

# Terms of Services valid from 1.1.2024

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An aerial night photograph of the Helsinki-Vantaa Airport. The runway and taxiway are illuminated with a grid of bright lights, creating a glowing cross shape. The surrounding landscape is dark, with some distant lights and a misty atmosphere. The text 'FINAVIA' is overlaid at the bottom of the image.

Finavia Oyj

# Terms of Services valid from 1.1.2024

General terms of airport services and other services  
including air traffic charges

*FINAVIA*

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## Definitions

**Air carrier** Company operating air services with a valid operator's certificate or equivalent document.

**Airport operating hours** ATS unit operating hours published in the Aeronautical Information Publication AIP for each airport.

**Certified noise levels** Noise levels in accordance with the aircraft noise certificate, measured at sideline, take off and approach noise measurement points as determined in Annex 16 to the Chicago convention (ICAO Annex 16).

**Commercial air service** Air service performed by aircraft for the transport of passengers, cargo or mail for remuneration or hire.

**Customer** Air carrier or other aircraft operator.

**Estimated off-block time (EOBT)** Estimated time at which the aircraft will commence movement associated with departure.

**GAT flights** (General air traffic) All flights conducted in accordance with the rules and procedures of ICAO.

**Helsinki Airport** Helsinki-Vantaa airport

**International air service** Air service crossing a state border. An aircraft operated in international charter services shall be considered operating international air services also when flying collecting flights between domestic airports.

**Landing** Aircraft landing or touch-and-go landing (TGL)

**Landing time** Time recorded by air traffic control or flight information services or entered in the aircraft flight log, at which the aircraft lands on the runway.

**LT** Local time in Finland UTC +2, during daylight saving time UTC +3

**Maximum certificated take-off weight (MTOW)** Maximum allowed and registered take-off weight of the aircraft, which must be reported in a noise certificate. If the aircraft has a variable maximum take-off weight or several registered maximum take-off weights, only the highest registered MTOW will be considered (ICAO aircraft type).

**Off-block time (AOBT)** Time at which the aircraft commences movement associated with departure.

### Passenger categories:

**DOM** Passenger who leaves from a Finnish airport and ends his/her flight journey at a Finnish airport.

**INT** Passenger flying from Finland to a foreign country, or from a Finnish airport to another Finnish airport so that the flight immediately continues to a foreign airport after one or several intermediate landings (see 'transit passenger').

**Transfer passenger** Passenger reported on a PTM message, who arrives from another airport and continues to another airport within 24 hours. The flight must not be a return flight for a two-way journey.

**DOM-DOM** Transfer passenger who arrives on a scheduled flight from a Finnish airport and continues to another Finnish airport.

**DOM-INT** Transfer passenger who arrives on a scheduled flight from a Finnish airport and continues to a foreign airport.

**INT-DOM** Transfer passenger who arrives on a scheduled flight from a foreign airport and continues to a Finnish airport.

**INT-INT** Transfer passenger who arrives on a scheduled flight from a foreign airport and continues to another foreign airport, spending the time between the flights in the passenger terminal. The flight must not be a return flight for a two-way journey.

**Transit passenger** Passenger who arrives at an airport by air and continues the journey immediately so that the passenger does not exit the plane during the stop.

**Service provider** Finavia Oyj

**Take-off time** Time recorded by air traffic control or flight information services or entered in the aircraft flight log, at which the aircraft takes off from the runway.

## 1. Service provider

Finavia Oyj (hereinafter referred to as Finavia) maintains and develops a network of 20 Finnish airports. Uncompromised safety and customer orientation are the core of our operations. We aim for efficient operations that also help save costs. We work according to the principle of minimum environmental load. Our responsible everyday operations are crystallized in our service promise “For Smooth Travelling”.

Finavia airports:

Helsinki EFHK/HEL	Kittilä EFKT/KTT	Rovaniemi EFRO/RVN
Halli EFHA/KEV	Kokkola-Pietarsaari EFKK/KOK	Savonlinna EFSA/SVL
Ivalo EFIV/IVL	Kuopio EFKU/KUO	Tampere-Pirkkala EFTP/TMP
Joensuu EFJO/JOE	Kuusamo EFKS/KAO	Turku EFTU/TKU
Jyväskylä EFJY/JYV	Mariehamn EFMA/MHQ	Utti EFUT/UTI
Kajaani EFKI/KAJ	Oulu EFOU/OUL	Vaasa EFVA/VAA
Kemi-Tornio EFKE/KEM	Pori EFPO/POR	

## 2. Terms of service: application and validity

The terms of service shall be interpreted in accordance with the Finnish legislation currently in force without reference to its choice of law rules.

These terms of service are applied to airport services and other services offered by the service provider Finavia at Finavia’s airports, unless otherwise agreed in writing between the customer and Finavia.

The terms of service and amendments thereto are published on Finavia’s website.

The charges listed in the terms of service enter into force as of 1.1.2024.

Finavia reserves the right to amend these terms of service.

This document is a translation from Finnish into English. Where the terms mentioned in this document are in conflict with the Finnish document, the terms of the Finnish document shall prevail.

## 3. Conditions, regulations and further information

The customer shall follow the valid airport conditions and regulations when using Finavia services.

More detailed information on and conditions for Finavia’s services can be found in the Aeronautical Information Publication (AIP Finland) <https://www.ais.fi/en> and on our Extranet site <https://airportal.finavia.fi/en>. The information and conditions published in the AIP and airport regulations form one entity with the terms of service contained in this document. Where the terms mentioned in this document are in conflict with the information and conditions contained in the AIP or with airport regulations, the terms of this document shall prevail.

Useful information for airlines can be found on Finavia’s website [www.finavia.fi/en/airlines](http://www.finavia.fi/en/airlines).

## 4. Airport operations

### 4.1. Level of service

Finavia provides the services in accordance with applicable laws and regulations. Service levels for airports are published in the Aeronautical Information Publication (AIP Finland), <https://www.ais.fi/en> and in NOTAM bulletins. The level of service varies based on the airport.

Finavia's capability to provide services to commercial civil aviation is restricted at Halli and Utti airports.

Finavia reserves the right to change the level of service.

### 4.2. Airport operating hours

Airport operating hours are published in the aeronautical information system (see Aeronautical Information Publication, AIP Finland, <https://www.ais.fi/bulletins/efinen-fr.htm> as follows:

The opening hours of the passenger terminals are mainly determined by the service hours for security control, and may be different from airport operating hours, which means the service hours for ATS.

Where services are required outside the airport operating hours notified by Finavia, they must be agreed upon separately. The request for opening of the airport outside of the published operating hours shall be requested at +358 20 708 3150 or [apoc@finavia.fi](mailto:apoc@finavia.fi) (Airport Operations Center – APOC). The request must be made at the earliest possible stage and must always include details of the operation as listed below.

- departure /arrival time
- departure /destination airport /country
- aircraft type
- required fire category
- security control required yes/no
- ground handling service required yes/no
- number of passengers
- adequate contact information
- refueling demand
- de-icing service demand

The objective of the airport is, as far as possible, to provide necessary services.

If the airport is opened or airport operating hours extended by request, the requesting operator shall pay an extra charge for airport opening or extended hours of operation in addition to the regular air traffic charges, plus any additional costs for security control. Any extra opening of the airport will be subject to Finavia's terms of service, para 7.8.3. If an extra opening was requested, the charge must be paid irrespective of whether the requested services were actually used or not. Finavia reserves the right to refrain from opening the airport or extending its operating hours.

The pilot-in-command must ensure that border control authorities are present for non-Schengen flights, and customs authorities for non-EU flights.

### 4.3. Slot coordination at Helsinki Airport

Helsinki Airport is a coordinated airport under the terms of Council Regulation (EEC) No 95/93 (Slot Regulation) and subsequent amendments.

For take-off or landing, the customer shall have a slot allocated by the coordinator, except for flights by state aircraft, emergency landings and humanitarian aid flights. Further information on slot coordination can be found on the website [www.airportcoordination.com](http://www.airportcoordination.com).

A flight plan filed by the customer can be rejected, if the customer intends to land on or depart from a coordinated airport without a slot allocated by the coordinator.

#### 4.4. Schedules coordination at other airports

The air carrier shall submit the schedules information in accordance with Annex 1 to Finavia 30 days before the estimated off-block time at the latest. If the schedules information or any changes are submitted later, Finavia reserves the right to restrict the services available at the airports.

Finavia has the right to restrict air traffic where necessary with regard to the airport capacity available. The contact person for co-ordination of schedules can be found on the website [www.finavia.fi/en/airlines](http://www.finavia.fi/en/airlines).

#### 4.5. Licenses and insurance required

The provision and use of Finavia's airport services requires that the aircraft and its operator have all valid insurances, licenses, and approvals required by laws, regulations or aviation authorities for that type of flight operations. The aviation regulatory authority in Finland is the Finnish Transport and Communications Agency (Traficom), further information <https://www.traficom.fi/en>.

#### 4.6. Right to prevent aircraft departure for flight safety reasons

The airport manager, any person employed by the airport operator, or anyone having duties in air navigation services or in a maintenance organization or ground handling organization have the right to prevent an aircraft from departing:

1. when there is reason to believe that the aircraft at the time of its departure is not airworthy or properly manned;
2. when there is reason to believe that the provisions of the Finnish Aviation Act (7.11.2014/864) or any regulations issued by virtue of it and governing the flight have otherwise not been complied with; or
3. when the use of the aircraft for aviation is otherwise prohibited based on the Finnish Aviation Act;

and it is obvious that the deficiencies referred to above may seriously endanger flight safety.

#### 4.7. Check-in operations at Helsinki Airport

Finavia aims to provide smooth check-in experience to all passengers and minimize waiting times for check-in services. All air carriers operating to Helsinki Airport can use check-in self service functions (CUSS & SSB) without any extra charges. Finavia supports air carriers to implement the needed IT-integrations and processes within reasonable actions.

Air carriers operating to Helsinki Airport must organize their check-in processes in a way that there will be no significant queuing before the check-in services are opened. This shall be done:

1. providing passengers self-service check-in opportunity, or;
2. using Common Service –check-in opportunity, where check-in can be done many hours before departure flight time, or;
3. opening Airline specific check-in desks in due time. Opening time is dependent on passenger volumes of the flight, flight destination and passenger profile. If air carrier is not providing options 1 or 2 to passengers, air carrier specific check-in desks must be opened:
  - Schengen scheduled flights with over 100 pax, at least 2,5 hours before flight departure;
  - Schengen charter flights at least 3 hours before flight departure;
  - Non-Schengen flights at least 3 hours before flight departure.

## 5. Environment

Finavia offers airport services under the terms of the environmental permits granted for the operations. Finavia requires air carriers and other aircraft operators as well as their supporting bodies to comply with the orders and provisions



issued by Finavia to reduce the adverse impacts of airport operation services on the environment. In addition, air carriers and other parties operating at the airport must actively seek to reduce environmental impacts in their own operations.

### 5.1. Permitted aircraft noise emissions

The provision and use of Finavia's airport services requires that the aircraft meets at least the noise standards in accordance with Annex 16 to the Convention on International Civil Aviation (ICAO Annex 16), Volume I, Part II, Chapter 3. On an exceptional basis, however, services can be provided at airports other than Helsinki Airport also to those aircraft not meeting the standards, provided that the Finnish Transport and Communications Agency has granted an exemption for the flight.

### 5.2. Reducing noise and air emissions in flight operations

Aircraft noise and atmospheric emissions can be reduced e.g. by using continuous descent approach (CDA) procedures and by simultaneously optimizing engine power, configuration and speed. Air carriers shall also familiarize themselves with airport-specific provisions, which have been published e.g. in AIP Finland paragraph 2.21, Noise abatement procedures.

### 5.3. Reducing environmental impacts at airports

At the airport, aircraft noise and atmospheric emissions can be reduced e.g. by taxiing with one engine off and by always using ground power instead of the Auxiliary Power Unit (APU). Finavia issues airport-specific provisions on the use of ground power.

Finavia gives provisions on ground handling for each airport separately, also aiming to reduce environmental impacts. Air carriers shall comply with Finavia's provisions e.g. with regard to deicing.

## 6. Information to be provided to Finavia

The customer shall always provide Finavia with the information required in the AIP, in these terms and in the Annex 1 below. This information will be used as a basis for charging and is also a requirement for operational performance as well as planning and development of operations.

The customer is responsible for providing necessary information and that the information provided is correct. If the customer fails to provide the correct information in the format and in the timelines set in Annex 1, or the information provided is incomplete, Finavia will use publicly available information as a basis for invoicing.

### 6.1. Sanctions for failing to provide information and manual processing fee

If the customer fails to provide the information listed above as required in these terms of service and in Annex 1 or within the times specified, Finavia may restrict the services available or refuse to provide any services.

The customer is responsible for ensuring that the information used for determining the charges is correct. If the customer fails to provide the correct information in due time, Finavia will not reimburse or revise for any invoiced charges based on incorrect or inadequate information.

Finavia will charge a manual processing fee of EUR 125.00 per every commencing hour of manual work.

#### 6.1.1. Passenger information

The customer is responsible for sending the required messages. The invoicing of local departing passengers (INT, DOM) is based on the number of passengers reported in LDM messages. If no LDM message has been received, the number of departing passengers for invoicing will be calculated using the maximum number of passenger seats specific to each aircraft type (ICAO). Estimated passenger numbers cannot be used for billing purposes.

The invoicing of transfer passengers (DOM-DOM, DOM-INT, INT-DOM, INT-INT) is based on the number of transfer passengers reported in PTM messages of arriving flights. If PTM messages are partly or entirely missing, invoicing will

be based on the number of departing passengers.

### 6.1.2. Aircraft noise information

Where aircraft noise information has not been submitted, the highest take-off noise values specific to each aircraft type (ICAO) will be used for calculating the noise charge.

### 6.1.3. Information on aircraft maximum certificated take-off weight

Where aircraft maximum take-off weight has not been reported by using a noise certificate, the maximum certificated take-off weight specific to each aircraft type (ICAO) will be used as a basis for invoicing.

## 6.2. Sharing of information

Finavia has the right to use the information provided according to these terms for example to reporting, analytics and services. Finavia may distribute this information for airport development purposes. The information distributed does not contain personal data.

## 7. Airport charges

The principles applicable to the setting and modification of airport charges at all Finavia's airports are governed by the Finnish Act on the Airport Network and Airport Charges (11.3.2011/210). This national legislation implements the Directive 2009/12/EC of the European Parliament and of the Council on airport charges.

### 7.1. Landing charge

A landing charge is collected for each aircraft landing at an airport during its hours of operation. The landing charge is based on the aircraft maximum take-off weight (MTOW), rounded up to the nearest 100 kg. For the calculation of landing charges, MTOW tons rounded to one decimal are used.

Autorotation practicing performed by a helicopter or any other long-lasting practicing performed by helicopter in the traffic area is counted as one landing regardless of the times the aircraft touches runway or taxiway.

To determine the landing charge, aircraft are divided into five categories based on their MTOW. The landing charge consists of a fixed sum specific to each MTOW category and an additional charge for each ton by which the aircraft MTOW exceeds the lower limit of that category.

The landing charges for scheduled and charter passenger traffic are as follows:

MTOW	EUR		
	Fixed charge	Charge per ton	Lower limit
0 - 2 000 kg	12.63	1.98	0.0 tons
2 001 - 5 700 kg	16.60	1.83	2.0 tons
5 701 - 35 000 kg	23.38	4.61	5.7 tons
35 001 - 200 000 kg	158.47	6.49	35.0 tons
over 200 000 kg	1,229.33	5.07	200.0 tons

Examples of aircraft landing charges in scheduled and charter traffic:

MTOW 440 kg: EUR 12.63 + EUR /t 1.98 x (0.5t – 0.00t) = EUR 13.62 (see minimum)

MTOW 3 840 kg: EUR 16.60 + EUR /t 1.83 x (3.90t – 2.00t) = EUR 20.08 (see minimum)

MTOW 22 040 kg: EUR 23.38 + EUR/t 4.61 x (22.10t – 5.70t) = EUR 98.98 (see minimum)

MTOW 55 440 kg: EUR 158.47 + EUR/t 6.49 x (55.50t – 35.00t) = EUR 291.52  
 MTOW 228 440 kg: EUR 1,229.33 + EUR/t 5.07 x (228.50t – 200.00t) = EUR 1,373.83

Other traffic:

MTOW	EUR		
	Fixed charge	Charge per ton	Lower limit
0 - 2 000 kg	13.28	2.02	0.0 tons
2 001 - 5 700 kg	17.33	2.02	2.0 tons
5 701 - 35 000 kg	24.81	5.07	5.7 tons
35 001 - 200 000 kg	173.38	9.68	35.0 tons
over 200 000 kg	1,770.59	9.68	200.0 tons

Examples of aircraft landing charges for other traffic:

MTOW 440 kg: EUR 13.28 + EUR/t 2.02 x (0.50t – 0.00t) = EUR 14.29 (see minimum)  
 MTOW 3 840 kg: EUR 17.33 + EUR/t 2.02 x (3.90t – 2.00t) = EUR 21.17 (see minimum)  
 MTOW 22 040 kg: EUR 24.81 + EUR/t 5.07 x (22.10t – 5.70t) = EUR 107.96  
 MTOW 55 440 kg: EUR 173.38 + EUR/t 9.68 x (55.50t – 35.00t) = EUR 371.82  
 MTOW 228 440 kg: EUR 1,770.59 + EUR/t 9.68 x (228.50t – 200.00t) = EUR 2,046.47

The minimum charge per landing:

	EUR
At Helsinki Airport, all times	100.00
At other airports, excluding helicopters	40.00

A complete list of exemptions and reductions for different charges is given in paragraph 7.8. Exemptions and reductions.

Services requested outside airport operating hours are charged in accordance with paragraphs 7.8.2. Extended operating hours and 7.8.3. Extra opening.

Aircrafts with maximum MTOW of 2000 kg will be granted a 50 % discount to landing charges of training flights' touch-and-go landings (TGL). The discount will be granted to all applicable flights without a separate application. The discount is not applicable at Helsinki Airport.

### 7.1.1. Services included in the landing charge

This is a general description for information purposes, and the details of the service included in the landing charge may vary at different airports. The landing charge covers the services and functions listed below:

- runway and taxiway infrastructure
  - runways
  - taxiways
  - shoulders
  - service roads

- aprons
  - aprons, including their summer and winter maintenance
  - guidance and lighting systems
  - apron use planning
  - prevention of adverse environmental impacts at apron
  - aircraft parking for max 2 hours<sup>1</sup>
  - Follow Me -service<sup>2</sup>
- de-icing
  - de-icing infrastructure and co-ordination
- rescue services
  - buildings related to rescue services
  - rescue equipment
  - control of birds and animals at airport.

The charge does not include:

- aircraft electric infrastructure service, for which a separate charge is collected (paragraph 7.3.)
- de-icing handling fee (paragraph 8.1.) for de-icing operators<sup>3</sup>.

## 7.2. Parking charges

A parking charge is collected for an aircraft parked for over 2 hours in the movement area of the airport. Parking time starts from the arrival to the first stand and ends when leaving the last stand. Parking times are provided by the parking management system at Helsinki Airport, while actual landing and departure times are used at regional airports with a +/-5-minute buffer. Parking at free stands is deducted from the overall parking time. Nighttime (2200-0600 LT) parking at chargeable stands is also deducted from the overall parking time when parked for less than 24 hours. At Helsinki Airport an 8-minute buffer is applied to below 2 hour parking times to compensate the towing time.

### 7.2.1. Parking charges at Helsinki Airport

(i) Parking for up to 24 hours:

For parking for more than two and up to five hours, the parking charge is EUR 1.43 for each 1000 kg or part thereof of the aircraft MTOW. The minimum charge is, however, EUR 27.17<sup>4</sup>.

For parking for more than five and up to ten hours, the parking charge is EUR 2.84 for each 1000 kg or part thereof of the aircraft MTOW. The minimum charge is, however, EUR 53.96.

For parking for more than ten and up to 24 hours, the parking charge is EUR 4.25 for each 1000 kg or part thereof of the aircraft MTOW. The minimum charge is, however, EUR 80.75.

Parking between 2200-0600 LT is not counted in the chargeable parking time, when the aircraft is parked for less than 24 hours.

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<sup>1</sup> Separate charge for parking for more than 2 hours (paragraph 7.2. Parking charges.)

<sup>2</sup> Service provided only at Helsinki Airport on pilot's request depending on the available capacity of the service.

<sup>3</sup> The fee is collected from deicing service provider based on the amount (in litres) of deicing fluid used.

<sup>4</sup> The minimum parking charges for Helsinki Airport are calculated based on a minimum MTOW of 19 tonnes.

Parking charges at Helsinki Airport:			Minimum charge:
Parking time		EUR per MTOW ton	EUR per parking
Lower limit	Upper limit		
over 2 h	5 h	1.43	27.17
over 5 h	10 h	2.84	53.96
over 10 h	24 h	4.25	80.75

(ii) Parking for over 24 hours

For parking for more than 24 hours, the parking charge is EUR 5.66 for each 1000 kg or part thereof of the aircraft MTOW, and it is collected for each period of 24 hours or part thereof. The minimum charge is, however, EUR 107.51 for each 24-hour period or part thereof.

### 7.2.2. Parking charges at other airports

(i) Parking for up to 24 hours:

For parking for more than two and up to 24 hours, the parking charge is EUR 2.36 for each 1000 kg or part thereof of the aircraft MTOW. The minimum charge is, however, EUR 11.80<sup>5</sup>.

Parking between 2200-0600 LT is not counted in the chargeable parking time, when the aircraft is parked for less than 24 hours.

Parking charges at other airports:			Minimum charge:
Parking time		EUR per MTOW ton	EUR per parking
Lower limit	Upper limit		
over 2 h	24 h	2.36	11.80

(ii) Parking for over 24 hours:

For parking for more than 24 hours, the parking charge is EUR 2.36 for each 1000 kg or part thereof of the aircraft MTOW, and it is collected for each period of 24 hours or part thereof. The minimum charge is, however, EUR 11.80 for each 24-hour period or part thereof.

A complete list of exemptions and reductions to the charges is given in paragraph 7.8. Exemptions and reductions.

### 7.2.3. Charge for long-term storage of aircraft

Each airport may make its own agreements with regard to aircraft long-term parking charges, applying other prices than those listed above. The contact person in this issue is the airport manager, see [www.finavia.fi/en/airlines](http://www.finavia.fi/en/airlines).

<sup>5</sup> The minimum parking charges at other airports is calculated based on a minimum MTOW of 5 tonnes.

## 7.3. Electricity charges

### 7.3.1. Electricity infrastructure charge at Helsinki Airport

An electricity infrastructure charge is collected at Helsinki Airport for aircraft having used a parking stand where an electricity source is provided by the airport. The charge will be collected even in case the parking would be free of charge. The electricity infrastructure charge is based on the maximum take-off weight (MTOW) of the aircraft, rounded up to the nearest 1000 kg. The unit price is EUR 0.28 per ton. However, the minimum charge is EUR 4.50.

### 7.3.2. Electricity charges at other airports

At airports other than Helsinki Airport, the electricity infrastructure charge is included in the parking fee. The electricity infrastructure charge only covers the general electricity used for ground power units.

Electricity charges not included in the electricity infrastructure charge at other airports:

At Oulu and Rovaniemi airports, converted 400 Hz aircraft power is available at gate stands and a fee of EUR 23.15 is charged for each time when the power is used.

At Turku Airport, 28 VDC aircraft power is available, and a fee of EUR 13.33 is charged for each time when the power is used.

## 7.4. Passenger charge

A passenger charge is collected for each passenger departing from a Finavia airport. The amount of the passenger charge depends on the passenger category.

However, the low-cost terminals at Turku and Tampere-Pirkkala airports are exceptions to this rule. More information from [airlinerelations@finavia.fi](mailto:airlinerelations@finavia.fi).

The passenger charges per departing passenger are as follows:

All Finavia's airports	EUR
Local traffic (DOM and INT)	10.61
Transfer traffic (DOM-DOM, DOM-INT, INT-DOM, INT-INT)	5.04

The passenger charge for Helsinki Airport Business Flight Terminal is EUR 25.00 per departing passenger.

Helsinki Airport Business Flight Terminal	EUR
Local traffic (DOM and INT)	25.00

Passenger charges are not collected for:

1. children under the age of two (Note: this requires that the information has been given in an LDM message)
2. transit passengers
3. flights which shall be regarded exclusively as ambulance or search and rescue flights
4. passengers on sightseeing flights.

On request, the air carrier or passenger handling agent must be able to show sufficient documentation regarding the basis for the exemption to a Finavia representative.

### 7.4.1. Services included in the passenger charge

This is a general description for information purposes, and the details of the service included in the passenger charge may vary at different airports. The passenger charge covers the services and functions listed below:

- access to the airport (surface traffic infrastructure and its maintenance)
  - road network
  - traffic signs
  - terminal yards, green areas
- passenger service infrastructure and its maintenance
  - terminals
  - waiting areas and public premises (incl. facilitation of movement, such as lifts and escalators)
  - signs
  - sanitation, incl. toilets for disabled
  - passenger bridges / apron bus transports at some airports
- baggage infrastructure and its maintenance
  - premises for baggage handling and delivery
  - baggage handling system
  - baggage sorting system
  - manual encoding of baggage without or damaged tag
- other services and systems for passengers
  - airport operations center
  - operational information system
  - flight information display system
  - public address system
  - advice and guidance
  - self-service kiosks for passenger and baggage check-in:
    - CUPPS (Common Use Passenger Processing System)
    - CUSS (Common Use Self Service) kiosks
    - SBD (Self Service Baggage Drop)
    - SAC and/or eGate.
    - Baggage Reconciliation System (BRS)
    - Self-service systems and kiosks are in use at the airports where Finavia has established the service. For more information: [finavia.fi/en/airlines](https://finavia.fi/en/airlines)
  - Finavia is responsible for CUSS/CUPPS/SBD systems basic infrastructure and the general updates for the systems. Airlines are responsible and cover costs for airline-specific IT integrations and other company-specific system changes (e.g. DCS connections, airline-specific rules).

The passenger service charge does not include:

- services to passengers requiring assistance (PRM), for which a separate fee is charged (paragraph 8.4. Assistance service charge (PRM fee))
- background facilities and operating storage facilities of companies operating at the airport
- other services related to the use of Helsinki Airport Business Flight Terminal.

### 7.5. Security charge

A security charge is collected for each passenger departing from a Finavia airport.

Security charge per departing passenger	EUR 5.71
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The security charge covers the services required by EC Security Regulation (No 300/2008). This is a general description of the services for information purposes only.

- passenger security screenings:
  - screening of passengers
  - screening of cabin baggage and hold baggage
  - control of baggage and right of access e.g. at the gate
  - security screening infrastructure (e.g. screening premises, x-ray equipment, and liquid analyzers and explosive detection systems)
  - costs for guarding the premises inside the terminal and within the airport security fence, as required by the authorities
- staff security screenings:
  - screening of the staff of Finavia and other companies operating at the airport
  - screening of company transports
  - related infrastructure
- access control:
  - costs resulting from access control and access control systems
  - airport fences around the security restricted area
  - camera surveillance system.

Services not covered by the passenger charge:

- guarding of aircraft
- premises which are in the companies' own use in accordance with specifically agreed conditions and enable access to security restricted areas
- use of Priority security lines at Helsinki Airport. For the use of Priority security lines, the air carrier must enter into a separate agreement with Finavia.

Security charge is not collected for:

- DOM-INT transfer passengers in international traffic or DOM-DOM transfer passengers in domestic traffic
- INT-INT and INT-DOM transfer passengers in international traffic coming from airports that meet the security screening criteria specified in EC Regulation 300/2008
- passengers for which no passenger charge is collected (paragraph 7.4. Passenger charge), excluding the low-cost terminals at Turku and Tampere-Pirkkala airports. More information from [airlinerelations@finavia.fi](mailto:airlinerelations@finavia.fi).

If the airport is opened or airport operating hours extended or the terminal security screening opened on request, Finavia has the right to collect any additional costs for security screening from each operation for which the service was used.

## 7.6. Noise charge

Noise charge is collected from jet aircraft departures and landings at Helsinki Airport between 2300–0600 LT. The charge is calculated from noise levels indicated in the aircraft noise certificate based on take-off noise measurements in accordance with ICAO Annex 16 Volume I, Part II or a noise certificate granted based on take-off noise measured in accordance with FAR Part 36.

Aircraft which are unable to show certificated noise levels in accordance with the above-mentioned documents will be charged at the highest take-off noise rate of a similar ICAO aircraft type in accordance with the flight plan. Note: Noise charges for landing aircraft are also calculated based on take-off noise levels.

Charges of less than EUR 10.00 will not be collected. The maximum noise charge is limited to EUR 3,000.00. Noise charge for one take-off and landing is calculated according to the following formula:

$$\text{Charge} = \text{Cd} \times 10^{[(\text{Ld}-\text{Td})/8]}$$

Ld = average of certified take-off noise levels measured at lateral and flyover noise measurement points as specified in ICAO Annex 16.



Td = noise threshold at take-off equaling 82 EPNdB.

Unit prices (Cd):

Time	Take-off	Landing
23.00 – 00.29	EUR 2.00	EUR 2.00
00.30 – 05.29	EUR 10.00	EUR 15.00
05.30 – 06.00	EUR 2.00	EUR 2.00

Example: Aircraft B737-600 landing at 01:30

Average of take-off noise levels  $L_d = (90.4 + 82.8) / 2 = 86.6$  EPNdB

Charge =  $15.00 \times 10^{[(86.6-82.0)/8]} = \text{EUR } 56.38$

## 7.7. Run-up area charge at Helsinki Airport

The run-up area charge at Helsinki Airport is EUR 100.00 per hour or part thereof. The charge is collected according to the time reserved, even if the total time was not used.

## 7.8. Exemptions and reductions

### 7.8.1. Exemptions from landing charge

Landing charge is not collected from:

1. search and rescue flights authorized by the appropriate competent body
2. aircraft returning to the airport of departure for technical reasons or due to adverse weather conditions
3. aircraft registered as:
  - a) sailplanes or powered sailplanes
  - b) hot air balloons
4. paragliders or hang gliders. According to aviation regulation OPS M2-9, glider operations at aerodromes or within their control zones require a permit from the aerodrome manager or his/her representative. If the nature or scope of flight operations changes from that originally permitted, the terms must be agreed separately before the operations are commenced.
5. aircraft holding a valid season card for the airport in question.
6. vintage aircrafts, which have been crafted in Finland and are over 50 years old or crafted abroad but used in Finland for at least 50 years and that have a clear historical significance. The aircraft must be reported as a vintage aircraft to [airtrafficinvoices@finavia.fi](mailto:airtrafficinvoices@finavia.fi) before operations in order for this exemption to apply.

Exemptions 3, 4, and 5 do not apply at Helsinki Airport. Exemption 6 does not apply at Helsinki Airport, unless Finavia grants an exemption on request. The request shall be sent to [airtrafficinvoices@finavia.fi](mailto:airtrafficinvoices@finavia.fi) and shall contain a description of the planned operations at Helsinki Airport.

### 7.8.2. Extended operating hours

Extended operating hours shall always be specifically agreed with the airport. If airport operating hours are extended on request to provide air navigation, airport maintenance and rescue services for a landing or departing aircraft, an hourly charge for the extended hours of operation is collected. If extended operating hours were requested, the charge must be paid irrespective of whether the services were actually used or not.

The charge for extended operating hours is EUR 900.00 for the first hour, unless otherwise agreed with the airport for a special reason. If the airport is held open on request for several hours, a charge of EUR 1,360.00 will be collected for every commencing hour thereafter. In addition, normal air traffic charges will also be collected.

### 7.8.3. Extra opening

Extra opening shall always be specifically agreed by the process described in paragraph 4.2. of these terms of services. If the airport is opened on request to provide air navigation, airport maintenance and rescue services for a landing or departing aircraft, an hourly charge for extra opening is collected. If extra opening was requested, the charge must be paid irrespective of whether the requested services were actually used or not.

The charge for an extra opening is EUR 2,010.00 for the first hour, unless otherwise agreed with the airport for a special reason. If the airport is held open on request for several hours, a charge of EUR 1,360.00 will be collected for every commencing hour thereafter. In addition, the normal air traffic charges will also be collected.

### 7.8.4. Discounts for new routes

To promote and support new routes to/from Finavia airports, we offer discounts on landing and passenger charges. The discounts are granted for a period of maximum three years for short haul routes and maximum five years for long haul routes. Rules for the discounts include:

1. Scheduled services minimum two (2) landings per week and total of minimum 20 landings per IATA season.
2. Aircraft has at least 30 seats.
3. Long haul route is at least 5.000 km in distance between origin and destination airports.
4. Route has no scheduled service during the previous 24 months.
5. Destination airport is at least 50 km away from closest destination airport with scheduled service from the same Finavia airport.
6. Discounts are not available at midnight hours (00:30-05:30 LT) for noise-related reasons.
7. Discounts do not apply to public service obligation (PSO) routes.
8. Discounts are not applicable to low-cost terminals at Turku and Tampere-Pirkkala airports.
9. All air carriers opening same route during same IATA season will be granted discount.

The discounts for new routes are as follows:

	1st year	2nd year	3rd year	4th year Only long-distance	5th year Only long-distance
Discount on landing charge	70 %	50 %	50 %	50 %	50 %
Discount on passenger charge	70 %	50 %			

To obtain discounts and for more information contact Finavia Route Development: [airlinerelations@finavia.fi](mailto:airlinerelations@finavia.fi)

## 8. Other charges

### 8.1. De-icing handling fee

De-icing operators are required to pay a separate de-icing handling fee, which is based on the amount of glycol (as delivered from factory) used in litres. Helsinki Airport aims to centralize the de-icing activities on the dedicated remote de-icing areas. The charge at Helsinki Airport is EUR 0.85 per litre of glycol fluid used at the remote area and EUR 1.95 per litre of glycol fluid used at the apron area. The charge at other airports is EUR 1.00 per litre of glycol fluid used.

Finavia invoices the operators monthly based on the amounts reported. This applies only to those airports where Finavia has arranged the recovery of glycol.

Every de-icing operator is required to give a monthly report on the amount of de-icing fluid used during each month with de-icing operations. The report must, on a daily basis, include the types of glycol used, the amounts in litres and the number of treatments in each de-icing area, as well as per aircraft type in each de-icing area. Consumption of the fluids shall be reported in factory-delivered litres, regardless of the glycol-content (type I is 80 % and type IV is 50 %)."

In addition, the operators must retain the information on individual treatments for the purpose of any assessment of environmental impacts. For Helsinki Airport, the reporting of glycol amounts used is described in the airport de-icing regulation, which is published every year. The operators shall use the area definitions contained in the de-icing regulations in their reporting.

The operators shall, on request, be able to show reliable, audited records on the use of de-icing glycol. Statistical data on the use shall be retained for six (6) calendar years in accordance with the accounting legislation. The information on de-icing fluid used shall be sent each month, by the 5th day of the following calendar month, to Finavia for invoicing and environmental reporting purposes. The relevant e-mail addresses are:

laskutus@finavia.fi (Finavia invoicing)  
glykoli@finavia.fi (glycol reports to Finavia and Helsinki Airport)

## 8.2. Emergency preparedness charge

In accordance with appropriate EU aviation regulation, aircraft refuelling may under certain conditions (e.g. refuelling with an engine running, refuelling with passengers embarking, on board, or disembarking) only be commenced if fire extinguishers of a suitable type are present for at least initial intervention in the event of a fuel fire. If the air carrier additionally requires a rescue vehicle be on site, the aerodrome rescue and firefighting services shall be informed either via ATC or GH. Finavia will invoice the air carrier for this emergency preparedness at EUR 175.30 per hour or part thereof. The order for a rescue vehicle must be made at the latest in connection with the refuelling request.

## 8.3. Oil recovery charge

Finavia will charge any expenses caused by oil spills and chemical spills due to aircraft overfilling or technical malfunctions from the entity responsible for the damage. The oil recovery charge is EUR 192.00 per hour or part thereof.

If the airport emergency service is not informed on the possible chemical spills of the aircraft or handling equipment, a fee of EUR 500.00 per hour is charged for the time spent on investigations locating the source of the spill.

## 8.4. Assistance service charge (PRM fee)

An assistance service charge is collected for each passenger departing from a Finavia airport. The fee is based on EC Regulation (No 1107/2006) concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

Assistance service charge per departing passenger	EUR 0.50
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Assistance service charge is not collected for passengers for whom no passenger charge is collected (paragraph 7.4. Passenger charge).

## 8.5. Priority security lines at Helsinki Airport

Priority security lines at Helsinki Airport cost EUR 3.00 per passenger, in addition to normal security charge. For the use of Priority lines, the air carrier must enter into a separate agreement with Finavia.

## 8.6. Other charges

The airport is entitled to charge the customer for any reasonable extra costs incurred as a result of the customer's negligent or non-compliant activities. Examples of such charges include extra rounds made by passenger buses,

disposing of litter from aircraft, incomplete or erroneous schedule or traffic messages, unnecessary reservation of PRM transports and personnel or moving incorrectly parked ground vehicles.

## 9. Payment of charges and value added tax

The aircraft owner, possessor and operator are jointly responsible for paying the costs of services provided to them by the airport operator or service provider for the time of their right of ownership, possession or use, and during the period for which they are listed in the aircraft register as owners, possessors or operators.

The airport operator may, by refusing to provide services or by any restraining facilities or structures, prevent the aircraft from departing until the charges due for payment have been paid or a security given.

Finavia may refuse to provide services if service charges have not been paid.

### 9.1. Methods of payment

The air carrier shall agree on the method of payment with Finavia before starting operations by contacting [payments@finavia.fi](mailto:payments@finavia.fi).

Unless otherwise agreed with Finavia, the charges shall be paid to Finavia immediately, before departure from an airport operated by Finavia.

In general, Finavia requires advance payment or a bank guarantee of all air carriers who have not been Finavia's invoice customers for the last 12 months or who have had any earlier disruptions of payment. The advance payment or bank guarantee must be delivered to Finavia before the operations are started.

To ensure the payment of charges, Finavia may also otherwise decide to require an advance payment or acceptable bank guarantee. Advance payment or bank guarantee may be required e.g. in situations where Finavia assesses that the customer's liquidity has decreased or Finavia's credit risk has otherwise increased.

#### 9.1.1. Payment on invoice

Air traffic charges can be paid afterwards by invoice only if agreed in advance with Finavia.

The invoices will be sent to the address provided by the air carrier or other aircraft operator prior to starting the operations. The sum must be paid to Finavia's bank account by the due date, which is 14 days from the date of the invoice.

If the services or flights are, at the air carrier's or aircraft operator's request, divided into two or more invoices (e.g. different address, different payer etc.), a supplemental invoicing charge of EUR 150.00 is charged from the requestor. The request must be made before operating.

Any remarks on invoices must be made within six months of the date of the invoice.

#### 9.1.2. Advance payment

The advance payment must cover all air traffic charges for the series of flights. Please notice that prepayment is only an estimation of the future charges. In case the advance payment does not cover all charges, an additional payment is required. Overpayments will be credited to the customer after the series of flights has ended. The invoices are sent to the customer for book-keeping. Finavia pays no interest on advance payments.

#### 9.1.3. Bank guarantee

The bank guarantee must cover all air traffic charges for the series of flights. If the duration of the series of flights is more than three months, the guarantee must cover air traffic charges for at least three months. Moreover, the bank guarantee must be valid for at least three months after the series of flights ends. If the series of flights continues for an undetermined time, the bank guarantee covering the charges for three months must be valid for at least one year from the beginning of the flight series. Finavia may, at its own discretion, deviate from these requirements or to require that

the guarantee must be valid for an undetermined time.

Finavia's specific acceptance of the bank guarantee must always be obtained before the flight or series of flights begin. The bank guarantee<sup>6</sup> must be an irrevocable, i.e. first demand guarantee, and the issuing bank must have an Investment Grade credit rating (Moody's / S&P / Fitch rating) and an official correspondent bank located in Finland. Finavia reserves the right to accept or reject the guarantee offered.

When Finavia has received an acceptable bank guarantee, air traffic charges can subsequently be collected by invoice.

## 9.2. Interest on late payment

In case of delayed payment, a penal interest is charged for the time of delay. In other than consumer relations, the rate of interest is two percentage units higher than the current interest rate specified in the Finnish Interest Act.

## 9.3. Value added tax

Value added tax for the state will be added to the charges as specified in the Finnish Value Added Tax Act.

In accordance with the main rule in the Finnish Value Added Tax Act, air traffic charges and other payments for services supplied to aircraft are subject to tax.

The supply of services to satisfy the direct needs of an aircraft or of its cargo for an entrepreneur who operates for reward mainly on international routes is exempt from tax.

The air carrier bears the burden of proof for showing that the airline mainly operates commercial air services on international routes.

## 10. Air transport supervision fee

The Finnish state charges an air transport supervision fee to cover authority costs for air traffic in accordance with the Finnish act on air transport supervision fees (29.12.2005/1249). Finavia invoices the air transport supervision fee in connection with the air traffic charges as a separate fee. The amount of the supervision fee is EUR 0.90 for every passenger of at least two years of age departing from each airport on a commercial transport flight.

## 11. Slot coordination fee at Helsinki Airport

Finavia invoices the slot coordination fees in connection with other air traffic charges and forwards them to Airport Coordination Finland, which is an independent association. The slot coordination fee is EUR 1.28 per each landing at Helsinki Airport. Further information is available at the website [www.airportcoordination.com](http://www.airportcoordination.com).

## 12. Air Navigation Services' charges

Air navigation services at Finavia's airports are provided by Fintraffic Air Navigation Services Ltd ("Fintraffic ANS").

Fintraffic ANS's services consist of airport's air navigation services, enroute services, as well as air navigation services complementing them. ANS Finland's terms of services and traffic charges can be found from <https://www.fintraffic.fi/en/ans>.

Finavia invoices airport's air navigation service charges along with the airport charges. Eurocontrol invoices enroute charges.

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<sup>6</sup> A guarantee that is to be paid immediately on demand, and the bank cannot refuse from paying after receiving a correctly formulated demand. When this kind of guarantee is used, the bank is obliged to pay the guaranteed amount at the request of the beneficiary, without determining whether the person/organization guaranteed has committed a contractual breach or omission.

## 13. Processing of personal data

When performing airport services in connection with which personal data is processed and Finavia acts as the controller (for example, air passengers' personal data required for the services that Finavia produces), the customer discloses from its personal data record personal data to Finavia, and Finavia becomes the controller of such personal data.

For the execution and development of airport services, Finavia has the right to process personal data for which the customer acts as controller in situations where Finavia has an individual purpose for processing.

The customer is responsible for the lawfulness of the disclosure, transfer or otherwise the processing that precedes the delivery as well as for ensuring that the customer has the right to disclose the personal data in question to Finavia for the production of airport services in accordance with these terms of services.

Both contracting parties are liable in the role of controller for the obligations set out in data protection law and shall, for example, implement technical and organizational measures in order to safeguard the personal data from accidental, unauthorized or unlawful processing.

When necessary, the contracting parties may agree on more specific rights and obligations and the relevant object, duration, nature and purpose of the personal data processing at the time being.

More information regarding Finavia's general data protection principles can be found on Finavia's website <https://www.finavia.fi/en/data-protection>.

## 14. Finavia's liability

Finavia is liable for direct damage provided that the customer claiming compensation demonstrates that Finavia caused the damage by breaching these Terms of Services intentionally or negligently.

Finavia is not liable for damage or loss that it could not have reasonably avoided due to weather conditions, actions of third parties or other similar reasons even though it acted in accordance with applicable laws, authority regulations and with appropriate caution.

Finavia is not liable for loss of profit or other consequential or indirect damage or loss. Finavia is neither liable for pure financial loss, or loss of service life or loss of use of damaged property regardless of whether such loss is qualified as direct or indirect loss.

Compensation shall be claimed from Finavia in writing within 60 days after the error of Finavia was detected or ought to have been detected. If compensation is not claimed within this time limit, the right for compensation shall be forfeited.

Finavia is not liable for damage caused by third parties, such as for example providers of air traffic control services or ground handling companies, even if Finavia had announced the services of such third party or published its contact information.

The customer shall bear such consequences of a damage that could have been avoided by maintaining the insurance cover required in these Terms of Services. If, in addition to Finavia, another party is responsible for the same damage, or the customer may receive compensation from insurance, Finavia is responsible for the damage only to the extent that the compensation cannot be collected from the other responsible party or on the basis of the insurance.

Finavia's liability is limited to a maximum amount of EUR 10,000,000.00.

For the sake of clarity, if Finavia is not liable for damages under this clause (14) of the Terms of Service, such liability cannot be construed on other grounds either, unless otherwise stipulated in mandatory regulations. To the extent that this clause (14) of the Terms of Services limits Finavia's liability, the limitations apply correspondingly to the liability of Finavia's employees and other persons in Finavia's service as well as Finavia's subcontractors. This does not restrict the right of these parties to invoke regulations and agreements that apply to themselves.

## 15. Grounds for release from liability

Finavia is released from its obligations and liability for damages if the breach of obligations or failure to meet them was due to specific ground for release. As sufficient grounds for release from liability (force majeure) are considered such unusual events affecting the operations, which Finavia could not have foreseen, which are beyond Finavia's control, or the impact of which could not have been reasonably avoided or overcome. Such an event can be e.g. war, riot, foreign exchange restrictions, legal provisions and orders from authorities, export prohibitions, natural catastrophe, interruption of general traffic, data communications or energy distribution, shortage of means of transport, general lack of material, limitations of power availability, labor dispute, fire, or other unusual event with similar effect beyond Finavia's control, including any error or delay in a subcontractor's delivery due to the above mentioned reasons.

If the performance of Finavia's obligations is delayed for one of the reasons mentioned above, the time for meeting the obligations is extended as far as considered reasonable with regard to all circumstances affecting the case.

## 16. Settlement of disputes

Any disputes arising from the provision of services mentioned in this document will be settled by the District Court of Itä-Uusimaa.

## 17. Contact details

Contact details	Email	Address
Information concerning the aeronautical season	<a href="mailto:dataops@finavia.fi">dataops@finavia.fi</a>	Finavia Data Unit P.O.Box 50 FI-01531 Vantaa Finland
Passenger and cargo information in IATA Type B messages	<a href="mailto:dataops@finavia.fi">dataops@finavia.fi</a>	
Airline Relations, new route incentives	<a href="mailto:airlinerelations@finavia.fi">airlinerelations@finavia.fi</a>	Finavia Airline Relations P.O.Box 50 FI-01531 Vantaa Finland
Invoicing details	<a href="mailto:airtrafficinvoicing@finavia.fi">airtrafficinvoicing@finavia.fi</a>	Finavia Air Traffic Charges Unit P.O.Box 50 FI-01531 Vantaa Finland
Payments, arrangements for payment, advance payments, price estimates	<a href="mailto:payments@finavia.fi">payments@finavia.fi</a>	Finavia Credit Control P.O.Box 50 FI-01531 Vantaa Finland

## Annex 1: DATA requirements

### 1. Information to be provided to Finavia

Finavia needs basic customer data and operational flight data according to the flight lifecycle to serve customers and passengers efficiently. This information is the basis for invoicing and is an essential prerequisite for the implementation, planning and development of operational activities.

All customers are obliged to provide Finavia with both the information required by the AIP and the information specified in these Terms of Service and Annex 1, unless otherwise agreed with Finavia. In addition, all customers must notify promptly and in good time in advance any changes to their existing basic information, including the effective date of the change.

The customer is responsible for providing the information and for ensuring that the information provided is accurate and up to date. Unless otherwise agreed, all information required in Annex 1 shall be provided electronically. If the customer fails to provide the information specified in the Terms of services and Annex 1 in the required format and time, or if the information is incomplete, Finavia will use publicly available data sources as a basis for invoicing. For the clearing and manual processing of data, Finavia is entitled to charge a fee of EUR 125,00 for each commencing hour of manual work.

### 2. Basic information of the customer

Before operating, customer must submit the following basic information to Finavia at the address [airtrafficingvoices@finavia.fi](mailto:airtrafficingvoices@finavia.fi):

- new air carriers shall submit the contact details for invoicing and operations by using the form found at [https://www.finavia.fi/en/airline\\_contact\\_details](https://www.finavia.fi/en/airline_contact_details)
- copy of the noise certificate in PDF-format (large quantities is ZIP-files), indicating the aircraft noise values and the highest maximum certificated take-off weight (MTOW)
- Identification of the payer is based on the ICAO call sign of the operator. In case a specific flight should not be invoiced accordingly, changes to the payer of the invoice shall be submitted before the flight by e-mail to [airtrafficingvoices@finavia.fi](mailto:airtrafficingvoices@finavia.fi) containing:
  - name of the payer
  - postal address
  - email address
  - business ID of the payer
  - the details of the flight in question

### 3. Operational basic information

Prior to the operation, and in case of any changes to the basic data, the client must provide Finavia with the following basic information necessary for the operational activity at Finavia to the address [dataops@finavia.fi](mailto:dataops@finavia.fi):

1. Airline name, IATA and ICAO code
2. The master data of those aircrafts scheduled to fly to Finavia's airports:
  - registration number
  - aircraft type: IATA, ICAO, name, height, width, wingspan, engine type
  - maximum number of seats
  - MTOW (Maximum certificated Take Off Weight)
3. Combined flight numbers of the arriving and departing flights for the purpose of determining the



- aircraft's parking in the case of rotation (ex. LH3110 = DLH7PL or AY741 = FIN741X).
4. Basic information on ground handling arrangements and de-icing
  5. Contact details of the Air Traffic Operations Centre (OCC) and/or key operational staff and contact details of the person responsible for IATA Type B messaging are necessary for rapid contact on operational, safety or financial matters: telephone numbers and e-mail addresses

## 4. Flight information

In addition to the basic data the customer, or the customer's authorized agent, must provide Finavia with the flight data during the flight lifecycle, such as schedules, slots and operational IATA Type B messages for the different phases of the flight. The flight data to be provided is described below.

### 4.1. Schedules for Helsinki Airport

For Helsinki Airport, the schedules are to be transmitted primarily via Amadeus Altea service. Schedules may be submitted via slot coordination if the Altea service is not available.

Helsinki Airport is a level 3 slot-coordinated airport, and the customer must also always have up-to-date arrival and departure times issued by the slot coordinator to ensure that flights are correctly generated in Finavia's systems.

### 4.2. Schedules for other Finavia airports

For other Finavia airports, the customer must submit the schedules by sending IATA Type B SSM and/or ASM messages to the address HELCAXH.

If the mentioned messages cannot be sent as described above, the customer must send the below described seasonal schedule information at least 30 days before the operation by e-mail to [dataops@finavia.fi](mailto:dataops@finavia.fi):

1. one SSIM file containing the flight schedules for all Finavia airports to which the customer operates (or completed schedules information table)
2. relations between the flight number and the air traffic control call sign (e.g. LH3110 = DLH7PL or AY741 = FIN741X).

Starting from the summer 2024 timetable period, the timetables of Ivalo, Kittilä, Kuusamo, Oulu and Rovaniemi airports must be submitted via slot coordination. For more information on slot coordination, please visit [www.airportcoordination.com](http://www.airportcoordination.com)

## 5. IATA Type B messages for the flights

The customer, or the customer's authorized agent, must send the IATA Type B messages listed below via the SITA messaging network for all flights operating at Finavia's airports.

Because the messages are handled automatically, it is essential that they strictly comply with IATA (International Air Transport Association) standards, which are specified in the IATA Standard Schedules Information Manual, IATA Airport Handling Manual and IATA Passenger Services Conference Resolutions Manual, Recommended Practices.

Any enquiry about IATA Type B messages to be sent to Finavia can be addressed to [dataops@finavia.fi](mailto:dataops@finavia.fi)  
Any technical problems and anomalies in messaging must be reported to Finavia without delay using the address [IT-servicedesk@finavia.fi](mailto:IT-servicedesk@finavia.fi)

IATA Type B – messages required by Finavia:

Message	Intented use	Airport	SITA Address
<b>SSM</b> Standard Scheduled Message	Passenger information Arrivals and departures information on Finavia’s website Apron resource planning Staff scheduling at Finavia airports	All	<b>HELCAHX</b>
<b>ASM</b> Adhock Schedule Message	Passenger information Arrivals and departures information on Finavia’s website Apron resource planning Staff scheduling at Finavia airports	All	<b>HELCAHX</b>
<b>ASM CNL</b>	Flight cancel		
<b>PSM</b> Passenger Service Message	Service to passengers requiring assistance	All	<b>HELCAHX</b>
<b>PAL</b> Passenger Assistant List	Service to passengers requiring assistance	All	<b>HELCAHX</b>
<b>CAL</b>	Service to passengers requiring assistance	All	<b>HELCAHX</b>
<b>MVT</b> Aircraft Movement Message	Passenger information and Finavia’s website Aircraft registration: stand allocation and invoicing  Reason and time of delay: operational planning	All	<b>HELCAHX</b>
<b>LDM</b> Load Message	Number of passengers and amount of cargo: operational planning and invoicing of charges based on passenger numbers	All	<b>HELCAHX</b>
<b>PTM</b> Passenger Transfer Message	Transfer passenger service  Invoicing of charges based on the number of transfer passengers	All	<b>HELCAHX</b>
<b>BSM</b> Baggage Sorting Message	Baggage sorting, baggage reconciliation system  BSM/SOR BSM/DEL  Reconciliation Data element (.S) and Passenger Name element (.P) must be attached to the BSM message.	All	<b>HELBSXH</b>  <b>Amadeus: HELBSXH</b>

<b>BMM</b> Baggage Manifest Message <b>or</b> <b>BPM</b> Baggage Processing Message	Baggage handling Information on baggage arriving on the flight: departure airport sends information specifying in which unit load device (ULD) the baggage has been loaded  Mandatory fields for every element, and all fields in the .U element (also optional)	All	<b>HELBSXH</b>
<b>CPM</b> Container/Pallet Distribution Message	Baggage handling Information on the location of ULDs in the cargo hold  Mandatory fields for every element and element no. 6.2 in full, including the ULD serial number	Helsinki	<b>HELBSXH</b>
<b>ADM/RAD</b> Aircraft Disposition / Revised Disposition Message	Advance information about aircraft rotation	Helsinki	<b>HELCAHX</b>
<b>MVA</b> Aircraft Initiated Movement Message.	If not used, then MVT-message is to be sent	Helsinki	<b>HELCAHX</b>
<b>DIV</b> Diversion	Following the changes in flight routes.	Helsinki	<b>HELCAHX</b>

## 6. Actual passenger and freight information

Passenger and cargo information must be submitted to Finavia for statistics and invoicing purposes using IATA Type B messages as follows:

- LDM: number of departing and arriving passengers (DOM, INT) and amount of cargo
- PTM: number of transfer passengers (DOM-INT, INT-INT, INT-DOM, DOM-DOM).

Positioning flights are to be notified in the flight plan or by e-mail to the address [dataops@finavia.fi](mailto:dataops@finavia.fi).

In single cases passenger information may be submitted in a form agreed in advance. The information shall however be submitted within the time frames of invoicing: details concerning 1<sup>st</sup>-15<sup>th</sup> day of the month by the 16<sup>th</sup> day and details concerning 16<sup>th</sup>-31<sup>st</sup> day by the first day of the following month.

Finavia reserves the right to request airline companies to submit information on total passenger numbers subsequently, and to make calculations to review the number of departing passengers.