

IONALE DI RIMINI E SAN MARINO

SERVICE CHARTER
2023

SUMMARY

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DEAR CUSTOMER

The attention to the quality of services is not perceived by AIRimum as an obligation, but as a commitment made towards its customers/guests, in which the following concepts are at the base of the company's quality system:

- Customer/guest centrality
- Continuous improvement of the processes to simplify the life of airport users
- Enhancement and training of human resources
- Transparency and non-discrimination in making full use of the services offered



The Service Charter, updated from year to year, puts this commitment on paper and the Guide to Airport Services intends to make the services we offer easily accessible to our guests.

Fellini Airport's commitment to quality



The innate international connotation of Rimini and San Marino Airport and its location in the largest reservoir of hospitality in Europe, makes it a fundamental element to shape that hospitality feeling for which Romagna is world famous.



Therefore, even at the Airport, we want to make the passenger feel like a welcome guest to our house and, for that reason, we intend to give special relevance to the quality of the services offered, to the availability and professionalism of our employees and to the efficiency and punctuality of all airport procedures that accompany the passengers throughout their airport experience.

Fellini Airport's commitment to quality



The welcoming atmosphere that we want to build around our passengers cannot be to the detriment of security, a fundamental element today in a world undermined by a thousand potential threats. Therefore the continuous improvement of all security standards, through discreet but effective procedures, represents a plus that our structure puts at its users' disposal. The recent implementation of a "control room" to monitor all sensitive areas in the terminal fits into this context.



These are the challenges we have the ambition to confront ourselves with and this is what we ask to be judged upon by our guests, well aware to be the first impact and the last memory both of our country and the Romagna Riviera for the majority of Italian and foreign passengers who use our airport.

Who is AIRiminum 2014?

Federico Fellini Airport is one of the 39 airports that the National Plan for Airports considers “of National interest” and it has a well established traditional role.

In the 70s it was the 4th Italian Airport for passenger traffic, then it had to cope with events related to its territory of belonging when facing the competitiveness of new destinations and the birth of low-cost flights, that have permitted to visit tourist destinations once out of reach, at low price.

Confronted with those changes, Rimini and San Marino Airport, thanks to a forward-thinking intuition, opened new routes and became the gateway to Italy for Russian citizens developing a consistent long lasting traffic with countries of the former Soviet Union.

From April 1st 2015, the Airport is administered by AIRiminum, a completely private company. This represents an exception in the Italian scenario, considering airports of equal size, which is dominated by public management.





Who is AIRiminum 2014?

The infrastructure, located at the centre of the major Italian touristic reservoir, certainly one of the most important in Europe, can count on a catchment area of 2.500.000 inhabitants living in Romagna, in the neighbouring province of Pesaro-Urbino and in San Marino Republic. This combination with the most ancient Republic of the world gives great potentialities to the airport.

TERRITORY

On its territory of pertinence there are more than 40.000 companies. Moreover in 2022 in addition to its residents, the Emilia-Romagna “Riviera” could count on 5.922.000 arrivals which resulted in 38.762.000 guests, thus increasing the arrivals rate by 13% and the guests number by +11,1% when compared to 2021 and the arrivals rate by +3,7% and the guests number by +1,1% when compared to 2019.

PASSENGERS

Our airport clearly helped in achieving such a result with its 216.688 passengers in 2022 (mostly incoming tourists). This is even more striking considering that we had to deal with the almost total forced inactivity due to the COVID-19 pandemic first and then with the outbreak of the war between the two main catchment areas of our passengers (the Russian Federation and Ukraine). In spite of all this, Rimini and San Marino passengers could travel to/from 15 destinations in 2022 and we had 3.263 flights (both general and commercial aviation).

MANAGEMENT COMPANY

Since the beginning of its activity AIRiminum has carried out a redesign of indoor terminal areas, a streamlining of boarding/disembarking activities, the reorganization of the commercial area and the implementation of both internal and external services.

Those improvements, together with the completion of its organigram and a specific training of its employees, made it possible for AIRiminum to be certified by ENAC on 28th November 2017 under European Regulation 139/2014 for its compliance to the requirements stated by the Community regulations concerning operating procedures, equipment and terminal facilities.

After being allocated on 24th January 2018 a permanent concession by Interministerial Decree, AIRiminum officially presented its Masterplan which includes a total renovation of the terminal and the airport operative area with huge investments in the short and medium term.

Many short term projects like a more modern renovated terminal and important infrastructure works both on the runway and the aircraft parking area have already been completed.

Moreover, an important restoration of a wider area around the airport is about to begin thanks to huge investments both by AIRiminum and Rimini Municipality.

The idea behind this project is the creation of a sort of «airport district» which can be useful both to passengers and to people who are not travelling.

AlRimum is responsible for planning, realization and maintenance of all airport infrastructures, including the terminal and other facilities used by passengers and operators.

Through its subsidiary companies it is also responsible of the following activities:

Airhandling

Provision of ground handling services to airline companies: acceptance, passengers boarding and disembarking, baggage and goods loading and unloading, aircraft assistance.

Airsecurity

Management of security checks on passengers and baggage (hand baggage and hold baggage).

Other services

Other airport services administered by third parties (airport sanitary first aid, tourist information, car rentals, tax refund, currency exchange).

Aircourtesy

Development of commercial activities (shops, bars, restoration).



Environmental policy

The protection of our natural habitat is now a universally recognized concept and has become the common heritage of every human activity.

A proper vision that combines respect for nature and social and economic progress is obviously the foundation of every business activity and our company does not shy away from this challenge either.

The mitigation of the risk factors that generate the various types of pollution affecting an airport is at the basis of our activity and in this respect many an improvement are being implemented, paying special attention to the goals set by the Agenda 30 of the United Nations for a sustainable development.



GOAL 7: ENSURE UNIVERSAL ACCESS TO AFFORDABLE, RELIABLE AND MODERN ENERGY SERVICES

The containment of energy consumption that we have implemented and that we intend to improve over time, anticipating our national government choices, and the use of renewable sources to reduce polluting emissions, constitute a further element inherent in our activity as airport managers.

The construction of a photovoltaic system within the airport grounds is part of this policy and it is an essential project for the rationalization of our consumption. We have been dealing with the bureaucratic procedures involved for a while now and we hope for a quick resolution thanks to recent regulatory changes in the process of being finalized.



GOAL 3: ENSURING HEALTHY LIVES AND PROMOTING WELL-BEING TO EVERYONE AT ALL AGES

As concerns the fight against COVID-19, which is now regressing, we have been following the guidelines of the Ministry of Health during the whole period of the pandemic from the acute phase to the easing of the restrictions. Our collaborators continued to operate as safely as possible and in accordance with the national regulations on the subject. At the same time, our passengers were meticulously protected thanks to an effective control action that made it possible to make their permanence inside the terminal completely safe.

An agreement between our management society and the local health authority made it also possible to open a Covid-19 testing point inside the airport to perform rapid tests.



GOAL 12: PROMOTE SUSTAINABLE MODELS OF PRODUCTION AND CONSUMPTION

AlRimum confirms its commitment to the "Romagna Plastic Free" project by reducing the use of plastic in general and by promoting the utilization of reusable plastic where for safety reasons its use is unavoidable.

In line with our strategy to reduce the sources of pollution, we completed the transnational project ADRIGREEN with the purchase of electrical tractors. The project, funded by the European Union, aimed in fact to reduce polluting emissions by financing, among other things, the purchase of electric vehicles.

Moreover AlRimum is taking the necessary steps to access the state funds and purchase new electric ramp vehicles.



GOAL 16: PEACE, JUSTICE AND STRONG INSTITUTIONS

AlRimum is also dedicated to preserving its passengers' privacy with improved security systems for an effective protection of personal data.



Quality indicators

The reference period considered in the Service Chart goes from 1st January 2022 to 31st December 2022, so as to give a more comprehensive view on the services provided by taking into account the whole year, even though Rimini airport's activity has a strong peak during the summer season.

The quality detection activity is carried out through:

SURVEYS

Our surveys were conducted on a sample of 435 customers, with a margin error of 5% and a confidence level of 95 %. Questionnaires were administered with questions about all quality indicators contained in the Service Chart and five possible feedbacks: “very satisfied”, “satisfied”, “neither satisfied, nor dissatisfied”, “dissatisfied”, “very dissatisfied”. The satisfaction rate in the chart below refers to all positive answers collected.

MEASUREMENTS


Measurements were obtained by registering the waiting time for each service provided.

NUMBERS


The inventory of all infrastructural equipment was obtained through the examination of all technical documentation.



Travel security







Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception on overall security checks to passengers and hand baggage.	% of satisfied passengers	98,4%	98,5%

Personal security and security of personal belongings



Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception on overall personal and properties security at the airport.	% of satisfied passengers	96,4%	97,0%







Regularity of services

	Indicators	Unit of Measurement	Actual Data 2022	Target 2023
	Overall flight punctuality	% on time flights/ all flights on departure	87,0%	89,0%
	Total of misrouted baggage items	No. of misrouted baggage items / 1,000 departing passengers	0‰	0 ‰
	Delivery time for the first baggage	Time in minutes from a/m block-on to 1st baggage delivery in 90% of cases	14min	15min
	Delivery time for the last baggage	Time in minutes from a/m block-on to last baggage delivery in 90% of cases	23min	25min
	Waiting time onboard until the first passenger disembarks	Waiting time in 90% of cases from block-on	3min	3min
	Overall perception of the airport service	% of satisfied passengers	98,3%	98,5%





Cleanliness and Hygiene

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of cleanliness and efficiency of toilet facilities.	% of satisfied passengers	94,5%	95,0%
 Perception of cleanliness of the airport.	% of satisfied passengers	97,4%	97,5%





Comfort during one's stay at the airport

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of availability of baggage trolleys.	% of satisfied passengers	87,7%	89,0%
 Perception of the efficiency of passenger transfer facilities (escalators, lifts, people movers etc.).	% of satisfied passengers	87,1%	88,0%
 Perception of the efficiency of air-conditioning systems.	% of satisfied passengers	92,3%	93,0%
 Perception of the overall comfort level of the airport.	% of satisfied passengers	95,6%	96,0%






Additional services

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of wi-fi connectivity efficiency at the airport.	% of satisfied passengers	93,6%	94,0%
 Perception of availability of electronic devices charging points in common areas.	% of satisfied passengers	77,7%	80,0%
 Match between Bar and airport opening times.	% of passengers flights on arrival/departure matching bars opening times in the pertaining area	98,0%	98,0%
 Perception of adequacy of smoking rooms (where available)	% of satisfied passengers	96,5%	97,0%





Additional services

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of the availability of drinking fountains, where available	% of satisfied passengers	n.d.	n.d.
 Perception of availability/quality/prices of shops and newsagents.	% of satisfied passengers	60,8%	70,0%
 Perception of availability/quality/prices of bars and restaurants.	% of satisfied passengers	83,7%	85,0%
 Perception of the availability of automated drinks/snacks dispensers.	% of satisfied passengers	79,9%	80,0%

Customer Information



Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 User friendly updated website	% of satisfied passengers	81,6%	83,0%
 Perception of the Information Point efficiency	% of satisfied passengers	96,6%	97,0%
 Perception of clearness, comprehensibility and effectiveness of indoor signals.	% of satisfied passengers	96,7%	97,0%
 Perception on staff professionalism (info points, security).	% of satisfied passengers	98,0%	98,0%
 Overall perception of effectiveness and accessibility of information to the public (monitors, announcements, indoor signals etc.).	% of satisfied passengers	95,1%	96,0%

Desk / checkpoint services

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
Perception on ticketing service.	% of satisfied passengers	95,0%	95,5%
 Waiting time at check-in	Waiting time in 90% of cases	20min	20min
 Perception of waiting time at check-in	% of satisfied passengers	98,0%	98,0%
 Waiting time at security controls	Waiting time in 90% of cases	10min	12min
 Perception of waiting time at passport controls	% of satisfied passengers	97,0%	97,0%



Intermodal integration

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of cleanness, effectiveness and understandability of access signals.	% of satisfied passengers	91,1%	92,0%
 Perception of adequacy of city / airport transport links.	% of satisfied passengers	80,3%	85,0%

PRM quality indicators

PASSENGERS WITH DISABILITIES AND REDUCED MOBILITY

Regulation (CE) n. 1107/2006 concerning the rights of passengers with reduced mobility or disabilities came into force in Italy in July 2008. AIRimum wants to fulfil this regulation by means of a specific training to its staff.





The request for assistance shall be made at least 48 hours before departure, in order to ensure the organisation of the service.

If the request for assistance is not made in advance, there is a risk of being unable to travel. This is because, despite the managing body's organisational efforts, the dedicated staff might already be busy providing assistance booked by other PRMs. Moreover, dedicated seats on board may no longer be available.



AIRimum, the airport management company of the International Airport of Rimini – San Marino “Federico Fellini”, developed the following PRM Service Chart in compliance with the circular Enac Gen-02B in accordance with the Regulation (CE) n.1107/2006 of 5th July 2006 stating the rights of air passengers with disability and reduced mobility.



Efficiency of assistance services




Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 PRMs with pre-booked assistance on departure: Waiting time to get assistance from a designated point of the airport	Waiting time in 90% of cases	11min	15min
 PRMs without pre-booked assistance on departure: waiting time to get assistance from a designated point of the airport after PRM presence notification.	Waiting time in 90% of cases	11min	15min
 PRMs with pre-notification on arrival: waiting time on board for the PRM after the last passenger has disembarked.	Waiting time in 90% of cases	5min	10min
 PRMs without pre-notification on arrival: waiting time on board for the PRM after the last passenger has disembarked.	Waiting time in 90% of cases	5min	15min

Personal safety



Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of the efficiency and condition of the equipment used.	% of satisfied PRMs	97,2%	98%
 Perception of adequacy staff training	% of satisfied PRMs	100%	98%



Airport information facilities




Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Accessibility: amount of essential information available to sight, ear and mobility impaired passengers compared to the whole amount of essential information.	% of accessible essential information in the total amount of essential information	100% with the help of dedicated staff	100% with the help of dedicated staff
 Completeness: amount of information and instructions about the services offered available in accessible format compared with the whole amount of information instructions.	% of information and instructions about the services in the total amount of service information	100% with the help of dedicated staff	100% with the help of dedicated staff
 Perception of effectiveness and availability of information, communication and airport indoor signals.	% of satisfied PRMs	97,3%	98%

Communication with passengers



Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Number of replies given within the set timing compared with the whole amount of requests received.	% of replies given within the set timing in the total amount of requests	100%	100%
 Number of complaints compared with the total number of PRMs	% of complaints in the total number of PRMs	0%	0%



Comfort at the airport

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of the efficiency of assistance to PRMs	% of satisfied PRMs	98,7%	98%
 Perception on accessibility and usability of airport facilities: car parking, intercoms, special lounges, toilettes, etc...	% of satisfied PRMs	98,53%	98%
 Perception of dedicated waiting areas for PRMs	% of satisfied PRMs	98,6%	98%

Relational and behavioural aspects

Indicators	Unit of Measurement	Actual Data 2022	Target 2023
 Perception of staff courtesy (infopoint, security checks and staff in charge of special assistance).	% of satisfied PRMs	100%	98%
 Perception of professionalism of staff in charge of PRM special assistance.	% of satisfied PRMs	100%	98%

SERVICES AND FACILITIES



CONTACTS



AlRimum 2014 S.p.A.

Via Flaminia 409

47924 Miramare di Rimini (RN)



+39 0541 379800



info@riminiairport.com



www.riminiairport.com

Airport Authorities

Useful numbers

ENAC – Emilia Romagna airport department +39 051 6479690

ENAC – Rimini airport office +39 0541 373244

Border Police +39 0541 478112

Customs +39 051 3783583

Guardia di Finanza +39 0541 379841

Airport Managment

Information Desk Opening Times : 9:00 – 17:00

Tel. 0541 379800

info@riminiairport.com

GETTING TO THE AIRPORT

**RIMINI AIRPORT IS LOCATED
IN MIRAMARE AREA
ABOUT 8 KM SOUTH OF THE
CITY CENTRE
ON THE VIA FLAMINIA
(SS 16 ADRIATICA)
IT IS EASILY ACCESSIBLE FROM
THE MAIN ITALIAN CITIES
AND FROM THE NEARBY
REPUBLIC OF SAN MARINO**





BY CAR

From Bologna and Ancona: highway A14, exit Rimini Sud or Riccione.

From Ravenna: via SS16 Adriatica road

From Perugia: via european road E45

From San Marino: via San Marino SS72 road



BY TRAIN

Main railway station: RIMINI

Info at: www.trenitalia.it

Miramare is about 1 Km walk from the airport



BY BUS

Between the railway station and the airport:

Bus number 9 every 30 min. ; Metromare every 20 min.

Bus stop Miramare Airport ; ticket fare € 1,50

Info Start Romagna 199.11.55.77



BY TAXI

TAXI RIMINI +39 0541 50020

ItTAXI mobile application is also available

TAXI RICCIONE +39 0541 600553





AIRPORT CAR PARK

Rimini Airport has about 270 parking spaces, 10 of them reserved to passengers with reduced mobility.

All car parks are a few steps from Arrival and Departure terminal and advance booking is not necessary.

You can easily checkout at the two automated machines located inside the car park.

Accepted forms of payment: cash, credit cards, debit cards.

Car park fares:

10 Minutes Free of charge

Up to 1 hour € 3,50

Up to 2 hours € 7,00

Up to 3 hours € 10,00

Up to 24 hours € 18,00

2nd, 3rd, 4th day of stay € 15,00 / day

From the 5th day on € 9,00 / day

Passenger Services

INFORMATION



Located in the departures area, it provides flight information and airline ticketing service for the airlines operating at the airport.
Tel +39 0541379800

LOST & FOUND OFFICE



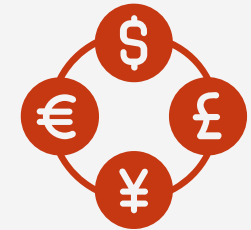
The Lost and Found office, located nearby the information desk, provides assistance in the event of loss, damage and pilferage of luggage.
Tel +39 0541 379802

LOST PROPERTY



In case of lost property please contact the Lost& Found office
Tel +39 0541 379802

CHANGE OFFICE



Located inside the information office, the currency exchange service in collaboration with YEX Change is temporarily suspended.
Tel +39 0541 379802

LEFT LUGGAGE OFFICE



Our new Left Luggage office is under construction.
Tel +39 0541 379800

BAGGAGE WRAPPING



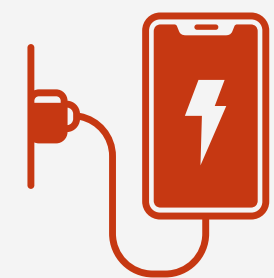
Located in the check-in area, it is available from the first check-in opening time till the last check-in closure time.
Price € 10.00 per piece

LUGGAGE TROLLEYS



Available free of charge in departures and arrivals areas.

CHARGING AREAS



Available in the Schengen and Extraschengen gate areas.

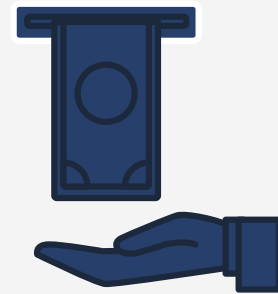
Passenger Services

WI-FI



Free WI-FI is available throughout the whole terminal. Connect to «Airport Free WiFi» and follow the instructions to obtain access.

ATM - CASH MACHINE



Located both outside the arrivals area (beside the bar) and inside the arrivals lounge.

FIRST AID



The First Aid service provides medical assistance to passengers, companions and airport operators and it is located in the departures area (opening times depending on airport operativity schedule).

CHANGING TABLES



Most toilets are equipped with changing tables.

SMOKING AREA



Smoking is not permitted inside Rimini Airport. Nevertheless a terrace overlooking the runway with a dedicated smoking area is available in the Extra-Schengen gates area.

DRINKS AND SNACKS VENDING MACHINES



Available in arrivals and departures areas.

BUS TICKET MACHINES



Tickets for bus n.9 are on sale at the automatic machine located nearby the airport bus stop.

TAX FREE

Passengers living outside the European Union can reclaim sales tax (VAT) for most items bought in Europe. Before leaving the EU it is necessary to obtain the due stamp from «Agenzia delle Dogane» (Customs) by showing both goods and purchase receipts. The Customs office is located in the Terminal outside the Arrivals.

Passenger Services

CAR RENTAL



Sicily by Car office is located on the right side of the corridor nearby the exit to the car park.

Opening times: every day from 8 00 AM to 7.30 PM

Information and bookings:

+ 39 345 7887318

+ 39 0541 478656

rimini@sbci.it

PRIORITY LOUNGE



Located near the check-in area, it offers a dedicated priority check-in, a quiet waiting room and a private bar service.

Upon request, Priority Lounge guests are entitled to use the Fast Track lane to pass through security area and passport controls more quickly avoiding any queue.

Both services can be purchased at the Information desk.

ONPASS



New agreement with ON PASS by Mileonair.

ONPASS members by MILEONAIR could benefit from enjoying their time before flight in the priority lounge just showing their QR code in dedicated mobile application.

More information:

+39 0541 379800

www.mileonair.com

Services to passengers with disabilities and reduced mobility

To ensure everyone can fly without discriminations and without additional costs, the European Union has disposed general rules in all community airports that provide for the assistance to disabled and reduced mobility passengers (PRM). The relevant regulation came into force on July 26th 2008, following EU 1107/2006 Regulation, and it makes airport operators responsible for the assistance to PRM passengers.

DEFINITION

A “passenger with reduced mobility (PRM) ” is a person whose mobility is reduced due to a physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness or any other cause of disability who requires special assistance and a dedicated service according to specific standards.

WCHR

(Wheelchair-ramp) Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the outside areas of the terminal.

WCHS

(Wheelchair-steps) Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the on the outside areas of the terminal.

WCHC

(Wheelchair-cabin) Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating onboard until arrival at destination to the outside areas of the terminal.

BLND

(Blind) visually impaired or blind passenger for whom an accompanying person is available to give assistance to and from the aircraft.

DEAF

(Deaf) deaf, deaf without speech or hard-hearing passenger for whom an accompanying person is available to give assistance to and from the aircraft.

DPNA

Passenger with intellectual or developmental disability for whom an accompanying person is available to give assistance to and from the aircraft.

WHERE TO ASK FOR ASSISTANCE

To get the best assistance, it is necessary to contact your airline, travel agent or tour operator who will inform the departure, arrival and transit airports accordingly.

WHEN TO BOOK FOR ASSISTANCE

At the time of booking or of ticket purchasing and, in any case, at least 48 hours prior to departure. If no notification is received by the airport, the airport staff will make all efforts to provide the assistance needed in accordance with departure/arrival areas operational schedules.

If the request for assistance is not made in advance, there is a risk of being unable to travel. This is because, despite the managing body's organisational efforts, the dedicated staff might already be busy providing assistance booked by other PRMs. Moreover, dedicated seats on board may no longer be available.

HOW TO ASK FOR ASSISTANCE AT THE AIRPORT

It is necessary to be at the airport at the time specified by the airline, usually at least 2 hours before the scheduled departure time, and to reach one of the designated help points, that is specific areas where PRM passengers can ask for the necessary assistance.

HELP POINTS

Help points at Rimini-San Marino airport:

- information desk/ticket desk;
- designated help phone at the entrance of the car park

DEDICATED STAFF IS AVAILABLE TO OFFER ASSISTANCE DURING CHECK-IN, SECURITY CHECKS AND BOARDING OPERATIONS

Terminal: ground floor



Terminal: first floor

Airiminium



TIPS FOR A SEAMLESS TRIP



TRAVEL DOCUMENTS

It is a passenger's responsibility to present a valid identity document or passport. Please verify:

- type of document required for the country of destination and visa requirements (if applicable)
- validity and integrity of the document (expired and/or damaged documents are not accepted)

MINORS

Minors must have their own document to travel by plane. Additionally Italian minors under 14 years not accompanied by their parents or legal guardians should carry a travel permit ("Dichiarazione di Accompagnamento") stating the identity of the accompanying person, which should be validated by the Italian authority in charge of issuing passports.

For information on the documents required for minors, please visit the website www.poliziadistato.it.

Passengers are advised to check in advance their airline specific procedures for Unaccompanied Minors (the service is not available on all airlines).

CHECK IN

With the check-in procedure each passenger receives a boarding pass, which is necessary to board a flight (the ticket alone is not enough).

The check-in is available at the airport desks from a minimum of 2 hours before the scheduled departure time of a flight. Moreover the Check-in procedure can be usually performed online through an airline website.

IMPORTANT: when travelling with some low-cost airlines the online check-in procedure is strongly recommended not to incur in additional fees to be paid at the airport.

TICKETS

As a general rule, passengers should carry a copy of their electronic ticket or PNR and verify that all data (first name, family name, dates and destination) are correct. Passengers should report to the check-in desk in advance according to their airline's specific guidelines.





HOLD BAGGAGE

Hold baggage is any luggage delivered at a check-in desk for transportation in the hold of an aircraft. The maximum amount of luggage allowed is specified on the passenger's ticket. A visible tag attached externally on each piece of luggage showing a passenger's name, surname and destination address is recommended.

To avoid someone introducing a foreign object into your luggage without your permission, make sure to:

- prepare all your suitcases personally
- never leave your luggage unattended

HAND BAGGAGE

Only one piece of hand luggage is allowed on board a flight whose dimensions normally must not exceed 115 centimeters in size (length, height and depth).

In addition to this baggage, each passenger is entitled to carry the following items:

• handbag or wallet; • portable PC; • camera, video-camera or CD player; • mobile phone or other small common electronic devices; • coat or raincoat; • umbrella; • crutches or other walking devices; • reading material for the trip; • portable crib/stroller; • articles purchased at "duty-free" and other shops inside the airport and on-board the aircraft (weight and size are restricted).

Please check if your airline has more restrictive rules concerning the number and weight of hand baggage pieces.

SECURITY CHECKS

For smoother and more expedite security procedures it is recommended to:

- have all carry-on liquid products ready to be shown to the agents
- remove one's jacket, belt and coat in advance
- have portable PCs and other large size electric and electronic devices out of the hand baggage ready for a separate inspection



RULES FOR LIQUIDS

While there are no restrictions regarding liquids in checked baggage, only limited quantities of liquid substances are permitted in one's hand baggage.

Those liquid items must be carried in containers each one with a capacity of no more than 100 ml or equivalent (e.g. 100 gr) and placed within a single transparent resealable plastic bag, measuring approximately 20cm by 18cm. The bag must contain no more than 10 items. Each passenger is allowed to carry only one plastic bag. Liquid medications with prescription and special dietary products, as well as the amount of food needed during the flight for an infant do not require to be placed in the plastic bag.

LIQUIDS INCLUDE:

water and other beverages, soups, syrups; creams, lotions and oils; perfumes; sprays; any kind of gel, including hair-gel and shower-gel; contents of pressurized containers, including shaving foam, other foams and deodorants; paste-like substances, including toothpaste; mixtures of liquids and solids; mascara; any other product of comparable texture.

PASSENGER RIGHTS

The European Union introduced a regulation containing protections and rights to be secured to passengers: Regulation (EC) No. 261/2004 establishes common rules for compensation and assistance in case of denied boarding, cancelled flight or flight with a long delay.

If you are denied boarding or if your flight is cancelled or delayed for at least two hours, ask at the check-in counter or boarding gate for the text stating your rights, particularly with regard to compensation and assistance. (Reg. CE 261/04 art. 14.1)



YOUR OPINION IS IMPORTANT FOR US

Your suggestions, feedback and complaints are a precious tool which enables us to improve the quality of our services. For this purpose you can use our suggestions form available at the airport Information Desk or on our website.

You can deliver it via the suggestions box at the airport or via e-mail to the address info@riminiairport.com via mail to the address [AlRimum 2014 S p A,](#)
[via Flaminia, 409 47924 Miramare di Rimini \(Italy\).](#)

Complaints regarding airport services will be either handled internally or delivered to the relevant airport operators. All information requests and claims will receive a written reply within 30 days.

Complaints for damages will also be considered and compensations will be assessed, if applicable, in case of damages due to airport services or facilities.

Claims related to the Passenger Rights (Reg.EC 261/2004 and/or Reg.EC 1107/2006) need to be submitted to the airline concerned or to the management company within two years from the date of the flight or the date on which the flight should have been carried out.

If the airline does not provide an answer after six weeks or the reply received is not satisfactory, passengers may lodge a complaint with ENAC who will lay down sanctions towards in case of ascertainment of infringements.





COMMENTI E RECLAMI – SUGGESTIONS AND CLAIMS

La preghiamo di compilare il modulo in ogni sua parte e di consegnarlo all'ufficio informazioni o in alternativa inviarlo al seguente indirizzo e-mail: info@riminiairport.com L'indicazione del Suo nome e recapito le consentirà di ricevere una risposta ai suggerimenti e reclami espressi. We invite you to fill in the form in its entirety and to deliver it to the information office or alternatively send it to info@riminiairport.com The indication of your name and address will allow you to have a feedback to suggestions and claims expressed.

Nome e Cognome – Name and Surname _____

Indirizzo – Address _____

Città – City _____

Telefono – Telephone _____

E-mail _____

Nazionalità -Nationality _____

Professione – Profession _____

Data - Date _____

Vista l'informativa ex art. 13 DL196/2003 presto il mio consenso ai sensi dell'art. 23 del DL196/03 e del GDPR (Regolamento UE n.2016/679) al trattamento dei miei dati personali per ricevere riscontro alle segnalazioni e per elaborazioni statistiche tese a migliorare la qualità dei servizi aeroportuali. Having read the circular ex art 13 DL196/2003 I give my consensus in accordance with art 23 DL 196/03 and GDPR (EU regulation n. 2016/679) to use my personal data to have a feedback to my comment/claim and to consent statistic processing aimed to improve the quality of airport services.

Firma – Signature _____

