

A photograph of the Zagreb Airport terminal building at dusk. The building features a large, curved, metallic structure with a prominent arched glass entrance. The interior lights are visible through the glass, and the sky is a deep blue. The foreground shows a paved area with white lines.

As approved by the Croatian Civil Aviation Agency

In pursuance of the Air Traffic Act (OG no. 69/09, 84/11, 54/13, 127/13 and 92/14)

In pursuance of the Ordinance on airport charges (OG no. 65/15)

In pursuance of the Ordinance on provision of ground handling services (OG no. 84/22)

In pursuance of the Regulation (EC) No 1107/2006 of the European Parliament and of the Council

# Contents

<b>1. GENERAL PROVISIONS</b> .....	2
<b>2. USER REPORTS</b> .....	2
<b>3. DEFINITIONS</b> .....	4
<b>4. LANDING AND TAKE-OFF CHARGES</b> .....	5
➤ FIXED PART OF CHARGE .....	6
➤ VARIABLE PART OF CHARGE .....	6
➤ SCHOOL FLIGHTS .....	6
➤ PANORAMIC FLIGHTS .....	7
<b>5. PARKING CHARGES</b> .....	7
➤ PARKING CHARGES ON WEST APRON .....	7
➤ PARKING CHARGES ON EAST APRON .....	8
<b>6. PASSENGER SERVICE CHARGE</b> .....	8
<b>7. SECURITY CHARGE</b> .....	9
<b>8. PRM CHARGE</b> .....	9
<b>9. CENTRALIZED INFRASTRUCTURE CHARGE</b> .....	9
<b>10. EXEMPTIONS</b> .....	10
<b>11. SPECIAL SERVICES ON REQUEST</b> .....	11

## 1. GENERAL PROVISIONS

- This Regulated Airport Charges (“Price list”) defines all the regulated charges and the terms and conditions thereof applicable to the usage of the airport services defined herein and provided by International Zagreb Airport Jsc (“Airport managing body”) at Zagreb Franjo Tuđman Airport (“ZAG”). This Price list enters into force 01.06.2026 and fully replaces any and all previous Price lists of ZAG for the same services. The moment the user of airport services starts using any of the services defined in this Price list, the user fully accepts this Price list and its terms and conditions.
- Calculation and charge of used facilities and services shall be executed in EUR.
- Value added tax (“VAT”) will be calculated in accordance with Croatian Value Added Tax Act (OG no. 73/13, 99/13, 148/13, 153/13, 143/14, 115/16, 106/18, 121/19, 138/20, 39/22, 113/22, 33/23, 114/23, 35/24, 152/24, 52/25)
- Users who have not specifically agreed on the method of payment for used facilities and services are obliged to settle the payment at latest before take-off.
- For delays in payment of used facilities and services the Airport managing body has the right to charge legal interest, in accordance with maximum interest rate set by the applicable national legal act.
- The Airport managing body has the right to request security payment instrument from the User based on traffic forecast (announced by service user) and anticipated risk for non-payment (by Airport managing body).
- In case of any disputes between user and the Airport managing body regarding the interpretation and practical implementation of this Price list - the court in Zagreb has jurisdiction and Croatian law will be applicable.
- In case of any changes of legal regulations that refer in contents to regulated airport charges, Airport managing body has the right to withdraw or change the conditions contained herein, after:
  - Previous consultations with Airport User Committee- AUC, and
  - Obtained approval by CCAA.

## 2. USER REPORTS

- Before the start of operations at ZAG, all airlines are required to submit the following information via e-mail to the addresses below:
  - Airline name
  - IATA / ICAO call sign
  - VAT No. / Company registration number

- Headquarters / Billing address / Billing information
  - Copy of a valid AOC
  - Fleet information (for the aircraft to be operated at ZAG, including but not limited to A/C reg., type, MTOW and max. seat capacity)
- Airlines operating at ZAG are obliged to send PSR (Passenger Service report) after each flight to the Airport managing body for the purpose of properly calculating charges. In addition to PSR, the Airport managing body expects to receive following messages for the purpose of efficiently planning and conducting operations, as well as justifying the airport charges properly:
    - MVT (Aircraft Movement Message)
    - DIV (Flight Diversion)
    - LDM (Load Message)
    - PTM (Passenger Transfer Message)
    - PSM (Passenger Service Message)
    - ICL (Inbound Connection List)

All messages are expected to be sent immediately after take-off to ZAG's SITA address ZAGAPXH. Diversion messages and updated messages, e.g. in case of delays, should be sent as early as possible.

Failure to comply with the above may lead the Airport managing body to charge airlines for use of its facilities and services on the basis of the presumption that the aircraft was at full passenger capacity in the operations performed by the air carrier on that day.

**In case of inquiries regarding the charges/services in this Price list please contact:**

**Operations:**  
[scheduling@zag.aero](mailto:scheduling@zag.aero)  
[koordinatori@zag.aero](mailto:koordinatori@zag.aero)

**Finance & Accounting**  
[invoicing@zag.aero](mailto:invoicing@zag.aero)

**Commercial:**  
[commercial@zag.aero](mailto:commercial@zag.aero)

### 3. DEFINITIONS

AMBULANCE FLIGHT	: flight which transports ill or injured persons or human organs for transplantation.
CCAA	: Croatian Civil Aviation Agency
COMMERCIAL FLIGHT	: transport of passengers, cargo or mail which is paid or charged otherwise
DHC	: staff who do not operate the aircraft but transported due to airline's operational requirements.
DOMESTIC PASSENGER	: passenger on domestic routes.
GENERAL AVIATION	: aircraft operation whose aim is not: <ul style="list-style-type: none"> <li>- non-scheduled air transport of passengers by aircraft with 11 (eleven) or more seats in passenger cabin,</li> <li>- transport of state dignitaries and/or guests of individual state entities (legal, executive or court authorities),</li> <li>- transport by governmental aircraft of individual state dignitaries (legal, executive or court authorities) organized by the competent state entity, and</li> <li>- scheduled public air transport.</li> </ul>
ID00	: passenger with discount of 100%.
ID90	: passenger with discount of 90%.
INFANT	: baby/child under 2 years.
INTERNATIONAL PASSENGER	: passenger on international routes.
MTOW	: maximum take-off weight of the aircraft as specified in Certificate of Airworthiness. MTOW in decimal numbers shall be rounded up for the purpose of service charge calculation.
PANORAMIC FLIGHT	: flight of aircraft up to 5.7 t MTOW with passenger(s) with aim to panoramic sightseeing of landscape, which starts at ZAG and ends in the same place, without landing anywhere in the meantime.
PASSENGER	: a person transported by aircraft, except crew members.
PRM	: passenger with reduced mobility.
RETURN FLIGHT	: landing back to the airport of departure after take-off, before landing at any other airport

SCHEDULED FLIGHT	: flights between two or more airports with the same following characteristics: <ul style="list-style-type: none"><li>- each flight has seats and/or capacity of aircraft for transport of cargo and/or mail available to public for individual purchase (either directly from air carrier or his authorised representative),</li><li>- operated on the basis of and in accordance with published flight schedule, or so frequently and regularly that they represent recognizable system series.</li></ul>
SCHOOL FLIGHT	: flight under supervision of a flight instructor with aim to obtain or extend or renew pilot licence, in accordance with FTO-ATO certificates for students registered in training diary or in technical diary.
TECHNICAL LANDING	: landing where no physical change of load occurs neither after the landing nor before the subsequent take-off.
TEST FLIGHT	: flight for the testing of aircraft before certification or after the maintenance works.
TRANSFER PASSENGER	: passenger who changes aircraft with a different flight number in maximum 24 hours after arrival to ZAG and departs to a destination other than the airport of departure.
TRANSIT PASSENGER	: passenger whose flight doesn't change during its ground stop at ZAG.
ZAG	: Zagreb Franjo Tuđman Airport

#### **4. LANDING AND TAKE-OFF CHARGES**

- Aircraft landing and take-off charges are charged for usage of runway and taxiways, with related visual navigational aids, including approaching lights (system), and airport lighting (system) of runway and taxiways and use of „Follow Me“ vehicle with a driver.
- Obligation of payment of charge for landing and take-off of aircraft starts at the moment of aircraft landing on runway of ZAG.
- Amount of charge is calculated according to maximum take-off weight (MTOW) for fixed part and no. of departing passengers excluding infants and transit passengers for variable part.
- The amount of charge for landing and take-off of aircraft is not separable and encompasses the operation of landing and take-off of aircraft.
- Charge for landing and take-off is reduced by 25 % in cases of: return flight, test flight or technical landing.

➤ **FIXED PART OF CHARGE**

<b>Aircraft groups related to M.T.O.W.</b>	<b>Unit</b>	<b>Fee (€)</b>
Aircraft up to 3.0 tons	Fixed charge	37.21
Aircraft from 3.1 to 6.0 tons	Per tonne or part thereof	12.40
Aircraft from 6.1 to 100.0 tons	Per tonne or part thereof	8.06
Aircraft from 100.1 to 220.0 tons	Per tonne or part thereof	7.44
Aircraft over 220.1 tons	Per tonne or part thereof	6.82

➤ **VARIABLE PART OF CHARGE**

<b>Unit</b>	<b>Fee (€)</b>
Per departing passenger* including ID00, ID90 and DHC	2.29

*\*Infants and transit passengers are exempted*

➤ **SCHOOL FLIGHTS**

**Aircraft up to 5.7 t MTOW**

For aircraft with MTOW up to 5.7 ton the Airport managing body proposes to aircraft operators authorised by CCAA for pilot trainings (in compliance with ATO-FTO permits) the conclusion of a special contract for series of school flights for certain period, where special price of the charge will be specified for cases when:

- aircraft (actually) lands on runway and immediately taxis on runway,
- aircraft only touches the runway by wheels of landing gear and immediately takes-off (Touch and Go).

**Aircraft with 5.8 t MTOW and more**

For aircraft whose MTOW is 5.8 t and more, the charge for landing and take-off is:

- reduced by 75% in cases of landing and take-off in good weather conditions (when approaching lights and runway lighting system are not used),
- reduced by 75% + 50 EUR (€) in cases of landing and take-off in low visibility conditions and during night (when approaching lights and runway lighting system are used).

In case of many constant operations (series) of landing and take-off of aircraft MTOW 5.8 t and more, in low visibility conditions and night, when approaching lights and runway lighting system are used, the increase of 50 EUR (€) is applied only once, for the last landing in series.

Aircraft operators of school flights must previously and based on written announcement of the exact date and time of school flights sent to e-mail address: [scheduling@zag.aero](mailto:scheduling@zag.aero) obtain an approval from the Airport managing body, which shall be delivered to the user by e-mail.

## ➤ PANORAMIC FLIGHTS

The Airport managing body proposes conclusion of special contract for series of panoramic flights over certain period, for which special charge will be defined for a single panoramic flight.

Aircraft operators registered with CCAA for commercial panoramic flights must previously and based on written announcement of the exact date and time of panoramic flights sent to e-mail address: [scheduling@zag.aero](mailto:scheduling@zag.aero) obtain an approval from the Airport managing body, which shall be delivered to the user by e-mail.

## 5. PARKING CHARGES

- Parking charge must be paid to the Airport managing body for parking an aircraft at the airport.
- The amount of parking charge is calculated according to the parking stand location (East apron or West apron), maximum take-off weight of the aircraft (MTOW), type of the aircraft and the length of time parked, which is based on the time between on-block and off-block of the aircraft.
- There is no additional fee applied for the use of a parking stand equipped with jet-bridge.
- Parking/stay of aircraft between 22:00 and 06:00 is free of charge.
- Parking/stay of aircraft during the delayed time caused by the Airport managing body is not charged (subject to the Airport managing body's check and approval).
- A lease (rental) contract can be signed between the Airport managing body and an aircraft operator prior to the parking of aircraft for 30 days or more on a dedicated parking stand.

## ➤ PARKING CHARGES ON WEST APRON

Parking charge is applied after the use of first 4 hours of parking at West apron and is calculated according to below table in case of parking up to 3 days on the same parking stand, including first 4 hours of parking.

Unit	Period	Fee (€)
Per tonne or part thereof	5 minutes	1.24/100

If the aircraft is parked more than 3 days, the formula below applies for the calculation of the parking charge, including first 3 days of parking.

Unit	Period	Fee (€)
Per tonne or part thereof	Day	1.24

## ➤ PARKING CHARGES ON EAST APRON

Parking charge is applied after “grace period” at East apron and parking charge is according to below table from on-block time to off-block time.

Unit	Period	Fee (€)
Per tonne or part thereof	5 minutes	4.96/100

### Grace Period:

- 50 minutes for aircraft with Code letter “A”, “B” (“A” wingspan up to but not including 15 m; “B” wingspan 15 m up to but not including 24 m)
- 60 minutes for aircraft with Code letter “C” (wingspan 24 m up to but not including 36 m) for long-haul flights defined in ZAG concession agreement
- 90 minutes for aircraft with Code letter “D” (wingspan 36 m up to but not including 52 m)
- 120 minutes for aircraft with Code letter “E” (wingspan 52 m up to but not including 65 m)
- 180 minutes for aircraft with Code letter “F” (wingspan from 65.0 m and above)

## 6. PASSENGER SERVICE CHARGE

- Passenger service charge includes usage of:
  - all non-commercial areas and facilities in the passenger terminal which are neither part of security check, nor part of centralized infrastructure.
  - jet-bridges with pertaining equipment or transport of passengers between passenger terminal and aircraft by bus.
- Passenger service charge is collected from aircraft operator for all departing passengers excluding infants and transit passengers.

Unit	Fee (€)
Per departing international passenger* including ID00, ID90 and DHC	21.70
Per departing domestic passenger* including ID00, ID90 and DHC	9.30
Per departing transfer passenger* including ID00, ID90 and DHC	4.96

*\*Infants and transit passengers are exempted.*

## 7. SECURITY CHARGE

- Security charge includes screening of passengers and baggage, usage of necessary equipment's for such screening, as well as control of access to airside areas of ZAG and is collected from aircraft operator for all departing passengers excluding infants and transit passengers.

Unit	Fee (€)
Per departing passenger* including ID00, ID90 and DHC	8.06

*\*Infants and transit passengers are exempted*

## 8. PRM CHARGE

- PRM charge includes use of special means and services with aim to help PRM embarking / disembarking the aircraft and during his stay in the passenger terminal and is collected from aircraft operator for all departing passengers.

Unit	Fee (€)
Per departing passenger* including ID00, ID90 and DHC	0.56€

*\*Infants and transit passengers are exempted*

## 9. CENTRALIZED INFRASTRUCTURE CHARGE

- This charge is composed of the aircraft related charge which is calculated according to the MTOW of the aircraft and the passenger related charge which is calculated according to the no. of departing passengers on the flight excluding transit passengers and infants.
- This charge is applied to all passenger flights, cargo flights, ferry flights and general aviation flights.
- Centralized infrastructure at ZAG includes the following:

- Systems of conveyor belts for outbound and transfer luggage , with scales for measuring weight
- System of conveyor belts for inbound baggage
- Area and equipment in sorting area for checked baggage for departure
- Area with counters for takeover of passenger baggage of larger size or higher weight (Oversized)
- Baggage Reconciliation System
- Manual sorting of baggage, which was not sorted automatically by the system
- Counter equipped with reporting devices of any irregularities
- Counters with pertaining equipment for check-in, boarding and transfer passengers
- CUPPS (Common Use Passengers Processing System)
- CUSS infrastructure and equipment
- CUTE network
- FIDS monitors above counters
- Management of BHS (Baggage Handling System)
- Storage area for checked baggage – lost and found (separately for domestic and separately for international flights)
- Counters on gates of passenger building towards aircraft, with pertaining equipment and surface they cover + 1.5m<sup>2</sup> for each single counter
- Computer program of airport operator (AODB)
- Facilities for toilet service
- Facilities for fresh water
- Equipment and system of waste disposal and drainage/sewage of consumed matters, and
- Central de-icing facilities
- Fire extinguishers placed on every parking position
- Surface by aircraft parking position reserved for parking of GH equipment,
- Service road on apron
- Vehicle, equipment and system (including water pipeline) for supply of potable water for aircraft

<b>Charge</b>	<b>Unit</b>	<b>Fee (€)</b>
Passenger related charges CIT - Centralized infrastructure traffic	Per departing passenger* including ID00, ID90 and DHC	3.10
Aircraft related charges CIR - Centralized infrastructure ramp	Per tonne or part thereof	1.86

*\*Infants and transit passengers are exempted*

## 10. EXEMPTIONS

- Exceptions from payment of airport regulated charges is applied to the following aircraft:
  - Aircraft involved in search and rescue operations,
  - Aircraft involved in humanitarian aid in cases of natural disasters or emergencies,
  - Aircraft in distress,
  - State aircraft providing urgent medical help,
  - State aircraft flying to provide fire protection,
  - State aircraft flying for special actions.

## 11. SPECIAL SERVICES ON REQUEST

- Additional use of the Rescue and firefighting service in case of alternation, engine testing and refuelling with passengers on board, or during embarking/disembarking:

Service	Period	Fee (€)
Use of the firefighting vehicle	30 minutes	62.01