

Gatwick Airport: Conditions of Use 2026/27



LONDON GATWICK



Preface

(This is not part of the Conditions of Use)

Conditions of Use, including the airport charges for Gatwick Airport and price and service commitments by Gatwick Airport Limited are contained in this booklet.

Gatwick Airport Limited: Conditions of Use

These Conditions are effective from 1 April 2026

For any queries regarding invoicing please contact Gatwick Credit Control Department (see 2.5.13), any other enquires should be addressed in the first instance to Gatwick Airport's Chief Financial Officer's office:

For the attention of the Chief Financial Officer
Gatwick Airport Limited
South Terminal, 5th Floor, Destinations Place
West Sussex RH6 0NP
United Kingdom

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1.1 Definition of terms

- 1.1.1 'Airport Charges' means charges for the landing and taking off of aircraft, the parking of aircraft and the departure of passengers.
- 1.1.2 'Airport User' means any Operator or other person using the facilities at the airport other than as a Passenger.
- 1.1.3 'Airport User Staff' means all flight and ground crew members, cabin staff, other employees, contractors, consultants, directors and other personnel of an Airport User or its third party service provider, excluding all Passengers;
- 1.1.4 'Airport User Staff Services' means all activities undertaken by Gatwick Airport Limited in connection with Airport User Staff, including all activities relating to Airport User Staff car parking, ID and passes, security measures and verifications.
- 1.1.5 'Air Transport Movement' means a flight carried out for hire and reward. This comprises all scheduled flights operated according to a published timetable where carriage is offered to the public whether loaded or empty and all flights where the capacity is contracted to another person, including empty positioning flights.
- 1.1.6 'Aircraft's Ascertained NOx Emission' means the product of the Engine NOx Emission as set out in the GAL Emission Database and the number of engines on the aircraft.
- 1.1.7 'Check in and Baggage Services' means all check in and baggage services, including (without limitation) the provision of the check-in facilities, bag drop services, services relating to Transfer bags and Departing Hold Bags and Hold Baggage Screening services.
- 1.1.8 'Commercial Passenger Service' means a scheduled flight operated according to a published timetable or a non-scheduled flight and in both cases where carriage is offered to the public.
- 1.1.9 'Conditions of Use' means Conditions 1 to 10 and the Schedules and Appendices of this document.
- 1.1.10 'Designated Remote Stand' means a non-pier served stand or a pier served stand to or from which coaching of passengers is unavoidable due to the airport's operational restrictions.
- 1.1.11 'Dispute' means any difference or dispute between the parties to these Conditions of Use arising out of or in connection with these Conditions of Use, MDIs, GADs or the Airport User's use of the airport.
- 1.1.12 'Engine NOx Emission' means the figure expressed in kilograms for emissions of oxides of nitrogen for the relevant engine derived from ERLIG recommended sources and which in the case of Jet aircraft engines of 26.7n thrust or more are based on the standardised ICAO landing and take off cycle as set out in ICAO Annex 16 Volume II published in Document 9646 AN1943 (1995) as amended. This data can be accessed at: <https://www.easa.europa.eu/domains/environment/icao-aircraft-engine-emissions-databank>. In the case of Non-Jet aircraft engines the figure shall be that provided by the engine manufacturer or if no such figure is provided then as provided in the emissions value matrix. This data can be accessed at the Website: <http://noisedb.stac.aviation-civile.gouv.fr/>. In the absence of any of the above sources then the figure shall be that which Gatwick Airport Limited may reasonably determine.
- 1.1.13 'Engine Carbon Emission' means the figure expressed in kilograms for emissions of carbon dioxide for the relevant engine, equal to:
- 1.1.13.1 The figure expressed in kilograms for fuel used during the landing and take-off (LTO) cycle sourced from the ICAO Aircraft Engine Emissions Databank which can be accessed at: <https://www.easa.europa.eu/domains/environment/icao-aircraft-engine-emissions-databank>. If data is not available for an aircraft engine from the above source, ACI's ACERT tool will be used as an alternative data source. The tool can be accessed at: <https://store.aci.aero/form/acert/>. Where the data is not available from either of these sources, the figure shall be that which Gatwick Airport Limited may reasonably determine multiplied by:
- 1.1.13.2 a value of 3.15 being a multiplier value based on the internationally recognised ratio of kerosene jet fuel burn to carbon dioxide emissions.
- 1.1.14 'Expert' means a solicitor or barrister with at least 8 years professional experience in the field of aviation law and appointed in relation to any Dispute in accordance with Condition 2.1.11.
- 1.1.15 'Flight' has the same meaning as in the Air Navigation (No.2) Order, 2000, as amended.

- 1.1.16 'Flight Classification' means classification within the following categories:
- 1.1.16.1 'Domestic Flight' means a flight where the airports of both take-off and landing are within the United Kingdom, Channel Islands or the Isle of Man (excluding off shore oil or gas rig) and there is no intermediate landing outside these areas.
 - 1.1.16.2 'International Flight' means all flights other than Domestic Flights.
- 1.1.17 'GAL Emission Database' means the database maintained by Gatwick Airport Limited of Engine NOx Emission of aircraft operating at the airport covered by these Conditions of Use.
- 1.1.18 'General or Business Aviation' means any air traffic not falling into any of the following categories:
- 1.1.18.1 scheduled air services;
 - 1.1.18.2 non-scheduled air transport operations for hire or reward in the case of passenger air transport operations where the seating capacity of the aircraft used exceeds 10.
 - 1.1.18.3 any traffic engaged on the King's Flight or on flights operated primarily for the purpose of the transport of Government Ministers or visiting Heads of State or dignitaries from abroad.
- 1.1.19 'International Terminal Departing Passenger' means any Terminal Departing Passenger whose final destination is a place outside the United Kingdom, Channel Islands or the Isle of Man. This definition will be applied in all cases for determining departing passenger charges notwithstanding that such a passenger may be travelling on a domestic flight as defined in Condition 1.1.10.1 above.
- 1.1.20 'Domestic Terminal Departing Passenger' means any Terminal Departing Passenger whose final destination is a place within the United Kingdom, Channel Islands, or Isle of Man (excluding off shore oil or gas rig) and there is no intermediate landing outside these areas.
- 1.1.21 'Jet aircraft' means an aircraft other than a helicopter having a turbo jet or turbo fan engine.
- 1.1.22 'Legislation' means
- 1.1.22.1 all Acts of Parliament; and
 - 1.1.22.2 all Statutory Instruments; and
 - 1.1.22.3 any regulations or directions made pursuant to such Acts of Parliament or Statutory Instrument; and
 - 1.1.22.4 all applicable EU laws and regulations;
 - 1.1.22.5 all regulations and requirements of any competent authority;
 - 1.1.22.6 all other applicable laws and regulations,
- in each case as the same are amended, re-enacted or otherwise in force from time to time.
- 1.1.23 'Maximum Take Off Weight' in relation to an aircraft means the maximum total weight of the aircraft and its contents at which the aircraft may take-off anywhere in the world in the most favourable circumstances in accordance with the Certificate of Airworthiness in force in respect of the aircraft.
- 1.1.24 'Non-Jet aircraft' means an aircraft which is not a jet aircraft.
- 1.1.25 'Operator' in relation to an aircraft means the person for the time being having the management of that aircraft.
- 1.1.26 'Passenger' means any persons carried on an aircraft with the exception of the flight crew and cabin staff operating the aircraft flight.
- 1.1.27 'Payment Processing Services' means the payment processing services to be provided by Gatwick Airport Limited to the Airport User as described at Schedule 7.
- 1.1.28 'Schedule of Charges' means the Schedule of Charges annexed to as Schedule 1.
- 1.1.29 'Assisted Travel' means the Assisted Travel services described in the Assisted Travel GAD and General Advice Notice.

- 1.1.30 'Term' means the period from 1 April 2025 to 31 March 2029.
- 1.1.31 'Terminal Arriving Passenger' means any passenger aboard an aircraft at the time of landing other than a Transit Passenger.
- 1.1.32 'Terminal Departing Passenger' means any passenger aboard an aircraft at the time of take-off other than a Transit Passenger.
- 1.1.33 'Time of Landing' means the time recorded by the air navigation services provider as the time of touch down of an aircraft.
- 1.1.34 'Time of Take off' means the time recorded by the air navigation services provider as the time when the aircraft is airborne.
- 1.1.35 'Transfer passenger' means a passenger arriving at and departing from the Airport on a different aircraft or on the same aircraft under a different flight number, whose main purpose for using the airport is to effect a transfer on a single ticket within 24 hours.
- 1.1.36 'Transit Passenger' means a passenger who arrives at the airport in an aircraft and departs from the airport in the same aircraft, where such an aircraft is operating a through flight transiting the airport, and includes a passenger in transit through the airport who has to depart in a substituted aircraft because the aircraft on which the passenger arrived has been declared unserviceable.
- 1.1.37 'UK IDTA' means the UK International Data Transfer Agreement for controller to controller restricted transfers under UK GDPR, as published by the ICO from time to time, subject to incorporation of the information at Schedule 6A. As at the date of these Conditions of Use, the UK IDTA is located at: www.ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/international-transfers/international-data-transfer-agreement-and-guidance
- 1.1.38 'UTC' means Coordinated Universal Time.

1.2 Interpretation

- 1.2.1 Reference to a 'Certificate of Airworthiness' shall include any validation thereof and any flight manual or performance schedule relating to the aircraft.
- 1.2.2 References to 'Chief Executive Officer' of Gatwick Airport Limited shall include a nominated deputy.
- 1.2.3 Headings are for ease of reference only and shall not be taken into account in interpreting these Conditions of Use.
- 1.2.4 Words denoting the singular shall include the plural and vice versa and words denoting any gender shall include any other gender.
- 1.2.5 If any provision of these Conditions of Use is or becomes for whatever reason invalid illegal or unenforceable it shall be divisible from the remainder of these Conditions of Use and shall be deemed to be deleted from them and the validity of the remaining provisions of these Conditions of Use shall not be affected in any way.
- 1.2.6 Gatwick Airport Limited has previously issued directives entitled Managing Director's Instructions (MDIs); these have been renamed Gatwick Airport Directives (GADs). The re-naming of each MDI will take place as that MDI comes up for review. MDIs remain in full force and effect until either rescinded or replaced by a GAD; it is the responsibility of each person or entity bound by these Conditions of Use to ensure that they are acquainted with the terms of relevant MDIs and GADs. In these Conditions of Use the terms MDI and GAD are used interchangeably.

2 Conditions

The use of the airport is subject to the following conditions:

2.1 General

Applicability and Enforceability of Conditions of Use

- 2.1.1 Gatwick Airport (the “Airport”) is managed by Gatwick Airport Limited (“GAL”).
- 2.1.2 The publication of these Conditions of Use constitutes an offer by Gatwick Airport Limited to permit the use of its facilities on the terms set out herein. The use of any facilities at the airport whether airside or landside other than as a passenger constitutes acceptance of these Conditions of Use. It is intended that these Conditions of Use constitute a contract as between Gatwick Airport Limited and each and every Airport User in relation to obligations relevant to them.

Variation

- 2.1.3 Gatwick Airport Limited may at its sole discretion vary amend or add to these Conditions of Use and any such variation, amendment to, or addition may be promulgated by means of a GAD save that, except where required by legislation or to comply with a licence modification made by the CAA under Section 22 of the Civil Aviation Act 2012, no variation which has effect before 1st April 2029 may be made to the following Conditions and Schedules:

Condition 1.1.30 (Term)

This Condition 2.1.3 (Variation)

Conditions 2.1.11-2.1.20 (Dispute Resolution) Condition 5 (Price Commitment)

Condition 6 (Service Standard Commitment)

Condition 7 (Continuity of Service and Financial Resilience Commitment)

Condition 8 (Investment and Consultation Commitment) other than in accordance with Condition 8.2) Condition 9 (Financial Information Commitment)

Schedules 2, 3 and 4 other than in accordance with the variation provisions contained in paragraph 3 of Schedule 2, paragraph 5 of Schedule 3 and in the final paragraph of Schedule 3 Appendix 1.

Compliance

- 2.1.4 Operators shall comply with the local flying restrictions and remarks published from time to time in the AD section of the United Kingdom AIP, NOTAMS and the current Air Navigation Order and Regulations.
- 2.1.5 Airport Users shall comply with instructions, orders or directions including MDIs and GADs published from time to time by Gatwick Airport Limited, which may supplement vary or discharge any of the terms and conditions of use set out herein.
- 2.1.6 Airport Users shall comply with, and shall ensure that their servants and agents comply with, all applicable Legislation, including in relation to their operations at the airport and, in respect of Operators, their aircraft's approach to and departure from the airport.
- 2.1.7 Airport Users shall comply with data requests issued by Gatwick Airport Limited for the purposes of invoicing and reconciliations and as otherwise required under these Conditions.

Insurance

- 2.1.8 The Operator shall take out and maintain passengers and third party liability insurance in respect of each of its aircraft at the airport in at least the sum specified by the CAA (or if greater any other competent authority or such amount as Gatwick Airport Limited shall reasonably specify) in respect of any one event.

No waiver

- 2.1.9 No failure or delay by Gatwick Airport Limited to exercise any right or remedy under these Conditions of Use will be construed or operate as a waiver of that right or remedy nor will any single or partial exercise of any right or remedy preclude the further exercise of that right or as a waiver of a preceding or subsequent breach.
- 2.1.10 Any express waiver granted by Gatwick Airport Limited shall be construed strictly on its terms and shall not imply or require that any further or additional waiver will be given in respect of similar future matters.

Dispute resolution procedure

- 2.1.11 Either party may refer any Dispute to an Expert for determination by serving notice in writing to that effect on the other party. The notice shall contain sufficient particulars of the Dispute to be referred to an Expert.
- 2.1.12 The parties shall agree the identity of the Expert to be appointed. In default of agreement, within ten working days of the date of service of a notice referring a Dispute to an Expert for determination, the Expert shall be appointed on the application of any party to the President of the Law Society or the Chairman of the Bar Council.
- 2.1.13 The Expert shall not act as an arbitrator and the provisions of the Arbitration Act 1996 shall not apply.
- 2.1.14 The Expert shall determine the Dispute referred to him impartially and acting reasonably. The Expert will establish the procedural rules to be applied to the determination which must include the following steps:
- 2.1.14.1 each party will be entitled to make submissions to the Expert;
 - 2.1.14.2 the Expert may request any party to provide him with any further information as he may require in order to determine the Dispute provided any such information is made available to the other party to comment;
 - 2.1.14.3 all communications between a party and an Expert shall be copied to the other party;
 - 2.1.14.4 any failure by a party to respond to any request or direction by the Expert shall not invalidate the Expert's determination.
- 2.1.15 Unless a shorter period is agreed between the parties at the time of the Expert's appointment, a fully reasoned written determination must be delivered to the parties within 21 working days of the Expert's appointment.
- 2.1.16 The fees and expenses of the Expert shall be borne by the parties in equal shares unless the Expert determines otherwise. Each party shall be solely responsible for bearing its legal and other costs arising out of any reference of a Dispute to an Expert.
- 2.1.17 Any decision of the Expert shall be binding until the Dispute is finally determined by legal proceedings or by agreement.
- 2.1.18 Neither party shall make any application to a competent court in relation to the conduct of the determination or the Expert's determination or the Dispute after ninety days from the date of the Expert's determination or, in the event the Expert has failed to reach a decision, the date on which the Expert should have reached a determination.
- 2.1.19 The dispute resolution procedure set out in Conditions 2.1.11 to 2.1.18 above is without prejudice to, and does not impact upon, Gatwick Airport Limited's right to exercise its power to detain aircraft for the non-payment of Airport charges, pursuant to the Civil Aviation Act 1982. Gatwick Airport Limited may at all times exercise that power without recourse to this dispute resolution procedure.
- 2.1.20 Subject to clause 2.1.18 the dispute resolution procedure set out in Conditions 2.1.11 to 2.1.18 above shall not prevent either party from applying to a competent court for relief.

Governing law and jurisdiction

- 2.1.21 These Conditions of Use, MDIs and GADs shall be governed by and construed according to the laws of England and Wales.
- 2.1.22 Gatwick Airport Limited and the Airport User irrevocably agree that the Courts of England and Wales shall have exclusive jurisdiction in respect of any Dispute.

Wake Vortices

- 2.1.23 Operators shall be responsible for injury and damage to property sustained as a result of wake vortices generated by their aircraft. Operators must maintain insurance that covers injury and damage to property caused by wake vortices from aircraft.

Liability

- 2.1.24 Subject to and save for condition 2.1.25 and the Core Service Rebate provisions set out in condition 6 and Schedule 3, to the extent permitted by law neither Gatwick Airport Limited nor its employees, servants, nor agents shall have any liability (regardless of whether such liability arises in tort (including but not limited to liability for negligence), contract, under statute, a claim for contribution, or in any other way) to any Airport User or be obliged to indemnify any Airport User in respect of:

- 2.1.24.1 indirect loss;
- 2.1.24.2 consequential loss;
- 2.1.24.3 any of the following (whether direct or indirect):
- loss of revenue;
 - loss of goodwill;
 - loss of opportunity;
 - loss of business;
 - loss of data and use of data;
 - loss of use;
 - increased costs or expenses;
 - wasted expenditure; or
 - any other injury, loss, damages, claim, cost or expense (including but not limited to any damage to any aircraft, its parts or accessories or any property contained in the aircraft, occurring following the aircraft's departure from the airport or while the aircraft is on the airport or is in the course of landing or taking off at the airport).
- caused (or to the extent caused) by any act, omission, neglect, breach of contract or default of Gatwick Airport Limited or its employees, servants, contractors, suppliers or agents even if such loss was reasonably foreseeable or Gatwick Airport Limited had been advised of the possibility of the Airport User incurring the injury, loss, damage, claim, cost or expense.

- 2.1.25 Nothing in condition 2.1.24 shall be construed as excluding or limiting liability for (i) death or personal injury arising from the negligence of Gatwick Airport Limited, its employees, servants, suppliers or agents (ii) fraud; or (iii) aircraft damage resulting from any act or omission of Gatwick Airport Limited, its employees, servants or agents done either with intent to cause damage or recklessly and with knowledge that damage would probably result.
- 2.1.26 Gatwick Airport Limited provides no warranty as to the continued use and operation of the airport and may at any time or from time to time at its sole discretion close or restrict or reduce access to the public to the airport or the Airport User to the airport or any part thereof without being in breach of these Conditions and without incurring any liability whatsoever and howsoever caused to the Airport User.

Conflict

- 2.1.27 In the event of any conflict between these Conditions of Use and the terms of another written contract between Gatwick Airport Limited and a third party then to the extent that the conflict is apparent on the face of the documentation the terms of that other written contract shall prevail over these Conditions of Use.

2.2 Operational

Slots

- 2.2.1 No Operator shall be permitted to operate to or from Gatwick Airport without first obtaining a slot from Airport Coordination Limited (ACL).
- 2.2.2 If in the opinion of Gatwick Airport Limited an Operator regularly or intentionally fails to adhere to an allocated slot (either arrival or departure) for reasons which are not beyond its control, then having first given the Operator an opportunity to make representations, Gatwick Airport Limited may adopt such measures as it deems appropriate to ensure that the Operator adheres to its allocated slots, such measures may include Gatwick Airport Limited prohibiting the Operator or particular services of the Operator from operating at the airport for a fixed period of time.

Peak congestion

- 2.2.3 Any Operator of General or Business Aviation, or whole plane cargo services, who operates at Gatwick Airport without the prior permission of Gatwick Airport Limited during such periods of peak congestion, as have been notified by NATS in the United Kingdom AIP or a subsequent supplement, for the airport, may be prohibited by Gatwick Airport Limited from operating during such periods of peak congestion for a minimum period of 30 days, unless in the opinion of Gatwick Airport Limited the aircraft was required to land at the airport because of an emergency or other circumstance beyond the control of the Operator.

Use of Chapter 2 aircraft

- 2.2.4 Operators should note that civil subsonic jet aircraft with a take off mass of 34,000kg or more (or with more than 19 passenger seats) operating to the UK are required to be certificated as Chapter 3 or Chapter 4 in accordance with the Aeroplane Noise Regulations 1999. Aircraft not meeting this requirement are prohibited from operating to

any UK airport unless granted an exemption by the UK Civil Aviation Authority. Further details on exemptions can be found at: <https://www.caa.co.uk/commercial-industry/aircraft/airworthiness/certificates-and-permits/noise-certificates/aircraft-noise-exemptions/>.

Service and ground handling

- 2.2.5 Operators are required to either self handle or appoint third party ground handling agents (GHAs), to deliver operational performance in accordance with the minimum airline service standards defined in the current Service Standards GAD. These standards will be consulted on prior to implementation at the Airport Users Committee at Gatwick Airport.
- 2.2.6 In the circumstances of a diversionary aircraft arriving at Gatwick Airport, Operators are required to adhere to the current Aircraft Diversions Procedures MDI to ensure passengers and aircraft are handled effectively. The GAD includes the charge payable should Gatwick Airport Limited be required to facilitate handling of aircraft.
- 2.2.7 There is an Assisted Travel Service provided at Gatwick Airport. Please refer to the current Assisted Travel GAD and General Advice Notice for information regarding this service including the requirement for pre-notification by Operators. Pricing current at the date of issue of these Conditions of Use is attached as an appendix IV to the Schedule of Charges.

Policing

- 2.2.8 Where a flight destination or carrier is identified as being at significant or high risk the Operator shall pay a charge as notified by the Chief Executive Officer equating to the cost of any policing cost additional to the services normally provided at the airport for carriers or destinations at lower levels of risk.

Noise supplements

- 2.2.9 At Gatwick Airport, aircraft departures which infringe noise thresholds or aircraft of Operators that flagrantly or persistently fail to operate in accordance with Noise Preferential Routes (NPR's) prescribed for the airport, both as measured by the noise and track monitoring system operated by Gatwick Airport Limited, may be subject to supplemental charges promulgated in MDIs or GADs.

2.3 Planning principles

- 2.3.1 Gatwick Airport Limited is responsible for the operational planning of Check-in, Baggage Make-up Positions, Baggage Reclaim allocation, Security resourcing and Stand allocation.
- 2.3.2 The core planning principles ensure that Gatwick Airport Limited is optimising use of existing infrastructure through efficient planning whilst ensuring both Core and Airline Service Standards are met.

Check-in

- 2.3.3 Check-in planning uses the Check-in Desk Planning Assumptions submitted (as detailed in Check-in Desk Planning Assumptions – Schedule 5: Data, Section 5) as well as a passenger forecast based on the advance submission of Airline Booked Loads (as detailed in Booked Load Data – Schedule 5: Data, Section 6).
- 2.3.4 Check-in desk allocation plans are produced weekly, and the maximum check-in desk allocation is subject to fluctuate depending on season and airline flight loads.
- 2.3.5 Bi-annually, Gatwick Airport Limited undertakes a Check-in Seasonal Plan ahead of Summer or Winter season. During this process, airlines may be relocated from existing check in zones and/or terminal, whichever appropriate. Any airline that is affected will be notified in advance of any changes, which usually come into effect on the first day of a new season.
- 2.3.6 Mid-season changes to zone allocation may be required due to operational performance or schedule changes and Gatwick Airport Limited will notify any affected carriers as soon as reasonably practicable.
- 2.3.7 Where airlines have multiple products, e.g. Business, Premium Economy and Economy; Gatwick Airport Limited groups all products above Economy into one Premium group. If airlines have more than two segregation products, these will need to be segregated within the allocated footprint.

- 2.3.8 Once the check-in desk allocation has been determined (based on flight loads), the airline and/or the GHA may segregate their operation into various product splits such as Assisted Travel, priority check-in or however they see fit, but within the allocated footprint.
- 2.3.9 Existing carriers that occasionally operate ad-hoc charter flight(s) will have their check-in desk allocation consolidated with their existing scheduled services, unless capacity constraints prevent this.
- 2.3.10 Check-in desks are to be used solely for checking in passengers and GAL is under no obligation to provide or facilitate desk allocation for airline representatives, flight supervisors, flight dispatchers, flight controllers and/or ticket desks. Ancillary product sales should not be undertaken at check-in without express written permission from GAL. GAL reserves the right to retract this permission if deemed necessary due to capacity constraints.
- 2.3.11 If GAL has set up an airline on Self Service Bag Drop (SSBD) but the airline also utilises check-in desks; the airline and/or the GHA should take the necessary steps to utilise SSBD to its fullest potential to reduce the reliance on check-in desks.
- 2.3.12 GAL's Check-in Allocation plan takes precedence over any GHA Service Level Agreement (SLA) in relation to desk allocation.
- 2.3.13 Where an airline has an SLA with their GHA for resourcing staff that exceeds the check-in desk allocation; GAL is under no obligation to provide the number of check-in desks required in the SLA. Additional resourcing staff members could be used for queue management, document checks or check-in hosting.
- 2.3.14 If an airline does not believe that the desk allocation is sufficient to meet the Airline Service Standard (30-minute queue standard); they can refer their concerns to GAL but will be obliged to submit their up-to-date check in planning assumptions to back up any additional desk requirement. Any airline assumptions submitted will be subject to GAL validation.
- 2.3.15 Where GAL believes that a GHA SLA is not fit-for-purpose due to continuous operational challenges, the airline and the GHA will be notified of alternative proposals. The airline will be required to review the proposals and/or implement the change particularly where the Airline Service Standard, Check-in Wait Times showcase multiple monthly failures.
- 2.3.16 Airlines are reminded that early passenger presentation remains the responsibility of the carrier's operation and does not fall under GAL to resolve operationally. Airlines must ensure that any passenger information on the airline website aligns to the SLA agreed with the GHA. GAL operates with minimum check-in operating hours as outlined in section 5.2 of Schedule 5.
- 2.3.17 The airline accepts dynamic and flexible allocation of check-in desks/kiosks as determined by GAL which may include operations to be split on multiple zones and/or on-the-day zonal changes for operational requirements.
- 2.3.18 Airlines and/or its GHA may be charged for GAL Intervention costs (GAD/F:22/23 – Recovery of Costs Arising from Events that Require GAL Intervention) for dealing with check-in overspills due to poor management of their check in operation.
- 2.3.19 The airline and/or its GHA remains responsible for ensuring that the check-in allocation plans are reviewed and must ensure the correct scheduling of check in screen content, adequate resourcing and management of the setup of the check in area. Airlines that operate codeshares with partner carriers or on behalf of third parties, are not permitted to display any branding or marketing content at check-in for companies or carriers that do not operate at Gatwick Airport. Check-in media screen content must strictly relate to check-in with clear branding of the operating airline. Airline promotions, marketing campaigns or advertising are not permitted.
- 2.3.20 The management of a check in operation is defined by adequate resourcing, the setting up of the queue management as well as ensuring the belts and the check in desks are closed down safely and securely once an operation has completed.

Baggage Make-up Positions

- 2.3.21 Baggage Make-up Positions (MUP) planning uses the Check-in Desk Planning Assumptions submitted (as detailed in Check-in Desk Planning Assumptions – Schedule 5: Data, Section 5) as well as a passenger forecast based on the advance submission of Airline Booked Loads (as detailed in Booked Load Data – Schedule 5: Data, Section 6).
- 2.3.22 Baggage MUP allocation plans are produced weekly, and the maximum MUP allocation are subject to fluctuation depending on season and airline flight loads.

- 2.3.23 Bi-annually, GAL undertakes a Baggage MUP Seasonal Plan ahead of Summer or Winter season. During this time, airlines may be moved from existing MUP areas and/or terminal, whichever appropriate. Any airline that is affected will be notified in advance of any changes, which usually come into effect on the first day of a new season.
- 2.3.24 Mid-season changes to MUP allocation may be required due to operational performance or schedule changes and GAL will notify any affected carriers as soon as reasonably practicable.
- 2.3.25 GAL's Baggage MUP Plan takes precedence over any GHA SLA in relation to Baggage MUP allocation.
- 2.3.26 MUP allocation is based on a dynamic allocation ensuring maximum and efficient use of infrastructure, which includes a staggered allocation of MUPs.
- 2.3.27 In all events, GAL will prioritise tail-to-tail transfers when producing the MUP allocation plan. Requests for additional MUPs may be considered but are not guaranteed.
- 2.3.28 GAL operates with a strict 20-character limit per MUP to manage onward baggage and the format is "@(LGW01+LGW02+LGW03)".
- 2.3.29 MUP Allocation is based on four types of segregation which are Premium, Economy, Transfer and Special or Oversized items.
- 2.3.30 The airline and/or its GHA remains responsible for:
 - 2.3.30.1 Ensuring that the Baggage MUP Plans are reviewed and ensures adequate resourcing.
 - 2.3.30.2 Submitting a standard chute segregation plan for each flight.
 - 2.3.30.3 Adhering to the manual handling guidelines to ensure safe use of baggage equipment whilst reporting any faults in a timely manner.
 - 2.3.30.4 Ensuring that the right equipment or infrastructure is available to operate within any baggage area that has been allocated for your operation.

Security Resourcing

- 2.3.31 Security Central Search Area (CSA) resourcing is based on the GAL Departing Passenger Forecast which is largely based on the advance submission of Airline Booked Loads (as detailed in Booked Load Data – Schedule 5: Data, Section 6) and the latest schedule of flights.
- 2.3.32 GAL Resource is planned up to three weeks in advance with weekly and daily revisions applied, where appropriate.
- 2.3.33 All Security Resourcing Plans aim to adhere to the GAL Core Service Standards of Passenger Wait Times within the Central Search Area.

Stand Planning

- 2.3.34 Gatwick Airport Limited has a Core Service Standard commitment to ensure that 95% of passengers are pier-served.
- 2.3.35 GAL manages the Stand Allocation Plan and uses the following priority matrix:
 - 2.3.35.1 Pier-service Levels.
 - 2.3.35.2 On-time Performance.
 - 2.3.35.3 Airline or GHA preferences.
- 2.3.36 Bi-annually, GAL undertakes a Seasonal Stand Plan ahead of Summer or Winter season. During this process and subject to schedule demand, existing airlines may be relocated from existing stands, gates, piers and/or terminal, whichever appropriate. Any airline that is affected will be notified in advance of any changes, which usually come into effect on the first day of a new season.
- 2.3.37 The Stand Allocation plan is dynamically updated or amended based on real-time estimates of arrival and departure flights. GAL also plans for towing to optimise our pier-service levels and airfield performance.
- 2.3.38 As detailed in Linked Flight Schedule – Schedule 5: Data, Section 7, airlines with multiple daily flights should submit a linked schedule to GAL shortly after slot hand back or at least 6 weeks (42 days) prior to a new season commencing and subsequently every 2 weeks until the new season commences.

2.4 Operating principles

Common Use Self Service

- 2.4.1 GAL reserves the right to set up multiple carriers on Common Use Self Service (CUSS) kiosks.
- 2.4.2 GAL reserves the right to remove any airline branding or signs around CUSS kiosks.
- 2.4.3 Airlines that offer airport kiosk check-in to its passengers; agree to sharing their IATA accredited CUSS application with GAL so that GAL may setup the carrier on the CUSS infrastructure via network connectivity from their Departure Control System (DCS).

Self-Service Bag Drop

- 2.4.4 Carriers currently using SSBD with dedicated kiosks, as well as new carriers being set up, acknowledge that GAL reserves the right to convert this infrastructure to a common-use setup.
- 2.4.5 In accordance with section 2.3.11, airlines are responsible for maximising usage of Self-Service Bag Drop.

Unit Load Devices

- 2.4.6 GAL assumes that Unit Load Devices (ULDs) are owned by the airlines and managed by their respective GHA unless informed otherwise.
- 2.4.7 The GHA must ensure that all ULDs are safe to use and must be stored as per IATA regulations.
- 2.4.8 Any damaged ULDs must be promptly repaired or removed from London Gatwick.
- 2.4.9 Airlines are only permitted to store ULDs at London Gatwick stillages for outbound baggage only.
- 2.4.10 Airlines are not permitted to store any test or catering ULDs at London Gatwick. However, if catering ULDs are used for baggage, they must be clearly liveried.
- 2.4.11 Airlines and/or the GHA are responsible for ensuring that ULDs do not exceed station stock levels as agreed with GAL.
- 2.4.12 The airline or its GHA will submit airline stock levels of ULDs (CPM – Container Pallet Messages) to GAL on a daily basis for both departure and arrival flights by e-mailing: ULD.Storage@gatwickairport.com.
- 2.4.13 GAL reserves the right to carry out weekly quality or audit checks for all ULDs on site.
- 2.4.14 GHAs are responsible for the removal of ULD equipment and vehicles from the baggage hall after an airline's operation, to ensure other baggage hall users are not impeded.
- 2.4.15 Should any airline exceed their agreed station stock level, GAL reserves the right to charge the airline.

2.5 Payment

- 2.5.1 The Operator shall pay the appropriate charges for landing, taking-off and parking of an aircraft, as set out in the Schedule of Charges. The Airport User shall also pay for any supplies, services or facilities provided to him or to the aircraft at the airport by or on behalf of Gatwick Airport Limited at the charges determined in the Schedule of Charges or, if not listed in the Schedule of Charges, otherwise by Gatwick Airport Limited. All charges referred to in this paragraph shall accrue on a daily basis and shall become due on the day they were incurred and shall be payable to Gatwick Airport Limited on demand and in any event before the aircraft departs from the airport unless otherwise agreed by Gatwick Airport Limited (which agreement may be withdrawn at any time at the discretion of Gatwick Airport Limited) or unless otherwise provided in the terms for payment included in the invoice for such charges.
- 2.5.2 Operators must notify Gatwick Airport of any AUWR manual requirements no later than 1 October each year to allow sufficient processing time. For Operators participating in LOOP, all aircraft details and associated information updated within the LOOP database will form the basis for charge calculations. Operators are solely responsible for maintaining and the provision of updates to aircraft information, and failure to do so may result in inaccuracies that affect aircraft related charges subsequently billed.

- 2.5.3 Payments shall be made without deductions (including taxes or charges). If the applicable law requires any tax or charge to be deducted before payment the amount shall be increased so that the payment made will equal the amount due to Gatwick Airport Limited as if no such tax or charge had been imposed.
- 2.5.4 All sums payable to Gatwick Airport Limited are exclusive of VAT which shall, where applicable, be paid in addition at the rate in force at the relevant tax point.
- 2.5.5 All sums due which are not paid on the due date shall bear interest at the annual rate of 8% plus the Bank of England's reference rate, from the date when such sums were due until the date of payment (both dates inclusive). A charge for compensation for recovery costs may also be applied as per the below:
- 2.5.5.1 £0.01-£999.99 - £40.00 charge.
 - 2.5.5.2 £1,000.00 - £9,999.99 - £70.00 charge.
 - 2.5.5.3 £10,000.00 or more - £100.00 charge.
- 2.5.6 All new aircraft Operators to Gatwick Airport Limited (being an Operator that has had no flying operation at the airport for the previous two consecutive seasons to the season being requested) are required to lodge a deposit equivalent to 3 months of operations by that aircraft Operator (based on anticipated numbers and type of flight planned). The deposit may be reviewed after 12 months at the written request of the aircraft Operator, and will be refunded at Gatwick Airport Limited's discretion. A formal explanation will be presented to the aircraft Operator in the event the deposit is still retained by Gatwick Airport Limited following the refund request. When the Operator ceases to operate any flights from the airport for more than two consecutive seasons the deposit will be refunded subject to the right of Gatwick Airport Limited (which is hereby reserved) to set off against any such deposit any appropriate charges that have not been settled in accordance with the above provisions. In exceptional cases the Airport Chief Financial Officer may at his/her discretion waive the requirement for the 3 month deposit.
- 2.5.7 In the event of an Operator currently operating at Gatwick Airport failing to meet the terms of payment for Airport Charges such that the debt incurred exceeds £10k greater than 30 days overdue (at any point within the prior 3 months) then that Operator will be required to lodge a deposit with Gatwick Airport Limited equivalent to a maximum of 3 months of operations by that aircraft Operator (based on anticipated numbers and types of flight planned). Gatwick Airport Limited's Chief Financial Officer may set the level of deposit required at his/her discretion up to the maximum 3 months value, and in exceptional circumstances may waive the deposit requirement.
- 2.5.8 Under the Civil Aviation Act 1982, Gatwick Airport Limited has the power to detain aircraft where default is made in the payment of Airport Charges. The power relates to aircraft in respect of which the charges were incurred (whether or not they were incurred by the person who is the Operator of the aircraft at the time the detention begins) or to any other aircraft of which the person in default is the Operator at the time the detention begins.
- 2.5.9 The Operator agrees that Gatwick Airport Limited shall be entitled to exercise the rights of detention set out at Condition 2.3.7 above or pursuant to the Civil Aviation Act 1982.
- 2.5.10 In the event of:
- 2.5.10.1 the taking of any step in connection with any voluntary arrangement or any other compromise or arrangement for the benefit of any creditors of the Airport User; or
 - 2.5.10.2 the making of an application for an administration order or the making of an administration order in relation to the Airport User; or
 - 2.5.10.3 the giving of any notice of intention to appoint an administrator, or the filing at court of the prescribed documents in connection with the appointment of an administrator, or the appointment of an administrator, in any case in relation to the Airport User; or
 - 2.5.10.4 the appointment of a receiver or manager or an administrative receiver in relation to any property or income of the Airport User; or
 - 2.5.10.5 the commencement of a voluntary winding-up in respect of the Airport User, except a winding-up for the purpose of amalgamation or reconstruction of a solvent company in respect of which a statutory declaration of solvency has been filed with the Registrar of Companies; or
 - 2.5.10.6 the making of a petition for a winding-up order or a winding-up order in respect of the Airport User; or
 - 2.5.10.7 the striking-off of the Airport User from the Register of Companies or the making of an application for the Airport User to be struck-off; or

- 2.5.10.8 the Airport User otherwise ceasing to exist; or such any event or procedure analogous to the same happening in respect of the Airport User in the jurisdiction governing the Airport User's corporate affairs then there shall be deemed to be a default in the payment of any Airport Charges which are extant as at the date of such event or procedure shall be deemed to be in default for the purposes of Section 88 of the Civil Aviation Act 1982.
- 2.5.11 The Airport User shall not, without the express written consent of Gatwick Airport Limited, be entitled in respect of any claim he may have against Gatwick Airport Limited or otherwise to make any set off against or deduction from the charges provided for in these Conditions of Use. He must pay such charges in full pending resolution of any such claim.
- 2.5.12 All charges not falling within Condition 2.4.1 above shall be payable within 14 days of service of an invoice. Gatwick Airport Limited shall provide seven days' notice of any intention to withdraw credit facilities but these may be withdrawn immediately upon notice if Gatwick Airport Limited is of the opinion that any act of insolvency (including but not limited to those set out at Condition 2.4.9 above) has or is about to take place in relation to an Airport User.
- 2.5.13 Any queries relating to invoices should be raised with Gatwick Airport Limited's Credit Control Department within 10 days of the invoice date. Relevant contact numbers are shown on our invoices and statements.

2.6 Data

- 2.6.1 The Operator shall comply with the data requirements as set out in Schedule 5 (Data Requirements) to these Conditions. Gatwick Airport Limited shall be entitled to publish any such information for the purpose of comparing the Operator's on time performance and arrivals baggage performance in such format as it may from time to time determine.
- 2.6.2 From data supplied pursuant to Schedule 5 Gatwick Airport Limited may publish hourly and daily passenger forecast by terminal and direction but shall not publish or share with third parties, other than for operational purposes, forecast by airline or destination.

2.7 Data protection

- 2.7.1 In this condition 2.5 and Schedules 6 and 6A:
- 2.7.1.1 'UK GDPR' has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the UK Data Protection Act 2018; and
- 2.7.1.2 words and phrases which have defined meanings in UK GDPR will have the same meanings when used.
- 2.7.2 Gatwick Airport Limited shall comply with its obligations under UK GDPR in processing personal data in connection with these Conditions of Use.
- 2.7.3 Airport User will comply with its obligations under all Legislation relating to privacy and/or personal data in processing personal data in connection with these Conditions of Use.
- 2.7.4 Each party agrees that:
- 2.7.4.1 if it receives a request or enquiry from a data subject or supervisory authority which in fact relates to personal data or a copy of personal data of which the other party is the controller, it will promptly inform the other party of that enquiry, and the other party will respond to and address that request accordingly;
- 2.7.4.2 each party acts as an independent controller in processing personal data for its own purposes in connection with these Conditions of Use; and
- 2.7.4.3 in circumstances where Gatwick Airport Limited processes personal data on behalf of the Airport User solely in order to deliver services to the Airport User under the Conditions of Use, Airport User shall act as controller and Gatwick Airport Limited shall act as processor, and the parties shall comply with Schedule 6.
- 2.7.5 The circumstances described at Condition 2.6.4.2 in which both parties act as independent controllers include where Gatwick Airport Limited processes personal data to:

- 2.7.5.1 calculate all charges and other fees due under these Conditions of Use;
 - 2.7.5.2 generate and publish the reports permitted under these Conditions of Use;
 - 2.7.5.3 analyse, monitor and improve Gatwick Airport Limited's services for airport visitors, including Passengers and Airport Users;
 - 2.7.5.4 provide the Airport User Staff Services, bus and coach access, and Passenger parking and premium services;
 - 2.7.5.5 carry out direct marketing, provide flight notifications, process complaints and enquiries, and provide other customer services, including the myGatwick programme;
 - 2.7.5.6 manage and facilitate the journey of Passengers and other visitors at the Airport, including movement around the airport, check-in, baggage and security (but, except as set out above, excluding the Check-in and Baggage Services);
 - 2.7.5.7 deploying and monitoring CCTV in and around the Airport, including Automatic Number Plate Recognition (ANPR) and the Passenger Drop Off Scheme;
 - 2.7.5.8 administer and enforce these Conditions of Use;
 - 2.7.5.9 ensure the security and safety of the airport, airport users, including Passengers and Airport Users, and other visitors;
 - 2.7.5.10 comply with Gatwick's legal and regulatory obligations, including as may be required under immigration law, or by any competent regulator, the Home Office, law enforcement or any other public authority; and
 - 2.7.5.11 such other purposes as are set out from time to time in the Gatwick Airport Limited privacy policy available at www.gatwickairport.com/privacy-policy/.
- 2.7.6 The circumstances described at Condition 2.6.4.2 in which Gatwick Airport Limited acts as the Airport User's processor include the processing of personal data of Airport User Passengers and Airport User Staff in connection with these Conditions of Use to provide:
- 2.7.6.1 the Check in and Baggage Services;
 - 2.7.6.2 the Payment Processing Services;
 - 2.7.6.3 the Assisted Travel Services; and
 - 2.7.6.4 additional services related to facilitating the journey of higher profile or "VIP" Passengers through the airport.
- 2.7.7 Where Gatwick Airport Limited transfers personal data to an Airport User that is located in a third country that is not the subject of an adequacy decision under Article 45 UK GDPR, such transfer shall be subject to the terms of the UK IDTA if each party acts as an independent controller in respect of such personal data.
- 2.7.8 For the purposes of condition 2.6.7, the UK IDTA (including the information set out at Schedule 6A) is hereby incorporated into these Conditions of Use as between the parties.

3 Airport charges

3.1 Charges on landing and take-off

- 3.1.1 The relevant charges for the landing and the take-off of aircraft as set out in Appendix I of the Schedule of Charges are payable.
- 3.1.2 The demand charge will be assessed and payable based on the season, actual time of arrival or departure and the flight type (Commercial Passenger Services / General or Business Aviation / Helicopter).
- 3.1.3 Noise charges will be assessed and payable based on the season, actual time of arrival or departure and the noise performance of the aircraft. The noise performance of an aircraft will be assessed as set out in conditions 3.1.3.1 to 3.1.3.4 below based on the certified noise levels at each of the ICAO noise certification measurement points (flyover, lateral and approach) and the arithmetic sum of the differences between certified levels and the Chapter 3 noise limits at the certification points; the 'cumulative margin'.
 - 3.1.3.1 Chapter 14: To be eligible for a Chapter 14 charge, the margin at each of the certification measurement points must be greater than or equal to 1. An aircraft which satisfies this criteria will be eligible for a Chapter 14 Minus charge if the cumulative margin is greater than or equal to 23, a Chapter 14 Base charge if the cumulative margin is greater than or equal to 20 or a Chapter 14 High charge if the cumulative margin is greater than or equal to 17.

- 3.1.3.2 Chapter 4: To be eligible for a Chapter 4 charge, an aircraft must satisfy the following criteria: (i) the margin at each of the certification points must be greater than 0, (ii) the combined margin at any two certification measurement points must be greater than or equal to 2 and (iii) the cumulative margin must be greater than or equal to 10.
- 3.1.3.3 Chapter 3 & Below: Any aircraft that does not satisfy the criteria associated with the Chapter 4 charge will be subject to this charge.
- 3.1.3.4 Any Airbus A320 family aircraft (A318 / A319 / A320 / A321) which has not been declared on the 'All Up Weight Return' form detailed in Schedule 5 to this Conditions of Use as having the fuel over pressure protector (FOPP) modification – as described under Section 2.2 of Gatwick Airport Independent Arrivals Review Report dated 28 January 2016 (<https://www.gatwickairport.com/globalassets/company/airspace/nmb/2016/independent-arrivals-review-2016.pdf>) – will be subject to the Unmodified A320 Family charge set out in Appendix I of Schedule 1. If no information is provided on the All Up Weight Return form or by other relevant documentation, Gatwick Airport Limited will levy the Unmodified A320 Family charge pending submission of an appropriate declaration. GAL may exercise its discretion not to do so in exceptional circumstances. For the avoidance of doubt, the noise charge for A320 family aircraft which have the FOPP modification will not apply retrospectively and will only apply from the date GAL receives appropriate documentation.
- 3.1.3.5 Airlines must submit document attesting that the aircraft complies with the noise chapter being applied for. For the avoidance of doubt, aircraft will not need to be officially certified to the ICAO Chapter 4 or Chapter 14 standard to be eligible for the corresponding noise charge; it will be sufficient for airlines to provide the underlying noise measurements (noise level and limit) at each certification point (flyover, lateral and approach) which demonstrate compliance with the noise category claimed. If no documents are provided, Gatwick Airport Limited will use its discretion in levying a Chapter 3 charge or, for A320 family aircraft from 1 January 2018, the Unmodified A320 Family charge pending submission of certification data that supports the noise chapter claimed. Relevant documentation should be sent to:

Gatwick Airport Traffic Charging Team Gatwick Airport Limited
5th Floor, Destinations Place, Gatwick Airport,
West Sussex, RH6 0NP

- 3.1.4 NOx emissions charge: An additional NOx emissions charge applies to all aircraft over 8,618kg (based on the aircraft ascertained NOx emission), on landing and take-off as set out in Appendix I of the Schedule of Charges.
- 3.1.5 Carbon emissions charge: An additional carbon emissions charge applies to all aircraft on landing and take-off as set out in Appendix I of the Schedule of Charges.
- 3.1.5.1 Commercial Passenger Services will be subject to a carbon emissions charge on landing and take-off. The charge for each aircraft will be calculated as follows:
- Carbon emissions charge = Charge per Seat x Charge Multiplier x Number of Seats
- Where:
- Charge per Seat is the value set out in Appendix I to Schedule 1
Charge Multiplier = Aircraft Emissions per Seat / Airport Average Emissions per Seat
- Aircraft Emissions per Seat = (Aircraft CO2 Emissions in the LTO Cycle / 2) / Number of Seats
Aircraft CO2 Emissions in the LTO Cycle = Engine Carbon Emission x Number of Engines
- Airport Average Emissions per Seat = Average of Aircraft Emissions per Seat for Gatwick Fleet
Number of Seats = Aircraft seat capacity as declared in the All Up Weight Return (AUWR)
- For the charging year commencing 1 April 2026, the Airport Average Emissions per Seat is equal to a value of 7.30.
- 3.1.5.2 Any flight not classified as a Commercial Passenger Service will be subject to a carbon emissions charge on landing and take-off. The charge for each aircraft will be calculated as follows:

Carbon emissions charge = Charge per metric tonne x (Aircraft CO₂ Emissions in the LTO Cycle / 2)
Where:

Charge per metric tonne is the value set out in Appendix I to Schedule 1
Aircraft CO₂ Emissions in the LTO Cycle = Engine Carbon Emission x Number of Engines

- 3.1.6 Sustainable Aviation Fuel (SAF) Incentive: With effect from 1 April 2025, any airline that submits a SAF usage claim to GAL will be eligible for a reduction to the applicable carbon emissions charge detailed in clause 3.1.5.
- 3.1.6.1 In order to access the SAF Incentive, the airline must submit a claim to GAL of their expected percentage of SAF in the fuel mix at a global level for the current calendar year (1 January – 31 December 2026).
- This submission must be made to GAL by no later than one month before the start of the charging year commencing 1 April each year (i.e. to be submitted by 1 March 2026).
- 3.1.6.2 The SAF Incentive is applied to the carbon charge in proportion to the submitted claim:
- An 80% reduction will be applied to the applicable carbon charge on arrival and departure, in proportion to the claimed percentage of SAF e.g. where an airline claims that 2% of their annual global fuel usage will be SAF, an 80% reduction will be applied to 2% of the carbon charge on arrival and departure in the relevant charging year. Such an incentive will be applied at the point of invoicing at a flight level.
- 3.1.6.3 Annual verification process:
- Within 30 days of the conclusion of the charging year ended 31 March 2027 (i.e. by 30 April 2027) the airline must submit proof of the actual global percentage of SAF in the fuel mix for the concluded calendar year (1 January – 31 December 2026). Suitable proof includes verifiable data from annual reports, CORSIA submission data or other environmental or CO₂ emissions reporting sources.
- 3.1.7 Air Navigation Services charge: There is no separate charge for Air Navigation Services (ANS).
- 3.1.8 Towing Rebate: An arriving or departing flight that is requested by GAL to tow, to enable a flight to receive pier service or where a flight on a pier served stand is requested to operate remotely, will qualify for a rebate. If the tow is performed by ground handling resource that is contracted directly by the airline, the rebate will be paid to the airline. If the tow is performed by ground handling resource that is contracted directly by GAL, the rebate will be retained by GAL and treated in accordance with separate arrangements put in place between GAL and the airline in relation to such tows. Tows undertaken for an airline at its own behest (e.g. for maintenance, technical issues, cleaning, de-icing) will not qualify for this rebate.
- 3.1.9 Aircraft Turn Performance Rebate: With effect from 1 April 2018, any departure that satisfies the following criteria will be eligible for a turn performance rebate equal to 25% of the applicable take-off charge: (i) the departure takes place during the summer season (1 April – 31 October), (ii) the departure is an Air Transport Movement but not a whole plane cargo flight, a positioning flight or a General or Business Aviation flight and (iii) the turn meets the scheduled turn success criteria set out below:
- 3.1.9.1 Based Aircraft, First Departure: If the aircraft is on stand at 04:00 UTC, the 'turn' associated with the first departure will be eligible for a rebate if the actual start request time (ASRT) is no later than the scheduled off block time (SOBT).
- 3.1.9.2 On Time or Early Arrival: If an aircraft arrives on stand on time or early – i.e. the actual in block time (AIBT) is equal to or before the scheduled in block time (SIBT) – the turn will be eligible for a rebate if the actual start request time (ASRT) is no later than the scheduled off block time (SOBT).
- 3.1.9.3 Late Arrival: If an aircraft arrives on stand late – i.e. the actual in block time (AIBT) is after the scheduled in block time (SIBT) – the turn will be eligible for a rebate if the difference between the actual start request time and the actual in block time is less than or equal to the scheduled block time (the difference between the scheduled off block time and the scheduled in block time).

- 3.1.9.4 Actual start request times (ASRT) will be sourced from Gatwick Airport's air traffic control (ATC) tower systems. Actual in block times (AIBT) will be sourced from Gatwick Airport's stand entry guidance systems. Scheduled block times (SIBT/ SOBT) will be sourced from Airport Coordination Limited.
- 3.1.9.5 Any rebates due will be paid monthly in arrears.

3.2 Charges on terminal departing passengers and non-passenger flights

- 3.2.1 The relevant charges payable by an airline per Terminal Departing Passengers are set out in Appendix 1 of the Schedule of Charges.
- 3.2.2 Minimum charge on departure: There is a minimum charge on departure for all flights at Gatwick Airport as set out in the relevant Appendix 1 of the Schedule of Charges. A "Minimum Departing charge per ATM" is applied to flights (including non-passenger flights), where an Operator's departing passenger charge drops below the minimum charge threshold. This charge is in addition to any take-off fee that may be payable.

Arrivals / Departures from Designated Remote Stands

- 3.2.3 Where a flight arrives or departs from a stand which is a Designated Remote Stand, a rebate to the charge on Terminal Departing Passengers will be allowed as set out in the Schedule of Charges, based on the number of Terminal Arriving Passengers and Terminal Departing Passengers using remote stands. Such rebate will not apply:
 - 3.2.3.1 to the extent that it reduces the charges on departing passengers to below the level of the relevant minimum charge on departure set out in the Schedule of Charges; or
 - 3.2.3.2 where a remote stand has been requested by an Operator or its handling agent rather than being required by Gatwick Airport Limited for operational or pier segregation reasons; or
 - 3.2.3.3 where a stand which is not a remote stand has been made available, but has been declined by an Operator or its handling agent.

3.3 Aircraft parking charges

- 3.3.1 The relevant charges for aircraft parking as set out in Appendix I of the Schedule of Charges are payable.
- 3.3.2 The charges for parking of aircraft at the airport will be assessed and payable on the basis of the Maximum Take Off Weight as recorded by Gatwick Airport Limited, based on the submission of completed All Up Weight Return (AUWR) on 1 April each year. For the purposes of calculation of aircraft parking charges the Maximum Take Off Weight has been divided into the following three bands:
 - 3.3.2.1 Less than 50 metric tonnes.
 - 3.3.2.2 Greater than or equal to 50 metric tonnes and less than or equal to 200 metric tonnes.
 - 3.3.2.3 Greater than 200 metric tonnes.
- 3.3.3 Parking charges will be based on the total number of five minutes or part thereof that an aircraft has been parked on areas designated as airport company parking areas.
- 3.3.4 These charges will apply whether the aircraft is secured to the ground or to a structure on the airport or is left on the ground unsecured.
- 3.3.5 A peak charge will apply to an aircraft which occupies a pier served stand between 0500 UTC (GMT) and 2229 UTC (GMT) from 1st April to 31st October. During this period of time each minute will count as three minutes for the purpose of the calculation of parking charges.
- 3.3.6 Parking charges will accrue from the time the aircraft is "on block" until the aircraft is "off block" as recorded by the IDAHO system.
- 3.3.7 Parking is free between the hours of 2230 and 0459 UTC (GMT) from 1st April to 31st March.

- 3.3.8 The Chief Executive Officer of the airport has discretion to decide in the light of particular circumstances at the airport to abate or waive the charges set out in the Schedule of Charges in relation to the parking of aircraft at certain times and periods or on certain parts of the airport. In this event, the Chief Financial Officer will supply the details of the terms and conditions of the abatement or waiver of the charges on the request of any Operator who parks aircraft at the airport and the Operator may apply to the Chief Financial Officer for these terms and conditions.
- 3.3.9 The Chief Executive Officer of Gatwick Airport Limited may at any time order an aircraft Operator either to move a parked aircraft to another position or remove it from the airport. Failure to comply with the order within the period specified in it will render the Operator liable to a special charge, equivalent to eight times the standard parking charges set out in the Schedule of Charges for every hour or part of an hour during which the aircraft remains in position after the period specified in the order has expired.
- 3.3.10 No abatement or waiver of the parking charges will be granted except in accordance with the terms of Conditions 3.3.8 and 4.3.1.

3.4 Charges for ancillary services

- 3.4.1 Airport Users shall pay charges for ancillary services, including utilities, Bus and Coach access, Assisted Travel, Check-in and Baggage, Airport User Staff car parking, Airside Services, Staff ID passes, Airside Operators Licence, Category 1 Waste charges, Aircraft De-icing, and Hold Baggage Screening.
- 3.4.2 Gatwick Airport Limited shall ensure that those charges referred to in Condition 3.4.1 are set at levels which are fair, reasonable and non-discriminatory, and reflect the actual costs incurred by Gatwick Airport Limited in delivering such services.
- 3.4.3 The rates set out in the Schedule of Charges reflect the estimated costs associated with the provision of services and activities referred to in Conditions 3.4.1 and 3.4.2 for the level of traffic forecasted.
- 3.4.4 By 31 December in each year Gatwick Airport Limited shall provide Airport Users with a statement of actual costs and revenues in respect of each of the services mentioned in Conditions 3.4.1 for the year ending the previous 31 March.
- 3.4.5 Gatwick Airport Limited will periodically reconcile ancillary charges by comparing the estimated charges outlined in the Schedule of Charges with the actual costs incurred. Discrepancies between forecasted and actual volumes may lead to either under-recovery or over-recovery of costs. At the discretion of Gatwick Airport Limited, any such differences will be carried forward as amounts either due to or refundable by Gatwick Airport Limited and will be considered when setting charges for future years.
- 3.4.6 At least three months prior to making any amendments to the Schedule of Charges Gatwick Airport Limited shall provide Airport Users with relevant information (including cost information, where relevant) and assumptions adequate to verify the basis upon which the amended charges have been calculated.

Assisted Travel charges

- 3.4.7 Operators shall pay charges in relation to Assisted Travel Services at the rates set out in the Appendix IV of the Schedule of Charges and the Chief Executive Officer reserves the right to make such changes to these rates as he thinks fit following consultation with Operators, which will be promulgated by issue of a GAD.
- 3.4.8 Assisted Travel charges are based on an Operator's pre-notification performance as supplied by the Assisted Travel service provider and are levied on each of an Operator's departing passengers. Charges are set out in such a way that the better the pre-notification performance, the lower the average price. Throughout a given month, Operators are charged a temporary price per departing passenger, based on their average notification performance of the previous calendar year. If insufficient historic data does not exist, the temporary price reflects the highest published rate per departing passenger.
- 3.4.9 Gatwick Airport Limited will undertake reconciliation against the temporary price following the end of each calendar month, based on actual pre-notification performance for the month, through data provided by the Assisted Travel service provider. Any rebate or additional charge will be calculated and made on the basis

of such reconciliation. The effective price an Operator will pay in each month is the average of the published prices as set out in Appendix IV of the Schedule of Charges, weighted by the actual pre-notification mix of their assisted passengers.

- 3.4.10 By 31 December in each year Gatwick Airport Limited shall provide Operators with a statement of actual costs and revenues in respect of each of the Assisted Travel Services for the year ending the previous 31 March.

Check in and baggage charges

- 3.4.11 Operators shall pay the charges for Check in and baggage as set out in Appendix V of the Schedule of Charges.

- 3.4.12 The following definitions apply for the purpose of calculating the Check in and Baggage Charges payable in accordance with Appendix V of the Schedule of Charges.

- 3.4.12.1 "Departing Passenger using check in facilities" means a departing passenger using check-in facilities at the airport to complete passenger acceptance which includes those passengers who are issued a boarding card whether at a traditional check in desk or at a CUSS terminal or equivalent at the airport. It also includes departing passengers who completed check in off airport but completed a visa check at the airport. The "departing passenger using check in facilities" charge is not applicable for departing passengers who completed check in off airport and are transfer passengers or passengers with hand luggage who go straight to security or passengers with hold baggage using a SSBD kiosk only.
- 3.4.12.2 "Departing Hold Bag" means each bag or item that is processed at check in desk or a bag drop facility for onward carriage in the hold of an aircraft.
- 3.4.12.3 "Transfer bag" means each bag or item that is processed on behalf of a Transfer Passenger.
- 3.4.12.4 "Departing ATM" means a departing scheduled or charter flight carrying passengers who are not solely Transit Passengers.
- 3.4.12.5 "Departing Passenger" means each passenger on the Departing ATM with the exception of a Transit Passenger.

- 3.4.13 In setting the charges for 1 April 2026 to 31 March 2027, timeslice and last bag performance data for the 12 month period from 1 January 2025 to 31 December 2025 will be used.

3.4.14 The charges are calculated as follows:

- 3.4.14.1 Calculation of departing baggage utilisation weighting

- 3.4.14.1.1 Baggage system "timeslices per ATM" data be reviewed annually to determine:

- for the airport as a whole, an Airport Average Timeslices per ATM, and
- for each individual airline, an Airline Average Timeslices per ATM.

(In both cases, applying a 4 hour before departure "cut-off" methodology where all timeslices triggered 4 hours before departure are treated as 1 timeslice)

- 3.4.14.1.2 Each airline will have an associated "Airline Departure Baggage Weighting Factor" calculated as outlined below: *Airline Average Timeslices per ATM ÷ Airport Average Timeslices per ATM*. These weightings will be reset annually.

- 3.4.14.1.3 The charge for 'Airline Departing Baggage per ATM' is outlined below:

$$\text{Airline Departing Baggage Charge per ATM} = \text{Airport Average Departing Baggage Charge per ATM} * \text{Airline Departure Baggage Weighting Factor}$$

- 3.4.14.1.4 The Airport Average Departing Baggage Charge per ATM will be based on the annual cost subject to allocation and the aggregate number of timeslices in the year.

- 3.4.14.2 Calculation of arrivals baggage utilisation weighting:

- 3.4.14.2.1 "Last bag" data to be reviewed annually to determine:

- for the airport as a whole, the Airport Average Last Bag Time; and
- for each individual airline, an Airline Average Last Bag Time.

(In both cases, applying a 15 minute minimum Last Bag Time)

- 3.4.14.2.2 Each airline will have an associated “Airline Last Bag Weighting Factor” calculated as outlined below:

Airline Average Last Bag Time ÷ Airport Average Last bag time
These weightings will be reset annually.

- 3.4.14.2.3 The charge for 'Airline arrival baggage charge per ATM' is outlined below:

*Airline Arrival Baggage Charge per ATM = Airport Average Arrival Baggage Charge per ATM * Airline Last Bag Weighting Factor*

- 3.4.14.2.4 The Airport Average Arrival Baggage Charge per ATM will be based on the annual cost subject to allocation and the aggregate of the Last Bag Times in the year.

- 3.4.14.3 Calculation of Airline Combined Baggage Weighting factor:

- 3.4.14.3.1 Each airline will have an associated combined baggage weighting ('Airline Combine Baggage Weighting factor'), which is calculated as outlined below:

(Airline Departing Baggage Charge per ATM + Airline Arrival Baggage Charge per ATM) ÷ (Airport Average Departing Baggage Charge per ATM + Airport Average Arrival Baggage Charge per ATM)

This weighting factor will be rounded to one decimal place e.g. 0.950 to 1.049 becomes 1.0; 1.06 becomes 1.1; 0.74 becomes 0.7; etc.

- 3.4.14.3.2 A single Airport Average Baggage Charge per ATM will be published in the Conditions of Use to which this baggage weighting factor will be applied. This will be (Airport Average Departing Baggage Charge per ATM + Airport Average Arrival Baggage Charge per ATM), adjusted as necessary to ensure no over or under recovery of the cost that might arise through the rounding of weightings.

- 3.4.14.3.3 New airlines or airlines with fewer than 100 departing ATMs in the prior year will be charged at the airport average rate.

On-Airport Check in Passenger Rebate Process

- 3.4.15 GAL will set in advance the percentage of each airline's departing passengers that will be charged as on-airport check in passengers, based on data submitted by 31st January for the preceding 12 months ending 31st December each year. Charges for 1st April 2026 to 31st March 2027 will be based on data submitted for the period 1st January 2025 to 31st December 2025. If a minimum of 3 months data is not available (for example new airlines) GAL will charge all departing passengers as on-airport check-in passengers.

- 3.4.16 In order for an airline's 2026-27 on-airport check in passenger ratio to be set at a rate below 100% an airline must either submit a data return each month or complete the “Check in & baggage charges - departing passenger acceptance method return” (to be submitted to GAL by 31st January 2026). Monthly return data should be sent to airline_data@gatwickairport.com using the appropriate template.

- 3.4.17 Based on this approach each airline will be aware of the charges per check-in passenger it will need to pay during the year ahead. But also, it would be aware that changes in its check-in policies and performance will have an effect on its relative charges in subsequent years.

- 3.4.18 By 31 December in each year GAL shall provide Operators with a statement of actual costs and revenues in respect of the Check in and baggage services for the year ending the previous 31 March.

Contingency aircraft de-icing stock charges

- 3.4.19 Operators shall pay charges in relation to the provision of contingency aircraft de-icing stock at the rates set out in Appendix VII of the Schedule of Charges. The Chief Executive Officer reserves the right to make such changes to these rates as he thinks fit following consultation with airlines, which will be promulgated by issue of a GAD. These charges are separate from and additional to any charges agreed

between airlines and their ground handling providers for the provision of an aircraft de-icing service.

- 3.4.20 Charges are levied on all aircraft movements (departures and arrivals) that take place in Gatwick Airport Limited's winter charging season (1 November to 31 March). The charges will be assessed and payable on the basis of the Maximum Take-off Weight as recorded by Gatwick Airport Limited, based on the submission of completed All Up Weight Return (AUWR) on 1 April each year. For the purposes of calculating the contingency aircraft de-icing stock charges, the Maximum Take Off Weight has been divided into the following three bands:
- Less than 50 metric tonnes.
 - Greater than or equal to 50 metric tonnes and less than or equal to 200 metric tonnes.
 - Greater than 200 metric tonnes.
- 3.4.21 Contingency aircraft de-icing stock charges will apply regardless of whether or not the contingency stock has been used by the ground handlers providing aircraft de-icing services at the airport.
- 3.4.22 By 31 December in each year, Gatwick Airport Limited shall provide Operators with a statement of actual costs and revenues in respect of the provision of contingency aircraft de-icing stock for the year ending the previous 31 March.

Hold baggage screening (HBS)

- 3.4.23 Operators shall pay charges for the provision of the hold baggage screening service (the HBS ancillary service charge). The HBS ancillary service charge will be charged monthly in arrears. Operators' charges will be calculated in accordance with 3.4.24.
- 3.4.24 The total costs of providing the hold baggage screening service will be calculated for each month, comprising:
- 3.4.24.1 The costs incurred by the HBS contractor appointed by Gatwick Airport Limited, currently ICTS Europe S.A. (HBS Contractor), for the relevant month which are calculated based on the actual number of man hours used in the provision of such services;
 - 3.4.24.2 The monthly AOC management fee in the administration of the HBS ancillary service charge; and
 - 3.4.24.3 1/12th of the annual insurance premium incurred by the HBS Contractor in relation to its provision of the HBS services to Gatwick Airport Limited.
 - 3.4.24.4 Apportionment of GAL management time.
- 3.4.25 These costs will then be apportioned across the airlines operating at the airport according to their proportion of departing passengers in that month. GAL will provide the AOC with transparency on the costs and will provide the AOC with departing passenger volumes for the relevant month.
- 3.4.26 GAL will invoice Operators who shall pay the HBS ancillary service charge monthly in arrears.

4 Rebates

4.1 Training flights

- 4.1.1 The Chief Executive Officer of Gatwick Airport Limited has discretion to negotiate agreements at special rates for flying training programmes to be carried out at the airport.
- 4.1.2 The Chief Executive Officer may determine special rates for programmes of test and training flights by helicopters.

4.2 Positioning flights

- 4.2.1 The Chief Executive Officer of the airport has discretion to grant a 100% rebate of the charge on landing of aircraft positioning empty for public transport flights. For this purpose, a public flight shall be any flight operated for hire or reward by an aircraft with a Maximum Take Off Weight in excess of 16 metric tonnes or such a flight by a smaller aircraft, where carriage is offered to the public on a regular basis according to a published timetable. This rebate will not be granted on flights resulting from a diversion because of bad

weather.

- 4.2.2 Prior written application for permission to make the flight and for the grant of the rebate must be made to the Chief Financial Officer.

4.3 Other rebates

- 4.3.1 The Chief Executive Officer of Gatwick Airport Limited has the discretion to abate or waive landing, departing passenger or parking charges for any specified category of traffic and/or when they consider it is in the interest of Gatwick Airport Limited to encourage the development of traffic at the airport.

5 Price commitment

- 5.1.1 Gatwick Airport Limited agrees to comply with the price commitments set out in Schedule 2 throughout the Term.

6 Service standards commitment

- 6.1.1 The Airline Service Standards are set out in Appendix II to Schedule 3. An Operator that has not met the applicable Airline Service Standards Target Level as set out in Appendix II to Schedule 3 will have its entitlement to Core Service Rebates reduced, in accordance with paragraph 3 of Schedule 3.
- 6.1.2 The Core Service Standards are set out in Appendix I to Schedule 3.
- 6.1.3 The Core Service Rebate is the amount payable by Gatwick Airport Limited to Operators paying Core Service Charges for commercial passenger services operated under the Conditions of Use or similar charges for commercial passenger services under the terms of Bilateral Contracts where the application of the Core Service Standards Rebate Level as set out in Appendix I to Schedule 3 and calculated in accordance with Schedule 3 paragraphs 1 and 2. In any Relevant Year the Service Rebate Percentage shall not exceed 7% of revenue from Core Service Charges payable by Qualifying Operators in the Relevant Year.
- 6.1.4 The Core Service Rebate shall be paid quarterly, within one month of the end of each quarter (being June, September, December, March). The rebates shall be calculated by terminal (with the exception of runway availability, airfield capacity, Assisted Travel arrivals (pre-notified and non-notified) and community app availability rebates which will be calculated at an airport level and the same percentage applied to both terminals) by month and allocated to the Operators that used the terminal pro-rata with the Core Service Charges payable in that month.
- 6.1.5 Rebates payable with respect to a Relevant Year will be based on a forecast of Core Service Charges revenue for the Relevant Year, for each terminal. To the extent that actual revenues differ from forecast revenues, rebates will be recalculated and under- or over- payments of rebate will be reconciled and paid or invoiced (as appropriate) to the Operators by no later than 31 August following the Relevant Year, one month after the deadline for GAL to publish its price monitoring report for the Relevant Year to the CAA.

7 Continuity of service plan, operational and financial resilience commitment

- 7.1.1 Gatwick Airport Limited shall prepare and at all times maintain a continuity of service plan. The plan shall describe such legal, regulatory, operational and financial information that an administrator, receiver, or new management might reasonably be expected to require, in addition to the aerodrome manual and other statutory or regulatory documents which Gatwick Airport Limited is required to maintain, in order for it to efficiently carry out its functions and to remain compliant with its aerodrome licence. Gatwick Airport Limited shall provide the CAA with details of any material variations to the continuity of service plan.
- 7.1.2 Gatwick Airport Limited will develop and maintain an operational resilience plan which will set how it intends to operate an efficient and reliable airport to the levels required by the Core Service Standards or otherwise agreed with users and, in particular, how it will secure the availability and continuity of airport operation services, particularly in times of disruption. Gatwick Airport Limited will consult annually on the resilience plan with all interested parties including the CAA. Such plans and any amendments will have regard to any relevant guidance issued by the CAA.

- 7.1.3 Prior to publishing any plans or other documents under Condition 7.1.2. Gatwick Airport Limited shall consult all relevant parties on those plans or documents in a fair and timely manner providing consultees with an adequate level of information.
- 7.1.4 Gatwick Airport Limited shall so far as is reasonably practicable coordinate and cooperate with all relevant parties at the airport to meet the requirements of this operational resilience commitment and shall at least twice a year hold a meeting to which all relevant parties or organisations representing them shall be entitled to attend to discuss any issues pertinent to this operational resilience commitment.
- 7.1.5 All providers of air transport services and ground handlers shall use best endeavours to cooperate with Gatwick Airport Limited in implementing the plan(s).
- 7.1.6 During periods of service disruption Gatwick Airport Limited shall use reasonable endeavours to coordinate the communication of operational information and to ensure the provision of timely, accurate and clear information about its operations to users of air transport services as well as information as to their rights under denied boarding regulations.
- 7.1.7 The Directors of Gatwick Airport Limited will provide an annual confirmation of adequate financial resources to operate the airport and provide the Core Services; and
- 7.1.8 Gatwick Airport Limited shall not amend, vary, supplement or modify or concur in the amendment, variation, supplementation or modification of any of its finance documents in respect of credit rating requirements (whether in each case in the form of a written instrument, agreement or document or otherwise (a "Variation") unless it has given prior written notice thereof to the CAA.
- 7.1.9 Gatwick Airport Limited shall, as soon as reasonably practicable notify the CAA of the possibility of any such Variation; and provide a summary of the executed change. The provisions of this Condition shall not apply to any administrative or procedural variation.

8 Investment and consultation commitment

- 8.1.1 Gatwick Airport Limited shall maintain the airport to comply with all applicable safety and environmental requirements and to maintain and develop the infrastructure of the airport to enable the Core Service Standards to be met. In complying with the immediately preceding obligation Gatwick Airport Limited shall invest at least £1.2bn in 2018/19 prices during the period commencing 1 April 2019 and ending 31 March 2029, save where condition 8.1.2 applies.
- 8.1.2 Gatwick Airport Limited may invest less than £1.2bn in 2018/19 prices during the period commencing 1 April 2019 and ending 31 March 2029 if consent to such a proposal is given in writing by:
- 8.1.2.1 Operators carrying at least 67% of Passengers in the 12 months immediately preceding the date on which Gatwick Airport Limited notified Operators of its proposal to invest less than £1.2bn (during the period commencing 1 April 2019 and ending 31 March 2029); and
- 8.1.2.2 by Operators representing at least 50% of the Operators responding in writing.
- 8.1.3 Gatwick Airport Limited will undertake consultation in relation to the capital investment to be undertaken during the Term in accordance with the provisions of Schedule 4.

9 Financial information commitment

- 9.1.1 To ensure there continues to be the provision of sufficient information for Operators to understand whether charges are reasonable, Gatwick Airport Limited will ensure that throughout the Term it provides either through its statutory accounts or through a separate audited statement a level of disclosure in relation to operating costs, revenues, fixed asset base, depreciation and capital expenditure equivalent to the level of disclosure in its Annual Report and Financial Statements for the year ended 31 December .

10 Contacts

10.1 General

Registered name and address:

Gatwick Airport Limited

5th Floor, Destinations Place, South Terminal West Sussex RH6 0NP United Kingdom

General enquiries: +44 (0) 844 335 1802

Website: www.gatwickairport.com

10.2 Core Service Charges and Ancillary Service Charges

For all charges and pricing related enquiries please use the contact details outlined below. The charges have been consulted on with Operators and other Airport Users.

For any questions relating to the consultation process or the schedule of charges referred to in **Appendix I to Schedule 1** (Core Service Charges), please contact Laura Meeten: (laura.meeten@gatwickairport.com)

For any questions relating to the consultation process or the schedule of charges referred to in **Appendices II to VIII of Schedule 1** (Ancillary Service Charges), please contact James Lavelle (james.lavelle@gatwickairport.com)

10.3 General Operational

For all operational enquiries please use the contact details outlined below:

10.3.1 For questions relating to the Bus & coach operation:

surfaceaccess@gatwickairport.com

10.3.2 For questions relating to Check-in & Baggage:

Check in Operational: Senior Passenger Operations Manager: (seniorpaxopsmanagers@gatwickairport.com)

Check-in Planning: (CheckInPlanning@gatwickairport.com)

Baggage: Stevie Summers: (stevie.summers@gatwickairport.com)

10.3.3 For questions relating to Environment and Sustainability: Laura Francis: (laura.francis@gatwickairport.com)

10.3.4 For questions relating to Staff Travel including alternative modes of travel: staff.travel@gatwickairport.com

10.3.5 For questions relating to Staff ID Passes:

Joe Shorter: (joseph.shorter@gatwickairport.com)

10.3.6 For questions relating to Airport Electricity, Water and Sewerage and Gas utility infrastructure:

Martin Bilton: (martin.bilton@gatwickairport.com)

10.3.7 For questions related to Third Party Electricity, Water, Sewerage and Gas Invoicing

Sue Coxon: (sue.coxon@gatwickairport.com)

10.3.8 Fixed Electric Ground Power:

Paul Leonard: (paul.leonard@gatwickairport.com) / 01293 501 937

10.3.9 Staff Car Parking:

Staff Parking: (staffparking@gatwickairport.com)

10.3.10 Airside Licences:

Airdat.org: (info@airdat.org) / 01227 200 066)

10.3.11 Call to Gate Timings (LGW.Call2Gate@gatwickairport.com)

10.4 Assisted Travel (formerly Special Assistance)

10.4.1 Assistance for passengers:

South Terminal Landside Internal: 507618 (External Contact: 01293 507 618)

South Terminal Airside Internal: 698574 (External Contact: 01293 508 574)

North Terminal Landside Internal: 692007 (External Contact: 01293 502 007)

North Terminal Airside Internal: 694313 (External Contact: 01293 504 313)

10.4.2 Operational matters

1st Contact

Operational Performance Manager (OPM) 07741 143 529

1st escalation

Neil Brown, Terminal Operations Manager
07928 680 014 Neil.Brown@wilsonjames.co.uk

Alternative 1st escalation

Gary Oakes, Terminal Operations Manager 07741 143 525
gary.oakes@wilsonjames.co.uk

2nd escalation

Aimee Economou, Head of Service 07955 404 540
Aimee.Economou@wilsonjames.co.uk

10.5 Data Delivery

traffic.charging@gatwickairport.com

10.6 AOC & ACC

Jo Rettie (jo@lgwaoc.co.uk) / 07855 521 825

10.7 Passenger Feedback

passenger.experience@gatwickairport.com

Schedule 1: Schedule of Charges

Appendix I: Core Service Charges

Passenger Charges

The table below details the passenger charges that apply year round.

Charge Category	Charging Unit	Prices
Departing Passenger Charge	Per departing passenger	£20.91
Remote Stand Rebate	Per eligible passenger (departing / arriving)	-£4.86
Minimum Departure Charge (all flights)	Per movement	£389.95

Demand Charges including Turn Rebate

The table below defines the charging periods that apply to demand charges; all times are shown in UTC (GMT).

Season	Charge Category	Departure (Times in UTC)	Arrival (Times in UTC)
Summer (1 April – 31 October)	Peak	<u>Jul & Aug:</u> 05:00 – 08:59 <u>Other Months:</u> N/A	N/A
	Base	<u>Jul & Aug:</u> 09:00 – 18:59 <u>Other Months:</u> 05:00 – 18:59	05:00 – 18:59
	Off-peak	19:00 – 23:59 & 00:00 – 04:59	19:00 – 23:59 & 00:00 – 04:59
Winter (1 November – 31 March)	Off-peak	05:00 – 23:59 & 00:00 – 04:59	05:00 – 23:59 & 00:00 – 04:59

The table below details the demand charges that apply on take-off and landing.

Flight Type	Charge Category	Charging Unit	Summer (Apr – Oct)	Winter (Nov – Mar)
Commercial Passenger Services	Peak	Per movement	£1,522.65	-
	Base	Per movement	£1,015.11	-
	Off-peak	Per movement	£338.37	-
General & Business Aviation	Peak	Per movement	£1,522.65	-
	Base	Per movement	£1,015.11	-
	Off-peak	Per movement	£338.37	£338.37
Helicopter	Peak	Per movement	£1,522.65	-
	Base	Per movement	£1,015.11	-
	Off-peak	Per movement	£338.37	£338.37

The table below details the turn rebate that is available on departure. Please refer to Condition 3.1.9 for full details of the rebate eligibility criteria.

Flight Type	Charge Category	Rebate Unit	Summer (Apr – Oct)	Winter (Nov – Mar)
Commercial Passenger Services	Peak	Per departure	-£380.66	-
	Base	Per departure	-£253.78	-
	Off-peak	Per departure	-£84.59	-
	Peak	Per departure	-	-

General & Business Aviation	Base	Per departure	-	-
	Off-peak	Per departure	-	-
Helicopter	Peak	Per departure	-	-
	Base	Per departure	-	-
	Off-peak	Per departure	-	-

Aircraft Noise Charges

The table below provides an overview of the criteria associated with each aircraft noise charge category. Please refer to Condition 3.1.3 for full details of the eligibility criteria associated with each noise charge category.

Charge Category	Noise Performance Criteria	Cumulative Margin (CM) Relative to ICAO Chapter 3 Limits
Chapter 3 & Below	<ul style="list-style-type: none"> Does not satisfy Chapter 4 criteria. 	-
Chapter 4	<ul style="list-style-type: none"> Margin at each certification point is greater than 0. Combined margin at any two certification points is greater than or equal to 2. Cumulative margin relative to Chapter 3 limits is greater than or equal to 10. 	10 <= CM < 17
Chapter 14 High	<ul style="list-style-type: none"> Margin at each certification point greater than or equal to 1. Cumulative margin relative to Chapter 3 limits is greater than or equal to 17. 	17 <= CM < 20
Chapter 14 Base		20 <= CM < 23
Chapter 14 Minus		CM >= 23

Noise charges vary by time of day (Day / Night). The Day and Night periods are defined in the table below; all times are shown in UTC (GMT).

Charge	Day (Times in UTC)	Night (Times in UTC)
Summer (1 April – 31 October)	05:00 – 22:29	22:30 – 04:59
Winter (1 November – 31 March)	06:00 – 23:29	23:30 – 05:59

The table below details the aircraft noise charges that apply on take-off and landing.

Season	Charge Category	Charging Unit	Day	Night
Summer (1 April – 31 October)	Unmodified A320 Family*	Per movement	£1,083.97	£2,812.25
	Chapter 3 & Below	Per movement	£108.39	£2,812.25
	Chapter 4	Per movement	£54.21	£1,406.12
	Chapter 14 High	Per movement	£32.52	£843.67
	Chapter 14 Base	Per movement	£27.10	£703.05
	Chapter 14 Minus	Per movement	£21.67	£562.45
Winter (1 November – 31 March)	Unmodified A320 Family*	Per movement	£1,083.97	£2,812.25
	Chapter 3 & Below	Per movement	£0.00	£2,812.25
	Chapter 4	Per movement	£0.00	£1,406.12
	Chapter 14 High	Per movement	£0.00	£843.67
	Chapter 14 Base	Per movement	£0.00	£703.05
	Chapter 14 Minus	Per movement	£0.00	£562.45

***Unmodified A320 Family Aircraft Noise Charge**

(1) Any Airbus A320 family aircraft (A318 / A319 / A320 / A321) which has not been declared on the 'All Up Weight Return' form detailed in Schedule 5 to this Conditions of Use as having the fuel over pressure protector (FOPP) modification – as described under Section 2.2 of Gatwick Airport Independent Arrivals Review Report dated 28 January 2016 (https://www.gatwickairport.com/on/demandware.static/-/Sites-Gatwick-Library/en_GB/v1700712924746/images/Corporate-PDFs/Noise%20&%20Airspace/Engagement/gatwick-arrivals-review-executive-summary.pdf) –will be subject to the Unmodified A320 Family charge.

(2) If no information is provided on the All Up Weight Return form or by other relevant documentation, Gatwick Airport Limited will levy the Unmodified A320 Family charge pending submission of an appropriate declaration. GAL may exercise its discretion not to do so in exceptional circumstances. For the avoidance of doubt, the noise charge for A320 family aircraft which have the FOPP modification will not apply retrospectively and will only apply from the date GAL receives appropriate documentation.

NOx Emissions Charge

A NOx emissions charge applies to all aircraft over 8,618kg based on the aircraft ascertained NOx emission on landing and take-off. The charge applies to all movements, regardless of time of day and season.

Charge	Charging Unit	Prices
NOx Emissions Charge	Per kg NOx per movement	£5.01

Carbon Emissions Charge

A carbon emissions charge applies to all aircraft. The charge applies to all movements, regardless of time of day and season. Please refer to paragraph 3.1.5 and 3.1.6 for full details of the calculation of the applicable carbon emissions charge and associated Sustainable Aviation Fuel (SAF) incentive.

Flight Type	Charging Unit	Prices
Commercial Passenger Services	Per seat multiplied by the 'Charge Multiplier'	£0.32
General & Business Aviation	Per metric tonne CO2 per movement	£44.16
Helicopter	Per metric tonne CO2 per movement	£44.16

Aircraft Parking Charges

Weight Category	Charging Unit	Prices
< 50 Metric Tonnes	Per 5 minutes of chargeable parking time.	£3.12
>= 50 & <= 200 Metric Tonnes	Per 5 minutes of chargeable parking time.	£6.24
> 200 Metric Tonnes	Per 5 minutes of chargeable parking time.	£12.48

Notes

- (1) Weight category is based on an aircraft's maximum take-off weight (MTOW).
- (2) Parking is free between 22:30 and 04:59 UTC at all times of the year.
- (3) A peak charge will apply to an aircraft which occupies a pier served stand between 05:00 and 22:29 UTC from 1 April to 31 October. During this period of time, each minute will count as three minutes for the purpose of calculating parking charges.

Towing Rebate

An arriving or departing flight that is requested by GAL to tow, to enable a flight to receive pier service or where a flight on a pier served stand is requested to operate remotely, will qualify for a rebate.

If the tow is performed by ground handling resource that is contracted directly by the airline, the rebate will be paid to the airline. If the tow is performed by ground handling resource that is contracted directly by GAL, the rebate will be retained by GAL and treated in accordance with separate arrangements put in place between GAL and the airline in relation to such tows.

Description	Rebate
Ground handling team contracted directly by the airline.	-£262.92
Ground handling team contracted directly by Gatwick Airport Limited.	£0.00

Tows undertaken for an airline at its own behest (e.g. tows required for maintenance, technical issues, cleaning, de-icing) will not qualify for this rebate.

Appendix II: Utilities Charges

Utilities	Prices	Units
Electricity (supply and use of GAL LV infrastructure)	£0.3203	per KWh
Electricity (supply only)	£0.2955	per KWh
Electricity (network access & GAL LV infrastructure)	£0.1477	per KWh
Electricity (network access only)	£0.1230	per KWh
Water (supply and use of GAL waste water infrastructure)	£6.19	per cubic metre
Water (use of GAL waste water infrastructure only)	£2.26	per cubic metre
Gas	£0.0743	pence per KWh
Fixed Electrical Ground Power (FEGP)	£9.50	per hour

Appendix III: Bus and Coach Charges

Bus and Coaching	Prices	Units
Scheduled	£9.30	per movement
Chartered	£25.78	per visit

Appendix IV: Assisted Travel Charges

Assisted Travel Pre-notification Category	Prices	Units
>14 days notification	£0.431	per departing passenger
>36 hours notification	£0.775	
<36 hours notification	£3.281	

Appendix V: Check-in and Baggage Charges

An Operator of a scheduled or chartered Air Transport Movement with Terminal Departing Passengers shall pay the following charges with respect to check-in and baggage.

Metric of use	Prices	Unit charge
Departing Passenger	£0.090	per passenger
Departing Passenger using check-in facilities	£0.339	per passenger multiplied by the “On-Airport Check In Passenger” rate
Departing Hold Bag	£0.667	per bag
Transfer Bag	£0.153	per bag
Departing ATM (refer to (3.4.13))	£141.70	per ATM multiplied by the “Airline combined baggage weighting factor”

Appendix VI: Staff Car Parking, Airside Operators Licence, Airside Services, Category 1 Waste and Staff ID Charges

Charge Category	Prices
Staff Car Parking	£805.83 per pass per year (including £10 transport levy)
Airside Operators Licence	£665.00 per annual licence
Airside Services	£0.00 per ATM
Category 1 Waste	£1.80 per bag (CAT1 or Toilet Waste), £1.00 (Domestic Waste)

Staff ID passes	Prices	Notes
Application - Full Airside Pass Initial	£30.00	Per pass
Application - Change of Details	£25.00	Per pass
Application - Full Airside Pass Renewal	£25.00	Per pass
Application - Landside Pass Initial	£30.00	Per pass
Application - Temporary Visitor Pass	£30.00	Per pass
Application - Temporary Id Pass	£30.00	Per pass
Application - Damaged or Faulty	£30.00	Per pass
Application – Diplomat	£30.00	Per pass
Application - Lost or Stolen Id Pass	£30.00	Per pass
Application - Full Vehicle Pass (Non-EV)	£30.00	Per pass
Application - Full Vehicle Pass (EV)	£0.00	Per pass
Application - Temporary Vehicle Pass	£30.00	Per pass
Apron Vehicle Pass Safety Levy	£10.00	Per pass
Total Apron Vehicle Pass with Levy (Non-EV or Temporary)	£40.00	Per pass
Total Apron Vehicle Pass with Levy (EV)	£10.00	Per pass
Un-surrendered pass	£325.00	After 60 days
Accreditation Check	£9.95	Per check
Pass Validation	£7.82	Per Pass

Appendix VII: Contingency Aircraft De-icing Stock Charges

Weight Category	Charging Unit	Summer (Apr – Oct)	Winter (Nov-Mar)
< 50 Metric Tonnes	Per movement	-	£1.083
>= 50 & <= 200 Metric Tonnes	Per movement	-	£2.166
> 200 Metric Tonnes	Per movement	-	£4.331

Notes

(1) Weight category is based on an aircraft's maximum take-off weight (MTOW).

(2) Charges will only apply to movements (departures and arrivals) in the winter season (01 November to 31 March).

Appendix VIII: Hold Baggage Screening (HBS) Charges

Charge calculated in accordance with Section 3.4.23.

Schedule 2: Price commitment

1. For the purposes of this Schedule, the following definitions apply:
 - 1.1. 'Actual Gross Yield' means the Gross Yield determined following the completion of a Relevant Year.
 - 1.2. 'Bilateral Contracts' means any contract relating to Airport Charges payable between an Operator and Gatwick Airport Limited other than the Conditions of Use.
 - 1.3. 'Core Services' means such services and facilities in connection with the landing, parking or taking off of aircraft at the airport as were provided as at 1st April 2019 in consideration of charges, whether specifically referable to such services or facilities or not, levied under Appendix I (Schedule of airport charges) of the Gatwick Airport Conditions of Use effective from 1st April 2019 including those charges determined by reference to number of passengers on board the aircraft, any separate charge for aerodrome navigation services and charges levied on aircraft passengers with their arrival at, or departure from, the airport by air. Services or facilities which would have been provided for such charges as at 1st April 2019 but for the facility or service being unserviceable or subject to refurbishment shall fall within the definition of Core Services.
 - 1.4. 'Core Service Charges' means those charges referred to in Appendix I of the Schedule of Charges as may be varied from time to time with the exception of any charges levied in respect of whole plane cargo flights, positioning flights and general and business aviation.
 - 1.5. 'Gross Revenue' means the sum in a Relevant Year of:
 - 1.5.1. revenue arising from Core Service Charges for relevant commercial passenger services operated under the terms of the published airport tariff set out in the Conditions of Use; and
 - 1.5.2. revenue arising from charges equivalent to the Core Service Charges for relevant commercial passenger services operated under the terms of Bilateral Contracts, but substituting for the actual revenue received the revenue that would have been received if such services had been offered and charged under the terms of the Schedule of Charges set out in the then applicable Conditions of Use but excluding revenue from any other charges not included within the definition of Core Service Charges whether levied under the terms of these Conditions or under the terms of Bilateral Contracts or separate commercial arrangements.
 - 1.6. 'Gross Yield' means the Gross Revenue divided by the total number of Passengers using the airport in any Relevant Year.
 - 1.7. 'Maximum Gross Yield' for a Relevant Year or '(Myt)' is defined as: $Myt = Ut + St$
 - 1.8. 'Planned Gross Yield' refers to the Gross Yield assumed at the time the Core Service Charges for the Relevant year were set, as detailed in GAL's annual charges consultation documents. The Planned Gross Yield shall not exceed the Maximum Gross Yield.
 - 1.9. 'Qt' means the total number of Passengers using the airport in a Relevant Year.
 - 1.10. 'Relevant Year' or 't' means the period of twelve months ending on 31 March in each year and 't-1' means the year immediately preceding 't'.
 - 1.11. 'CPIt-1' means the percentage change (positive or negative) in the CPI All Items Index (D7BT): Jan 2015=100 published by Office for National Statistics between August in year t-1 and the immediately preceding August.
 - 1.12. "St" means the permitted security cost per passenger in relevant year t, if any, being: the aggregate of:
 - 1.12.1. 90% of the amount by which the increase, or decrease, in security costs at the airport in year t, which arise as a result of a change in required security standards at the airport, exceeds £1.75m; and
 - 1.12.2. the cost of installing new hold baggage screening equipment in order to meet the requirements of the Department for Transport, the European Commission or other aviation security regulator with the cost in year t calculated by amortising the capital costs and associated funding costs over the assessed life of the equipment, in equal annual amounts divided by the total number of Passengers using the airport (Qt). A methodology for recovering the costs associated with the EDS Standard 3 project was consulted on with the airline community in 2016. Full details can be found in '2017/18 Airport Charges Consultation, New Hold Baggage Screening Equipment, Explosive Detection Systems (EDS) Standard 3' published by GAL on 6 June 2016 and '2017/18 Airport Charges Consultation, New Hold Baggage Screening Equipment, Explosive Detection Systems (EDS) Standard 3, Decision Advice' published by GAL on 2 September 2016.
 - 1.12.3. The capital and operating costs of implementing the Department for Transport mandate for Next Generation Security Checkpoints which includes new requirement for screening of passengers and staff and

their belongings (i.e. body scanners and C3 cabin baggage technology). The methodology for recovering the capital costs and associated funding costs was consulted on with the airline community in during the 2026/26 airport charges consultation with a similar methodology to the amortisation of costs adopted as for hold baggage screening as outlined in paragraph 1.12.2. Full details can be found in annex 3 of the '2026/27 Tariff Proposal – Core Service Charges' and '2026/27 Tariff Decision – Core Service Charges' consultation papers, published 28 November 2025 and 30 January 2026 respectively.

1.13 "Ut" in Relevant Year t, defined as the Underlying Gross Yield:

Where $t=2025/6$ or $t=2026/7$

$U_t = U_{t-1} (1 + CPI_{t-1} - 1\%)$ and,

That if the formula above would lead to $U_t < U_{t-1}$, then $U_t = U_{t-1}$

Where $t=2027/8$ or $t=2028/9$

$U_t = U_{t-1} (1 + CPI_{t-1})$

2. GAL shall set the Core Service Charges in any Relevant Year to recover the Planned Gross Yield.
 - 2.1. Subject to paragraph 2.3 below, should the Actual Gross Yield be greater than the Maximum Gross Yield, a rebate will be issued to those carriers that paid Core Service Charges or operated under Bilateral Contracts where such contracts adopt the airport tariff as a reference price index in the Relevant Year. For each carrier, the value of the rebate for the Relevant Year will be equal to the Core Service Charges or equivalent paid by the carrier multiplied by the percentage difference between the Maximum Gross Yield and the Actual Gross Yield. Rebates will be issued to carriers by no later than 31 August following the Relevant Year, one month after the deadline for GAL to publish its price monitoring report for the Relevant Year to the CAA.
 - 2.2. Should the Actual Gross Yield be less than or equal to the Maximum Gross Yield, no rebates will be due.
 - 2.3. The provisions of paragraph 2.1 of this Schedule 2 shall not have effect before the Relevant Year ending 31 March 2023.
3. Any amendment to the Maximum Gross Yield may be made by Gatwick Airport Limited if consent to that amendment is given in writing by:
 - 3.1. Operators carrying at least 67% of passengers (in the 12 months immediately preceding the date on which Gatwick Airport Limited notified Operators of the proposed amendment to the Maximum Gross Yield) on airlines operating at the airport paying the Core Service Charges or under Bilateral Contracts where such contracts adopt the airport tariff as a reference price index and
 - 3.2. Operators representing at least 50% of the Operators responding in writing.
4. When undertaking the annual consultation on airport charges, Gatwick Airport Limited will publish a comparison of the actual net yield, the Actual Gross Yield and the Maximum Gross Yield for the most recently completed year and estimates for the current year. Gatwick Airport Limited will also publish the Planned Gross Yield and the Maximum Gross Yield for the year which is subject to consultation.
5. Gatwick Airport Limited shall notify the CAA and all Operators at the airport at least 2 years prior to the end of the Term of its intention with regards to the continuation of commitments, if any, on pricing, service standards, continuity of service, operational and financial resilience, investment consultation and financial information.
6. Gatwick Airport Limited shall make available Core Services to all Operators at the Core Service Charges rate as amended from time to time.
7. Subject to complying with paragraph 6 above Gatwick Airport Limited may offer enhancements or additions to the Core Services either under Bilateral Contracts or at charges separate from the Core Service Charges.

Schedule 3: Service commitments

1. The Core Service Rebate to Qualifying Operators in the aggregate in month 'j' shall be calculated as:

$$\text{Core service rebate } T\text{-}j = \text{Service Rebate Percentage } T\text{-}j \times \text{Annual Core Service Charge } T$$

Where:

$$\text{Annual Core Service Charge } T =$$

in respect of terminal "T", in relevant year ending 31 March, the annual revenue arising from Core Service Charges or equivalent charges under Bilateral Contracts for relevant commercial passenger services operated by Qualifying Operators under the terms of the published airport tariff set out in the Conditions of Use.

The rebate by each terminal will be allocated to Qualifying Operators that used the terminal pro-rata with the Core Service Charges or equivalent charges under Bilateral Contracts payable by each Qualifying Operator in relation to that terminal in that month. The deduction to be made from this rebate amount if a Qualifying Operator fails to meet airline standards will be calculated as:

$$\text{Deduction from Core Service Rebate } a,T,j = \text{Airline Standard Reduction Percentage } a,T,j \times \text{Core Service Charge } a,T,j$$

For the avoidance of doubt, the deduction only operates to reduce the Core Service Rebate (if any) payable by GAL to a Qualifying Operator; it cannot result in a payment due from the Qualifying Operator to GAL.

2. The Service Rebate Percentage in month 'j' for each terminal 'T' shall be calculated as follows: Service Rebate Percentage $T,j =$

$$\sum_{\text{Standard } i} 2 \times (p_{i,T} / 12) \times (x_{i,T,j})$$

Where:

$p_{i,T}$ = the maximum potential Core Service Standard rebate percentage for standard "i", for terminal "T", as set out in Appendix 1 to this Schedule. If the standard "i", for terminal "T", in month "j" is greater than or equal to the Core Service Standard rebate level, as set out in Appendix 1 to this Schedule then $x_{i,T,j} = 0$. If the standard "i", for terminal "T", in month "j" is less than the Core Service Standard rebate level, as set out in Appendix 1 to this Schedule, then $x_{i,T,j} = 1$ or 0, if prior to month "j" there have been any six or more months in a relevant year ending 31 March in which the standard "i", for terminal "T" was less than the service rebate level, as set out in Appendix 1 to this Schedule. This provision applies in precedence to, and overrides, the provisions above providing for the calculation of $x_{i,T,j} = 1$.

3. Airline Standard Reduction Percentage for each airline "a" shall be calculated as:

$$\text{Airline Standard Reduction Percentage } a,T,j = \sum_{\text{Standard } k} r_{k,T} \times z_{a,T,j,k}$$

4. Gatwick Airport Limited shall be under no obligation to pay the Core Service Rebate to an Operator which has failed to pay Gatwick Airport Limited any amounts due and owing under these Conditions of Use.

Amendment

5. Any amendment to the Airline Service Standards or the Core Service Standards may be made by Gatwick Airport Limited following consultation with the Gatwick Airline Operators Committee and the Gatwick Airline Consultative Committee if consent to that change is given in writing by:
 - a. Operators carrying at least 67% of passengers (in the 12 months immediately preceding the date on which Gatwick Airport Limited notifies Operators of the proposed amendment) travelling through the airport on airlines operating at the airport paying the Core Service Charge or operating under Bilateral Contracts which have not waived or replaced these Core Service Standards provisions; and
 - b. Operators representing at least 50% of the Operators responding in writing.

Monitoring

6. Gatwick Airport Limited shall monitor and publish on the Gatwick Airport website a monthly report in relation to certain airport-wide activities including:
 - a. The Core Service Standards
 - b. The Airline Service Standards
 - c. Assisted Travel service and notification
 - d. On-time performance (departures and arrivals).
7. If Gatwick Airport Limited fails to meet any Core Service Standard for any six consecutive months it will prepare an improvement plan to address the failure and will consult with the Gatwick Airline Consultative Committee and the CAA on its proposals and will then implement the improvement plan.

On Time Performance

8. GAL will continue to seek ways to expand its capacity, resiliently, to meet the growing demand through innovation, investment and process improvements. GAL will provide leadership and focus in the drive for on-time performance, while recognising that punctuality is a product of efficient delivery from many organisations; airlines, ground handlers and air traffic controllers, as well as the airport operator.
9. Starting from the IATA Summer 2021 season, GAL introduced new service targets to underpin its continuing focus on improving punctuality and operational resilience:
 - a. Average departure punctuality will have a target of at least 70% in the summer season and 75% in the winter season. (Punctuality is defined as the percentage of scheduled flights which depart from their stand no more than 15 minutes and 59 seconds after their scheduled departure time.)
 - b. GAL will report to airlines and their ground handlers on the punctuality performance of each season within one month after its conclusion and publish results on its website.
 - c. If the reported seasonal punctuality drops below the relevant target set out in 9.a, then GAL will within three months of the publication of the punctuality performance set out in 9.b consult with the airlines, their handlers and PAG on a root cause analysis of the airport's and airlines' collective performance over the season, and then develop with airlines a punctuality improvement plan for the following equivalent season. If appropriate, GAL may invest in a portfolio of operational incentives and financial incentives for airlines and/or their ground handlers.
10. For avoidance of doubt, it is the responsibility of airlines operating at Gatwick to ensure that they procure

sufficient ground handling resources to enable them to operate their schedule and deliver baggage to their customers in a reasonable time. GAL will design any measures to not disadvantage those airlines who already run a resilient operation at Gatwick.

Periodic Review

11. In 2023-25 GAL undertook a consultation with the Airline Consultative Committee and Passenger Advisory Group regarding the structure and content of the Service Commitments (set out in Appendix I and II of this Schedule 3) to ensure these remain appropriate and relevant. This included examination of relevant passenger research and evidence. The Service Commitments may be reviewed periodically. Any changes will be subject to the change process set out in paragraph 5 of this Schedule 3.

Appendix I: Core Service Standards (Rebates)

	Standard	Metric	Target Level	Maximum potential rebate (both terminals, unless noted)
(i)	Passenger satisfaction measures			
	Departure Lounge Seat Availability	Moving Quarterly Average QSM score	4.0	0.10%
	Cleanliness		4.0	0.10%
	Way-Finding		4.1	0.10%
	Flight Information		4.2	N/A
	Passenger Wi-Fi		4.0	N/A
	Assisted Travel	Moving Quarterly Average Assisted Travel survey	4.0	N/A
(ii)	Assisted Travel assistance measures			
	Assisted Travel Arrivals	ECAC arrivals target achievement (monthly)	98% pax in: 20 mins (notified) 45 mins (un-notified) ⁽¹⁾	0.20% (Airport level)
(iii)	Security measures⁽²⁾			
	Central Passenger Search	Times <5 Minutes & Times <15 Minutes	95% 98%	1.0%
	Central Passenger Search ⁽³⁾	Day when single time slice > 30 Minutes	Single event per day	0.05% per day (0.7% max per month)
	Staff Search (Atlantic and Jubilee)	Times <5 Minutes	97%	0.175%
	Staff Search (Terminals)	Times <5 Minutes	97%	0.175%
	External Control Posts Search	Times <10 Minutes	95%	0.35% (Airport level)
(iv)	Passenger operational measures			
	Passenger Sensitive Equipment (General)	% Time Available	99%	0.5%
	Passenger Sensitive Equipment (Priority)	% Time Available	99%	N/A
	Inter Terminal Shuttle System	% Time 1 Car Available & % Time 2 Cars Available	99% 97%	0.50% (NT)
(v)	Airline operational measures			
	Stands	% of required occasions (arriving aircraft)	99.5%	0.15%
	Jetties	% of required occasions (arriving aircraft)	99%	0.15%
	Fixed Electrical Ground Power	% of required occasions (arriving aircraft)	99.5%	0.15%
	Pier Service	Moving annual average % passengers pier served	95%	0.50%

	Runway Availability and Capacity	Dual metric which considers: a) the physical condition of the runway; and b) local ATM flow restrictions resulting from lack of resources (e.g. air traffic controllers) or failure of equipment (e.g. navigation aids) directly within the control of Gatwick Airport Limited		Depends on duration 15 to 30 mins: a).£100,000 b).£75,000 30 to 45 mins: a).£200,000 b).£130,000 >45 minutes a).£300,000 b).£300,000 Maximum annual penalty 0.8% (Airport level)
(vi)	Baggage Measures			
	Arrivals Reclaim (Baggage Carousels)	% Time Available	98.5%	0.50%
	Outbound Baggage	OBP Daily	98%	0.175% daily 0.70% monthly (0.7% max per month across both Outbound Baggage metrics)
	Outbound Baggage	OBP Monthly	99%	
	Self-Serve Bag Drop Availability ⁴⁾	% Time Available	99.9% ⁽	0.20% (Airport level)
(vii)	IT Measures			
	Flight Information Display Screen System Availability	% Time Available	99.9%	0.20%
	Community App Availability	% Time Available	99.4%	N/A
	Total			7.25% (NT) 6.75% (ST)

⁽¹⁾ ECAC arrivals targets are set out in CAA CAP1228.

⁽²⁾ A review of the security queue standards, metrics and calculations is required following the replacement of screening equipment at all security posts, as mandated by the Department for Transport. This review to take place following a suitable period of operation and an appropriate body of data gathered to allow consultation upon an alternative expression of the current targets.

⁽³⁾ In a day when the single time slice is greater than 30 minutes the maximum daily penalty is 0.05% with a maximum monthly penalty of 0.70%.

⁽⁴⁾ Interim measure for system availability only. GAL and the AOC/ACC are continuing to work on a more comprehensive measure for self-service bag-drop kiosk availability.

Calculation and measurement of the Core Service Standards will be undertaken in accordance the “Gatwick Airport Core Service Standards Handbook” annexed to these Conditions which may be amended from time to time by agreement between Gatwick Airport Limited, the Gatwick Airline Operators Committee and the Gatwick Airline Consultative Committee.

Appendix II: Airline Service Standards

Standard “k”	Metric	Target Level	Reduction Percentage
Check-in performance – queue time	Times <30 Minutes	95%	1.0%
Arrivals bag performance – last bag on carousel	Times <55 Minutes (large aircraft) Times <40 Minutes (small/medium aircraft)	95%	0.50%

Calculation and measurement of the Airline Service Standards will be undertaken in accordance the “Gatwick Airport Airline Service Standards Calculation Guide” annexed to these Conditions which may be amended from time to time by agreement between Gatwick Airport Limited, the Gatwick Airline Operators Committee and the Gatwick Airline Consultative Committee.

Schedule 4: Capital Investment Consultation

1. Definitions

For the purposes of this Schedule the following definitions apply:

- 1.1 'ACC' means the Airline Consultative Committee. This is the airlines' consultative body at Gatwick Airport. It should not be confused with GATCOM, which is the Airport Consultative Committee in the meaning of Section 35 of the Civil Aviation Act 1982.
- 1.2 'PAG' means the GATCOM Passenger Advisory Group – a sub-group of GATCOM (the Gatwick Airport Consultative Committee – constituted to meet the requirements of Section 35 of the Civil Aviation Act 1982).
- 1.3 'Major Projects, means:
 - 1.3.1 individual projects or programmes of projects with a budget in excess of £5m; and
 - 1.3.2 individual projects or programmes of projects with a budget of less than £5m which in the reasonable opinion of Gatwick Airport Limited (GAL) and/or the ACC have a particular impact on customer service, operations or are of strategic importance.
- 1.4 'Minor Projects' means those individual projects or programmes of projects with a budget of less than £5m other than those referred to in paragraph 1.3.2 above.
- 1.5 'Asset Stewardship Programme' means all asset maintenance and replacement projects.
- 1.6 'Commercial Return Project' is any project with associated commercial revenues that has a positive Net Present Value not taking into account incremental Airport Charges.
- 1.7 'Dedicated Airline Project' is a project undertaken for the benefit of one or more specified airlines and which is remunerated by a separate commercial arrangement or specific airport charge payable by users of the project.

2. Airline consultative groups

- 2.1 Consultation with the airlines will need to be undertaken at a number of different levels, with groups formed appropriately:
 - 2.1.1 ACC: to consider strategic matters involving the medium- to long-term development of the airport and to consider tactical matters involving the delivery by GAL of the capital development programme; and
 - 2.1.2 Working groups: to input into the design and development of specific projects or programmes and consider operational impacts of projects on the day-to-day activities of the airlines operating at the airport. Which projects and programmes require working groups will be agreed between GAL and the ACC, recognising that they require a high degree of airline input.

3. Master Plan

- 3.1 Before publishing a revised Master Plan for the Airport GAL will consult with airline operators through the ACC, as well as other business partners and the local community.

4. Capital Investment Programme

4.1 GAL will publish annually a rolling five year Capital Investment Programme (CIP). Before publishing the CIP GAL will consult with the ACC and with the PAG, such consultation to address:

- 4.1.1 the principal business drivers behind the airport's development strategy, including service levels;
- 4.1.2 forecast traffic demand and associated demand for airport capacities and services;
- 4.1.3 the capacities that the airport intends to provide, taken in the context of forecasted demand; and
- 4.1.4 the cost of the capital investment programme.

4.2 The forecast cost of the capital investment programme will:

- 4.2.1 summarise expenditure on each of the Major Projects;
- 4.2.2 summarise aggregate expenditure on the Asset Stewardship Programme;
- 4.2.3 summarise aggregate expenditure on Minor Projects;
- 4.2.4 be at a level of detail that reflects the planning horizon and Tollgate status for projects, with those in the short-term being more granular and certain than those in the final years of the forecast; and
- 4.2.5 provide an explanation as to any material differences between the latest forecast and the prior year forecast.

5. Individual Major Project consultation

5.1 As part of the annual Capital Investment Programme consultation with the ACC, GAL will consult with airlines in relation to Major Projects (with the exception of Commercial Return Projects and Dedicated Airline Projects). The process for consultation will be as follows:

- 5.1.1 Initiation of a project will be through the creation of a project datasheet by either GAL, the ACC or the PAG. This will provide the problem/opportunity statement to be addressed and the proposed scope, if known. This will usually reflect a Tollgate 0 in GALs project development process.
- 5.1.2 Tollgate 0 project datasheets will be consulted upon to determine the level of engagement required by the airlines and/or the PAG on the project (eg through a dedicated working group or through normal operational forums oversight).
- 5.1.3 Major Project working groups will consult on the following:
 - 5.1.3.1 scope, programme and cost of the project required to deliver the business objectives;
 - 5.1.3.2 the outputs that are expected to be delivered in terms of service and capacity; and
 - 5.1.3.3 high-level options for the development of Major Projects and the trade-offs involved between alternatives.

With the frequency of meetings agreed by the working group members, but anticipated to be more often than annually.

- 5.1.4 All projects will continue through GAL's internal project development governance process with updates given at AAG meetings, where required, following achievement of Tollgates 2 and 4 (and Tollgate 3 by exception if the project has materially changed).
- 5.1.5 Following Tollgate 4, progress of the delivery of Major Projects will be reviewed by the ACC and the PAG as part of GAL's annual Capital Investment Performance Review (see below).
- 5.1.6 In this paragraph 5 of Schedule 4:
 - 5.1.6.1 Master Plan refers to the plan prepared by GAL detailing how it intends to take forward its strategic framework in the form of airport specific proposals, designed to help inform the regional and local planning processes and facilitate engagement with a wide range of stakeholders.
 - 5.1.6.2 Tollgates 2, 3 and 4 respectively refer to the launch, design and deliver tollgate stages of GAL's

current project development process or the similar stages of any revised process that GAL may adopt.

6. Annual Capital Investment Performance Review

6.1 GAL will meet annually with the ACC and members of the PAG to review GAL's delivery of the Capital Investment Programme, specifically:

6.1.1 in relation to the following 12 months:

- 6.1.1.1 the schedule and expenditure for each Major Project;
- 6.1.1.2 the aggregate expenditure of the Asset Stewardship Programme (separately identifying individual projects in excess of £1m).
- 6.1.1.3 the expenditure on Minor Projects (separately identifying individual projects in excess of £1m).

6.1.2 In relation to the preceding 12 months, works undertaken and progress with:

- 6.1.2.1 each Major Project;
- 6.1.2.2 Minor Projects (separately identifying individual projects in excess of £1m); and
- 6.1.2.3 Asset Stewardship Programme (separately identifying individual projects in excess of £1m).

Schedule 5: Data

Reference data

1. The Operator shall, or shall ensure that it's appointed handling agent, furnish on demand, and in such form as Gatwick Airport Limited may from time to time determine:
 - 1.1 fleet details including Maximum Take Off Weight (MTOW in kilograms as per Condition 1.1.17), noise performance of each aircraft owned or operated by the Operator (as per Condition 3.1.3) and engine specifications and associated Nox levels (as per Condition 1.1.7).
 - 1.2 new and amended ownership or registration details to be advised before the 20th of the month preceding first usage
 - 1.3 scheduled time of operation (in UTC) of all flights from point of origin to Gatwick Airport with flight durations greater than 4 hours
 - 1.4 flight plan call signs matched to flight number
This data will be used to determine the level of charges due pursuant to Condition 3. If an Operator believes that any charges have been demanded in error it shall notify Gatwick Airport Limited no later than three months after the date of the invoice making the relevant charge. No investigation into alleged erroneous charging may be made in respect of late claims.
 - 1.5 All Operators are required to complete the "All Up Weight Return" form as requested by Gatwick Airport Limited so that it may update our records for charging purposes.

Payload Data

2. The Operator shall, or shall ensure that it's appointed handling agent, furnish on demand, and in such form as Gatwick Airport Limited may from time to time determine:
 - 2.1 information relating to the movement of its aircraft or aircraft handled by the agent at the airport within 24 hours of each of those movements. This will include the information about the total number of terminal and transit passengers (including children and infants) and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the airport
 - 2.2 details of the Maximum Take Off Weight in respect of each aircraft owned or operated by the Operator.
 - 2.3 details of the Aircraft's Ascertained Nox Emissions in respect of each aircraft owned by the Operator.
 - 2.4 the name and postal address, phone and fax numbers, IATA/ICAO prefix and SITA address of the Operator who is to be invoiced.

Operational Data

- 3.1 The Operator shall also provide or ensure that its handling agent provides to Gatwick Airport Limited details of all aircraft operations by the timely transmission of complete and accurate operational data preferably by automatic electronic means using (and conforming to) IATA messaging and communications standards. The required operational data includes:

- 3.1.1 aircraft registration (including aircraft substitutions)
- 3.1.2 variations to schedule (including flight number, aircraft type, route and scheduled time of operation)
- 3.1.3 estimated times of operation
- 3.1.4 actual times of arrival (on runway)
- 3.1.5 actual times on and off stand and time of ATC clearance to start engines and push back
- 3.1.6 stand departure delays greater than 15 minutes including complete delay codes
- 3.1.7 turnaround linked flight numbers and registrations (including changes)
- 3.1.8 advance passenger details – forward booking information
- 3.1.9 container pallet messages and/or unit control messages (CPM)
- 3.1.10 baggage information messages (BIM's): BTM, BSM, BPM, BUM, BNS, BCM; for inbound and outbound flights, using the standard IATA messages as defined in IATA RP1745

BTM – Baggage Transfer Message
 BSM – Baggage Source Message (including Automated PNR Address)
 BPM – Baggage Processed Message
 BUM – Baggage Unload Message
 BNS – Baggage Not Seen Message
 BCM – Baggage Control Message
 BMM – Baggage Manifest Message
 BRQ – Baggage Request

- 3.1.11 automated message confirming loading of baggage at its point of destination
- 3.1.12 delay codes in accordance with IATA AHM 730.

- 3.2 The following standard IATA messages should be sent to Gatwick Airport Limited for both arrival and departure flights:

ASM	ADHOC SCHEDULED MESSAGE	IATA AHM	785 Chapter 5 (CNL)	Address LGWPA7X
BIM	BAGGAGE INFORMATION MESSAGE	IATA RP	1745	SITA MDS
CAL	CHANGE ASSISTANCE LIST	IATA AHM		Address LGWPR7X
CPM	CONTAINER PALLET MESSAGE	IATA AHM	587	Address LGWPA7X
DIV	AIRCRAFT DIVERSION MESSAGE	IATA AHM	781	Address LGWPA7X
FFM/XFFM	FREIGHT FLIGHT MANIFEST	IATA AHM		Address LGWPA7X
LDM	LOAD MESSAGE	IATA AHM	583	Address LGWPA7X
MSF	WORLD TRACER FAULT STATION LOG			Address LGWPA7X
MVT	AIRCRAFT MOVEMENT MESSAGE	IATA AHM	780 (NI, ED, AD, AA)	Address LGWPA7X
PAL	PASSENGER ASSISTANCE LIST	IATA AHM	WCHR,WCHS,WCHC	Address LGWPR7X
PRL	PASSENGER RECONCILE LIST			Address LGWPA7X
PSM	PASSENGER SERVICE MESSAGE	IATA RP	1715	Address LGWPR7X
PTM	PASSENGER TRANSFER MESSAGE	IATA RP	1718	Address LGWPA7X
SLS	STATISTICAL LOAD SUMMARY	IATA AHM	588	Address LGWPA7X

- 3.3 Gatwick Airport Limited IT systems recognise and strictly apply the following IATA standards and any other codes will not be accepted:

Standard for MESSAGE FORMATS	IATA AHM	080
Standard for MESSAGE CORRECTIONS	IATA AHM	081
AIRPORT CODES	IATA AHM	010
DELAY INFORMATION CODES	IATA AHM	730 / 011
Form of INTERLINE BAGGAGE TAG	IATA RES	740

3.4 Messages to the Airport to be sent as follows:

Address LGWPA7X ASM, CPM, DIV, FFM/XFFM, LDM, MVT, PRL, PTM, SLS
 Address LGWPA7X PTM, MSF, PSM and booked load data
 Address LGWPR7X PAL, CAL, PSM
 SITA MDS (Message Distribution Service) all Baggage Information Messages (BIMs)

3.5 All operators are asked to submit the IATA messages for Container Pallet Messages (CPM) using the address in Schedule 5, clause 3.4. Alternatively, operators may also submit their messages automatically to ULD.Storage@gatwickairport.com.

3.6 All Operators are asked to submit pre-notification data for their Assisted Travel passengers in the following way.

SITA address: LGWPR7X
 Email address: If you are unable to use SITA for this message, Wilson James will have another real time option for pre-booking passengers for the Assisted Travel Service at London Gatwick by using the following e-mail address: LGWPR7X@sitagmsmail.com.

Format of the SITA/email needs to be in a recognised IATA format, the subject must start with PAL or CAL. The format detailed below should be followed as this is automatically picked up by the system:

PAL
 ZB742/03 SEP LGW PART 1
 -ALC
 1 HARRIS/RUTH. R/WCHR
 ENDPAL

If passenger pre-notification is sent via email the email subject line must begin with either the words PAL or CAL. The body of the email must immediately begin with the PAL or CAL, with no salutations or line breaks. Assisted Travel email address is detailed above.

The SSR codes which are acceptable and will ensure correct allocation within the "Inform Allocation System" are detailed below. Please adhere to this list when notifying of a Assisted Travel passenger.

WCHR Passenger cannot walk long distance, but can ascend/descend stairs
 WCHS Passenger cannot walk long distance, is unable to ascend/descend stairs but can move inside the cabin unaided
 WCHC Passenger unable to walk at all, cannot ascend/descend stairs and cannot move inside the cabin. Will need to be lifted in and out of seat on board the aircraft.
 BLND Passenger is blind or visually impaired
 DEAF Passenger is deaf or hearing impaired
 DPNA Passenger has a mental or sensory disability
 PETC Passenger is travelling with an assistance dog
 STCR Passenger is being transported in a medical stretcher on-board the aircraft. These passengers are often travelling with medical personnel and will be meeting a pre-arranged ambulance or transport
 WCMP To be used in addition to another SSR code, this will indicate passenger has their own wheelchair or mobility aid which is Manually Powered
 WCB D To be used in addition to another SSR code, this would indicate the passenger is travelling with their own wheelchair or mobility aid which is Battery powered with a Dry cell
 WCBW To be used in addition to another SSR code, this will indicate passenger is travelling with their own wheelchair or mobility aid which is Battery powered with a Wet cell
 WCLB To be used in addition to another SSR code, this will indicate passenger is travelling with their own wheelchair or mobility aid which is powered by a Lithium ion Battery

Check In Desk information

4. All Operators are required to submit within 14 days of the end of each month the details of "Departing Passenger Using Check in facilities" for that month, using the template obtainable from Gatwick Airport Limited. Details to be provided are outlined below.

- 4.1 Departing passenger using check in facilities at the airport to complete passenger acceptance, using one of the following methods:
- Traditional check in desk (attracts the “Departing Passenger Using Check in facilities”)
 - CUSS terminal (attracts the “Departing Passenger Using Check in facilities”)
 - On-airport document and visa checks following off-airport check-in (attracts the “Departing Passenger Using Check in facilities”)
- 4.2 Departing passenger checking in off airport but completes a visa check at the airport to complete passenger acceptance (attracts the “Departing Passenger Using Check in facilities”)
- 4.3 Departing passenger checking in off airport:
- Bag drop only via a Self-Service Bag Drop kiosk (does not attract the “Departing Passenger Using Check in facilities”). This applies to a limited number of carriers.
 - Straight through to security (does not attract the “Departing Passenger Using Check in facilities”)
 - Transfer passenger (does not attract the “Departing Passenger Using Check in facilities”)
- 4.4 Gatwick Airport Limited reserves the right to validate all submitted data.

Check-in Desk Planning Assumptions

5. Airlines are to submit check-in assumptions at least 32 days prior to start of operation and revised check-in assumptions prior to a new season. Assumptions shall be provided in the level of granularity required (e.g. by destination, region, haul, flight number, product, etc.) or at an overall airline level. If assumptions are not provided in a timely manner, GAL will make its own assumptions based on similar airlines/routes or historic data. Airline check-in assumption submissions will be used to calculate check-in desk demand and inform check-in allocations alongside the passenger forecast and presentation profiles.
- 5.1 Assumptions provided should be based on a statistically significant dataset, but where this is not practical due to insufficient data for new routes/operations, GAL will work with carriers to determine relevant assumptions. GAL reserves the right to validate the assumptions provided and propose amendments to these assumptions.
- 5.2 Check-in desk planning assumptions to be provided to GAL include:
- Average transaction time, per passenger, in seconds. Measured from a passenger arriving at a desk or bag drop kiosk to leaving the desk or bag drop kiosk.
 - Check-in opening and closing time relative to scheduled time of departure where check-in opening time is at least 180 minutes before scheduled time of departure for short haul routes and 240 minutes before scheduled time of departure for long haul routes or cruise flights.
 - Call to gate time relative to scheduled time of departure.
 - Airline queue time service level agreement, if different from the airline service standard of 30 minutes.
 - Product passenger splits, e.g. premium versus economy.
 - Type of check-in splits, i.e. straight to security, traditional, bag drop, CUSS.

Booked Load Data

6. The Operator (unless an exception is agreed) shall provide or ensure that its handling agent provides to Gatwick Airport Limited booked load data by flight for 60 days, every Wednesday on or before 09:00 (or Tuesday night for transatlantic flights), to cover a Wednesday (Day 0) to a Sunday (Day 60), by email to lgwairline.bookinginfo@gatwickairport.com. The required booked load data should include:
- Departure or arrival date.
 - Departure or arrival time.
 - Flight number.
 - Destination or origin.
 - Seat capacity by class (economy, premium economy, business, first) if applicable.
 - Number of bags booked (hold baggage and/or cabin baggage, out of gauge items).
 - Passenger bookings data (direct and transfer).
 - Passenger bookings by class if applicable (economy, premium economy, business, first).

Linked Flight Schedule

7. The Operator (unless an exception is agreed) shall provide or procure that its handling agent provides to Gatwick Airport Limited a linked flight schedule by flight for the following season, as soon as it is able to do so but in any event not later than six weeks (42 days) before it is due to begin, and updated every two weeks (14 days) until the season commences. These should be submitted by email to LGW.LinkedFlights@gatwickairport.com. The required linked schedule should include scheduled arrival date and time into LGW, inbound flight number, origin airport code (XXX-LGW), scheduled departure date and time from LGW, outbound flight number, destination airport code (LGW-XXX), aircraft type (e.g. A320) and number of seats.

Immigration data

8. The Operator gives permission for UK Border Force (UKBF) to share with Gatwick Airport Limited the number of disembarking passengers (including children and infants) on all arriving aircraft into London Gatwick, with transit passengers, transfer passengers, infants and positioning of crew shown separately.
9. The airline gives permission for UKBF to share the following data by flight:
 - Number of passengers over 10 years old by nationality.
 - Number of passengers under 10 years old by nationality.

Common Use Passenger Processing System data

10. The airlines agree for the Common Use Passenger Processing System (CUPPS) supplier to share encrypted and non-encrypted data with Gatwick Airport Limited. Encrypted data links each transaction to a Passenger Name Record (PNR) Reference. Any operator that does not use CUPPS, agrees to share encrypted and non-encrypted data with Gatwick Airport Limited from their DCS.
11. In accordance with Section 2.5, this data will be used by Gatwick Airport Limited exclusively for planning purposes, airline demographic analysis and/or for airport charging validation.
12. CUPPS and/or DCS data to be provided to Gatwick Airport Limited include (but are not limited to):
 - Agent login/log off date and time
 - Passport and/or boarding pass scan date and time at check in and gate
 - Check-in transaction times
 - Passenger passport origin
 - PNR reference
 - Airline prefix
 - Passenger class of travel (economy, business etc.)
 - Passenger status (checked in, transit, awaiting bags)
 - Passenger descriptions (male, female, infant)
 - Baggage tag number(s)
 - Weight of bags
 - Source of boarding pass issue (airport, internet, mobile)
 - International Document Verification (no verification, verification required, verification completed).

Data verification

13. Gatwick Airport Limited may request, within 60 days of departure, copies of aircraft load sheets to enable verification of all details with respect to the passengers carried on any or all flights departing from that airport during a specified period and extracts from aircraft flight manuals to enable verification of aircraft weight, noise characteristics and the engine NOx emissions level. The Operator shall, following a request in writing made by Gatwick Airport Limited, supply it with the original copies of such documents.
14. Where the Operator, or its handling agent, fails to provide the information required in paragraph 2 of

this Schedule (payload data) within the period stipulated herein Gatwick Airport Limited shall be entitled to assess the charges payable hereunder by the Operator by reference to the maximum passenger capacity of the aircraft, the Maximum Take Off Weight and the maximum Nox emissions level of the aircraft type.

Data delivery

15. Queries regarding data delivery should be addressed to: Email: traffic.charging@gatwickairport.com

Schedule 6: Data Protection

1 General

- 1.1. Each party agrees that this Schedule 6 shall apply where Gatwick Airport Limited processes personal data as the Airport User's processor.

2 Data processing

- 2.1. For the purposes of Article 28(3) UK GDPR:
 - 2.1.1. the nature and purpose of processing is the provision by Gatwick Airport Limited of its services to the Airport User;
 - 2.1.2. the duration of processing is the period of time for which Gatwick Airport Limited provides its services to the Airport User, subject to paragraph 2.2.10 of this Schedule 6;
 - 2.1.3. the types of personal data are in respect of:
 - 2.1.3.1. the Check in and Baggage Services: passenger name record information, including name, title, gender, date of birth, passenger ID and passport details, baggage ID and allowance (including number and weight), flight and travel details (flight ID, flight number, flight operator, ticket information, date and seat assignment/class of travel), and biometric information in connection with immigration and border controls;
 - 2.1.3.2. the Payment Processing Services: transaction ID, payment confirmation.
 - 2.1.3.3. the Assisted Travel Services: name, passenger ID, baggage ID, flight details (flight ID, flight number, flight operator) and assistance requirements (which may include personal data relating to the Passenger's physical or mental health); and
 - 2.1.4. the categories of data subjects are the Airport User's Passengers and Airport User Staff and related visitors to the Airport.
- 2.2. Gatwick Airport Limited will:
 - 2.2.1. process such personal data only on the written instructions of the Airport User (and the Airport User hereby instructs Gatwick Airport Limited to process such personal data as reasonably necessary to provide the services in accordance with these Conditions of Use);
 - 2.2.2. take the measures required pursuant to Article 32 UK GDPR, provided that the Airport User provides to Gatwick Airport Limited all information necessary for Gatwick Airport Limited to make the necessary assessments (and the Airport User will ensure that all such information is correct, complete and not misleading);
 - 2.2.3. ensure that its staff who process that personal data have committed themselves to confidentiality;
 - 2.2.4. ensure that each sub-contractor processing personal data is bound by a written contract binding on it and imposing on it data protection obligations which are (at least) equivalent to those imposed on Gatwick Airport Limited by this paragraph 2.2;
 - 2.2.5. subject to these Conditions of Use, the Airport User hereby gives Gatwick Airport Limited its general authorization to appoint sub-processors to perform the services, provided that Gatwick Airport Limited will (i) promptly following a written request from the Airport User, provide the Airport User with a list of all sub-contractors (whether specifically or by category) and (ii) if Gatwick Airport Limited seeks to appoint a new sub-processor, (a) notify the Airport User in writing at least 14 days prior to the appointment of such sub-processor (the "**Sub-processor Notice**"), and (b) if the Airport User has a reasonable basis to object to the use of any such new sub-processor because the Airport User is able to prove that significant risks for the protection of its personal data exist with such sub-processor, the Airport User will notify Gatwick Airport Limited in writing within seven (7) days of the date of the Sub-processor Notice detailing the basis for such objection. Gatwick Airport Limited shall consider such objections in good faith in its appointment of

- the sub-processor.
- 2.2.6. be liable for the acts and omissions of its sub-processors as if they were the acts or omissions of Gatwick Airport Limited itself;
 - 2.2.7. assist the Airport User, at the Airport User's cost, through appropriate technical and organisational measures (insofar as possible) to respond to a request by a data subject to exercise his or her rights in respect of that personal data but only to the extent that any required information is not already available to the Airport User and is available to Gatwick Airport Limited;
 - 2.2.8. assist the Airport User, at the Airport User's cost, in ensuring compliance with Articles 32 to 36 UK GDPR, taking into account the nature of the processing and the information available to Gatwick Airport Limited;
 - 2.2.9. make available to the Airport User all information necessary to demonstrate Gatwick Airport Limited's compliance with this paragraph 2.2, and where it is not possible to demonstrate compliance solely through provision of information, allow for and contribute to audits solely by means of giving the Airport User, a supervisory authority or another auditor mandated by the Airport User access to relevant Gatwick Airport Limited personnel, and provided always that:
 - 2.2.9.1. any information obtained pursuant to this paragraph 2.2.9 will be the confidential information of Gatwick Airport Limited and the Airport User may not make any use of it other than verification of Gatwick Airport Limited's compliance with this paragraph 2.2;
 - 2.2.9.2. the Airport User will reimburse Gatwick Airport Limited for reasonable costs it incurs as a result of making its personnel available, including in respect of those personnel's time; and
 - 2.2.9.3. Gatwick Airport Limited or its personnel will not be required to divulge information which:
 - a) cannot be divulged under applicable law;
 - b) might negatively impact the Airport's security; or
 - c) might negatively impact the Airport's operational performance; and
 - 2.2.10. upon expiry or termination of these Conditions of Use for any reason, delete or return the personal data to the Airport User, unless applicable Legislation requires its retention.

Schedule 6A: UK International Data Transfer Agreement for Controller-to-Controller transfers where the Airport User is located in a third country that is not subject to an adequacy decision under Article 45 UK GDPR.

The IDTA has been issued by the Information Commissioner for Parties making Restricted Transfers. The Information Commissioner considers that it provides Appropriate Safeguards for Restricted Transfers when it is entered into as a legally binding contract.

Part 1: Tables

Table 1: Parties and signatures

1. The IDTA is between Gatwick Airport Limited and the relevant Airport User under the Linked Agreement of these Conditions of Use.
2. Gatwick Airport Limited shall be the Exporter and the Airport User shall be the Importer.

Table 2: Transfer Details

1. This IDTA shall be subject to the governing law and jurisdiction provisions of the main body of these Conditions of Use.
2. Each party is an independent controller.
3. The Importer may Process the Transferred Data no longer than is necessary for the Purpose of its activities in relation to receiving the services under the Conditions of Use, providing its services to its Passengers, employing and administering its workforce who visit the Airport and conducting its business activities in relation to the same.
4. The Parties may end the IDTA on mutual agreement at any time.
5. The Importer MAY transfer on the Transferred Data to another organisation or person (who is a different legal entity) in accordance with Section 16.1 (Transferring on the Transferred Data). There are no specific restrictions in relation to such transfers.
6. Gatwick Airport Limited shall keep this IDTA under review and may notify Airport User of such updated version as it deems reasonably necessary for compliance with UK data protection laws. Such updated version shall be deemed incorporated into the Conditions of Use as at the date on which such notice is sent to Airport User.

Table 3: Transferred Data

1. The personal data to be sent to the Importer under this IDTA consists of personal data related to the relevant services provided by Gatwick (as controller) to the Airport User.

Table 4: Security Requirements

1. The Security Requirements are as set out in the Conditions of Use.

Alternative Part 4 Mandatory Clauses:

1. Part 4: Mandatory Clauses of the Approved IDTA, being the template IDTA A.1.0 issued by the ICO and laid before Parliament in accordance with s119A of the Data Protection Act 2018 on 2 February 2022, as it is revised under Section 5.4 of those Mandatory Clauses.

Schedule 7: Payment Processing Services

1 General

- 1.1. This Schedule 7 (Payment Processing) shall apply where Gatwick Airport Limited provides Payment Processing Services to the Airport User.
- 1.2. The Payment Processing Services comprise solely:
 - 1.2.1 the provision and installation of P2PE card payment devices on the bag drop machines agreed in writing; and
 - 1.2.2 the maintenance of such devices by Gatwick Airport Limited, or a third party procured by Gatwick Airport Limited to provide such devices and associated payment processing services.
- 1.3. Gatwick Airport Limited shall be responsible for verifying that the third party provider of the payment devices is PCI DSS certified and maintains such certification during the term of the Payment Processing Services.
- 1.4. Gatwick Airport Limited shall only provide Payment Processing Services if:
 - 1.4.1 the parties have mutually agreed in writing that Gatwick Airport Limited will provide Payment Processing Services to the Airport User, such writing to specify:
 - 1.4.1.1 the bag drop machines on which the payment processing devices will be installed; and
 - 1.4.1.2 the Airport User's gateway provider, and
 - 1.4.2 the Airport User pays the Payment Processing Charges.
- 1.5. Except as specified in paragraph 1.2, the Airport User shall procure all such services necessary for the processing of the payments, including all services provided by third parties. The Airport User warrants that it has verified the PCI DSS certification of all such third parties.