

Paris-Orly Airport Customer guide

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AÉROPORTS DE PARIS

Foreword

This guide has been designed to help our airline customers set up business and carry out their operations at Paris-Orly Airport.

Within this document, you will find all airport services and related amenities provided by Aéroports de Paris and its subsidiaries in the South and West terminals of Paris-Orly airport, as well as on the airport site.

You will also find useful administrative information to help you launch your operations.

I do hope this guide will meet your expectations, facilitate your daily operations and assist the development of your company.

Seeking to achieve complete customer satisfaction, the Paris-Orly airport management team provides the necessary support for all your projects and is at your disposal to answer any questions.

Don't hesitate to contact us!

Franck Mereyde

Airport Managing Director

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1. OPERATING PERMITS

→ TRAFFIC RIGHTS

The appropriate permits must be obtained before a company can operate flights.

Airlines wishing to operate in France must obtain the air carrier certificate and, in most cases, an authorisation to operate the slots (traffic rights) and an air carrier aircraft operating Licence in compliance with European regulations.

To obtain these authorisations, airlines must contact the DGAC (French Civil Aviation Authority) and the CSAM (Higher Council of Merchant Aviation), in charge of examining air carrier operating licence applications.

Contact:

DGAC: 50, rue Henry Farman 75720 Paris Cedex 15

Website: www.aviation-civile.gouv.fr

CSAM: Tel.: +33 (0)1 58 09 38 44 – Fax: +33 (0)1 58 09 38 87

E-mail: csam@aviation-civile.gouv.fr

Before starting your activity at Paris-Orly airport, you will be required to provide a copy of the corresponding authorisations.

→ SLOT ALLOCATION

In France, the Association for the Coordination of Schedules (COHOR) has the authority to distribute the slots for the largest coordinated French airports (Paris - Charles de Gaulle, Paris - Orly, Lyon, Nice and Cannes).

Prior to operating flights at Paris-Orly airport, airlines thus have to request slots from this body.

Slot allocation, carried out twice a year for each flying season by the coordinating agent within the framework of conferences organized by IATA, is subject to precise rules.

For detailed information on the allocation process, please contact COHOR.

Contact:

COHOR

BP 436 – Orly Ouest / F - 94547 ORLY AEROGARE CEDEX FRANCE

Tel.: + 33 (0) 1 49 75 88 10 – Fax: + 33 (0)1 49 75 88 20

Website: www.cohor.org / E-mail: hdqcoxh@cohor.org

1. OPERATING PERMITS

→ FLIGHT PROGRAMMES

Before you start operating flights at Paris–Orly airport and prior to each future IATA season, you are requested to inform us of your flight programme, in order to:

- _ plan ahead and organize the handling of your flights (check-in, boarding, etc.) in the terminal assigned to your airline,
- _ show your flight schedule on the Aéroports de Paris website.

Contact:

Central Flight Planning

Jacques Régnier

Bâtiment 363 – Orly Sud 103

94396 ORLY AEROGARE CEDEX

SITA: ORYSYXH / Tel.: +33 (0)1 49 75 75 50 – Fax: +33 (0)1 49 75 13 67

E-mail: cpv@adp.fr

→ BUSINESS OPERATIONS PERMITS

A business operations permit must be issued by Aéroports de Paris to all companies wishing to carry on business other than aircraft operation or air transport services on the airport site –whether industrial, commercial or craft industry.

Business operations permits must be obtained prior to being issued access badges, ramp driving permits and vehicle access permits, and for making requests for premises.

You may request a business operations permit form by letter, email or in person, from the Professional Services department (*Accueil des Professionnels*).

It is located in building 363, first floor, offices 1413 and 1415 (open Monday through Friday from 9:00am to noon and 2:00pm to 4:30pm).

Contact:

François Caumartin

Accueil des Professionnels

Bâtiment 363 – Orly Sud 103

94396 ORLY AEROGARE CEDEX

Tel.: +33 (0)1 70 03 31 55 / 3 66 21 – Fax: +33 (0)1 49 75 64 08

E-mail: francois.caumartin@adp.fr / sylvie.draux@adp.fr

1. OPERATING PERMITS

→ SECURITY BADGES FOR RESTRICTED AREAS

All persons working in restricted areas of Paris-Orly airport must always have a security badge.

Forms for requesting security clearance and restricted area security badges are available from the Paris–Orly airport Security badge office (Bureau des Badges).

_ The 2011 fee for the restricted area security badge is: €52.26 ex VAT

The fee must be paid by companies or organisations indicated in article R. 213-4, point I, item 2 of the civil aviation code.

It is paid for every restricted area security badge application made to Aéroports de Paris.

_ Before the badge is issued, applicants must first attend a security awareness training course. This course is taught by the Training department of the company Alyzia.

Contacts:

Bureau Local de Sûreté / Bureau des Badges (Local Security Badge Office)

Orly Sud 103

94396 ORLY AEROGARE CEDEX

Tel.: +33 (0)1 49 75 02 00 – Fax: +33 (0)1 49 75 19 89

E-mail: accueilbadges@adp.fr

Location:

South terminal. Access facing Entrance D, staircase S4, 3rd floor, office 3400.

Opening hours: Monday through Friday from 8:30am to 4:30pm (closed on the 1st working Tuesday of every month between 11:30am and 2:30pm).

Alyzia Training

Tel.: +33 (0)1 74 37 11 08/09

or register online at: www.alyziatraining.com

1. OPERATING PERMITS

→ VEHICLE ACCESS PERMITS

In order to access enclosed areas or ramp areas at Paris-Orly airport, all vehicles must have a ramp access permit (vignette de circulation) issued by the Aéroports de Paris Local Security Office (Bureau Local de Sûreté).

Contact:

Bureau Local de Sûreté (Local Security Office) / Vignettes véhicules
Orly Sud 103
94396 ORLY AEROGARE CEDEX
Tel.: +33 (0)1 49 75 65 51 – Fax: +33 (0)1 49 75 19 89

Location:

South terminal. Access facing Entrance D, staircase S4, 3rd floor, office 3412.
Opening hours: Monday through Friday from 8:30am to noon and 2:30pm to 4:30pm (closed the 1st working Tuesday of every month between 11:30am and 2:30pm).

→ RAMP DRIVING PERMITS

In restricted areas, all drivers must have a ramp driving permit (permis piste T) obtained following a ramp driving training course.

Trainins sessions are held by the Alyzia training department.

Contact:

Alyzia Training
Tel.: +33 (0)1 74 37 11 08/09
or register online at: www.alyziatraining.com

2. AERONAUTICAL SERVICES

» AIRPORT FEES

Aéroports de Paris provides airlines and passengers at Paris–Orly airport with the airport services and premises necessary for the smooth running of aircraft handling services.

These services, in accordance with the Civil Aviation Code, (articles R. 224-1 and R. 224-2) are financed by airport fees.

Pursuant to the French civil aviation code, airport fees set for the 2011 period under the 2011-2015 Economic Regulation Agreement (ERA) between the French government and Aéroports de Paris, are being made public by the airport operator. The rates below are effective from **1 April 2011**.

If your company plans to start operations at Paris – Orly airport, the airport fee billing centre can inform you of the documents required for your future aircraft movements (aircraft documents and traffic data declarations), as well as providing clarifications concerning all issued invoices.

For this purpose, the **appendix** provides explanations regarding traffic data declarations, communication of aircraft characteristics, and billing modes.

Contact: Customer Relations Department

Pôle Collecte des Données et Facturation Aéroportuaire

Orly Sud 103 - 94396 ORLY AEROGARE CEDEX

Tel.: +33 (0)1 49 75 75 41 / 5 74 62 – Fax: +33 (0)1 49 75 29 79

E-mail: mariejose.alvarezbanos@adp.fr; Stanislas.giraud@adp.fr

→ LANDING FEE

The landing fee is charged to cover the use of infrastructures and airport equipment necessary for landing, take-off and taxiing.

This fee is charged for any aircraft landing at the airport. The rate depends on the aircraft's certified Maximum Take-Off Weight (MTOW).

MTOW sections

Rates (€ ex VAT), excluding noise level coefficient

MTOW below 6 tonnes

168.01

MTOW between 6 and 40 tonnes

168.01

MTOW of 41 tonnes and over

168.01 + 5.734 (t-40)
where t is the MTOW in tonnes

Special provisions:

The rate is multiplied by a coefficient, indicated below, depending on the acoustic group of the aircraft and the landing time; acoustic groups are defined in the law of 26 February 2009 amending the amended law of 24 January 1956 setting forth the conditions for calculating and collecting the landing fees and fees for use of lighting levied on airfields open to public air traffic.

Acoustic group	Day (06:00am - 10:00pm)	Night (10:00pm - 06:00am)
GA TNSA 1	1.300	1.950
GA TNSA 2	1.200	1.800
GA TNSA 3	1.150	1.725
GA TNSA 4	1.000	1.500
GA TNSA 5a	0.850	1.275
GA TNSA 5b	0.700	1.050

→ PARKING FEE

The parking fee is charged for the use of the parking infrastructures and equipment.

The parking fee rates depend on the parking stand type and occupancy time and the aircraft type (MTOW).

Types of parking stands

Apron stands			Long-term parking stands
	Contact stands	Remote stands	
Fixed part (€ ex VAT)	2.52 per tonne for stands with jetway	N/A	N/A
Variable part (€ ex VAT)	Applicable to all contact stands 0.054 per tonne of MTOW and per 10-min period up to 90 minutes of parking 0.054 per tonne of MTOW and per 10-min period beyond 90 minutes of parking	0.054 per tonne of MTOW and per 10-min period	0.116 per tonne of MTOW and per hour

Special provisions:

- _ A 50-minute exemption is applicable to the variable part for aircraft using a remote parking stand upon arrival by day (between 7:00am and 11:00pm, local time).
- _ The variable part of this fee is discounted at night (between 11:00pm and 7:00am local time) for long-term parking stands.
- _ Concerning the variable part, any period of time started must be paid in full (10-min periods for contact or remote stands and one-hour periods for long-term parking stands).

2. AERONAUTICAL SERVICES

→ PROVISION OF FIXED INSTALLATIONS FOR THE SUPPLY OF ELECTRIC POWER TO AIRCRAFT

This fee is charged per landing or take-off for the provision of fixed installations for the supply of electric power to aircraft. The rates are based on the certified Maximum Take-Off Weight of the aircraft (MTOW), the flight origin or destination and the location of the parking stand.

Rates (€ ex VAT)	Contact stands Per arrival and departure (touchdown), for flights originating from and departing to an airport:		Remote stands Per arrival and departure (touchdown), for flights originating from and departing to an airport:	
	in the EU, EEA and Switzerland	outside the EU, EEA and Switzerland	in the EU, EEA and Switzerland	outside the EU, EEA and Switzerland
MTOW less than or equal to 140 tonnes	12.98	19.47	6.40	9.58
MTOW greater than 140 tonnes	25.97	38.96	12.79	19.18

→ CHECK-IN AND BOARDING IT FEE (CREWS SYSTEM)

The CREWS system is used for passenger check-in and boarding operations, allowing access to the airline's operations IT system.

This fee, paid by the air carrier, is based on the number of passengers departing from the terminals or parts of the terminals where this system is implemented, with different rates for non-transit passengers and transit passengers:

	Rates (€ ex VAT)
Per non-transit passenger:	0.355
Per transit passenger:	0.107

2. AERONAUTICAL SERVICES

→ PASSENGER FEE

The passenger fee is charged for the use of installations by passengers and the public. The fee is based on the number of passengers boarding a flight.

- **Fee per non-transit passenger:**

Passenger flying to	Rates (€ ex VAT)
Metropolitan France	8.75
European Union (Schengen)	8.75
European Union and European Economic Area excluding Schengen and French Overseas Departments and Collectivities	9.62
International airport (outside EU, European Economic Area and French Overseas Departments and Collectivities)	21.31

- **Fee per transit passenger:**

Passenger flying to	Rates (€ ex VAT)
Metropolitan France	5.25
European Union (Schengen)	5.25
European Union and European Economic Area excluding Schengen and French Overseas Departments and Collectivities	5.77
International airport (outside EU, European Economic Area and French Overseas Departments and Collectivities)	12.79

→ PRM ASSISTANCE FEE

The fee is based on the total number of passengers boarding at Paris-Orly airport, with the sole exceptions listed in article 6 of the law of 26 February 1981 setting the conditions for calculating and collecting the fees for use of passenger and goods handling facilities at airports in French metropolitan and overseas territories.

	Rate (€ ex VAT)
Per passenger boarding at Paris – Orly airport:	0.658

2. AERONAUTICAL SERVICES

» AIRCRAFT SERVICES

→ GROUND HANDLING

- **Prefectorial approval**

In compliance with article R. 216-14 of the Civil Aviation Code, a prefectorial approval is required for all companies providing ground handling services.

For all inquiries, contact the French Civil Aviation Authority (Direction Générale de l'Aviation Civile, service de la Direction de la Sécurité de l'Aviation Civile Nord).

DGAC website: www.aviation-civile.gouv.fr

- **Aéroports de Paris Ground Handling Division**

With its airport assistance subsidiary Alyzia, the Aéroports de Paris Group has the necessary know-how and experience to provide airlines with passenger and aircraft handling services at Paris-Orly airport.

Alyzia offers a complete service package and guarantees compliance with its commercial commitments by including additional quality clauses in its service contracts (Service Level Agreement).

The services provided relate to passenger handling (ticketing, check-in, boarding, disembarking, baggage handling, etc.) and ramp handling (flight supervision, service coordination, miscellaneous services on aircraft).

Contact:



Tel: +33 (0) 1 49 75 75 02 – Fax +33 (0) 1 74 22 54 19

Commercial.ONLY@alyzia.com

Alyzia Sales Director: Alain Chapgier

Tel: +33 (0) 1 48 62 03 97 – Fax: +33 (0) 1 48 62 67 12

E-mail: A.CHAPGIER@alyzia.com

NB: Apart from Alyzia, the following companies are authorised to provide handling assistance at Orly:

Orly West:

- Air France

- Groupe Europe Handling

Orly South:

- Orly Flight Services

- Groupe Europe Handling

2. AERONAUTICAL SERVICES

→ ADDITIONAL SERVICES

- **Water and Toilet services for aircraft (shredding)**

Paris-Orly Airport is equipped with water and wastewater disposal points allowing airlines or handling companies to replenish drinking water and toilet water supplies and to treat waste water.

Rates for these services are as follows:

Water supply	Rates (€ ex VAT) per m3 of water delivered
Drinking water station	7.27
Toilet water station	67.31

Wastewater disposal stations	Rate (€ ex VAT) per tour of the cesspit emptier
Wastewater disposal service	60.95

NB This service is invoiced to the handlers.

Contact: Sales and Operational Department

Patrick Dumortier

Tel.: +33 (0)1 49 75 19 49 – Fax: +33 (0)1 49 75 05 15

E-mail: patrick.dumortier@adp.fr

Outside business hours: Duty officer, in charge of ramp operations

Tel.: +33 (0)1 49 75 62 00 – E-mail: rea-orly@adp.fr

- **Sale of glycol**

Paris - Orly airport supplies airlines or their handlers with glycol to de-ice aircraft.

For the period between 15 October 2010 and 15 April 2011, glycol (type 2 diluted 75/25) was sold at the following rates:

Quantity sold (Q expressed in m³)	Unit price (€ ex VAT) per litre
If $Q < 100 \text{ m}^3$	1.74
If $101 \text{ m}^3 \leq Q \leq 200 \text{ m}^3$	2.03 - (0.0029 x Q)
If $Q > 200 \text{ m}^3$	1.45

Q (expressed in m³) is the total quantity sold by Aéroports de Paris to all de-icing station customers since 15 October 2010.

Contact: Sales and Operational Department

Patrick Dumortier

Tel.: +33 (0)1 49 75 19 49 – Fax: +33 (0)1 49 75 05 15

E-mail: patrick.dumortier@adp.fr

Outside business hours: Duty officer, in charge of ramp operations

Tel.: +33 (0)1 49 75 62 00 – E-mail: rea-orly@adp.fr

2. AERONAUTICAL SERVICES

- **Cranes and logistics**

For interventions requiring cranes or various logistical operations at the airport (e.g. lifting aircraft, operations on the runways and roads etc.), we can provide heavy-duty equipment (cranes, tractors, airport vehicles, etc.)

Contact: Logistics Department

Tel.: +33 (0)1 49 75 68 34
(open from 5:00am until midnight)

» CARGO

In order to facilitate cargo operations, Aéroports de Paris can provide carriers at Paris-Orly airport with suitable infrastructures (premises, warehouses, stores, car parks, etc.), as well as specific skills and services (security training, dangerous goods, fast-track customs procedures, etc.).

In order to help its customers develop their activities, Aéroports de Paris opened a new cargo terminal in 1 June 2008 with 12,000 m² of warehouse space and 2,700 m² of office space.

This modern facility provides maximum modularity and gives Aéroports de Paris a first-rate location in the immediate vicinity of the Rungis national wholesale market. The annual processing capacity will be 80,000 to 100,000 tonnes during the first operation phase.

Contact: Cargo Sales Department

Jean-Paul Gaudin
Tel.: +33 (0)1 49 75 63 53 – Fax: +33 (0)1 70 03 64 14
E-mail: jean-paul.gaudin@adp.fr

3. REAL ESTATE

» RENTING IN THE TERMINALS

Aéroports de Paris offers premises in the heart of the Orly South and Orly West Terminals specifically adapted to meet your operational or administrative business needs.

Different types of dedicated areas are available (counters, offices, lounges etc.), either ready for immediate use or empty and unfurnished (without fittings or energy supply).

For more information about our premises, please contact our sales teams:

Contacts:

- Orly South Terminal & Airside premises

Gaëlle Lapiéd

Tel.: +33 (0)1 49 75 02 60

Fax: 5 61 93

E-mail: gaelle.lapied@adp.fr

- Orly West

Bernard Nich

Tel.: +33 (0)1 49 75 00 77

Fax: 5 57 41

E-mail: bernard.nich@adp.fr

→ TERMINAL COUNTERS

Airline and tour operator counters enjoy a preferential location in the terminals. They are equipped and designed to welcome passengers in the best possible conditions.

2011 rates for such leases are as follows:

Orly West / Orly South	Annual rent (€ ex VAT) per running metre
Counters in the public departures area	5,222.16
Counters in other areas, arrivals, baggage claim	3,479.52

3. REAL ESTATE

→ CHECK-IN AND PRE-BOARDING COUNTERS, AND LOCAL BAGGAGE HANDLING

Managed by Aéroports de Paris, the check-in and pre-boarding counters and local baggage handling of the Orly South and Orly West terminals are allocated to different airlines, according to their needs and to Aéroports de Paris allocating principles.

The fees for using check-in counters, pre-boarding counters and local baggage handling comprise a fixed part, whose base depends on the check-in counter or self-service kiosk used, and a variable part charged per boarding passenger (excluding transit passengers).

The definition of transit passenger is the same as for the per passenger fee, as described in the amended law of 26 February 1981.

– The fixed part is levied on the carrier or the ground handler using the check-in system. The annual rate of the fixed part is an annual flat rate for each group of check-in counters rented on a yearly basis. It is applied pro rata temporis for rentals for the entire flying season. The hourly rate applies for the exceptional use of a set of check-in counters.

Fixed part	Rates from 1 April 2011 (€ ex VAT)
<u>Check-in counters</u>	
- annual rate per check-in counter	12,253.50
- hourly rate (per hour of allocation of a set of check-in counters)	4.43
<u>Self-service check-in kiosks</u>	
- annual rate per kiosk	3,013.00
- quarterly rate per kiosk	753.25

– The variable part is levied on the air carrier. The rate of the variable part is differentiated according to passenger destinations, in two categories:

- domestic traffic, European Union, European Economic Area, Switzerland, French Overseas Departments and Collectivities,
- international traffic other than that listed above.

Variable part	Rates from 1 April 2011 (€ ex VAT) per non-transit passengers
- domestic traffic, European Union, European Economic Area, Switzerland, French Overseas Departments and Collectivities	0.462
- other international traffic	1.389

3. REAL ESTATE

→ TERMINAL PREMISES

Whether they are already fitted out or empty and unfurnished, offices and other premises for rent are in conformity with the expectations of our customers (airlines, ground handlers, service providers, etc.).

2011 rates for these leases are as follows:

Orly South & Orly West	Annual rent (€ ex VAT)/ m2	Type
Operating premises	630.71	equipped
Standard premises	525.58	equipped
Premises with limited comfort	367.92	equipped
Service premises	262.79	empty and unfurnished
Technical premises	105.11	empty and unfurnished
High standard premises:		
Up to 200 m ²	1,261.41	empty and unfurnished
201 to 400 m ² (-20%)	1,009.13	
over 400 m ² (-40%)	756.85	

Specific feature

- _ Operating premises are premises in the immediate vicinity of operating areas. They may be in both public and restricted areas,
- _ Standard premises are not in the immediate vicinity of operating areas. These premises benefit from natural daylight or borrowed light,
- _ Premises with limited comfort are similar to standard premises but have no natural daylight,
- _ Service premises or storerooms have surfaces that are hard to arrange. They may not be used as offices,
- _ Technical premises have no windows (and are usually underground),
- _ High standard premises are generally used for airline lounges, but may also be used for private business sale premises by airlines. They are usually delivered empty and unfurnished.

→ ANTENNAS (OTHER THAN TELEPHONE ANTENNAS)

2011 rates for the use of antennas (except antennas included in the contracts of telephone operators) located on the building terraces are as follows:

Orly West / Orly South	Annual rent (€ ex VAT) Per antenna mast or high point	Type
Antennas (other than telephone antennas)	525.58	VHF, IV Antennas Hub Telecom WIFI Hub Telecom/ADP: TEIRA type radiotelephone Radio communication antennas FH mobile operator antennas

» REAL ESTATE OUTSIDE TERMINALS

→ AIRSIDE PREMISES AND STORAGE AREAS

In addition to administration offices, ramp premises and storage areas are available for maintenance and storage activities.

The applicable financial conditions for 2011 are as follows:

Premises on central runway area	New or renovated buildings	Older buildings in existing conditions
	Annual rent (€ ex VAT)/ m2	
Office space	327.19	196.32
Workshops, warehouses	187.71	112.62
Basement	93.84	56.31
Equipment shelter	126.87	76.16

Storage zones	Annual rent (€ ex VAT)/ m2
Car park areas & equipment areas	29.65

Sales contact:

South Terminal and airside buildings:

Gaëlle Lapied

Tel.: +33 (0)1 49 75 02 60

Fax: +33 (0)1 49 75 61 93

E-mail: gaelle.lapied@adp.fr

West Terminal:

Bernard Nich

Tel.: +33 (0)1 49 75 00 77/ 5 00 24

Fax: +33 (0)1 49 75 57 41

E-mail: bernard.nich@adp.fr

→ REAL ESTATE PROGRAMMES

Aéroports de Paris carries out real estate programmes for airlines eager to set up or to expand their premises at the airport.

As owner of the airport, Aéroports de Paris ensures the management (leasing, renovation, updating) of its assets and offers facility management services (breakdown service, guarding, cleaning, mail).

Aéroports de Paris has also prepared plots (bare soil or tarmac/concrete covered) available for businesses for the construction of buildings, car parks, etc. through rental plus zone charges.

For more information about the Paris – Orly airport offer, please contact our Real Estate division.

Sales contact:

Guy Preaux

Tel.: +33 (0)1 70 03 45 56 / +33 (0)1 70 03 64 15 – Fax: +33 (0)1 70 03 64 14

E-mail: guy.preaux@adp.fr

4. INDUSTRIAL SERVICES

» ENERGY AND ENVIRONMENT

Aéroports de Paris ensures the production and distribution of energy to meet the needs of companies operating at our airports and other companies established on the airport site.

→ ELECTRICITY

Aéroports de Paris supplies and distributes electric power to meet the needs of its customers operating on the airport site.

The terminals therefore offer a choice of high quality or very high quality electric current for sensitive equipment (IT), as well as an emergency power supply system.

Electricity rates (as at 1 January 2011)

Fixed part				Variable part	
Current	€/KW/year	€/KW/month	rebate		€/MWh
normal	59.69	4.97	500 to 1,000 KVA = 2%	first portion (up to 150 MWh)	123.16
emergency	370.50	30.87	1,001 to 1,750 KVA = 4%	second portion (from 151 to 400 MWh)	110.47
high quality	1,029.16	85.76	1,751 to 2,500 KVA = 6%	third portion (over 400 MWh)	91.43
very high quality	1,440.83	120.07	2,501 to 3,250 KVA = 8%	<i>including supply</i>	45.05
			> 3,250 KVA = 10%		

Contact:

Lidia Chiarotto

Tel.: +33 (0)1 49 75 21 35 – Fax: +33 (0)1 49 75 67 02

E-mail: lidia.chiarotto@adp.fr

4. INDUSTRIAL SERVICES

→ DRINKING WATER SUPPLY

Aéroports de Paris supplies almost all of the drinking water to the airport buildings.

Rates for the supply of drinking water are as follows (as at 1 January 2011):

Nominal diameter of the meter (in mm)	12 and 15	20	25	30	40	50	60	80	100	150	200	250
Annual subscription (€ ex VAT)	102.89	116.19	147.97	154.34	221.38	327.17	485.93	573.79	717.73	1,016.00	1,692.86	2,059.91
Fee / consumption: (€ ex VAT / m3)	4,11											

Contact:

Lidia Chiarotto

Tel.: +33 (0)1 49 75 21 35 – Fax: +33 (0)1 49 75 67 02

E-mail: lidia.chiarotto@adp.fr

4. INDUSTRIAL SERVICES

→ HEATING AND COOLING

For the heating of the airport buildings connected to the networks, all year round Aéroports de Paris distributes water from two production stations: heated water (up to 105 °C) and overheated water (between 115 °C and 17 0 °C). These are powered by gas and have a fuel reserve.

Thanks to a central refrigerating plant and a chilled-water supply system (6°C), Aéroports de Paris produces and distributes cooling energy for the air conditioning of its buildings and for cooling premises used by airlines, cargo companies, hotels, etc.

Rates for heating and cooling energy are as follows:

Heating energy rates (as at 1 January 2011)

Fixed part			Variable part		
	€/KW/year	€/KW/month	rebate	€/MWh	
High temperature	44.17	3.68	2,500 to 5,000 KW = 2.5%	first portion (up to 5,000 MWh)	64.68
Low temperature	50.42	4.20	5,001 to 7,500 KW = 5%	second portion (from 5,001 to 10,000 MWh)	59.86
			7,501 to 10,000 KW = 7.5%	third portion (from 10,001 to 20,000 MWh)	53.98
			10,001 to 12,500 KW = 10%	fourth portion (> 20,000 MWh)	49.78
			12,501 to 15,000 KW = 12%		
			> 15,000 KW = 14% and up to 20% for a 10-year contract		

Cooling energy rates (as at 1 January 2011)

Fixed part		Variable part
€/KW/year	€/KW/month	€/MWh
119.61	9.97	40.56

Contact: Energy and Logistic Operational Department

Lidia Chiarotto

Tel.: +33 (0)1 49 75 21 35 – Fax: +33 (0)1 49 75 67 02

E-mail: lidia.chiarotto@adp.fr

4. INDUSTRIAL SERVICES

→ WASTE COLLECTION AND TREATMENT

Aéroports de Paris provides the companies operating at the airport with waste removal and recovery (materials or energy) services.

The (provisional) 2011 rates for the main services regarding collection and treatment of waste from economic activities (ordinary industrial waste, packaging, and special industrial waste) are as follows:

Equipment rental	Rates (€ ex VAT) per month
10m ³ monobloc compactor	413.00
20 m ³ fixed station compactor	481.60
8 m ³ skip	42.00

Rates include on-spot placement of equipment and quarterly maintenance visits prescribed by regulations

Collection of skips, compactors and wheeled bins	Rates (€ ex VAT)
Skip or compactor in public area	Per rotation 123.06
Skip or compactor in restricted area	Per rotation 148.41
Roll-out container (660 litres), once every week	Per month 57.10

Waste processing	Rates (€ ex VAT) per tonne
Energy recovery through incineration (not including new Grenelle law government tax)	93.00
Sorting and material recovery	71.40
Burial not including TGAP tax (General tax on polluting activities)	108.80
TGAP	11.00

Equipment rental without additional service	Rates (€ ex VAT)
Provision of additional skip for a short period	Per day 2.75
340-litre container	Per month 2.00
Recycling glass container	Per month 52.00
Paper collection point	Per month 25.00

Contact for waste collection:

Karine Elain

Tel.: +33 (0)1 49 75 64 49 – Fax: +33 (0)1 49 75 67 02

E-mail: karine.elain@adp.fr

4. INDUSTRIAL SERVICES

» TELECOMS & IT

Hub télécom, a member company of the Aéroports de Paris group, designs innovative mobility solutions and advanced communication services to accompany the development of its customers on complex sites.

Operating at the Paris airports with its dual expertise both as telecom network installer and site operator, Hub télécom is able to offer tailored services to its customers.

As the network owner Hub télécom can provide the technical diagnosis, installation and supervision of your end-to-end telecom solution guaranteeing high quality service throughout the whole range of its telecommunications and data transmission offer.

Contact: Hub télécom



Tel.: +33 (0)1 74 37 24 24 (24/7)

Website: www.hubtelecom.com

5. BUSINESS SERVICES

→ BUSINESS CENTRES

- **Orly West Terminal**

To receive your customers, organize a seminar or set up a meeting for your employees, the Orly West Business Centre offers a full range of offices and conference rooms accommodating up to 50 people.

The Business Centre is open Monday through Friday from 8:00am and 7:30pm (except on public holidays).

2011 rental rates:

Orly West	Capacity	Rates (€ ex VAT)		
		Per day	Per half day	Per hour
Meeting rooms	3 to 50 people	from 111 to 849	from 80 to 634	-
Offices	1 to 2 people	58 / 90	38 / 64	32 / 43

Contact: Sales Department

Tel.: +33 (0)1 49 75 12 33 – Fax: +33 (0)1 49 75 01 63

E-mail: centreaffaires-orly@adp.fr

Website: www.centre-affaires.adp.fr

5. BUSINESS SERVICES

- **Orly South Terminal**

Located right in the heart of the Orly South Terminal, the Conference Centre offers user-friendly, customizable and multi-purpose rooms, providing you with the best conditions for your business meetings, conventions and other special events.

→ Rates for conference rooms (from 1 May 2011):

Orly South	Capacity	Rates (€ ex VAT)	
		Half day	Day
Cocktail room	up to 200 people	150	300
Blériot lounge		250	390
Adjoining open-air terrace	adjustable	270	560
Plein Sud lounge	up to 30 people	350	560
Terrace lounge	up to 600 people	500	760
Terrace lounge + Open-air terrace	adjustable	670	1,000
Festival room	up to 155 people	750	1,110

To simplify their business operations, companies already renting space in the Orly South and Orly West terminals benefit from a 30% rebate.

Contact: Sales Department

Tel.: +33 (0)1 49 75 17 40 – Fax: +33 (0)1 49 75 61 93

E-mail: centredeconferences-orlysud@adp.fr

→ Rates for lecture rooms (from 1 May 2011):

Orly South	Rates (€ ex VAT)	
	half day	full day
Room A381	74	84
Room A594-A570	74	84
Office 4043	75	90
Room 4322	100	150
Room 4004	150	200
Room 4550	180	240
Club Room 4017	300	410

Contact: Sales Department

Tel.: +33 (0)1 49 75 17 40 – Fax: +33 (0)1 49 75 61 93

E-mail: centredeconferences-orlysud@adp.fr

5. BUSINESS SERVICES

→ RENTAL OF MOBILE DESKS, DISPLAY BOARDS AND ACCESSORIES

Aéroports de Paris provides the possibility of renting mobile desks, display boards and various accessories for one-off receptions or special events.

2011 rates for their use are as follows:

- **Orly West Terminal**

Mobile desk	Rates (€ ex VAT)		
	Day	3 hours	Additional hour
Simple	143	77	33
Double	165	110	–
Triple	203	152	–

Display board	Rates per unit (€ ex VAT)
Unit	20
4 and over (per unit)	15

Contact: Sales Department

Tel.: +33 (0)1 49 75 12 33 / Fax: 5 01 63

E-mail: centreaffaires-orly@adp.fr

- **Orly Sud Terminal**

Mobile desk	Rates (€ ex VAT)		
	Day	Half day	Additional hour
Simple	143	77	33
Double	165	110	–

Accessories	Rates per unit (€ ex VAT)
Poster	20
Board support	15
Tensaguide	10

Contact: Sales Department

Tel.: +33 (0)1 49 75 17 40 / Fax: 5 61 93

E-mail: centredeconferences-orlysud@adp.fr

5. BUSINESS SERVICES

→ VIP LOUNGE

The Icare VIP lounge at Orly South welcomes your special passengers for some rest and relaxation before they board their flight.

Designed for their well-being, this 260 m² area offers both comfort and essential services:

- _ friendly welcome and assistance by qualified host staff,
- _ a self-service bar,
- _ a business and communication area (telephone, fax, Internet, WiFi, etc.),
- _ international newspapers and magazines.

Located in the international area, midway between passport control and the far end of the East satellite, the ICARE VIP Lounge is open 365 days a year between 7:00am and 9:00pm.

To sign a contract for the use of this lounge, please contact:

Philippe Berthonnaud

Tel.: +33 (0)1 49 75 76 02

E-mail: P.Berthonnaud@alyzia.com

6. ADDITIONAL SERVICES

→ CAR PARKS

Our business partners operating at the airport are eligible for subscription packages at most of the Paris-Orly airport car parks (located both by the terminal buildings and further afield).

Subscriptions rates are on a monthly or annual basis:

Car park with direct access to terminals	2011 rates (€ ex VAT)			
	Personal pass		Standard pass	
	monthly	annual	monthly	annual
PASS MOTOS P0+P1+P2 motos	57	569	-	-
PASS PRIVILEGE P0+P1+P2+P3	175	1,751	210	2,102
PASS PRIVILEGE PREMIUM P0Premium+P1+P2+P3	251	2,514	-	-

Remote car parks without direct access to terminals	2011 rates (€ ex VAT)			
	Personal pass		Standard pass	
	monthly	annual	monthly	annual
PASS ECO P5+P7	107	1,067	128	1,276

» *Paris-Orly and Paris-CDG combined packages:*

Car parks with direct access to the Paris-Orly & Paris-CDG terminals	2011 rates (€ ex VAT)			
	Personal pass		Standard pass	
	monthly	annual	monthly	annual
PASS AFFAIRE (Orly)P0+P1+P2+P3 + (CDG)P1+PAB+PEF+P3S+P2G	238	2,380	286	2,800
PASS AFFAIRE PREMIUM (Orly)P0Premium+P1+P2+P3 + (CDG) P1Premium+PABPremium +PCDPremium+PEFPremium+P3S+P2G Premium	315	3,150	-	-

Contact:

Car park subscription office:

Tel.: +33 (0)1 49 75 03 13 / +33 (0)1 49 75 03 24

E-mail: aboparcorly@adp.fr

6. ADDITIONAL SERVICES

To make parking easier, our services can provide parking vouchers (rates from 1 February 2011):

Rates for a Parking voucher (€ incl VAT)

Eligible customer	Car parks	5 hrs	10 hrs	12 hrs
PARTNER CUSTOMERS With one or more subscriptions for Paris-Orly car parks. Minimum 20 Parking vouchers sold.	P0 or P2 adjoining terminal West	5.98	8.37	9.57
	P1 or P3 adjoining terminal South			
COMPANIES organising conferences, symposiums, seminars, events having signed a meeting room or real estate rental contract with Aéroports de Paris.	P0 or P2 adjoining terminal West	5.98	8.37	9.57
	P1 or P3 adjoining terminal South			
COMPANIES organising trips wishing to prepay their customers' parking expenses	The Parking voucher rate is the hourly rate applicable to the car park.			

Contact:

Car park subscription office:

Tel.: +33 (0)1 49 75 03 13 / +33 (0)1 49 75 03 24

E-mail: aboparcorly@adp.fr

6. ADDITIONAL SERVICES

→ HOSPITALITY EVENT SERVICES

For event organisers (trade shows, fairs, conventions, seminars) wishing to receive and accompany their visitors within the airport, Paris-Orly airport provides a reception and decoration service.

This service offers the possibility of creating a tailored and adaptable reception route, matching the event's image.

For further information:

Tel.: +33 (0) 1 48 62 36 49

or +33 (0) 1 70 03 66 38 (Laurence Bouvier)

E-mail: accueil_evenementiel@adp.fr

Website: [Hospitality event services](#)

→ AUTO WORKSHOP

Paris - Orly airport offers repair and maintenance services for your vehicles and machines.

Rates for these services are as follows (from 1 January 2011):

Service	Rates (€ ex VAT)
Repair	
Breakdown service (under 2 hours)	180
On-site breakdown service (2 hours or more)	100/hour
Workshop service	
Bodywork paint / electricity / mechanical / petrol station:	
. Light vehicles	100/hour
. HGV & Machines	100/hour
Complex mechanical work for specialized machines	110/hour
Various supplies	
Paint ingredients (hourly rate)	27
Automobile and machine parts	please inquire
Small supplies (% of the invoice total)	3%
Washing	
Standard washing (hourly rate)	4.5
Premium washing	10

For a quotation, please contact:

Thierry Bacquet / Tel.: +33 (0)1 49 75 68 18

6. ADDITIONAL SERVICES

→ ADVERTISING COMMUNICATION

For advertising on the airport site, whether outside or inside the terminals, please contact us and we will put you in contact with our exclusive concessionaire.

Contact:

Patricia Larue

Tel.: +33 (0) 1 70 03 44 03

E-mail: patricia.larue@adp.fr

→ FLORAL DECORATION

To decorate your counters, embellish your offices or brighten special events, Aéroports de Paris offers a plant and flower arrangement service:

a wide choice of compositions (cacti, exotic plants, floral arrangements, flower boxes, etc.) are available, as well as plant rental and maintenance services (watering, dusting, etc.).

For a quotation, please contact:

Didier Velu

Tel.: +33 (0)1 49 75 68 82 – Fax: +33 (0)1 49 75 64 12

E-mail: didier.velu@adp.fr

7. CONTACTS

→ EMERGENCY NUMBERS

MEDICAL CENTRE

Medical emergencies (24/7) 15

Orly West Terminal +33 (0)1 49 75 45 12

Orly South Terminal (8:20am - 4:45pm): +33 (0)1 49 75 48 09

FIRE Firemen 18

ACCIDENT Police/Gendarmerie 17

→ USEFUL NUMBERS

TRAFFIC AND TERMINAL OPERATIONS

Duty officer, in charge of terminal operations

Orly West Terminal +33 (0)1 49 75 88 31

Orly South Terminal +33 (0)1 49 75 13 30

AERONAUTICAL AREAS

Officer in charge of ramp operations +33 (0)1 49 75 62 00

CAR PARKS AND ACCESS

Officer in charge of road network operations +33 (0)1 49 75 49 78

→ AEROPORTS DE PARIS / PARIS-ORLY AIRPORT MANAGEMENT

Franck Mereyde

Airport Managing Director: +33 (0)1 70 03 66 00

Régis Lacote

Airport Operations Director: +33 (0)1 70 03 66 04

Michel Ricaud

General Manager - Customer Service Quality: +33 (0)1 74 22 48 69

Anne-Cécile Gibault

Sales Department and IMS: +33 (0)1 70 03 66 35

Valérie Senentz

General Manager – Orly South: +33 (0)1 49 75 79 33

Charles Telitsine

General Manager – Orly West: +33 (0)1 49 75 00 76

Pierre Lemoine

General Manager – Aeronautical Areas: +33 (0)1 49 75 64 00

Hugues De Gervillier

General Manager – Energy & Logistics: +33 (0)1 49 75 67 26

Christophe Laurent

General Manager – Car Parks and Access: +33 (0)1 70 03 66 03

Airport fee billing information

- Traffic data declaration
- Communication of aircraft characteristics
- Billing modes.

1. Traffic data declaration

The air carrier (or his representative) is required by law to make a **traffic declaration** for all aircraft movements (arrival or departure). This information must be communicated in full at the latest 48 hours after the day of operation.

This data is contractual and is legally binding upon the airline.

It is used to calculate the applicable airport fees. It is also used for statistical purposes by Aéroports de Paris and the French civil aviation authorities (order of 1 July 2008).

If the information is missing, late or insufficient, fee billing will be based on a flat rate. The air carrier may subcontract this task to an assistance company (IATA agreement, chapter 1).

The fee amount may not be challenged even if the carrier subsequently provides the correct data.

Aéroports de Paris may perform random audits of the airline's operation documents to check the accuracy of the traffic data. The airlines may also be required to present at the request of an authorised representative the aircraft weight and balance estimate with its update or at least the load message (LDM).

2. Communication of aircraft characteristics

Airport fees are partly based on each aircraft's features. Therefore in the month prior to an aircraft's flight into Paris-Orly airport, the data below must be supplied.

Aéroports de Paris must be provided with a copy of the Noise Type Certificate (CLN) or Acoustic Certificate. It is the only document listing the MTOW and restrictions used to determine the aircraft's Acoustic group.

The airport fees are calculated using two parameters specific to each aircraft taken from the document received:

- the Maximum Take-Off Weight (MTOW), rounded up to the next tonne;

- the Acoustic Group (GA) used to determine the landing fee modulation coefficient.

To keep our aircraft register up to date and guarantee accurate billing, all operators must notify the airport manager before operating the flight of any changes in the composition or characteristics of his fleet. Fee billing established using older data due to a delay in communicating this information cannot be challenged.

The data is taken into account on the date of reception of the documents.

Aéroports de Paris must also be provided with data likely to affect billing communications. All this information, as well as any changes to an aircraft's property or operation, and aircraft rental or leasing agreements, must be sent to:

veronique.leduez@adp.fr

Tel.: +33 (0)1 49 75 75 35

Fax: +33 (0)1 49 75 79 40

3. Billing modes.

Landing fee:

Reminder: the following items are used to calculate the fee:

- Aircraft Maximum Take-Off Weight, rounded up to the next tonne,
- Aircraft acoustic group,
- Type of flight (training, test, forced return, positioning, etc.)

In the absence of one of these items:

- traffic declaration missing, provided over 48 hours after the corresponding movement or incomplete,
- absence of justification of MTOW and/or GA,

the fee shall be calculated as shown below, in accordance with the order of 26 February 2009 (French civil aviation code):

MISSING INFORMATION	BILLING BASIS
MTOW	Manufacturer's MTOW (highest) for the relevant aircraft type in our files
Acoustic group	The aircraft shall be assigned to acoustic group 1

The fee established in these circumstances is considered final. Fee billing established using older data due to a delay in communicating this information cannot be challenged, even if the airline subsequently provides the missing data.

Parking fee:

Reminder: the following items are used to calculate the fee:

- aircraft MTOW (as listed in ADP's aircraft registration files. If the registration is unknown, the default value is that of the heaviest model of the type of aircraft operated by the airline at our airports),
- the type of parking stand(s) used (apron or long-term parking stands),
- the aircraft occupancy of the stand(s) (the time data is supplied by ADP operating personnel. It is cross-referenced with the data supplied by the ATC. It is also checked for consistency with the times given on the traffic form).

Special cases:

Arrival only/Departure only (arrival-departure flights not linked):

A fixed half-rate will be billed.

Operating airline for arrival different from operating airline for departure:

- **If only one parking stand** is used, the inbound flight operator pays the entire parking fee.
- **If several parking stands** are used, the outbound flight operator pays for the parking fee used prior to departure (last stand).
The inbound flight operator will be billed for all other parking stands.
For the use of a contact stand (if any) a fixed half rate shall be billed to both.

Passenger fee

Reminder: billing is based on the number of passengers listed in the traffic declarations provided by the carrier or his representative.

Aéroports de Paris may perform random audits of the airline's operation documents to check the accuracy of the traffic data. The airlines may also be required to present at the request of an authorised agent the aircraft weight and balance estimate with its update or at least the load message (LDM).

In the absence of information (traffic declaration missing, provided over 48 hours after the outbound flight or incomplete), the passenger fee is calculated as follows:

MISSING INFORMATION	BILLING BASIS
Destination	International traffic
Number of passengers	Maximum capacity for the type of aircraft or the airline's largest aircraft type if this information is not provided

Billing is final even if the company subsequently provides the missing data

Instructions to benefit from transit passenger rates

For billing purposes, passengers in transit in Paris are passengers boarding an outbound flight who flew into Paris-Orly or Paris-Charles de Gaulle. The theoretical time of departure and theoretical time of arrival of the two flights may not be over 12 hours apart.

This definition requires the following conditions:

- *passengers in transit in Paris have a single ticket for the legs of the flight immediately before and after their transit in Paris.*
- *the Paris-Orly and Paris-Charles de Gaulle airports are considered as a single airport system. Consequently, passengers flying into Paris-Orly are considered to be in transit in Paris if they fly out of Paris-Charles de Gaulle, and vice-versa.*

The following passengers do not benefit from the "transit passenger" rate:

- *passengers travelling by train or bus to the Paris-Orly and Paris-Charles de Gaulle airports. Flight/Train and Flight/Bus connections are also excluded from the scope of the transit passenger rate.*
- *passengers flying a two-way trip from the same airport system via Paris, even within a 12-hour period.*
- *passengers whose inbound and outbound flights are theoretically over 12 hours apart.*

The order of 28 February 1981 states that the passenger fee is due:

- for all outbound flights except:
 - *if the flight performs a technical stop,*
 - *if the flight performs a forced return (QRF) after takeoff due to technical incidents or unfavourable weather.*
- for all occupants of the aircraft excepting:
 - *the flight crew members (not including accompanying, control or measuring personnel),*
 - *passengers in direct transit (continuing on the same aircraft)*
 - *children under two years of age.*

- » This guide was produced by the Sales and IMS Department of the Paris-Orly airport management.

Contact:

Direction de l'aéroport Paris - Orly
Pôle Commercial et SMI
Bâtiment 363 – Orly Sud 103
94396 ORLY AEROGARE CEDEX
Tel.: +33 (0)1 49 75 79 41
E-mail: anne-cécile.gibault@adp.fr

The rates and services given in this guide, valid on the day of publication, are subject to change.

Please consult us to obtain further information.

We would like to draw your attention to the fact that the applicable rates are those posted on the Aéroports de Paris website, in compliance with the regulations in force.

**For any suggestions or remarks
about this guide, please contact:**

Direction de l'aéroport Paris-Orly

Pôle Commercial et SMI

tel. : +33 (0)1 49 75 79 41

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