” to the aircraft door upon arrival.
- During baggage delivery, a representative of the Handling Agent must be present in the customs hall. Rush baggage must not be stored in public areas.
Other important Rules and Regulations

- Customs Regulation (Zollvorschriften für den Flughafen Zürich) of July 1, 2013 (Zollinspektorat Zürich-Flughafen)
- The Waste Management (Abfallbewirtschaftung Zürich Flughafen)
- The House Regulations (Hausordnung)
- Air Passenger Rights Switzerland and European Union
- The Planning and Usage Regulations, Handling Desk (Nutzungsvereinbarung Schalterinfrastruktur Flughafen Zürich)
- Airport Emergency Plan
- Airport Charges Catalogue

1.4. Contacts

The most important operational contacts within the Terminal Buildings are listed below.

1.4.1. Operational Contacts

**Customer Contact Centre / FZAG**

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Contact</td>
<td>043 816 22 11</td>
<td>043 816 50 10</td>
</tr>
</tbody>
</table>

**Airport Steering**

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Steering</td>
<td>043 816 77 44</td>
<td>043 816 21 13</td>
</tr>
<tr>
<td>Resource Disposition</td>
<td>043 816 77 55</td>
<td>043 816 21 13</td>
</tr>
<tr>
<td>De-Icing</td>
<td>043 816 77 00</td>
<td>043 816 21 13</td>
</tr>
</tbody>
</table>

**Airport Authority**

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Manager</td>
<td>043 816 21 11</td>
<td>043 816 47 57</td>
</tr>
</tbody>
</table>

**Terminal Management**

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duty Terminal Manager</td>
<td>043 816 76 00</td>
<td>--</td>
</tr>
</tbody>
</table>

**Airport Guides**

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disposition</td>
<td>043 816 25 01</td>
<td>--</td>
</tr>
</tbody>
</table>
### Pick Up Point Check-in

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>043 815 09 07</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>043 815 09 10</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

### Service and Information Desks

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in 2</td>
<td>043 816 75 12 (until Feb 29, 2020)</td>
<td><a href="mailto:infodesks@zurich-airport.com">infodesks@zurich-airport.com</a></td>
</tr>
<tr>
<td>Arrival 2</td>
<td>043 816 78 72</td>
<td><a href="mailto:infodesks@zurich-airport.com">infodesks@zurich-airport.com</a></td>
</tr>
<tr>
<td>Arrival 1</td>
<td>043 816 78 70</td>
<td><a href="mailto:infodesks@zurich-airport.com">infodesks@zurich-airport.com</a></td>
</tr>
<tr>
<td>Airside Centre</td>
<td>043 816 75 56</td>
<td><a href="mailto:infodesks@zurich-airport.com">infodesks@zurich-airport.com</a></td>
</tr>
<tr>
<td>Service Centre (Parking 2)</td>
<td>--</td>
<td><a href="mailto:servicecenter@zurich-airport.com">servicecenter@zurich-airport.com</a></td>
</tr>
<tr>
<td>Duty Manager</td>
<td>043 816 46 01</td>
<td><a href="mailto:service-info-dutymanager@zurich-airport.com">service-info-dutymanager@zurich-airport.com</a></td>
</tr>
</tbody>
</table>

### Family Services

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dock A</td>
<td>043 816 46 31</td>
<td><a href="mailto:familyservices@zurich-airport.com">familyservices@zurich-airport.com</a></td>
</tr>
<tr>
<td>Dock E</td>
<td>043 816 72 73</td>
<td><a href="mailto:familyservices@zurich-airport.com">familyservices@zurich-airport.com</a></td>
</tr>
</tbody>
</table>

### Transit Hotel / Dayrooms

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Schengen Service Zone</td>
<td>043 816 21 08</td>
<td><a href="mailto:transithotel@zurich-airport.com">transithotel@zurich-airport.com</a></td>
</tr>
</tbody>
</table>

### VIP Service

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>043 816 21 42</td>
<td>043 816 72 56</td>
<td><a href="mailto:vip@zurich-airport.com">vip@zurich-airport.com</a></td>
</tr>
</tbody>
</table>

### Porter Service (CGS)

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>076 356 85 85</td>
<td>043 816 67 25</td>
<td><a href="mailto:porter@cgs-ltd.com">porter@cgs-ltd.com</a></td>
</tr>
</tbody>
</table>

### Baggage Sorting System

<table>
<thead>
<tr>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>043 816 73 67</td>
<td>--</td>
<td><a href="mailto:gsa@zurich-airport.com">gsa@zurich-airport.com</a></td>
</tr>
<tr>
<td>Service</td>
<td>PHONE NO</td>
<td>FAX NO</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>Baggage Trolley Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift Leader</td>
<td>076 356 72 38</td>
<td>--</td>
</tr>
<tr>
<td><strong>Airside Shopping Trolley Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Airside Centre</td>
<td>076 356 72 38</td>
<td>--</td>
</tr>
<tr>
<td>Dock E</td>
<td>076 356 78 38</td>
<td>--</td>
</tr>
<tr>
<td><strong>Left Luggage</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Left Luggage</td>
<td>043 816 35 00</td>
<td></td>
</tr>
<tr>
<td><strong>Lost Property</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Swissport</td>
<td>0900 57 10 15</td>
<td>043 812 90 28</td>
</tr>
<tr>
<td><strong>Bus Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Service</td>
<td>043 816 21 16</td>
<td>043 816 21 13</td>
</tr>
<tr>
<td><strong>Parking &amp; Access Control</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking &amp; Access</td>
<td>043 816 37 10</td>
<td>043 881 14 61</td>
</tr>
<tr>
<td><strong>Service 24</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service 24</td>
<td>043 816 24 24</td>
<td>043 816 30 75</td>
</tr>
<tr>
<td><strong>SITA Helpdesk</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SITA Helpdesk</td>
<td>043 816 67 64</td>
<td>--</td>
</tr>
<tr>
<td><strong>AIMS Support</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIMS</td>
<td>043 816 77 44</td>
<td>043 816 21 13</td>
</tr>
<tr>
<td>Service</td>
<td>PHONE NO</td>
<td>FAX NO</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------</td>
<td>-----------</td>
</tr>
<tr>
<td><strong>Flughafen Zürich AG ICT Hotline (CSD)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ICT Hotline</td>
<td>043 816 73 00</td>
<td>043 816 76 90</td>
</tr>
<tr>
<td><strong>Flight Information</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flight Information</td>
<td>0900 300 313</td>
<td>–</td>
</tr>
<tr>
<td><strong>Railway Information</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Railway</td>
<td>051 222 73 27</td>
<td>–</td>
</tr>
<tr>
<td><strong>Real Estate</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Real Estate</td>
<td>043 816 56 74</td>
<td>043 816 44 99</td>
</tr>
<tr>
<td><strong>Emergency Passport and Visa office</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passport &amp; Visa</td>
<td>044 655 57 65</td>
<td>–</td>
</tr>
<tr>
<td><strong>Corporate Communications</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corporate Communications</td>
<td>043 816 99 99</td>
<td></td>
</tr>
<tr>
<td><strong>Nuance Group</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nuance Group AG</td>
<td>079 525 00 72</td>
<td>058 440 85 02</td>
</tr>
<tr>
<td><strong>Restaurants Duty Managers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSP Dock E</td>
<td>076 356 91 61</td>
<td></td>
</tr>
<tr>
<td>SSP Dock A</td>
<td>076 356 77 19</td>
<td></td>
</tr>
<tr>
<td>SSP Dock B/D</td>
<td>076 356 77 13</td>
<td></td>
</tr>
<tr>
<td>Autogrill</td>
<td>076 537 31 32</td>
<td></td>
</tr>
<tr>
<td>Marché</td>
<td>043 816 65 10</td>
<td></td>
</tr>
<tr>
<td>Bindella</td>
<td>043 816 16 16</td>
<td></td>
</tr>
</tbody>
</table>
### 1.4.2. Administrative Contacts

#### Ground Operation

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head Airport Operation</strong></td>
<td>043 816 73 05</td>
<td>043 816 21 13</td>
<td><a href="mailto:ronny.roth@zurich-airport.com">ronny.roth@zurich-airport.com</a></td>
</tr>
<tr>
<td>Ronny Roth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Manager Passenger Operation + Steering</strong></td>
<td>043 816 25 66</td>
<td>-</td>
<td><a href="mailto:christian.marty@zurich-airport.com">christian.marty@zurich-airport.com</a></td>
</tr>
<tr>
<td>Christian Marty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Expert Airport Operation / De-Icing</strong></td>
<td>043 816 76 52</td>
<td>-</td>
<td><a href="mailto:urs.haldimann@zurich-airport.com">urs.haldimann@zurich-airport.com</a></td>
</tr>
<tr>
<td>Urs Haldimann</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Head Airport Operation Partners</strong></td>
<td>043 816 24 49</td>
<td>043 816 72 34</td>
<td><a href="mailto:hanspeter.spaenhauer@zurich-airport.com">hanspeter.spaenhauer@zurich-airport.com</a></td>
</tr>
<tr>
<td>H.P. Spänhauer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Head Airport Logistics</strong></td>
<td>043 816 26 51</td>
<td>043 816 21 13</td>
<td><a href="mailto:andreas.bachmann@zurich-airport.com">andreas.bachmann@zurich-airport.com</a></td>
</tr>
<tr>
<td>Andreas Bachmann</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Head Bus Service</strong></td>
<td>043 816 75 52</td>
<td>043 816 21 13</td>
<td><a href="mailto:reto.federer@zurich-airport.com">reto.federer@zurich-airport.com</a></td>
</tr>
<tr>
<td>Reto Federer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Manager Baggage Sorting</strong></td>
<td>043 816 72 66</td>
<td>--</td>
<td><a href="mailto:ralph.hoppenheit@zurich-airport.com">ralph.hoppenheit@zurich-airport.com</a></td>
</tr>
<tr>
<td>Ralph Hoppenheit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Manager Baggage Trolley Service</strong></td>
<td>043 816 38 48</td>
<td>--</td>
<td><a href="mailto:sandor.lauper@zurich-airport.com">sandor.lauper@zurich-airport.com</a></td>
</tr>
<tr>
<td>Sandor Lauper</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Head Planning and Development</strong></td>
<td>043 816 00 67</td>
<td>043 816 47 21</td>
<td><a href="mailto:florian.raff@zurich-airport.com">florian.raff@zurich-airport.com</a></td>
</tr>
<tr>
<td>Florian Raff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Team Leader Operations Planning and Optimisation</strong></td>
<td>043 816 76 76</td>
<td>043 816 47 21</td>
<td><a href="mailto:silvio.barro@zurich-airport.com">silvio.barro@zurich-airport.com</a></td>
</tr>
<tr>
<td>Silvio Barro</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Senior Project Leader</strong></td>
<td>043 816 72 29</td>
<td></td>
<td><a href="mailto:marlis.bernauer@zurich-airport.com">marlis.bernauer@zurich-airport.com</a></td>
</tr>
<tr>
<td>Marlis Bernauer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Team Leader Capacity Planning</strong></td>
<td>043 816 00 58</td>
<td>043 816 47 21</td>
<td><a href="mailto:jan.wicki@zurich-airport.com">jan.wicki@zurich-airport.com</a></td>
</tr>
<tr>
<td>Jan Wicki</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Manager Airport Affairs</strong></td>
<td>043 816 46 23</td>
<td>--</td>
<td><a href="mailto:ruedi.schweizer@zurich-airport.com">ruedi.schweizer@zurich-airport.com</a></td>
</tr>
<tr>
<td>Ruedi Schweizer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Senior Project Leader</strong></td>
<td>043 816 72 30</td>
<td>043 816 47 21</td>
<td><a href="mailto:daniel.stadler@zurich-airport.com">daniel.stadler@zurich-airport.com</a></td>
</tr>
<tr>
<td>Daniel Stadler</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Aviation Marketing

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Aviation Marketing</td>
<td>043 816 47 33</td>
<td>043 816 47 21</td>
<td><a href="mailto:peter.gruenig@zurich-airport.com">peter.gruenig@zurich-airport.com</a></td>
</tr>
<tr>
<td>Peter Grünig</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manager Airline Affairs / Deputy Franziska Platten</td>
<td>043 816 21 03</td>
<td>043 816 47 21</td>
<td><a href="mailto:franziska.platten@zurich-airport.com">franziska.platten@zurich-airport.com</a></td>
</tr>
<tr>
<td>Natalie Gessler</td>
<td>043 816 00 56</td>
<td>043 816 47 21</td>
<td><a href="mailto:natalie.gessler@zurich-airport.com">natalie.gessler@zurich-airport.com</a></td>
</tr>
<tr>
<td>Manager Airline Affairs</td>
<td>043 816 24 70</td>
<td>043 816 47 21</td>
<td><a href="mailto:stefan.wermelinger@zurich-airport.com">stefan.wermelinger@zurich-airport.com</a></td>
</tr>
<tr>
<td>Stefan Wermelinger</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manager Airline Affairs</td>
<td>043 816 75 16</td>
<td>043 816 47 21</td>
<td><a href="mailto:rolf.hancock@zurich-airport.com">rolf.hancock@zurich-airport.com</a></td>
</tr>
<tr>
<td>Rolf Hancock</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Flight Operation

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Flight Operation</td>
<td>043 816 78 87</td>
<td>043 816 83 43</td>
<td><a href="mailto:siegfried.ladenbauer@zurich-airport.com">siegfried.ladenbauer@zurich-airport.com</a></td>
</tr>
<tr>
<td>Siegfried Ladenbauer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Apron and GA Services</td>
<td>043 816 25 78</td>
<td>---</td>
<td><a href="mailto:josua.hildbrand@zurich-airport.com">josua.hildbrand@zurich-airport.com</a></td>
</tr>
<tr>
<td>Josua Hildbrand</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Passenger Operation and Steering

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager Passenger Operation+Steering Christian Marty</td>
<td>043 816 25 66</td>
<td>---</td>
<td><a href="mailto:christian.marty@zurich-airport.com">christian.marty@zurich-airport.com</a></td>
</tr>
<tr>
<td>Head Terminal Management</td>
<td>043 816 75 32</td>
<td>---</td>
<td><a href="mailto:corinne.zingg@zurich-airport.com">corinne.zingg@zurich-airport.com</a></td>
</tr>
<tr>
<td>Corinne Zingg</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Airport Steering</td>
<td></td>
<td></td>
<td><a href="mailto:airportsteering@zurich-airport.com">airportsteering@zurich-airport.com</a></td>
</tr>
<tr>
<td>vacant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Transit Hotel Dayrooms</td>
<td>043 816 72 74</td>
<td>---</td>
<td><a href="mailto:susan.heule@zurich-airport.com">susan.heule@zurich-airport.com</a></td>
</tr>
<tr>
<td>Family Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Susan Heule</td>
<td>043 816 25 00</td>
<td></td>
<td><a href="mailto:lucia.bruderer@zurich-airport.com">lucia.bruderer@zurich-airport.com</a></td>
</tr>
<tr>
<td>Head Customer</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Contact Centre
Lucia Bruderer

<table>
<thead>
<tr>
<th>Head Airport Guides</th>
<th>Phone No</th>
<th>Fax No</th>
<th>E-mail / Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephan Dölker</td>
<td>043 816 77 80</td>
<td>--</td>
<td><a href="mailto:stephan.doelker@zurich-airport.com">stephan.doelker@zurich-airport.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Head VIP Service</th>
<th>Phone No</th>
<th>Fax No</th>
<th>E-mail / Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urs Herzig</td>
<td>043 816 21 42</td>
<td>043 816 72 56</td>
<td><a href="mailto:urs.herzig@zurich-airport.com">urs.herzig@zurich-airport.com</a></td>
</tr>
</tbody>
</table>

### Real Estate

<table>
<thead>
<tr>
<th>Function</th>
<th>Phone No</th>
<th>Fax No</th>
<th>E-mail / Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Property and Portfolio</td>
<td>043 816 19 19</td>
<td>043 816 44 99</td>
<td><a href="mailto:lydia.naef@zurich-airport.com">lydia.naef@zurich-airport.com</a></td>
</tr>
<tr>
<td>Lydia Naef</td>
<td>043 816 72 38</td>
<td>--</td>
<td><a href="mailto:nico.breu@zurich-airport.com">nico.breu@zurich-airport.com</a></td>
</tr>
<tr>
<td>Senior Property Manager</td>
<td>043 816 25 93</td>
<td>043 816 44 99</td>
<td><a href="mailto:markus.perez@zurich-airport.com">markus.perez@zurich-airport.com</a></td>
</tr>
<tr>
<td>Markus Perez</td>
<td>043 816 19 08</td>
<td>043 816 44 99</td>
<td><a href="mailto:nico.weibel@zurich-airport.com">nico.weibel@zurich-airport.com</a></td>
</tr>
<tr>
<td>Property Manager</td>
<td>043 816 25 13</td>
<td>043 816 44 99</td>
<td><a href="mailto:dominic.straessle@zurich-airport.com">dominic.straessle@zurich-airport.com</a></td>
</tr>
<tr>
<td>Dominic Strässle Dock E</td>
<td>043 816 75 68</td>
<td>043 816 44 99</td>
<td><a href="mailto:kathrin.stockmann@zurich-airport.com">kathrin.stockmann@zurich-airport.com</a></td>
</tr>
<tr>
<td>Head Utilities &amp; Data</td>
<td>076 816 38 61</td>
<td>043 816 47 99</td>
<td><a href="mailto:peter.frei@zurich-airport.com">peter.frei@zurich-airport.com</a></td>
</tr>
<tr>
<td>Kathrin Stockmann</td>
<td>043 816 71 52</td>
<td>--</td>
<td><a href="mailto:mirko.kunz@zurich-airport.com">mirko.kunz@zurich-airport.com</a></td>
</tr>
<tr>
<td>Head Building &amp; Industrial Safety</td>
<td>043 816 26 14</td>
<td>043 816 47 99</td>
<td><a href="mailto:audrey.savage@zurich-airport.com">audrey.savage@zurich-airport.com</a></td>
</tr>
<tr>
<td>Audrey Sauvage</td>
<td>043 816 19 33</td>
<td>043 816 47 99</td>
<td><a href="mailto:jochen.tussinger@zurich-airport.com">jochen.tussinger@zurich-airport.com</a></td>
</tr>
<tr>
<td>Head Airport Security</td>
<td>043 816 75 67</td>
<td>043 816 47 99</td>
<td><a href="mailto:roman.frick@zurich-airport.com">roman.frick@zurich-airport.com</a></td>
</tr>
<tr>
<td>Roman Frick</td>
<td>043 816 79 15</td>
<td>043 816 47 57</td>
<td><a href="mailto:stephan.buehler@zurich-airport.com">stephan.buehler@zurich-airport.com</a></td>
</tr>
</tbody>
</table>
### Others

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>PHONE NO</th>
<th>FAX NO</th>
<th>E-MAIL / INTERNET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Service &amp; Information Desk</td>
<td>043 816 75 79</td>
<td>043 816 83 86</td>
<td><a href="mailto:felicitas.goss@zurich-airport.com">felicitas.goss@zurich-airport.com</a></td>
</tr>
<tr>
<td>Felicitas Goss</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication Technology</td>
<td>043 816 72 59</td>
<td>043 816 57 47</td>
<td><a href="mailto:christian.stamm@zurich-airport.com">christian.stamm@zurich-airport.com</a></td>
</tr>
<tr>
<td>Technology</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Christian Stamm</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Relations</td>
<td>043 816 49 31</td>
<td>043 816 57 47</td>
<td><a href="mailto:customer.relations@zurich-airport.com">customer.relations@zurich-airport.com</a></td>
</tr>
<tr>
<td>ICT Shared Services</td>
<td>043 816 75 00</td>
<td>043 816 83 86</td>
<td><a href="mailto:ictservices@zurich-airport.com">ictservices@zurich-airport.com</a></td>
</tr>
</tbody>
</table>

Please note

All personal email addresses of FZAG are following the format:

firstname.lastname@zurich-airport.com.

### 1.4.3. Emergency Contacts

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>PHONE NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>117</td>
</tr>
<tr>
<td>Fire Brigade</td>
<td>118</td>
</tr>
<tr>
<td>Ambulance</td>
<td>144</td>
</tr>
<tr>
<td>REGA Swiss Air Ambulance</td>
<td>1414</td>
</tr>
</tbody>
</table>
1.5. Isometric Plans

1.5.1. Access Map Zurich Airport
1.5.2. Airport Center
1.5.3. Check-in 1 + 2 / Arrival 1 + 2
1.5.4. Airside Center & Gates A
1.5.5. **Airside Center & Gates B / D**
1.5.6. Gates E
1.6. Site Plan Terminology

To avoid any misunderstandings it is important that all Airport users apply the same terms for their communication (internal/external) about the different areas at Zurich Airport.

<table>
<thead>
<tr>
<th>Communication (external)</th>
<th>Communication (internal)</th>
<th>Location / Zone</th>
<th>Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Shopping</td>
<td>Airport Shopping</td>
<td>Ehemals Airport Center</td>
<td>AirportShopping Gebäudecode PT</td>
</tr>
<tr>
<td>Airport Hotel</td>
<td>Airport Hotel</td>
<td>Hotel Radisson Blu</td>
<td>Airport Hotel Gebäudecode A16</td>
</tr>
<tr>
<td>Airport VIP Lounge</td>
<td>Airport VIP Lounge</td>
<td>FZAG VIP Service Terminal 1 G0</td>
<td>Terminal 1 Gebäudecode A</td>
</tr>
<tr>
<td>Airside Center</td>
<td>Airside Center</td>
<td>Verbindung Passagierbereich zwischen Gates A &amp; B</td>
<td>Terminal 1 /2, Dock A Gebäudecode B, A20</td>
</tr>
<tr>
<td>Anlieferung Airport Center</td>
<td>Delivery Airport Center</td>
<td>Airport Shopping, G0</td>
<td>Airport Shopping Gebäudecode PT</td>
</tr>
<tr>
<td>Anlieferung Mitte</td>
<td>Delivery Mid</td>
<td>Terminal 2, G01</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Anlieferung Nord</td>
<td>Delivery North</td>
<td>Terminal 1, G01</td>
<td>Terminal 1 Gebäudecode A</td>
</tr>
<tr>
<td>Anlieferung Süd</td>
<td>Delivery South</td>
<td>Terminal 2, G01</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Ankunft 1</td>
<td>Arrival 1</td>
<td>Terminal 1, G0</td>
<td>Terminal 1 Gebäudecode A</td>
</tr>
<tr>
<td>Ankunft 2</td>
<td>Arrival 2</td>
<td>Terminal 2, G0</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Ankunftsebene A</td>
<td>Arrival Level A</td>
<td>Dock A, G0Z</td>
<td>Dock A Gebäudecode A20</td>
</tr>
<tr>
<td>Ankunftsebene E</td>
<td>Arrival Level E</td>
<td>Dock E, G1</td>
<td>Dock E Gebäudecode M1</td>
</tr>
<tr>
<td>Ankunftskorridor B Nord / Süd</td>
<td>Arrival corridor B North / South</td>
<td>Non Schengen</td>
<td>Dock B Gebäudecode B 20</td>
</tr>
<tr>
<td>Ankunftskorridor E Nord / Süd</td>
<td>Arrival corridor E North / South</td>
<td>Non Schengen</td>
<td>Dock E Gebäudecode M1</td>
</tr>
<tr>
<td>Aspire Lounge Airside Center</td>
<td>Aspire Lounge Airside Center</td>
<td>Airside Center G3, ehemals Skyteam Lounge</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Aspire Lounge E</td>
<td>Aspire Lounge E</td>
<td>Dock E, G3</td>
<td>Dock E Gebäudecode M1</td>
</tr>
<tr>
<td>Ausreisehalle 1</td>
<td>Departure Hall 1</td>
<td>Terminal 1, G1</td>
<td>Terminal 1 Gebäudecode A</td>
</tr>
<tr>
<td>Ausreisehalle 2</td>
<td>Departure Hall 2</td>
<td>Terminal 2, G2</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Automatisierte Lokaleinreise</td>
<td>e-Passport Control local immigration</td>
<td>Passkontrollhalle Airside Center G01</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Automatisierte Ausreise E</td>
<td>e-Passport Control local emigration E</td>
<td>Passkontrollhalle Airside Center G01</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Bahnhof</td>
<td>Train Station</td>
<td>Airport Shopping, Geschoss G02</td>
<td>Perron / Sortierung Gebäudecode PS</td>
</tr>
<tr>
<td>Reisezentrum SBB</td>
<td>Railway Travelcenter SBB</td>
<td>Airport Shopping, Geschoss G01</td>
<td>Airport Center Gebäudecode PT</td>
</tr>
<tr>
<td>Bordkartenkontrolle 1 Economy</td>
<td>Boarding Pass Control 1 Economy</td>
<td>Ausreisehalle 1, Terminal 1 G1</td>
<td>Terminal 1 Gebäudecode A</td>
</tr>
<tr>
<td>Bordkartenkontrolle 1 Priority</td>
<td>Boarding Pass Control 1 Priority</td>
<td>Ausreisehalle 1 Terminal 1, G1</td>
<td>Terminal 1 Gebäudecode A</td>
</tr>
<tr>
<td>Bordkartenkontrolle 2</td>
<td>Boarding Pass Control 2</td>
<td>Ausreisehalle 2 Terminal 2, G2</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Bordkartenkontrolle Swiss First Lounge A</td>
<td>Boarding Pass Control Swiss First Lounge A</td>
<td>Ausreisehalle 1, G2</td>
<td>Dock A Gebäudecode A20</td>
</tr>
<tr>
<td>Gebäudecode</td>
<td>Lage</td>
<td>Funktion</td>
<td></td>
</tr>
<tr>
<td>--------------</td>
<td>------</td>
<td>-----------</td>
<td></td>
</tr>
<tr>
<td>A20</td>
<td>Zentrale Inselbank</td>
<td>Immatrikulation, Einreise E, Mietwagenverkauf, Busabfertigung Düngen, Check-in 2</td>
<td></td>
</tr>
<tr>
<td>B20</td>
<td>Vorortzentrum</td>
<td>Passkontrolle Düngen, Busabfertigung Düngen, Check-in 2, Security-Check Düngen, Mietwagenverkauf, Mietwagenabfertigung Düngen</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>Terminal 2</td>
<td>Passkontrolle Düngen, Busabfertigung Düngen, Check-in 2, Security-Check Düngen, Mietwagenverkauf, Mietwagenabfertigung Düngen</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Vorortzentrum</td>
<td>Passkontrolle Düngen, Busabfertigung Düngen, Check-in 2, Security-Check Düngen, Mietwagenverkauf, Mietwagenabfertigung Düngen</td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>Vorortzentrum</td>
<td>Passkontrolle Düngen, Busabfertigung Düngen, Check-in 2, Security-Check Düngen, Mietwagenverkauf, Mietwagenabfertigung Düngen</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Vorortzentrum</td>
<td>Passkontrolle Düngen, Busabfertigung Düngen, Check-in 2, Security-Check Düngen, Mietwagenverkauf, Mietwagenabfertigung Düngen</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Vorortzentrum</td>
<td>Passkontrolle Düngen, Busabfertigung Düngen, Check-in 2, Security-Check Düngen, Mietwagenverkauf, Mietwagenabfertigung Düngen</td>
<td></td>
</tr>
</tbody>
</table>

**Passkontrolle Düngen**

- **Passkontrolle Einreise E**
- **Passkontrolle Ausreise E**
- **Passkontrolle Lokaleinreise**
- **Passkontrolle Grüezi A**
- **Passkontrolle Grüezi D**
- **Passkontrolle Grüezi Z**
- **Passkontrolle Kern C**
- **Passkontrolle Zollhalle 1**
- **Passkontrolle Zollhalle 2**

**Passkontrolle Einreise E**

- **Passkontrolle Einreise E**
- **Passkontrolle Ausreise E**
- **Passkontrolle Lokaleinreise**
- **Passkontrolle Grüezi A**
- **Passkontrolle Grüezi D**
- **Passkontrolle Grüezi Z**
- **Passkontrolle Kern C**
- **Passkontrolle Zollhalle 1**
- **Passkontrolle Zollhalle 2**
<table>
<thead>
<tr>
<th>Location</th>
<th>Prime Center 1</th>
<th>Prime Center 1</th>
<th>Bürohaus Parking 1</th>
<th>Prime Center 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prime Center 3</td>
<td>Prime Center 3</td>
<td>G 8-10 im Airport Hotel</td>
<td>Airport Hotel</td>
<td>Geological Code A16</td>
</tr>
<tr>
<td>Primeclass Lounge</td>
<td>Primeclass Lounge</td>
<td>Dock E G3</td>
<td>Dock E Geological Code M1</td>
<td></td>
</tr>
<tr>
<td>Schlesißflächer Bahnhof</td>
<td>Lockers Trainstation</td>
<td>Airport Shopping G01</td>
<td>Airport Shopping</td>
<td>Geological Code PT</td>
</tr>
<tr>
<td>Schlesißflächer Service Center</td>
<td>Lockers Service Center</td>
<td>Parking 2, G1</td>
<td>Airport Shopping</td>
<td>Geological Code PT</td>
</tr>
<tr>
<td>Service Center</td>
<td>Service Center</td>
<td>Parking 2, G1</td>
<td>Airport Shopping</td>
<td>Geological Code PT</td>
</tr>
<tr>
<td>Sicherheitskontrolle Grüazi A</td>
<td>Security Check Grüazi A</td>
<td>Busan kunft Dock A</td>
<td>Dock A</td>
<td>Geological Code A20</td>
</tr>
<tr>
<td>Sicherheitskontrollgebäude</td>
<td>Security Check Building</td>
<td>SKG</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
</tr>
<tr>
<td>Linien 01 - 07</td>
<td>Security Check Building Lanes 01 - 07</td>
<td>SKG Level 0</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
</tr>
<tr>
<td>Sicherheitskontrollgebäude</td>
<td>Security Check Building Lanes 11 - 17</td>
<td>SKG Level 1</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
</tr>
<tr>
<td>Linien 11 - 17</td>
<td>Security Check Building Lanes 22 - 27</td>
<td>SKG Level 2</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
</tr>
<tr>
<td>Sicherheitskontrollgebäude</td>
<td>Security Check Building Lanes 31 - 37</td>
<td>SKG Level 3</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
</tr>
<tr>
<td>Linien 31 - 37</td>
<td>Security Check Swiss First Lounge A</td>
<td>Ausreisehalle 1 G2</td>
<td>Dock A Geological Code A20</td>
<td></td>
</tr>
<tr>
<td>Sicherheitskontrolle Transfer D Linien 1-6</td>
<td>Security Check Transfer D Lanes 1-6</td>
<td>Dock B, G0</td>
<td>Dock B Geological Code B20</td>
<td></td>
</tr>
<tr>
<td>Sicherheitskontrolle Zuschauerterrassen</td>
<td>Security Check Observation Deck</td>
<td>Dock B, G2</td>
<td>Dock B Geological Code B20</td>
<td></td>
</tr>
<tr>
<td>Skymetro Station Airside Center Nord / Süd</td>
<td>Skymetro Station Airside Center North / South</td>
<td>Airside Center, G02</td>
<td>Terminal 2 Geological Code B</td>
<td></td>
</tr>
<tr>
<td>Skymetro Station Dock E Ost / West</td>
<td>Skymetro Station Dock E East / West</td>
<td>Dock E G01</td>
<td>Dock E Geological Code M1</td>
<td></td>
</tr>
<tr>
<td>Staff SIKO Ausreise 1</td>
<td>Staff Security Check Departure 1</td>
<td>Ausreisehalle 1 G1</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
</tr>
<tr>
<td>Staff SIKO Zollhalle 2</td>
<td>Staff Security Check Customs Hall 2</td>
<td>Gepäckausgabe 2</td>
<td>Terminal 2 Geological Code B</td>
<td></td>
</tr>
<tr>
<td>Staff SIKO Dienstdurchgang A</td>
<td>Staff Security Check Service Channel A</td>
<td>DDA Operation Center 3</td>
<td>Operation Center 3 Geological Code A1</td>
<td></td>
</tr>
<tr>
<td>Swiss Arrival Lounge</td>
<td>Swiss Arrival Lounge</td>
<td>Korridor Passerelle Ausreisehalle 2 (B/G1)</td>
<td>Terminal 2 Geological Code B</td>
<td></td>
</tr>
<tr>
<td>Swiss Lounge D</td>
<td>Swiss Lounge D</td>
<td>Non Schengen Service Zone</td>
<td>Busgate B Geological Code B10</td>
<td></td>
</tr>
<tr>
<td>Swiss Lounge Center A</td>
<td>Swiss Lounge Center</td>
<td>Transferzone A, G2</td>
<td>Dock A Geological Code A20</td>
<td></td>
</tr>
<tr>
<td>Swiss Lounges Center E</td>
<td>Swiss Lounge Center</td>
<td>Dock E, G03</td>
<td>Dock E Geological Code M1</td>
<td></td>
</tr>
<tr>
<td>Switzerlandinfo Ankunft 1</td>
<td>Switzerlandinfo Arrival 1</td>
<td>Ankunft 1, G0</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
</tr>
<tr>
<td>Switzerlandinfo Ankunft 2</td>
<td>Switzerlandinfo Arrival 2</td>
<td>Ankunft 2, G0</td>
<td>Terminal 2 Geological Code B</td>
<td></td>
</tr>
<tr>
<td>Terminal 1</td>
<td>Terminal 1</td>
<td>Terminal 1 Geological Code A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Terminal 2</td>
<td>Terminal 2</td>
<td>Terminal 2 Geological Code B</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transit Hotel / Dayrooms</td>
<td>Transit Hotel / Dayrooms</td>
<td>Non Schengen Service Zone G1</td>
<td>Busgate B Geological Code B10</td>
<td></td>
</tr>
<tr>
<td>Transferschalter A</td>
<td>Transfer Desk A</td>
<td>Dock A</td>
<td>Gebäudecode A20</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------</td>
<td>-------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>Transferschalter B</td>
<td>Transfer Desk B</td>
<td>Dock B G1 Schengen</td>
<td>Gebäudecode B20</td>
<td></td>
</tr>
<tr>
<td>Transferschalter D</td>
<td>Transfer Desk D</td>
<td>Dock B G0 Non Schengen</td>
<td>Gebäudecode B20</td>
<td></td>
</tr>
<tr>
<td>Transferschalter E</td>
<td>Transfer Desk E</td>
<td>Dock E G2</td>
<td>Gebäudecode M1</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vorfahrt Ankunft 1 und 2 abholen</th>
<th>Curbside Arrival 1 and 2 pick up</th>
<th>Äussere Spur Ankunft G0</th>
<th>Vorfahrt Gebäudecode P33</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vorfahrt Ankunft Services</td>
<td>Curbside Arrival Services</td>
<td>Innere Spur Ankunft G0</td>
<td>Vorfahrt Gebäudecode P33</td>
</tr>
<tr>
<td>Vorfahrt Check-in 1 und 2 bringen</td>
<td>Curbside Check-in 1 and 2 drop off</td>
<td>Äussere Spur Abflug G1</td>
<td>Vorfahrt Gebäudecode P33</td>
</tr>
<tr>
<td>Vorfahrt Check-in Services</td>
<td>Curbside Check-in Services</td>
<td>Innere Spur Abflug G1</td>
<td>Vorfahrt Gebäudecode P33</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zollbüro Ausreise</th>
<th>Customs Office Export</th>
<th>Ausreisehalle 1, Terminal 1, G1</th>
<th>Terminal 1 Gebäudecode A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zolldurchgang Ankunft 1</td>
<td>Customs Arrival 1</td>
<td>Ankunft 1 G0</td>
<td>Terminal 1 Gebäudecode A</td>
</tr>
<tr>
<td>Zolldurchgang Ankunft 2</td>
<td>Customs Arrival 2</td>
<td>Ankunft 2 G0</td>
<td>Terminal 2 Gebäudecode B</td>
</tr>
<tr>
<td>Zuschauerterrasse</td>
<td>Observation Deck</td>
<td>Dock B, G2</td>
<td>Terminal 2 Gebäudecode B20</td>
</tr>
<tr>
<td>Zuschauerterrasse Dock E</td>
<td>Observation Deck Dock E</td>
<td>Dock E, G3</td>
<td>Gebäudecode M1</td>
</tr>
</tbody>
</table>
1.7. Opening Hours

1.7.1. General
The Terminal buildings (landside) are considered as public areas and are therefore open 24 hours.

**Important:** In case of irregularities, it is the responsibility of the Handling Agents to inform the Airport Steering as well as Terminal Management. Involved authorities (e.g. Passport Control, Security Control, Customs etc.) are informed by FZAG about possible extensions of the below mentioned opening hours.

1.7.2. Check-in
The **common** Check-in areas are open as follows

<table>
<thead>
<tr>
<th>Check-in</th>
<th>Row</th>
<th>Opening Hours</th>
<th>Handling Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in 1</td>
<td></td>
<td>04:15 – 22:15 LT</td>
<td>During Holidays -&gt; 04:00</td>
</tr>
<tr>
<td>Check-in 2</td>
<td>all rows</td>
<td>04:30 – 22:00 LT</td>
<td>Swissport</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04:30 – 22:00 LT</td>
<td>Dnata</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07:00 – 20:30 LT</td>
<td>AAS</td>
</tr>
<tr>
<td>Check-in 3</td>
<td></td>
<td>04:15 – 22:00 LT</td>
<td></td>
</tr>
</tbody>
</table>

The opening hours for the **dedicated** Check-in shall be agreed between the respective Airline and the Handling Agent.

1.7.2.1 Advance Check-in & Evening Check-in
The advance Check-in and evening Check-in are open as follows

**Handling Agent**

<table>
<thead>
<tr>
<th>Handling Agent</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swissport</td>
<td>currently not offered</td>
</tr>
<tr>
<td>Dnata</td>
<td>currently not offered</td>
</tr>
<tr>
<td>AAS</td>
<td>currently not offered</td>
</tr>
</tbody>
</table>

1.7.3. Boarding Pass Control
The boarding pass control counters are open as follows

<table>
<thead>
<tr>
<th>Boarding Pass Control</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boarding Pass Control 1 Eco</td>
<td>04:45 – 12:00 LT</td>
</tr>
<tr>
<td></td>
<td>14:45 – 19:00 LT</td>
</tr>
<tr>
<td>Boarding Pass Control 1 Prio</td>
<td>04:45 – 22:45 LT</td>
</tr>
<tr>
<td>Boarding Pass Control 2</td>
<td>04:45 – 22:45 LT</td>
</tr>
</tbody>
</table>

**During peak times (holidays, summer season), the Boarding Pass Control opens at 04:30hrs**
Passport Control:
The Passport Controls are open as follows:

<table>
<thead>
<tr>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Immigration</td>
<td>06:00 – 23:15 LT</td>
</tr>
<tr>
<td>Emigration D</td>
<td>05:00 – 23:00 LT</td>
</tr>
<tr>
<td>Emigration E</td>
<td>05:00 – 23:00 LT</td>
</tr>
<tr>
<td>Immigration D</td>
<td>05:30 – 23:00 LT</td>
</tr>
<tr>
<td>Transfer Immigration E</td>
<td>06:00 – 23:00 LT</td>
</tr>
<tr>
<td>Grüezi A</td>
<td>05:30 – 23:00 LT</td>
</tr>
</tbody>
</table>

1.7.4. Security Control
The security check lines are open as follows

<table>
<thead>
<tr>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Check Building</td>
<td>04:45 – 22:45 LT</td>
</tr>
<tr>
<td>Security Check Transfer E</td>
<td>05:30 – 22:30 LT</td>
</tr>
<tr>
<td>Security Check Transfer B</td>
<td>05:30 – 22:30 LT</td>
</tr>
<tr>
<td>Security Check Obser. Deck</td>
<td>09:00 – 18:00 LT</td>
</tr>
</tbody>
</table>

During peak times (holidays, summer season), the Security Check Building and the Boarding Pass Control opens at 04:30hrs

1.7.5. Customs
The customs check-points are open as follows

<table>
<thead>
<tr>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customs Hall 1</td>
<td>06:00 until last arrival</td>
</tr>
<tr>
<td>Customs Hall 2</td>
<td>06:00 until last arrival</td>
</tr>
<tr>
<td>Customs Office Export</td>
<td>06:00 – 22:00 LT</td>
</tr>
</tbody>
</table>

1.7.6. Passengers with Reduced Mobility (PRM)
The pick-up-points, managed by FZAG, are open as follows (*use phone – when counter not attended)

<table>
<thead>
<tr>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in 1</td>
<td>05:00 – 20:30 LT</td>
</tr>
<tr>
<td>Check-in 2</td>
<td>08:00 – 15:00 LT *</td>
</tr>
<tr>
<td>Check-in 3</td>
<td>Staff on call</td>
</tr>
<tr>
<td></td>
<td>(use phone)</td>
</tr>
</tbody>
</table>
2. PASSENGER HANDLING LANDSIDE

2.1. Check-in

2.1.1. Use of Common, Alliance and Airline dedication Check-in
For use of Common, Alliance and Airline dedication Check-in, please refer to the document “Planning and Usage Regulations – Handling Desk”, on the FZAG website.

http://www.flughafen-zuerich.ch/business-und-partner/ﬂugbetrieb/bodenabfertigung

2.1.2. Manual Check-in
Due to security requirements (100% baggage reconciliation) manual Check-in (hand written boarding passes, hand written baggage tags) is generally not allowed at Zurich Airport. In non-standard operational conditions (e.g. system break down) manual Check-in is possible according to the specifications of FZAG. For detailed information regarding the boarding pass control process, please see the document “BKK Prozessanweisung”.

Airlines shall have the right to perform tests for manual Check-in. Such tests have to be agreed prior to the test with FZAG Terminal Management. Terminal Management shall then inform the baggage sorting department and the boarding pass control. Such tests shall be kept at a reasonable minimum.

2.1.3. Web Check-in and home printed baggage tags
Web Check-in is being offered by numerous Airlines at Zurich Airport. Also home printed baggage tags may be used at Zurich Airport. Prior approval by the FZAG baggage sorting department is a must.

Handling Agents have the possibility to offer evening Check-in on behalf of the Airlines.

2.1.4. Check-in at and to Swiss Railway Stations
Passengers departing from Switzerland have the possibility to Check-in at selected Swiss railway stations. The baggage can be checked-in to the final destination on SWISS or EDELWEISS flights and the passenger receives the boarding pass at the railway station. For all Airlines, the baggage may be shipped to the Airport, however without Check-in.


Passengers departing from an Airport outside of Switzerland to Switzerland have the possibility to use the “Fly Rail Baggage” service. The baggage can be checked-in to the final railway destination in Switzerland.


Restrictions apply for Airlines handled on an own Departure Control System as well as for high risk destinations. More information can be found on the internet.

2.1.5. Common Use Self Service Check-in Devices (CUSS)
All CUSS devices can be used for various Airlines. FZAG provides 18 Check-in devices, model SITA S3, in Check-in 2. Contact person is your Key Account Manager.
2.2. Common Use Terminal Equipment (CUTE)

All Check-in counters at Zurich Airport are equipped with hard- and software and operated by SITA including the Common Use Terminal Equipment (SITA-CUTE) functionality. All Handling Agents and Airlines have to work on this system.

2.3. The Terminal User Concept

The Terminal User concept for the current timetable period regarding common/dedicated Check-in is as follows (subject to changes at short notice):

<table>
<thead>
<tr>
<th>Check-in</th>
<th>Alliance</th>
<th>Airlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in 1</td>
<td>Star Alliance</td>
<td>LH, LX, OS, OU, WK,</td>
</tr>
<tr>
<td>Check-in 2</td>
<td>Star Alliance</td>
<td>AC, A3, EW, LO, SK, SQ, TG, TP, UA</td>
</tr>
<tr>
<td>Oneworld</td>
<td></td>
<td>AA, AY, BA, CX, IB, QR, RJ</td>
</tr>
<tr>
<td>Skyteam</td>
<td></td>
<td>AF, AZ, DL, KE, KL, SU, UX</td>
</tr>
<tr>
<td>Check-in 3</td>
<td>Star Alliance</td>
<td>LH, LX, OS, OU, WK,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EZY, VY</td>
</tr>
</tbody>
</table>

2.3.1. Check-in Counter Allocation and Operation

The Check-in counters are being allocated to the Handling Agents by FZAG on a planned usage time. The allocation of Check-in desks to the Airlines is done by FZAG (Planning and Development) according to traffic needs and the Terminal user concept. Changes from the standard allocation of counters in non-standard operational conditions may be decided by FZAG Terminal Management. For general regulations concerning the use of Check-in counters, please refer to “Planungs- und Nutzungsreglement Abfertigungsschalter” under the following link:

http://www.flughafen-zuerich.ch/business-und-partner/flugbetrieb/bodenabfertigung

2.4. Latest Check-in Time and Walking Distances

The official latest Check-in times need to be based on standard procedures, this in particular for the baggage handling process.

The latest Check-in time has to be agreed between the respective Airline and the Handling Agent. The agreed latest Check-in times need to take into consideration the time required for baggage handling, security procedures, immigration and the walking distance to the gates. Latest Check-in times during peak months and for high security destinations may vary.

The approximate walking times in minutes from Check-in to the respective gates are the following:

<table>
<thead>
<tr>
<th>Gates</th>
<th>Check-in 1</th>
<th>Check-in 2</th>
<th>Check-in 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gates A</td>
<td>12</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>Gates B/D</td>
<td>13</td>
<td>14</td>
<td>18</td>
</tr>
<tr>
<td>Gates E</td>
<td>15</td>
<td>17</td>
<td>19</td>
</tr>
</tbody>
</table>
Transport times of FZAG’s Baggage Sorting System:

<table>
<thead>
<tr>
<th>VON</th>
<th>Dock A (Sortierziel 79)</th>
<th>A4 (Sortierziel 115)</th>
<th>Dock E Ost (Sortierziel 218)</th>
<th>Dock E West (Sortierziel 238)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in 1</td>
<td>10’ 50”</td>
<td>09’ 25”</td>
<td>14’ 45”</td>
<td>16’ 10”</td>
</tr>
<tr>
<td>Check-in 1</td>
<td>10’ 25”</td>
<td>09’ 00”</td>
<td>14’ 20”</td>
<td>15’ 45”</td>
</tr>
<tr>
<td>Check-in 2, Row 1+4</td>
<td>11’ 20”</td>
<td>09’ 55”</td>
<td>15’ 25”</td>
<td>17’ 10”</td>
</tr>
<tr>
<td>Check-in 2, Row 2+3</td>
<td>11’ 25”</td>
<td>10’ 00”</td>
<td>15’ 30”</td>
<td>17’ 15”</td>
</tr>
<tr>
<td>Check-in 3, Row 1</td>
<td>11’ 50”</td>
<td>10’ 25”</td>
<td>15’ 50”</td>
<td>17’ 30”</td>
</tr>
<tr>
<td>Check-in 3, Line 1</td>
<td>11’ 55”</td>
<td>10’ 30”</td>
<td>15’ 55”</td>
<td>17’ 35”</td>
</tr>
<tr>
<td>Transferablad Dock A</td>
<td>09’ 25”</td>
<td>07’ 50”</td>
<td>13’ 20”</td>
<td>15’ 10”</td>
</tr>
<tr>
<td>Transferablad A4</td>
<td>06’ 35”</td>
<td>04’ 55”</td>
<td>10’ 40”</td>
<td>12’ 15”</td>
</tr>
<tr>
<td>Transferablad Dock E</td>
<td>09’ 00”</td>
<td>10’ 00”</td>
<td>04’ 45”</td>
<td>06’ 35”</td>
</tr>
</tbody>
</table>

2.5. Queuing

2.5.1. Responsibility

It is the responsibility of the Handling Agent to manage the passenger queues. If queues are longer than the foreseen queuing system or get outside the Handling Agents Check-in area, the Handling Agent should position staff to coordinate the passengers and the queue outside the normal queuing. The queue shall not obstruct the general passenger flow within the Terminals.

The area in front of the Check-in Desks is available for the management of the American Queuing. FZAG denies any liability for any damage of persons or items related to the use of those areas by the Handling Agent or the Airline, e.g. by installing pillars or carpets etc.

For general regulations concerning the use of tensa barriers, please refer to “Nutzungsordnung Tensatoren” under the following link:

http://www.flughafen-zuerich.ch/business-und-partner/flugbetrieb/bodenabfertigung

2.5.2. Queuing Material

FZAG provides the equipment for American Queuing in front of Check-in counters. If used permanently, Airlines may use their own branded queuing tensa bars. The Airlines is responsible for the purchase and also the modification costs are on the Airline’s expense. A modification needs a prior approval by FZAG. (Terminal Management)

2.5.3. American Queuing

Only fixed installations are permitted at Zurich Airport. Under certain circumstances, FZAG, Terminal Management, may grant exceptions for mobile Queuing. American Queuing will provide an efficient and fair service to passengers.

The entrance and exit to and from the American Queuing needs clear signage. The Handling Agent / Airline shall be responsible for the preparation of the American queuing set-up before and after the Check-in period.
2.5.4. Cleaning

For cleaning purposes, FZAG may give advice to the Handling Agent to remove the queuing poles. In this case, the queuing equipment must be stowed in the designated areas and the queuing holes must be properly closed.

2.6. Special Features Check-in

Definition:

Carpets, COB frames, flowers, mobile desks, displays etc. All features used at the Check-in counters have to be presented in a clean and orderly condition. FZAG Terminal Management shall have the right, at any given time, to request the immediate removal of any material if considered as not suitable.

2.6.1. Check-in 1

On the counter

1 FLYER DISPENSER

Total 6 compartments of which 4 compartments are reserved for general Airport information and 2 for Airline flyers. The dispenser is being provided by FZAG.

Loose flyers, other material and any kind of advertisements are not permitted on the counter.

Example of Flyer dispenser:

1 FLOWER ARRANGEMENT

Permitted only on priority counters; maximum dimensions: diameter 15cm, height 50cm

In front of the counter

1 CARPET PER COUNTER

Permitted in front of priority counters only; maximum dimensions as per the width of the Check-in counter and up to the beginning of the American queuing.

Approval required by FZAG Terminal Management prior to installation.

No carpets in the American queuing.
1 COB FRAME PER DEDICATION CHECK-IN

Maximum dimensions: height 140 cm
Approval required by FZAG Terminal Management prior to installation.

MOBILE OR PROFILING DESKS

Maximum dimensions: height 140 cm
Approval required by FZAG Terminal Management prior to installation.
No mobile Check-in desks or Supervisor desks are allowed in or next to the queuing area.

1 SECURITY DISPLAY

Only permitted if required by the Airlines civil aviation authority; maximum dimensions: height 140cm
Approval required by FZAG Terminal Management prior to installation

1 FZAG BULKY BAGGAGE CART

The baggage cart is permitted for US Carriers only. (special security requirements)

NO OTHER MOBILE FEATURES SHALL BE PERMITTED IN FRONT OF THE COUNTER.

Within the counter

No special features (Flyer stands, marketing display material, bags, carton boxes etc.) are permitted within the counter.

Special Rules

Exceptions to above mentioned rules may be granted for Check-in 1. Approval required by FZAG, Terminal Management.

2.6.2. Check-in 2

On the counter

No features are being permitted on the counter. (FZAG shall provide dispensers for the American queuing system for pens, name tags, flyers).

On the back counter

Behind the normal Check-in counters, there are so called “back counters”. On these counters the following features are permitted

1 DISPLAY

One format A3 display is permitted for security relevant information only, if required by the Airlines civil aviation authority.

1 FLOWER ARRANGEMENT

Permitted only on priority counters; maximum dimensions: diameter 15cm, height 50cm.
In front of the counter

1 Carpet per Counter

Permitted in front of priority counters only; maximum dimensions as per the width of the Check-in counter and up to the beginning of the American queuing.

Approval required by FZAG Terminal Management prior to installation.

No carpets in the American queuing.

1 Cob frame per Dedication Check-in

Maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.

Mobile or Profiling Desks

Maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.

No mobile Check-in desks or Supervisor desks are allowed in Check-in 2.

1 Security Display

Only permitted if required by the Airlines civil aviation authority; maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation

1 FZAG Bulky Baggage Cart

The baggage cart is permitted for US Carriers only. (special security requirements)

No other Mobile features shall be permitted in front of the counter.

Within the Counter

No special features (Flyer stands, marketing display material, bags, carton boxes etc.) are permitted within the counter.

Queuing Area

In the queuing area, only A4 Displays provided from FZAG, Terminal Management, are allowed.

In common Check-in area, A3 Displays are allowed, if 6 or more Airlines share the respective queuing.
2.6.3. Check-in 3

On the counter

1 FLYER DISPENSER

Total 6 compartments of which 4 compartments are reserved for general Airport information and 2 for Airline flyers. The dispenser is being provided by FZAG.

Loose flyers, other material and any kind of advertisements are not permitted on the counter.

Example of Flyer dispenser:

1 FLOWER ARRANGEMENT

Permitted only on priority counters; maximum dimensions: diameter 15cm, height 50cm.

In front of the counter

1 CARPET PER COUNTER

Permitted in front of priority counters only; maximum dimensions as per the width of the Check-in counter and up to the beginning of the American queuing.

Approval required by FZAG Terminal Management prior to installation.

No carpets in the American queuing.

1 COB FRAME PER DEDICATION CHECK-IN

Maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.

MOBILE OR PROFILING DESKS

Maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.

1 SECURITY DISPLAY

Only permitted if required by the Airlines civil aviation authority; maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.
1 FZAG BULKY BAGGAGE CART

The baggage cart is permitted for US Carriers only. (special security requirements)

NO OTHER MOBILE FEATURES SHALL BE PERMITTED IN FRONT OF THE COUNTER.

Within the counter

No special features (Flyer stands, marketing display material, bags, carton boxes etc.) are permitted within the counter.

Special Rules

Exceptions to above mentioned rules may be granted. Approval required by FZAG, Terminal Management.

Back wall Branding: Approval required by FZAG Terminal Management prior to installation. Any costs occurring have to be carried by the requester.

2.6.4. General Rules for Special Features

• All items are placed at the earliest 30 minutes before opening the Check-in desk
• All items have to be removed not later than STD or ETD of flight
• All items have to be maintained by the Airline or Handling Agent
• All items placed in front of the desk have to be stowed in own premises or specially designated areas after 22:00h.

2.6.4.1. Exceptions to General Rules for Special Features

Single User Rental

Is a Check-in desk paid by the Handling Agent as single-user rental, it is permitted to keep the Check-in features in front of the desk, even if Check-in is currently not open. In that case, during the day, the agent must ensure that the monitor shows the information about the Airline. For dedication, the Check-in opening time must be mentioned. During overnight, it has to be mentioned that Check-in of “Airline XY” or “common Check-in” is currently closed. Under these circumstances, after the last flight Check-in, the COB frame must be removed and stowed in own premises or specially designated areas. Other features on queuing poles may be kept overnight, assumed that Check-in will be used the next day.

Multiple User Rental

Is a Check-in desk used in multiple-user rental, the following rules do apply

• up to two hours interim-time between Check-in, the features must not be stowed away and can be kept on spot, as long as no other flight Check-in takes place during the mentioned period.
• in case of more than two hours interim-time between the Check-in of two flights, the Check-in features must be removed under any circumstances

As long as the Check-in features are in front of the Check-in, the monitor must show the information about the Check-in as mentioned under “Single-User Rental”. All features must be stowed in own premises or dedicated areas, whenever not in use and during the night.
2.6.5. Security Information

Dangerous Goods

All passengers need to be informed about dangerous goods which shall not be accepted in the checked baggage or hand baggage. FZAG informs by means of displays in the Terminals, at the counters, on gate monitors etc. about these rules and regulations specified by the relevant national and international bodies. Handling Agents have to make sure that this information is available at all Check-in, Gate, Ticket and Transfer counters.

Security Advices

FZAG displays posters and flyers in the Check-in areas and in front of the security check points as well as on gate monitors in order to inform the passengers about items not allowed on board an aircraft. The posters and flyers have been produced in co-operation with the respective Swiss authorities (FOCA (BAZL)). Handling Agents have to make sure that this information is available at all Check-in, Gate, Ticket and Transfer counters.

Check-in Counter Security

According to FOCA (BAZL) security regulations, all drawers and cabinets within the Check-in counters have to be closed and locked when unattended.

2.7. Storage of Equipment

For security reasons as well as the overall appearance of the Airport, equipment not in use, e.g. security check desks, COB frames, poles, carpets etc. have to be stowed in own premises or in designated storage rooms.

Equipment not stored correctly will be removed by FZAG Terminal Management. For each removal an administrative fee of CHF 50 per item shall be charged by FZAG to the respective Airline. Only items used on a regular basis and approved by FZAG (should such approval be required) at Check-in may be stored in the storage rooms. Flammable items such as baggage tags, name labels, cardboard boxes etc. may not be stored openly in the storage rooms. Damaged material may not be stored in the storage rooms. FZAG shall charge the respective Airline for the costs of disposal of such items.

2.8. Supervisor Counters Check-in 2

The supervisor counters shall be used exclusively for activities directly relating to the supervision of the Check-in process.

No features are permitted in or in front of the supervisor counters. The supervisor counters shall not be branded for any Handling Agent or Airline specific use.
2.9. Ticket and Supervisor Counters

2.9.1. Special Features permitted

On the counter

1 DISPLAY

For opening hours and contact information a display of maximum size A4 shall be used and is mandatory when counter is not attended.

1 FLYER DISPENSER

Maximum dimensions for the Flyer dispenser is 24x30x10cm. The dispenser is being provided by FZAG. The tenant can also use an own branded dispenser provided it does not exceed the maximum dimensions. Loose flyers or other material are not permitted on the counter.

No other features are permitted on the counters.

In front of the counter

No special features (carpets, queuing systems etc.) are permitted in front of the counter

Within the counter

No special features (Flyer stands, marketing display material etc.) are permitted within the counters. Storage of passenger luggage is not permitted for security reasons.

TV Monitors (Check-in 2 only)

Tenants shall have the possibility to equip their ticket counter with TV monitors.

The tenant shall have the right to decide on the content being shown on the monitors provided

- Content is in direct relation to tenants business
- Publicity for third parties is not shown on the display

FZAG Terminal Management shall have the right at any given time to request the immediate removal of any material considered as not suitable. These monitors are a part of the rental agreement with property management.

Blackboards (Check-in 2 only)

Tenants shall have the possibility to equip their ticket counter with blackboards.

The tenant shall have the right to decide on the content being shown on the blackboards provided

- Content is in direct relation to tenants business
- Publicity for third parties is not shown on the blackboard

The size of any publication shall not exceed the size of the blackboard. FZAG Terminal Management shall have the right at any given time to request the immediate removal of any material considered as not suitable. These blackboards are a part of the rental agreement with property management.
General
No paper, stickers or any other material may be fixed to the counter infrastructure (counter, furniture or other). For security reasons, no carton boxes or luggage may be stored at the ticket counter when not attended. Coffee machines, water kettles or similar devices may not be used at the ticket counter. Plants and flowers shall not be permitted at the ticket counter. FZAG Terminal Management shall have the right at any given time to request the immediate removal of any material considered as not suitable.

2.9.2. Rules for Special Features

- All items have to be presented in a clean and orderly condition
- All items have to be maintained by the tenant

3. PASSENGER HANDLING AIRSIDE

3.1. Airside Areas

3.1.1. Passenger Access to Airside Terminal
Passengers must be in possession of a valid boarding pass or a valid ticket, containing a barcode which is readable by the installed readers at the official boarding pass control.

3.2. Boarding Pass Control
Access to the Airside Terminal is checked at the Boarding Pass Control, managed by FZAG.

3.2.1. Boarding Pass Control for Passengers
All local passengers departing from Zurich Airport pass the Boarding Pass Control at Check-in 1 or 2 and are afterwards security checked in the Security Check Building (see chapter 3.3.). The passengers may access through the self-service boarding pass control or through a staffed lane.

There are special lanes for Economy as well as for Business and First Class passengers available.
3.2.2. Access for Staff

Staff has the following possibilities to get to the airside terminal:

Staff security check, which is located behind the “coffee and friends” restaurant in Check-in 1. This check is open 24 hours and may be used exclusively by staff. In the security check building, line 22 on floor 2 is designated for a mix use of staff, crew and passengers. Please note, that staff are allowed to pass passengers in order to save time.

3.2.3. Access Control for PRM/UMNR, VIP and Airline Crew

There are so called service doors which are always located on the left hand side of the Boarding Pass Control stations.

Entries through service doors are controlled by FZAG access control. This access can only be used under special circumstances. It is to be used for PRM/UMNR handling as well as for VIP’s accompanied by staff. To make sure, passengers accessing through the service door have a valid boarding pass, it is checked on the boarding pass scanner, located on the left hand service door.

Airline crew has to access through the staffed counter. The Airport Guide (FZAG) is responsible to check the crew’s ID’s (Crew Member Card).

3.3. Security Check Building

The Security Check Building is accessible from Check-in 1 and Check-in 2 and the Airside Centre.

There are 4 different floors with security check lanes for economy and priority passengers. The two main floors (Levels 1 and 2) offer 6 lanes each. Two more levels (Level 0 and 3) offering additional 7 lanes are being used during peak. A total of 27 security check lanes are available in this building.

3.3.1. Security Check Dispenser and Dispenser for Liquids

At Security Check Points, security info flyers and re-sealable plastic bags are being provided. Flyers with the relevant security information are available in German, English and French. Special dispensers for liquids and sharp objects are available before Security Check Points.
3.3.2. Security Procedure for Passengers
For passengers there are Economy and Priority lanes available.

3.3.3. Security Procedure for PRM and VIP Passengers
Passengers with reduced mobility (PRM) and very important passengers (VIP) accompanied by Careport Ltd. or FZAG shall use the staff line in order to proceed through security.

3.3.4. Security Procedure for Staff and Crew
On level 2, there is lane 22, which is designated for a mix use for staff, crew and passengers. Staff may also use the new staff security check behind “coffee and friends” in Check-in 1. (chpt. 3.2.2.)

3.3.5. Transportation of Goods
Goods or other material must in general not be transported via the Security Check Building. (Exception: small items suitable for x-ray and portable).

3.3.6. Visitors / Groups
Visitors accompanied by a tour guide must contact FZAG Airport Guide Disposition (for contacts see chapter 1) at least 10 minutes before proceeding through the security check. The Airport Guide Disposition will inform the tour guide about the designated security check lane for the group.

3.4. OSS (One Stop Security)
For certain FOCA (BAZL) approved origins (USA, Canada, EU, Montenegro, Singapore), no additional security check is necessary for transfer passengers. These arriving passengers and bags can proceed to the departure gate of their next flight without any additional security check.

The OSS procedure is available in Docks A, B, E and at “Grüezi” B. Handling Agent staff are responsible for the handling of the OSS process at the gates (except: Gates A).
3.5. Handling in case of flight irregularities

In case of massive flight irregularities, the Handling Agent is obliged to hold a briefing with FZAG Terminal Management and/or other relevant partners (KAPO etc.) Topics like free WIFI activation, general procedures, activation of CP11 (stranded passenger contingency plan) etc. shall be discussed.

As of October 1st, new procedures in case of stranded passengers are in effect. For details, please refer to chapter 8.4.2. (Airport contingency plan CP11, and the respective checklists).

3.5.1. Process with Duty Free Products in case of Irregularities

In case of a late evening cancellation of a flight, the Manager on Duty of Nuance Group AG and/or the respective Handling Agent of the cancelled flight is informed by Airport Steering.

Passengers, who purchased Tax- and Duty Free goods in a shop of Nuance Group AG, are advised to drop their purchased goods at the “Pick-up” point at the Arrival Duty Free Store in Arrival 2.

Nuance Group AG staff accepts delivery of the goods and hand out a receipt to the passengers.

The goods are deposited in the supervisor office in Arrival 2. The following day, these goods are brought to the Humidor cashier desk in the Walkthrough Shop Level 1 where they will be handed out to the passenger against the receipt which was handed out the evening before.

3.5.2. Reachability Nuance Group AG

The Shops in the gate areas are open until boarding of the flight has been finalised.

The Shop Supervisor of Nuance Group AG is on duty until 24:00 hrs and verifies if all flights are airborne, before leaving the office.

In case of a flight delay, Nuance Group AG is contactable under 079 525 00 72 or 058 440 85 02.

In case of an inflight return, Nuance Group AG is contactable via the emergency Check-list.

3.5.3. Reachability SSP, Autogrill or Marché

In case of irregularities, drinks and/or sandwiches can be ordered:

**SSP:**
- 076 356 77 19 (Gates A), 076 356 77 13 (Gates B + D), 076 356 91 61 (Gates E)

**Autogrill:**
- 076 537 31 32

**Marché:**
- 043 816 65 10

**Bindella:**
- 043 816 16 16

Please allow a delivery time of approx. 10-15 minutes for drinks, 30-60 minutes for sandwiches.

3.5.4. Overnight Kits

Overnight Kits:

In case of hotel shortage in the greater Zurich area, FZAG can exceptionally provide so called “Overnight Kits” to stranded passengers. These kits contain a blanket, a cushion and a toothbrush and the arising costs (CHF 20 per item) shall be charged to the Airline involved. If the amount of passengers in need for described kits exceeds a certain number, a night watch for assistance will be organised by FZAG and be charged 1:1 to the Airline.
Note:
The hand out of Overnight Kits is strictly limited to exceptional situations like heavy snow, storm or other main impacts (strike) which lead to significant operational irregularities. Overnight Kits are only deployed if there is lack of hotel room availability within the distance of 70 km around the airport. If the Transithotel is fully booked, non Schengen passengers who can not immigrate, may obtain an Overnight Kit.

3.6. Gates A, B, D and E

3.6.1. Gate Allocation
The daily stands and gate allocation is done by FZAG Airport Steering (for contacts see chapter 1).

3.6.2. Gate Counter
The gate counters have to be vacated latest 10 minutes after STD/ETD. Thereafter the gate can immediately be attended by the Handling Agent and / or Airline for the next departing flight.

Important: The gate monitors are equipped with automated and pre-defined screens and setups are therefore not managed by FZAG Terminal Management.

3.6.3. Gate Counter Security
All drawers and cabinets within the transfer counters and gate counters need to be closed and locked when unattended. Labels and forms have to be constantly under surveillance.

3.6.4. Inflight Services provided on Ground
If an Airline decides to provide any inflight services (e.g. meal and drink services) to passengers prior to departure in standard operational conditions, the following rules & conditions apply:

- Prior approval has to be requested from FZAG via Key Account Manager.
- Prior approval has to be requested from Swiss Customs.
- Proper handling and supervision of the inflight services has to be ensured at all times
- Possible fees arising from such services shall be debited by FZAG to the concerned Airline

3.6.5. Newspapers/Magazines Distribution
FZAG can authorise the restricted distribution of newspapers as part of the boarding process only. Prior approval has to be obtained from FZAG Terminal Management. For safety reasons, mobile newspaper dispensers are not allowed in the passenger loading bridges.

Emergency exits and corridors leading to escape routes must be kept free at all times.

3.6.6. Special Features permitted

On the counter

1 Flyer Dispenser or Display

Maximum one Flyer dispenser with maximum dimensions of 24x30x10cm or one A4 Display may be used at the Gate. Loose flyers are not permitted on the counter. In addition, one dispenser with flyer for passenger rights only is permitted. No other features are permitted on the counter.
In front of the counter

1 COB FRAME

Approval required by FZAG Terminal Management prior to installation.

PROFILENG DESKS

Approval required by FZAG Terminal Management prior to installation.

SECURITY DISPLAY

Approval required by FZAG Terminal Management prior to installation.

SET OF QUEUING POLES FOR BOARDING PROCESS

Approval required by FZAG Terminal Management prior to installation.

ROLL-UP DISPLAY

Approval required by FZAG Terminal Management prior to installation.

Within the counter

No special features as e.g. bags, carton boxes, are permitted within the counter.

3.6.6.1 Rules for Features

- Placement of special features only when attending the gate
- All items have to be cleared not later than STD or ETD of flight
- All items have to be presented in a clean and orderly condition
- All items have to be maintained by the Airline or the Handling Agent
- All items, if not used, have to be stowed away in own premises or designated areas

3.7. Document Check Desks and Movable Walls

Document check desks as well as movable walls are provided by FZAG in Dock E and in Dock B/D-Gates. The equipment must be stored at the storage room after each flight. For the regulations regarding movable walls, document check desks and tables, please refer to “Nutzungsordnung für mobile Schalter, Sichtschutzwände und Tische”, under the following link:

http://www.flughafen-zuerich.ch/business-und-partner/flugbetrieb/bodenabfertigung

3.8. Queuing Definition/Responsibility

It is the responsibility of the Handling Agent to manage the passenger queues in front of the gate counters. In order to minimize passenger flow obstructions, FZAG provides so called “Jet Tracs”, 10 additional AQ poles, and 3 so called “telescope poles” for signage at each longhaul gate in Dock E. All Airlines are encouraged to use those items!

Following rules must be obeyed:

- Small FZAG queuing poles must be stored in the lockers behind the gates. They are available at each longhaul gate (10 items)
- FZAG “telescope” poles are stored adjacent to the gate. They are available at each longhaul gate (3 items), telescope poles must not be extended beyond 1.80 meters for safety reasons
• Inlays of “telescope” poles have to be cleared after ATD in order to make them usable for the following airline

• Please do not remove FZAG queuing poles from the gates. Each longhaul gate consists of 3 “telescope” poles and 10 small poles

• Airline specific material must be stored in one of the defined storage rooms when not in use

• Damaged FZAG material must be reported to Terminal Management, 043 816 76 00

• Jet Tracks must be placed at the gate. Each Jet Track is marked with a gate number

• Any material used at the gate must be cleared 30 minutes after ATD the latest. In case the gate is used immediately by a following departure, the material is cleared instantly

• In case LX is handling two consecutive flights at the same gate (e.g. first Dep. at 10:00, second at 12:30), the set up can be left standing between those flights

Jet-Trac

The queue shall not obstruct the general passenger flow within the Terminals and shall be aligned along the building and not across.

The loading bridges are not considered as queuing areas and the maximum waiting time inside the bridges is limited to 3 minutes per passenger, this for comfort and safety reasons.

3.9. Storage of Equipment

For security reasons as well as the overall appearance of the Airport, equipment not in use, e.g. security check desks, COB frames, poles, carpets etc. have to be stowed in own premises or designated storage areas.

Equipment not stored correctly shall be removed by FZAG Terminal Management. For each removal an administrative fee of CHF 50 per item shall be charged by FZAG to the respective Airline.

Only items used on a regular basis and approved by FZAG (should such approval be required) may be stored in the storage areas. Flammable items such as baggage tags, name labels, cardboard boxes etc. may not be stored in the storage rooms. Damaged material may not be stored in the storage areas. Items not permitted in the storage areas shall be removed by FZAG Terminal Management.
3.10. Passport Control Grüezi A

An additional Passport Control is located at “Grüezi A”. This Passport Control may be used exclusively for the following categories of passengers:

- Special Assistance (PRM, UM, MAAS) for all Airlines
- VIP/HON/First for Swiss and Lufthansa
- VIP accompanied by FZAG staff
- RDS (Ramp Direct Services) passengers

Passengers using this Passport Control must at all times be accompanied by the respective staff of the Handling Agent or the Airline.

3.11. Transfer Counter

Transfer A is equipped with a 42” monitor. This monitor is to be used for irregularity information (cancellations, delays etc.) to passengers.

Logos:
All rear walls at the transfer counter A are equipped with logo units for easy exchange of Airline logos. The Handling Agents and FZAG are responsible for the maintenance of these logo units. Please refer to chapter 6.2. for details.

According to FOCA (BAZL) security regulations, all drawers and cabinets within the transfer counters have to be closed and locked when unattended. Labels and forms have to be constantly under surveillance.

Should the transfer counters not be staffed permanently, an information board and a phone must be placed on all transfer counter locations for assistance to passengers. If the Handling Agent operates one transfer counter location permanently, the respective info and phone must be placed at the other locations. Each Handling Agent is allowed to use at least 2 transfer counters per area (Dock A, B, E) where flights are handled. No Handling Agent is allowed to use more than 50% of the counters offered per area (Dock A,B,E). Gate counters not in use at time of departure may be used as dedicated transfer counters. However only with prior approval from FZAG.

If a Handling Agent is in need for more counters (e.g. in case of irregularities), he can request additional counters from another Handling Agent. FZAG Terminal Management has to be informed accordingly. For more information, please refer to “Planungs- und Nutzungsreglement Abfertigungsschalter” under the following link:

https://www.flughafen-zuerich.ch/business-und-partner/flugbetrieb/bodenabfertigung
3.11.1. Special Features Permitted

On the counter

1 FLYER DISPENSER OR DISPLAY

Maximum one flyer dispenser with maximum dimensions of 24x30x10cm or one A4 Display may be used at the Gate. Loose flyers are not permitted on the counter. In addition, one dispenser with flyer for passenger rights only is permitted.

In front of the counter

1 COB FRAME

Approval required by FZAG Terminal Management prior to installation.

MOBILE OR PROFILING DESKS

Approval required by FZAG Terminal Management prior to installation.

1 SECURITY DISPLAY

Approval required by FZAG Terminal Management prior to installation

SET OF QUEUING POLES

Approval required by FZAG Terminal Management prior to installation

ROLL-UP DISPLAY

Approval required by FZAG Terminal Management prior to installation.

Within the counter

No special features as e.g. bags, carton boxes, are permitted within the counter.

General

Boarding Announcements are not permitted at any transfer desk.

Signage

Please refer to chapter 6.2.
3.12. Baggage Claim Area

3.12.1. Racetrack Disposition

Racetrack Disposition Arrival 2

FZAG has defined the following criteria for the racetrack disposition in customs hall 2:

<table>
<thead>
<tr>
<th>Racetrack</th>
<th>Priority 1</th>
<th>Priority 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Narrowbody</td>
<td>Widebody</td>
</tr>
<tr>
<td>22</td>
<td>Widebody</td>
<td>Narrowbody</td>
</tr>
<tr>
<td>23</td>
<td>Widebody</td>
<td>Narrowbody</td>
</tr>
<tr>
<td>24</td>
<td>Widebody</td>
<td>Narrowbody</td>
</tr>
<tr>
<td>25</td>
<td>Widebody</td>
<td>Narrowbody</td>
</tr>
<tr>
<td>26</td>
<td>Widebody</td>
<td>Narrowbody</td>
</tr>
<tr>
<td>27</td>
<td>Widebody (double-RT)</td>
<td>Widebody (double-RT)</td>
</tr>
<tr>
<td>28</td>
<td>Bulky items</td>
<td>Bulky items</td>
</tr>
<tr>
<td>29</td>
<td>Widebody (double-RT)</td>
<td>Widebody (double-RT)</td>
</tr>
<tr>
<td>30</td>
<td>Bulky items</td>
<td>Bulky items</td>
</tr>
<tr>
<td>31</td>
<td>Widebody</td>
<td>Narrowbody</td>
</tr>
<tr>
<td>32</td>
<td>Narrowbody</td>
<td>Widebody</td>
</tr>
</tbody>
</table>

**Definition:**

- **Widebody aircraft:** Capacity more than 210 passengers
- **Narrowbody aircraft:** Capacity between 100 and 210 passengers
- **Commuter aircraft:** Capacity less than 100 passengers

FZAG Airport Steering handles the racetrack disposition (for contacts see chapter 1). For special requests regarding the racetrack disposition the Airline should contact their FZAG Key Account Manager.

Racetrack Disposition Arrival 1:

For the time being there are no special racetrack disposition rules for customs hall 1.

3.12.2. Special Features near or on Racetracks

No special features (boxes, suitcases, display material or other) shall be permitted on or near the racetracks.

3.13. Lost and Found / Baggage Tracing

Each passenger has to have the possibility to report any baggage irregularity after flight arrival in the baggage claim area. Checked baggage is handled in the Lost and Found offices of the respective Handling Agents. Each Handling Agent must be present during the published opening hours of the respective lost and found office.
3.13.1. Lost and Found Offices

The following assisted lost and found offices are located in customs hall 2:

Swissport’s lost property office is located in arrival 1.

<table>
<thead>
<tr>
<th>Handling Agent</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swissport</td>
<td>Customs Hall 2</td>
</tr>
<tr>
<td>Dnata</td>
<td>Customs Hall 2</td>
</tr>
<tr>
<td>AAS</td>
<td>Customs Hall 2</td>
</tr>
</tbody>
</table>

Passengers can also obtain information about lost baggage via the following internet link:

For Swissport handled flights:  
https://missing-bag.swissport.com/

For Dnata and AAS handled flights:  

3.13.2. Special Features permitted

On the counter

1 DISPLAY

One Display Format A4 with opening hours and contact information is permitted only, when counter is not attended.

1 DISPLAY

One Display Format A4 for dangerous goods information (“for your own safety”)

No other features are permitted on the counter.

1 FLYER DISPENSER

One Flyer dispenser with maximum dimensions of 24x30x10cm may be used. The Handling Agent or the Airline can also use an own branded dispenser provided it does not exceed the maximum dimensions. Loose flyers or other material is not permitted on the counter.

In front of the counter

Any additional features in front of the lost and found counters require approval by FZAG Terminal Management prior to installation.

Note: Roll-ups, totems or other kind of displays are not permitted.

Signage

See chapter 6
3.14. Passengers with Reduced Mobility (PRM) – Careport Ltd. / Special Assistance

3.14.1. Definition
At Zurich Airport, all PRM handling is outsourced to Careport Ltd. *As of January 1st, Goldair/AAS will handle PRM’s at Zurich Airport.*

Careport staff accompany and assist the passenger on the way from Check-in to the aircraft, from the aircraft to the arrival hall and in transit.

Careport Ltd. can also provide services for the handling of unaccompanied minors (UMNR), passengers on stretchers (STCR) and passengers requiring assistance (MAAS). Information regarding the handling of these passenger categories can be obtained from Careport Ltd. directly.

Note: Reception at the various pick-up points for PRM’s is done by FZAG.

3.14.2. Locations
FZAG operates 3 pick-up points, Careport operates one PRM lounge:

- PRM Lounge A (next to Transfer desk A)
- Pick-up point 1 (Check-in 1)
- Pick-up point 2 (Check-in 2)
- Pick-up point 3 (Check-in 3, not manned, on call)

3.14.3. Standards

**Departure**
PRM assistance booked in advance (at least 36 hours prior to departure)

- For 80% of passengers – maximum waiting time 10 minutes
- For 90% of passengers – maximum waiting time 20 minutes
- For 100% of passengers – maximum waiting time 30 minutes

PRM assistance not booked in advance

- For 80% of passengers – maximum waiting time 25 minutes
- For 90% of passengers – maximum waiting time 35 minutes
- For 100% of passengers – maximum waiting time 45 minutes
Arrival

PRM assistance booked in advance (at least 36 hours prior to departure):

- For 80% of passengers – maximum waiting time 5 minutes
- For 90% of passengers – maximum waiting time 10 minutes
- For 100% of passengers – maximum waiting time 20 minutes

PRM assistance not booked in advance:

- For 80% of passengers – maximum waiting time 25 minutes
- For 90% of passengers – maximum waiting time 35 minutes
- For 100% of passengers – maximum waiting time 45 minutes

3.15. Escorting of unaccompanied minor (UMNR) to the Gate

At Zurich Airport it is possible to accompany an unaccompanied minor (UMNR) to the gate. The following rules must be observed:

- The escort person must be in possession of a written permit (form) for the escort of the unaccompanied minor (the form is available at Check-in)
- The escort person must be in possession of a valid travel document (passport, ID) and has to pass through the required security and passport checks and proceed through the official passenger channels
- Once the child is in the care of Airline staff at the gate, however not later than the take-off of the aircraft, the escort must exit the transit area directly through the official passenger channels
- The number of escort persons must not exceed 2 per UMNR

Important

Purchases in the transit area or the acceptance of goods in the transit area are prohibited. Valid customs and security regulations apply.

3.16. Minimum Connecting Time

3.16.1. Minimum Connecting Time Definition

The Minimum Connecting Time (MCT) is the shortest time interval needed to transfer passengers and their checked baggage from one flight to a connecting flight. Standard minimum connecting times are, as far as practical, administered by IATA and are published on their behalf.

Note: Airlines may have exceptions to these times which generally are less than the standard but in some cases are also more (e.g. high security destinations).

3.16.2. Minimum Connecting Time at Zurich Airport

The minimum connecting time at Zurich Airport is 40 minutes for all flights. Handling Agents and Self Handlers are obliged to design their handling processes in such a way that they can comply with the published minimum connecting times.
4. AIRPORT SERVICES

4.1. Services Provided by FZAG

4.1.1. Transit Hotel / Dayrooms

The Transit Hotel is being operated by FZAG. There are single, double and triple rooms available. Rooms are available on a first come first serve basis. Furthermore, there is a rest area with 12 reclining chairs. Shower facilities are available in the premises of the Transit Hotel. Basic first aid material is available. Reservations can be made on the internet and by phone.

Location

The Transit Hotel is located opposite the transfer desk near the gates B in the non-Schengen area.

Opening Hours

The Transit Hotel is open 24 hours. Access from the Schengen area to the Transit Hotel however is only possible during the official opening hours of Passport Control.

Tariffs

The rates include the free use of the shower facilities. No meals are being served in the Transit Hotel. Restaurants in the Terminals are accessible during the regular opening hours.

<table>
<thead>
<tr>
<th>Room type</th>
<th>Day Time Max. 3 Hours</th>
<th>Day Time Max. 6 Hours</th>
<th>Day Time Over 6 Hours</th>
<th>Night Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single room</td>
<td>CHF 49.00</td>
<td>CHF 59.00</td>
<td>CHF 79.00</td>
<td>CHF 99.00</td>
</tr>
<tr>
<td>Double room</td>
<td>CHF 65.00</td>
<td>CHF 79.00</td>
<td>CHF 99.00</td>
<td>CHF 135.00</td>
</tr>
<tr>
<td>Triple room</td>
<td>CHF 79.00</td>
<td>CHF 99.00</td>
<td>CHF 119.00</td>
<td>CHF 169.00</td>
</tr>
<tr>
<td>Add. Mattress</td>
<td>CHF 20.00</td>
<td>CHF 20.00</td>
<td>CHF 20.00</td>
<td>CHF 20.00</td>
</tr>
<tr>
<td>Couch Rest Area</td>
<td>CHF 25.00</td>
<td>CHF 30.00</td>
<td>CHF 35.00</td>
<td>CHF 45.00</td>
</tr>
</tbody>
</table>
4.1.2. Family Services and Playroom

FZAG operates supervised Family Services in the gate areas A (next to transfer desk A – open daily 06:30 – 22:00) and in Dock E (Level 1 – open daily 07:00 – 13:00). The use is free of charge for all passengers. Children have to be accompanied by an adult at all times. Babysitting services cannot be provided.

The following services and facilities are available

- Support, assistance and information
- Basic first aid
- Baby care products
- Changing tables
- Separate rooms for sleeping and breast feeding
- Equipped kitchenette with microwave
- Playing areas
- Toys for children of all ages

4.1.3. Children Play Areas

In the various Terminals at Zurich Airport children play areas can be found. These play areas are not supervised. Parents should be on guard at all times. The playing areas can be found near the A70 and A80 gates and near the B and D gates.

4.1.4. Showers

At Zurich Airport public showers are available either in the Non-Schengen transit area near the Transit Hotel (open 24 hours), in Dock E, Level 1 near the Family Services (open daily between 07:00 and 13:00), or landside near the Service Center Parking 2 (open daily between 06:00 and 22:30).

Tariff

The rate per person is CHF 15.00 (including towel and soap)
Other Shower Facilities
More shower facilities are available in the Swiss Arrival Lounge (arrival hall 2), the Swiss lounge (Airside Centre) and at the Zurich Airport Lounge. For opening hours, rates and access conditions check with the respective lounge.

4.1.5. Custody and Care of Inadmissible Passengers (INAD)
In accordance with Annex 9 (ICAO) and article 92 (Federal Aliens Act) as well as article 8 (Operating Permit of the Federal Office of Civil Aviation FOCA for Airlines operating to Switzerland) the aircraft operators are responsible for the costs of custody and care of their passengers and crews during their stay in the transit area at Zurich Airport.

FZAG provides facilities for custody and care for inadmissible passengers. Some of the services are being subcontracted to other providers.

4.1.5.1. Definition of possible INAD Cases

1) Passenger unable to enter Switzerland
   Custody and Care regulations apply

2) Passenger stopped at Zurich Airport and unable to continue travel
   a) Entry to Switzerland and the Schengen Area has been refused by border police
   b) Transfer passenger unable to continue on next flight (transport denied by onward carrier)

3) Passenger travelling back to origin via ZRH (third country INAD)
   Custody and Care regulations apply for unruly passengers

4.1.5.2. Custody and Care Regulations
At Zurich Airport custody and care has been defined as follows

- Responsibility for passenger between aircraft and Terminal building and in the Terminal
- Catering
- Continuous surveillance
- Ensured reachability
- Care in a human manner

If no agreement of cooperation between Airlines and the federal authorities exists the Airline is liable for all costs related to custody and care.

Important:

Airlines are free to use the FZAG facilities for their inadmissible passengers. Should the Airline not make any own arrangements for their inadmissible passengers then the passengers will be assisted by Checkport Ltd., this on behalf of the Airport operator and the passengers will be accommodated at the Transit Hotel.

By order of the police, the Airlines need to be able to advise about the whereabouts of the inadmissible passengers and need to be able to present the passengers to the police within 30 minutes. In case the inadmissible passengers cannot be located within 30 minutes the police will search for the passengers and arising costs shall be debited to the Airline.
4.1.5.3. **Tariffs and Contacts**

Stays and stopovers of less than 6 hours shall be spent in the custody of the border police.

Flat rates for custody and care (6 to 24 hours stay = 1 flat rate)

- CHF 176.– per adult
- CHF 122.– per child (up to 12 years)
- CHF free per infant (up to 24 months)

The flat rate includes:

- Meals
- Accommodation, assistance and administration in the Transit Hotel
- Escort, assistance, administration, coordination with Handling Agent after/before flight

The accommodation for inadmissible passengers (INAD) is in the Transit Hotel (Non-Schengen area). The contact phone number is 043 816 21 08. Checkport Ltd. is handling the INAD cases at Zurich Airport. The contact phone numbers are 076 356 85 34 / 043 816 93 25.

4.1.6. **Service and Information Desks**

Service & Information Desks offer a wide range of services. You will find the Service & Information desks in arrival halls 1 + 2, Airport Center level 1 near parking 2, Check-in 2 and in the Airside Center.

4.1.6.1. **Switzerlandinfo+ / Arrival 1**

**Services:**
- Flight and general information
- Brochure-stand space for rent

**For sale:**
- Train tickets whole of Switzerland, ZVV tickets Zürich
- Zürich Card
- Guided tours throughout Switzerland
- Hotel bookings (no service charge)
- Airport gift cards
- Airport souvenirs
- SIM Cards SWISS Mobile

**Wifi:**
- Sale of Travellers Wifi Mobile Internet
- General information concerning our Airport Wifi

**Opening Times:**
- Daily, from 7 a.m. to 10:30 p.m.
4.1.6.2. Switzerlandinfo+ / Arrival 2

Services:
Flight and general information
Brochure-stand space for rent

For sale:
Train tickets whole of Switzerland, ZVV tickets Zürich
Zürich Card
Guided tours throughout Switzerland
Hotel bookings (no service charge)
Airport gift cards
Airport souvenirs
SIM Cards SWISS Mobile

Wifi:
Sale of Travellers Wifi Mobile Internet
General information concerning our Airport Wifi

Opening Times:
Daily, from 7 a.m. to 10:30 p.m.

4.1.6.3. Service Center Parking 2

Services:
Flight and general information
Parking information
Left Luggage/Lockers
Showers
Deposits (envelopes only)
Car key deposit for online cleaning service
Document copy service

For sale:
Train tickets whole of Switzerland, ZVV tickets Zürich
Zürich Card
Guided tours throughout Switzerland
Hotel bookings (no service charge)
Airport gift cards
Airport souvenirs
SIM Cards SWISS Mobile

For rent:
Brochure-stand space
Car seats and Strollers for children

4.1.6.4. Infodesk Check-in 2 and Airside Center

The following services are being offered:

- Flight and Airport information
- Directions
- Travellers WIFI rental (Airside Center Desk only)
- Sale of Airport souvenirs (Airside Center Desk only)
4.1.7. VIP Service

FZAG offers a state-of-the-art VIP Service. Tailor-made offers are available for passengers and their delegations arriving, departing and transiting in Zurich. Information about rates and detailed offers is available on the internet at:


Flughafen Zurich VIP services are available daily between 06:00 and 23:00.

4.1.8. Left Luggage

FZAG operates a left luggage facility and a cloak room service. The premises are operated by Custodio Ltd. on behalf of FZAG. The left luggage service is located next to the Service Center (parking 2).

4.1.9. Baggage Trolleys

FZAG operates some 2500 baggage trolleys available for passenger use landside within the Terminal buildings. This service is free of charge. The baggage trolleys may be used exclusively for the transportation of passenger baggage.

Locations

The baggage trolleys are available in most areas of the Airport and the Terminals

- Parkings 1, 2, 3, 6, and P60
- Curbside Arrival 1
- Curbside Arrival 2
- Custom halls arrival 1 & 2
- Railway station on platforms
- Bus and tram station
4.1.10. Airside Shopping Trolleys

FZAG operates some 600 shopping trolleys available for passenger use airside within the Terminal buildings. This service is free of charge. The shopping trolleys may only be used for the transportation of hand luggage or shopping bags and **must not** be used on escalators and in the Skymetro.

4.1.11. Buggy Rental Service

Departing passengers with small children have the possibility to rent a buggy at Zurich Airport. The buggy can be collected at Check-in and can be returned at the gate. This service is not available to arriving passengers and passengers in transit.

Handling Agents and Airlines are not permitted to use Airline own buggies at Zurich Airport.

The buggy rental service is available for departing passengers only. The buggies can be collected at the PRM pick-up-points in Check 1 and 2. For opening times please refer to chapter 3.14.2. The rental fee is CHF 5.00 and can be paid in cash only. The passenger returns the buggy before the departure at the gate. Careport staff shall collect the buggies at the gates and return them to the respective pick-up-points.
4.1.12. Prams, Buggies and Maxi Cosis
At Zurich Airport special rules apply in regards to taking prams, buggies and Maxi Cosis to the gate. Large prams need to be dropped at Check-in already and may not be taken to the gate.

Buggy Handling Guideline

Please note, that each Airline has specific rules regarding the transportation of above mentioned buggies. Delivery of buggies upon arrival at the destination Airport is subject to local rules and regulations. For detailed information on buggy handling process please refer to the following link:


4.1.13. Observation Decks B and E

4.1.13.1. Observation Deck B
The entrance to the Observation Deck B is located at Check-in 2. Facilities on the observation deck include children playgrounds, multimedia binoculars, a restaurant and flight information pillars.

The Observation Deck is open daily between 10:00 and 17:00 in winter and 09:00 and 19:00 in summer.

4.1.13.2. Observation Deck E
The Observation Deck E is accessible via the Observation Deck B. During the summer months only, a bus service connects the Observation Desks B and E. The observation deck E is accessible for passengers on Mondays, Tuesdays, Thursdays and Fridays (whole day, from 8 a.m. until 9.45 p.m. and on Wednesdays, Saturdays and Sundays from 8 a.m. until 11.45 a.m. and from 5 p.m. until 9.45 p.m. In winter, opening times of the terrace for passengers remain unchanged.
4.2. Other Services

4.2.1. Lost Property
Lost on board an aircraft: Contact Lost & Found of respective Airline
Lost in the Terminals: Contact the Lost Property Office in Arrival 1 *
Lost on the train or at the railway station: Contact the SBB Lost & Found

* Items not claimed within 6 months will be sold in auctions. For the various services of the lost property office a fee will be collected from the passenger. Swissport Ltd. is managing the lost property office on behalf of FZAG.

4.2.2. Public Announcement System/Silent Airport
At Zurich Airport the “silent Airport philosophy” applies. This means that standard flight arrivals and departures are not being announced within the Terminals. In general, announcements should be kept to an absolute minimum. Following rules apply:

- No general boarding calls
- No “Go to gate” calls
- No last calls
- ETDs will only be announced if the delay is at least 30 minutes or more. Smaller delays shall only be announced locally in the gate area
- Missing passengers name calls are limited to a maximum of three names per call
- Calls regarding the promotion for upgrades in the Check-in and gate areas are not allowed
- Gate changes will be announced
- Automatically generated calls regarding baggage robbery are conducted

The public announcement system is owned and maintained by FZAG. Swissport Ltd. is operating the service on behalf of FZAG.

Evacuation System
In case of an emergency evacuation an alarm signal will be communicated through the Public Announcement System.

4.2.3. Flight Inquiries
FZAG is operating a flight information service (all arrival and departure information and general information about Airport services etc.) by phone. The service is available daily between 06:00 and 23:00.

The phone number for above mentioned services is 0900 300 313 (CHF 0.99 per minute).

4.2.4. Bag Safe Service
In Check-in 2 passengers can have their baggage wrapped. The service is open daily between 05:30 and 21:00. For more information see www.safe-bag.com
4.3. Gastro and Retail

A multitude of services, restaurants and retail shops are available at Zurich Airport.

4.3.1. Airport Shopping

The Airport Shopping with many restaurants, shops and services is open 365 days. The shops are open generally between 08:00 and 21:00, the food stores between 06:00 and 23:00 and the restaurants and bars between 06:00 and 22:00.

4.3.2. Rules for Gastro and Retail

Commercial outlets in the Airport Centre are not allowed to place any features outside the rented areas unless prior approval has been received from FZAG.

4.3.3. Appearance

Shops and restaurants have to be presented in an orderly and clean manner at all times. It is not permitted to store any material outside the commercial outlets.

4.4. Medical Services

At Zurich Airport the following medical services are available

4.4.1. Airport Medical Center

<table>
<thead>
<tr>
<th>Location</th>
<th>Airport Prime Centre 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Hours</td>
<td>Daily between 07:30 and 20:30</td>
</tr>
<tr>
<td>Contacts</td>
<td>Phone 043 816 60 00</td>
</tr>
</tbody>
</table>

4.4.2. Airport Dental Service

<table>
<thead>
<tr>
<th>Location</th>
<th>Airport Prime Centre 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Hours</td>
<td>Daily between 07:00 and 19:00</td>
</tr>
<tr>
<td>Contacts</td>
<td>Phone 043 816 61 61</td>
</tr>
</tbody>
</table>

4.4.3. Eye Clinic

<table>
<thead>
<tr>
<th>Location</th>
<th>Airport Prime Centre 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening Hours</td>
<td>Monday to Friday between 08:00 and 17:30</td>
</tr>
<tr>
<td>Contacts</td>
<td>Phone 043 816 70 00</td>
</tr>
</tbody>
</table>

4.4.4. Pharmacies

<table>
<thead>
<tr>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport Center (daily between 07:00 and 21:00)</td>
</tr>
<tr>
<td>Check-in 1 (daily between 06:00 and 22:00)</td>
</tr>
<tr>
<td>Airside Center (daily between 06:00 and 22:00)</td>
</tr>
</tbody>
</table>

| Contacts       | Phone 058 851 32 49    |
4.4.5. Ambulance, Defibrillators, First Aid

At Zurich Airport the following additional medical services are available:

- **Ambulance**: Call 118 or 144
- **40 Defibrillators**: Throughout the passenger Terminals

- **First Aid Kits**: At various locations in the Terminals, at information and service desks, staffed by Handling Agents or other.

5. BAGGAGE HANDLING

5.1. Baggage Carts / Definition

Baggage carts (Frechwagen) may be used for transportation of bulky items, group baggage or lost and found luggage.

5.1.1. Storage and Appearance

Baggage carts used within the Terminals and at the curb side have to be in an orderly and fully operational condition. Storage within the Terminals is not allowed. Equipment not stowed in specially designated curb side areas will be removed by FZAG. Costs will be charged to the owner or the responsible operator.

5.2. Baggage Sorting System

The FZAG baggage sorting system is in general operating daily between 04:00 and 23:00 (extended operating hours apply during peak months). If an Airport user requires earlier operating hours FZAG Airport Steering needs to be informed at least one week prior to the date (for contacts see chapter 1).

**Baggage Labels**

The baggage labels used at Zurich Airport have to be of consistent quality. FZAG may request the Service Provider or Airline to change the baggage label supplier if the quality of the labels might cause problems to the baggage sorting system.

**Important:** Any changes of DCS address stamps for sending BSMs need to be reported immediately to FZAG, IT department, phone 043 816 73 00.
5.3. Bulky Items

5.3.1. Baggage Categories to be treated as Bulky Items

Following baggage type is to be treated compelling as a bulky item; also if they are within the dimensions for normal baggage. Otherwise, interferences within the Baggage Sorting System may occur:

- Live animals
- Skis
- Bicycles
- Plastic bags
- Badly packed baggage, e.g. wine boxes
- Baby buggies
- Baby/child car seats
- Children vehicle
- Wheelchairs
- Cooling boxes
- Metal or wooden boxes
- Loose carton boxes
- Military bags
- Golf bags
- Sharp-edged baggage
- Highchairs
- Tool bags and boxes
- Umbrellas and Hiking Sticks (to be transported in baggage bins)

Maximum baggage dimensions for normal baggage are:

<table>
<thead>
<tr>
<th></th>
<th>length in mm</th>
<th>width in mm</th>
<th>height in mm</th>
<th>weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximal dimensions and weight</td>
<td>900</td>
<td>450</td>
<td>700</td>
<td>40 kgs</td>
</tr>
<tr>
<td>Minimal dimensions and weight</td>
<td>200</td>
<td>200</td>
<td>50</td>
<td>2 kgs</td>
</tr>
</tbody>
</table>

Allowable dimensions for bulky items are:

<table>
<thead>
<tr>
<th></th>
<th>length in mm</th>
<th>width in mm</th>
<th>height in mm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baggage with max length of 1600 mm</td>
<td>1600</td>
<td>900</td>
<td>800</td>
</tr>
<tr>
<td>Baggage with max length of 1900 mm</td>
<td>1900</td>
<td>800</td>
<td>800</td>
</tr>
<tr>
<td>Baggage with max length of 3000 mm</td>
<td>3000</td>
<td>600</td>
<td>600</td>
</tr>
<tr>
<td>Baggage with max length of 5000 mm</td>
<td>5000</td>
<td>200</td>
<td>200</td>
</tr>
</tbody>
</table>

The maximum allowable weight per bulky item amounts to 70 kg.

Bicycles can be abandoned in carton boxes (within above-mentioned mass). If no carton is used, bicycles must be transported manually via elevator and street.

All non volume capable bulky items must be transported manually via elevator and street.

- All bulky items which exceed the dimensions of the volume capable bulky items. Non prepared bicycles as well as battery-operated wheelchairs.
- All bags which the minimal values of the normal baggage lower step.
- Live animals
5.3.1.1. Transportation of Firearms
The transportation of firearms has to follow a special process which is defined from FZAG Airport Security Department.

The following steps must be complied with:

- Passenger reports the transport of a firearm to the Handling Agent at time of Check-in
- Handling Agent sends passenger to the special counter for bulky items (handled by CGS company)
- Unload the firearm in a special designated room together with CGS Supervisor
- Firearm is once again checked if it is unloaded
- Baggage item (Firearm) is accepted and bag tag is scanned
- Attendance is invoiced and paid by passenger
- Passenger is accompanied to customs in order to check the necessary documents
- Customs sticker is put on the bag tag if everything is in order
- Baggage item (Firearm) is scanned and entered into the Baggage Sorting Area

5.3.2. Baggage bins
Baggage bins with hook-and-pile fastener behind every Check-in desk shall be used for little bags e.g. vanity case or hat boxes etc.

5.3.3. Crew Bag Handling
In order to expedite crew bag handling and to avoid errors by manual handling, machine readable labels for crew bags must be used and BSM for these bags must be sent.

6. SIGNAGE

6.1. General Signage Guidelines
The Signage Guidelines (Signaletik Normen Flughafen Zürich) are binding for all Airport users at Zurich Airport.

6.1.1. Information and Publication of Flights on FIDS
All flights arriving and departing are being displayed in the Flight Information Display System (FIDS).

<table>
<thead>
<tr>
<th>IATA/ICAO (2 or 3 letter code)</th>
<th>YES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline Name (full text)</td>
<td>NO</td>
</tr>
<tr>
<td>Flight Number</td>
<td>YES</td>
</tr>
<tr>
<td>Destination (full text)</td>
<td>YES</td>
</tr>
</tbody>
</table>
6.2. Airline Logos

6.2.1. Logo Policy
The Airline logo will only be displayed at Zurich Airport provided the Airline operates at least one weekly flight throughout the year. No differentiation will be made between scheduled and charter operation. Airline logos of Airlines operating for one timetable period only will not be displayed.

Airline logos and class specifications in the language of origin are allowed, however only related to the Airline name and the booking class. Should the Airline not provide a logo, the system shall automatically generate the Airline name on the Check-in monitor. If no Airline class logos are provided, FZAG can display generic Economy, Business, and First Class logos.

6.2.2. Airline Logo Locations
The Airline logo for Airlines operating to Zurich will be displayed at the following locations:

- Terminal Entrances: Analogue display at curb side
- Check-in Counter: Electronic display (monitor), analogue display on branding wall
- Sales Counter: Analogue display on panel
- Gate: Electronic display (monitor)
- Transfer Counter: Electronic display (monitor), analogue display on rear wall
- Lost & Found Counter: Analogue display on rear wall

6.2.3. Airline logo, class logo, special logo (brands, tour operators, etc.) publication – electronic display
Location: Monitors (e.g. Check-in, Gate and Transfer)

For the publication or the changing of an electronically displayed Airline logo or class logo, the Handling Agent of the Airline should submit the logo to the ICT Services department of FZAG.

- Ordering party: Handling Agent
- Contact: ictservices@zurich-airport.com, +41 43 816 75 00
- Format: .bmp / .jpg
- Size: 1210 x 242 pixels
- Information needed: The ordering party needs to advice FZAG if an additional logo is needed or if an existing logo will be replaced
- Restrictions: In common Check-in areas, Airline logos can only be displayed if they are submitted on a white background and do not contain any additions such as alliance information, slogans or other.

6.2.3.1 Charges
The first publication of one Airline logo and the first publication of class logos (simultaneously or later) are free of charge for operating Airlines. Any later changes initiated by the Airline and the publication of special logos are charged CHF 500.-. The charges are defined by the ICT Services department of FZAG.
6.2.3.2 Examples

Monitors dedication without code shares – open and closed

<table>
<thead>
<tr>
<th>LOGO_1</th>
<th>TEXT</th>
<th>CLASS</th>
</tr>
</thead>
</table>

- **SWISS**
  - Nur mit Einsteigekarte
  - With Boarding Pass only
  - Baggage drop-off
  - GATE CLOSES 15MIN BEFORE DEPARTURE

Dedication with code shares

<table>
<thead>
<tr>
<th>LOGO_1</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>LOGO_2</th>
<th>LOGO_3</th>
<th>LOGO_4</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOGO_5</td>
<td>LOGO_6</td>
<td>LOGO_7</td>
</tr>
<tr>
<td>TEXT</td>
<td>CLASS</td>
<td></td>
</tr>
</tbody>
</table>

Common Area

<table>
<thead>
<tr>
<th>Economy</th>
</tr>
</thead>
</table>

- AAS
- ADRIA
- AEGEAN
- LOT
- SunExpress

- Economy
- STAR ALLIANCE
Transfer Desk

At the gates two monitors are available providing the following information. The screen on the right is an alternating screen showing the boarding time and dangerous goods information.

Gate

6.2.4. Airline Logo Publication – analogue display

Location: Terminal Entrances, Transfer Counter (rear wall), Lost & Found Counter (rear wall), guidance to lounges (Dock E)

For publication the Airline or Handling Agent should contact the FZAG Key Account Manager.

- Format: .cdr / .eps / .ai / .wmf – also acceptable are .tif / .psd / .jpg
- Size: 1:1 format (300dpi, CMYK colours)

Logos can only be displayed if they are submitted on a white background and do not contain any additions such as alliance information, slogans etc.
6.2.4.1 Charges

The first publication of an Airline logo, respectively the production of panels and branding walls, is free of charge. For any changes initiated by the Airline, the costs are are charged to the Airline.

Note: For logos to be published at own premises (e.g. Sales Counter, Lounge etc.) the respective tenant has to order and pay the logo by himself. No restrictions for such logos are imposed by FZAG.

7 MISCELLANEOUS

It is FZAG's duty to manage the Check-in monitor setups. The long term planning is conducted by FZAG's operations planning, short term changes as well as requests for special flight counters less than 3 days before STD, Terminal Management is responsible.

7.1 Management of Check-in Monitors

It is FZAG’s duty to manage the Check-in monitor setups. The long term planning is conducted by FZAG’s operations planning, short term changes as well as requests for special flight counters less than 3 days before STD, Terminal Management is responsible.

7.2 Customer Relations Management

FZAG expects Airlines, Handling Agents and service providers to apply the FZAG visions and values.

7.2.1 Passenger Comments sent to FZAG

Passenger comments to FZAG can be sent to the following address:

Flughafen Zürich AG
Customer Relations
P.O. Box
CH-8058 Zurich-Airport

Email customer.relations@zurich-airport.com


Should the passenger comments concern services performed by Airlines, Handling Agents or service providers, FZAG shall forward the comments to the concerned party.

7.2.2 Passenger Comments sent to Airlines, Handling Agents or Service Providers

FZAG expects Airlines, Handling Agents and service providers to

- Acknowledge receipt of passenger comments within 24 hours (working day)
- Send an answer to the passenger not later than 3 weeks after receipt of comments
- Inform FZAG should the comments concern infrastructure at Zurich Airport and services rendered by FZAG

Should the passenger comments concern services performed by FZAG, then the Handling Agents, Airlines and service providers shall forward the comment to FZAG.
7.3 House Regulations

Validity
The regulations are valid since April 01, 2016 and remain valid until further notice.

Supervision
FZAG Terminal Management shall enforce the House Regulations in the Terminals.

Scope of Application
The House Regulations apply to all publicly accessible (landside) and non publicly accessible (airside) areas as well as to rented space, rooms and zones belonging to FZAG.

Publicly and non-publicly accessible areas
Publicly and non-publicly accessible areas and facilities within the buildings belonging to and managed by Flughafen Zürich AG (halls, stairways, escalators, lifts, public toilets, etc.) may be used for their designated purpose by anyone during official opening hours. Anyone who causes a public disturbance, aggravates other users, or whose behaviour gives cause for complaint may be ordered off the premises by those persons in charge.

Requirement to obtain permission
Permission or authorisation must be obtained from Flughafen Zürich AG for the following activities in particular:

a. the installation of any type of moveable structure or equipment
b. the distribution and/or affixing of advertising material, flyers, leaflets, posters, advertisements
or any type of signage, or the organisation of marketing events
c. the use of sales stands or mobile shops, as well as the general sale or distribution of products and/or the advertisement of services (the undertaking of commercial activities)
d. the collection of donations or the gathering of petitions
e. the production of photographs, videos, sound recordings or films for commercial purposes
or any recording of security personnel/equipment
f. the holding of musical performances or similar events, or the holding of exhibitions, presentations or demonstrations of any sort
g. the transportation of goods except on the delivery routes provided for this purpose, namely in the public areas primarily reserved for the movement of people
h. passenger surveys or similar activities

Smoking Ban
There is a general ban on smoking inside Flughafen Zürich AG premises with the exception of specially designated smoking zones. There is also a ban on smoking in front of the entrances to and exits from Flughafen Zürich AG buildings (no smoking zones). The smoking ban also covers all types of e-cigarette.

Emergency Exits
Emergency exits and escape routes, entrances and exits, corridors, escalators and elevators must be kept free at all times.
Use of Vehicles
The use of motor vehicles, bicycles, scooters, inline skates, skate boards and any other means of locomotion is prohibited within Flughafen Zürich AG buildings for safety reasons. Exceptions may be granted by Flughafen Zürich AG in justified cases.

Combustible Material
The use of flammable or combustible materials of any sort (including candles), or of any foul-smelling substances, is not permitted anywhere on Airport premises.

Storage of Goods
It is not permitted to store goods of any sort in publicly accessible areas or in general (non-rented) areas inside or outside Flughafen Zürich AG buildings.

Waste
Waste must be separated into recyclable and non-recyclable material and disposed of in the special containers provided. Waste material may only be disposed of at locations specifically designated by Flughafen Zürich AG for this purpose. The disposal of hazardous material is not permitted.

Baggage and personal belongings
Baggage and personal belongings must not be left unattended. Flughafen Zürich AG shall not be liable for the loss of baggage or personal belongings. Breaches of this regulation will be penalised and the person responsible will be charged for the costs of the security measures that have to be taken as a result of any abandoned baggage and or personal belongings.

Lost Property
Any lost property that found on Airport premises must be handed in to the lost property office or to the cantonal police.

Dogs
Dogs must be kept on a leash at all times on Airport premises. Non-compliance may lead to expulsion from the Airport. Vicious dogs and those listed on Breed Type List II (para. 5 of Dog Act; HuV (ZH LS 554.51)) must wear a muzzle. Any dog mess must be cleaned up by the owners themselves.

Soiling / Littering
The Airport site (areas, premises, fixtures and materials) must not be soiled or littered. Persons causing exceptional soiling or littering must clear their own mess up. If they fail to do so, they will be invoiced for the resulting costs.

Video monitoring
For safety reasons the Airport is monitored by video surveillance.

Note: In the event of non compliance with these site regulations, Flughafen Zürich AG is entitled to order offenders off the Airport premises and/or ban them from the site. It reserves the right to initiate criminal proceedings and/or claims for damages.
7.4 Filming and Photography of Airport Staff

The Airport is a public location, taking pictures and filming can therefore not be prohibited. Film or photography made by chance, where staff was photographed at work, have to be tolerated. Filming and/or photography, who affect the intimacy or private area, must not be accepted. The following procedure shall apply if a staff feels his/her rights were violated:

- ask person to stop or delete recordings
- if the person denies to do so, police can be called
- Police tries to mediate between the two parties
- Determination of the personal data of both parties by the police
- No securing of image or recorded medium by the police
- No erasure of pictures or film without permission of creator possible
- Possible opening of civil and/or criminal proceedings by the individual involved in agreement with the employer

On Check-in, Transfer and Gate counters, dispensers are added with the information concerning the prohibition of taking pictures:

7.5 Passenger Guiding System

For the guiding of passengers through the Terminals FZAG provides appropriate signage, electronic flight information systems and first-hand information from the information desks and/or Airport Guides stationed in the Terminals.

7.6 Air Passenger Rights in Switzerland and the European Union

EU Passenger Rights (EC 261/2004)

FZAG is committed to publishing and enforcing the Air Passenger Rights of the European Union within the respective Terminal buildings.

Publication Locations

Updated Information boards with the Air Passenger Rights are published at various locations throughout the Airport. Information and flyers with Air Passengers Rights are available at Information-, Check-in, Gate, Ticket and Transfer counters. Handling Agents have to make sure that this information is available at all above mentioned desks.
Compliance
Terminal Management shall observe the proper compliance of Airlines regarding the enforcement of Passenger Rights at Zurich Airport. Cases of non-compliance shall be reported to FOCA (BAZL).

For more information also see:


https://www.FOCA (BAZL).admin.ch/FOCA (BAZL)/en/home/good-to-know/air-passenger-rights.html

7.7 Airport Voluntary Commitment on Air Passenger Service

Preamble
European Airports have developed an Airport Voluntary Commitment on Air Passenger Service following extensive consultation with representatives, European governments, the European Commission and the air transport industry.

The Airport Voluntary Commitment on Air Passenger Service contains commitments to deliver a defined quality of service to air travellers.

Commitment
FZAG has signed the Airport Voluntary Commitment on Air Passenger Service on following points

- Persons with reduced mobility
- Passenger information on legal rights
- Assistance during periods of significant delays or disruption
- Airport access and ground transportation
- Provision of infrastructure for Check-in, baggage and security
- Maintenance
- Trolley management
- Way-finding and information desks
- Cleanliness
- Customer Comment Management

For additional information also see www.aci-europe.org
Information- and Communication Services

FZAG is owner and operator of important ICT services:

<table>
<thead>
<tr>
<th>System</th>
<th>Utility</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP MPLS</td>
<td>Campus IP network based on IP MPLS technology to operate all Airport IT systems as listed below</td>
</tr>
<tr>
<td>AIMS</td>
<td>Air Information Management System Data provider for Flight Information System and other operations systems such as SALLY, DARTS.</td>
</tr>
<tr>
<td>BRTS</td>
<td>Baggage Reconciliation and Tracking System</td>
</tr>
<tr>
<td>CUTE</td>
<td>Common Use Terminal Equipment Hard- and software for Airlines access to their reservation and departure control systems</td>
</tr>
<tr>
<td>FIDS</td>
<td>Flight Information Display System for passengers, visitors, Airlines, handling agents, service providers and restaurants</td>
</tr>
<tr>
<td>PAMOS</td>
<td>Voice system for announcements via loudspeaker within Terminals</td>
</tr>
<tr>
<td>SALLY</td>
<td>Stand, gate and racetrack disposition system</td>
</tr>
<tr>
<td>Airport Radio System</td>
<td>Airport ground radio for handling and push back (Trunked Radio Technology - Digitaler Bündelfunk)</td>
</tr>
<tr>
<td>Video</td>
<td>Video surveillance for controlled areas and optimization of Airport processes</td>
</tr>
<tr>
<td>Telephony</td>
<td>Airport VoIP telephony platform for operation and customer use</td>
</tr>
<tr>
<td>Internet</td>
<td>Internet access over secured firewall infrastructure designed for all Airport services</td>
</tr>
<tr>
<td>WLAN</td>
<td>Wireless LAN for use in Airport operation processes and as a free service for passengers</td>
</tr>
<tr>
<td>Rent-a-Client</td>
<td>IT servers and clients used by customers as a pay per use service</td>
</tr>
</tbody>
</table>

7.8 Limitations on ICT Technologies

To prevent Airport operation services from disturbance and reduce risks some systems and technologies cannot be implemented without permission from the Airport authorities:

- Installation of cables (copper and glass)
- Installation of video systems
- Installation of wireless systems including WLAN

Permissions for all ICT based technologies are handled by the FZAG ICT department only.

7.9 Contact ICT Services

All ICT services and permissions to use technologies close to this kind of services are handled by the FZAG ICT department:

Flughafen Zürich AG, ICT Shared Services
Phone +41 43 816 75 00
eMail ichtservices@zurich-airport.com
7.10 Company Mail

Company Mail shall be handled according to the IATA Airport Handling Manual, AHM 017. According to AHM, company mail should be packed in suitable sacks and be properly labelled. Parcels and cartons need to be shipped as service freight and may therefore not be placed in the company mail.

Storage

All Airline company mail may be stored in the comail rack at the baggage unloading area 2.

Company mail needs to be picked up on a daily basis. Company mail not picked up within two month shall be removed and destroyed without any pre-advice. It is also possible that Airline company mail can be stored in the lost and found office of the respective Handling Agent. Surveys

FZAG has the right to conduct passenger surveys in all land- and airside Terminals. Partner companies are informed through the weekly partner newsletter about such activities. Surveys and similar activities on behalf of companies other than FZAG are not permitted, unless prior permission has been obtained in writing from FZAG.

Requests

Requests for conducting surveys should be addressed to umfragen@zurich-airport.com.

7.11 Transportation of PRM and material in Skymetro

Special conditions apply to the transport of PRM in the Skymetro. For safety reasons the transportation of goods or other material is not allowed in the Skymetro.

8 ORGANISATIONAL ENTITIES

8.1 Flughafen Zürich AG

Vision and Values and Strategy

Details about FZAG’s vision and values are published on the internet

https://www.zurich-airport.com/the-company/zurich-airport-ag/strategy

Organisational Chart

The current organisational chart is published on the internet

https://www.zurich-airport.com/the-company/zurich-airport-ag/management
Environment
The environmental vision and values are published on the internet


Companies and Organizations at Zurich Airport
A list of most companies present at Zurich Airport is available on the internet


8.2 FZAG Terminal Management

The Terminal Management is responsible for the enforcement of the Terminal Regulation, the House Regulations in the Terminals (airside and landside) and of the User Concept in standard and non-standard operational conditions.

The non-compliance with the Terminal Regulation shall be reported to the Head of FZAG Passenger Operation and Steering. Possible sanctions can include the withdrawal of the Airport badge or in case of recurrence the withdrawal of the operating licence.

Managerial Authority

The Terminal Management has the right to correct and instruct Airline and handling staff and staff of other service providers at the Airport if deemed necessary. The main aim is the fast reestablishment of standard operational conditions for all parties involved.

Construction Sites

The Terminal Management is the contact person for any complaints regarding construction noise within the Terminal. Basically, material for construction purposes is delivered through official delivery-ways. If, due to the size, the material has to be delivered through Check-in areas, Terminal Management has to be informed in advance and has to give the approval of such transports.

Presence / Contact / Office

The Terminal Management is available daily between 04:30 until 23:30 (until last arrival/departure). During the absence of the Terminal Management, the callers (043 816 7600) are redirected to Airport Authority. The Terminal Management office is located in Check-in 1 at office A 3-398. (for contact see chapter 1).

8.3 AOC (Airline Operators Committee)

Flughafen Zürich AG Representative

The FZAG representative in the AOC is Mr. Florian Raff, Head “Planning and Development”. (for contacts see chapter 1)
8.4 Emergency Organisation

8.4.1 Airport Emergency Plan

The Zurich Airport Emergency Plan is published on the internet:

https://emergencyplan.zurich-airport.com

The following steps shall be followed after opening above mentioned link:

Anmeldung Emergencyplan

Über das folgende Formular, melden Sie sich am Emergencyplan der Flughafen Zürich AG an.

Herzlich Willkommen.

Für Fragen bitte kontaktieren Sie Flughafen Zürich AG, Mr. Mirko Kunz (Head Emergency Management) – (für kontakte siehe Kapitel 1)

Please note: Incidents not covered by the Airport Emergency Plan have to be managed by the respective Handling Agent or Airline.

8.4.2 Airport Contingency Plans

At Zurich Airport various contingency and evacuation plans exist.

For questions and or more detailed information regarding contingency plans, please contact FZAG, Mark Zajfert (Duty Manager Airport Steering) – (for contacts see chapter 1), or email to: contingency@zurich-airport.com