

# CHARGES GUIDE

# Ground Handling



Effective from January 1, 2024.



## CHARGES GUIDE 2024

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# CHARGES GUIDE

# Ground Handling

**Lisbon** Airport

Porto Airport

Faro Airport

Beja Civil Terminal

Azores Airports

Madeira Airports



## CHARGES GUIDE 2024

### Lisbon Airport 1/2

#### GROUND ADMINISTRATION AND SUPERVISION (PER TON)

0 < MTOW aircraft (ton) <15	0.10 €
15 ≤ MTOW aircraft (ton) <30	0.46 €
30 ≤ MTOW aircraft (ton) <55	0.81 €
55 ≤ MTOW aircraft (ton) <72	1.31 €
72 ≤ MTOW aircraft (ton) <82	1.46 €
82 ≤ MTOW aircraft (ton) <170	1.76 €
MTOW aircraft (ton) ≥170	2.31 €

#### FREIGHT AND MAIL HANDLING (PER 100KG)

0.57 €

#### RAMP HANDLING (PER TON)

0 < MTOW aircraft (ton) <15	2.58 €
15 ≤ MTOW aircraft (ton) <30	12.08 €
30 ≤ MTOW aircraft (ton) <55	21.19 €
55 ≤ MTOW aircraft (ton) <72	34.13 €
72 ≤ MTOW aircraft (ton) <82	37.60 €
82 ≤ MTOW aircraft (ton) <170	45.89 €
MTOW aircraft (ton) ≥170	60.36 €

#### CLEANING AND AIRCRAFT SERVICES (PER TON)

0 < MTOW aircraft (ton) <15	0.14 €
15 ≤ MTOW aircraft (ton) <30	0.70 €
30 ≤ MTOW aircraft (ton) <55	1.23 €
55 ≤ MTOW aircraft (ton) <72	1.99 €
72 ≤ MTOW aircraft (ton) <82	2.19 €
82 ≤ MTOW aircraft (ton) <170	2.68 €
MTOW aircraft (ton) ≥170	3.52 €



## CHARGES GUIDE 2024

### Lisbon Airport

2/2

<b>FUEL (PER HL) AND OIL HANDLING (PER LT)</b>	0.58 €
<b>AIRCRAFT MAINTENANCE (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.56 €
15 ≤ MTOW aircraft (ton) <30	2.63 €
30 ≤ MTOW aircraft (ton) <55	4.59 €
55 ≤ MTOW aircraft (ton) <72	7.40 €
72 ≤ MTOW aircraft (ton) <82	8.16 €
82 ≤ MTOW aircraft (ton) <170	9.93 €
MTOW aircraft (ton) ≥170	13.09 €
<b>SURFACE TRANSPORT (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.09 €
15 ≤ MTOW aircraft (ton) <30	0.40 €
30 ≤ MTOW aircraft (ton) <55	0.71 €
55 ≤ MTOW aircraft (ton) <72	1.13 €
72 ≤ MTOW aircraft (ton) <82	1.24 €
82 ≤ MTOW aircraft (ton) <170	1.53 €
MTOW aircraft (ton) ≥170	2.01 €
<b>CATERING SERVICES (PER TON)</b>	
0 < MTOW aircraft (ton) <15	2.24 €
15 ≤ MTOW aircraft (ton) <30	10.46 €
30 ≤ MTOW aircraft (ton) <55	18.37 €
55 ≤ MTOW aircraft (ton) <72	29.57 €
72 ≤ MTOW aircraft (ton) <82	32.60 €
82 ≤ MTOW aircraft (ton) <170	39.79 €
MTOW aircraft (ton) ≥170	52.30 €

# CHARGES GUIDE

# Ground Handling

Lisbon Airport

**Porto** Airport

Faro Airport

Beja Civil Terminal

Azores Airports

**Madeira** Airports



## CHARGES GUIDE 2024

### Porto Airport

1/2

#### GROUND ADMINISTRATION AND SUPERVISION (PER TON)

0 < MTOW aircraft (ton) <15	0.10 €
15 ≤ MTOW aircraft (ton) <30	0.46 €
30 ≤ MTOW aircraft (ton) <55	0.81 €
55 ≤ MTOW aircraft (ton) <72	1.31 €
72 ≤ MTOW aircraft (ton) <82	1.46 €
82 ≤ MTOW aircraft (ton) <170	1.76 €
MTOW aircraft (ton) ≥170	2.31 €

#### FREIGHT AND MAIL HANDLING (PER 100KG)

0.57 €

#### RAMP HANDLING (PER TON)

0 < MTOW aircraft (ton) <15	1.64 €
15 ≤ MTOW aircraft (ton) <30	7.65 €
30 ≤ MTOW aircraft (ton) <55	13.43 €
55 ≤ MTOW aircraft (ton) <72	21.62 €
72 ≤ MTOW aircraft (ton) <82	23.83 €
82 ≤ MTOW aircraft (ton) <170	29.06 €
MTOW aircraft (ton) ≥170	38.22 €

#### CLEANING AND AIRCRAFT SERVICES (PER TON)

0 < MTOW aircraft (ton) <15	0.14 €
15 ≤ MTOW aircraft (ton) <30	0.70 €
30 ≤ MTOW aircraft (ton) <55	1.23 €
55 ≤ MTOW aircraft (ton) <72	1.99 €
72 ≤ MTOW aircraft (ton) <82	2.19 €
82 ≤ MTOW aircraft (ton) <170	2.68 €
MTOW aircraft (ton) ≥170	3.52 €





## CHARGES GUIDE 2024

### Porto Airport

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<b>FUEL (PER HL) AND OIL HANDLING (PER LT)</b>	0.58 €
<b>AIRCRAFT MAINTENANCE (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.56 €
15 ≤ MTOW aircraft (ton) <30	2.63 €
30 ≤ MTOW aircraft (ton) <55	4.59 €
55 ≤ MTOW aircraft (ton) <72	7.40 €
72 ≤ MTOW aircraft (ton) <82	8.16 €
82 ≤ MTOW aircraft (ton) <170	9.93 €
MTOW aircraft (ton) ≥170	13.09 €
<b>SURFACE TRANSPORT (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.09 €
15 ≤ MTOW aircraft (ton) <30	0.40 €
30 ≤ MTOW aircraft (ton) <55	0.71 €
55 ≤ MTOW aircraft (ton) <72	1.13 €
72 ≤ MTOW aircraft (ton) <82	1.24 €
82 ≤ MTOW aircraft (ton) <170	1.53 €
MTOW aircraft (ton) ≥170	2.01 €
<b>CATERING SERVICES (PER TON)</b>	
0 < MTOW aircraft (ton) <15	1.88 €
15 ≤ MTOW aircraft (ton) <30	8.85 €
30 ≤ MTOW aircraft (ton) <55	15.55 €
55 ≤ MTOW aircraft (ton) <72	25.03 €
72 ≤ MTOW aircraft (ton) <82	27.59 €
82 ≤ MTOW aircraft (ton) <170	33.66 €
MTOW aircraft (ton) ≥170	44.26 €



# CHARGES GUIDE

# Ground Handling

Lisbon Airport  
Porto Airport  
**Faro Airport**  
Beja Civil Terminal  
Azores Airports  
Madeira Airports



## CHARGES GUIDE 2024

### Faro Airport

1/2

#### GROUND ADMINISTRATION AND SUPERVISION (PER TON)

0 < MTOW aircraft (ton) <15	0.10 €
15 ≤ MTOW aircraft (ton) <30	0.46 €
30 ≤ MTOW aircraft (ton) <55	0.81 €
55 ≤ MTOW aircraft (ton) <72	1.31 €
72 ≤ MTOW aircraft (ton) <82	1.46 €
82 ≤ MTOW aircraft (ton) <170	1.76 €
MTOW aircraft (ton) ≥170	2.31 €

#### FREIGHT AND MAIL HANDLING (PER 100KG)

0.57 €

#### RAMP HANDLING (PER TON)

0 < MTOW aircraft (ton) <15	1.64 €
15 ≤ MTOW aircraft (ton) <30	7.65 €
30 ≤ MTOW aircraft (ton) <55	13.43 €
55 ≤ MTOW aircraft (ton) <72	21.62 €
72 ≤ MTOW aircraft (ton) <82	23.83 €
82 ≤ MTOW aircraft (ton) <170	29.06 €
MTOW aircraft (ton) ≥170	38.22 €

#### CLEANING AND AIRCRAFT SERVICES (PER TON)

0 < MTOW aircraft (ton) <15	0.14 €
15 ≤ MTOW aircraft (ton) <30	0.70 €
30 ≤ MTOW aircraft (ton) <55	1.23 €
55 ≤ MTOW aircraft (ton) <72	1.99 €
72 ≤ MTOW aircraft (ton) <82	2.19 €
82 ≤ MTOW aircraft (ton) <170	2.68 €
MTOW aircraft (ton) ≥170	3.52 €



## CHARGES GUIDE 2024

### Faro Airport

2/2

<b>FUEL (PER HL) AND OIL HANDLING (PER LT)</b>	0.58 €
<b>AIRCRAFT MAINTENANCE (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.56 €
15 ≤ MTOW aircraft (ton) <30	2.63 €
30 ≤ MTOW aircraft (ton) <55	4.59 €
55 ≤ MTOW aircraft (ton) <72	7.40 €
72 ≤ MTOW aircraft (ton) <82	8.16 €
82 ≤ MTOW aircraft (ton) <170	9.93 €
MTOW aircraft (ton) ≥170	13.09 €
<b>SURFACE TRANSPORT (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.09 €
15 ≤ MTOW aircraft (ton) <30	0.40 €
30 ≤ MTOW aircraft (ton) <55	0.71 €
55 ≤ MTOW aircraft (ton) <72	1.13 €
72 ≤ MTOW aircraft (ton) <82	1.24 €
82 ≤ MTOW aircraft (ton) <170	1.53 €
MTOW aircraft (ton) ≥170	2.01 €
<b>CATERING SERVICES (PER TON)</b>	
0 < MTOW aircraft (ton) <15	1.88 €
15 ≤ MTOW aircraft (ton) <30	8.85 €
30 ≤ MTOW aircraft (ton) <55	15.55 €
55 ≤ MTOW aircraft (ton) <72	25.03 €
72 ≤ MTOW aircraft (ton) <82	27.59 €
82 ≤ MTOW aircraft (ton) <170	33.66 €
MTOW aircraft (ton) ≥170	44.26 €

# CHARGES GUIDE

# Ground Handling

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Azores Airports

Madeira Airports



## CHARGES GUIDE 2024

### Beja Civil Terminal 1/2

#### GROUND ADMINISTRATION AND SUPERVISION (PER TON)

0 < MTOW aircraft (ton) <15	0.10 €
15 ≤ MTOW aircraft (ton) <30	0.46 €
30 ≤ MTOW aircraft (ton) <55	0.81 €
55 ≤ MTOW aircraft (ton) <72	1.31 €
72 ≤ MTOW aircraft (ton) <82	1.46 €
82 ≤ MTOW aircraft (ton) <170	1.76 €
MTOW aircraft (ton) ≥170	2.31 €

#### FREIGHT AND MAIL HANDLING (PER 100KG)

0.52 €

#### RAMP HANDLING (PER TON)

0 < MTOW aircraft (ton) <15	1.64 €
15 ≤ MTOW aircraft (ton) <30	7.65 €
30 ≤ MTOW aircraft (ton) <55	13.43 €
55 ≤ MTOW aircraft (ton) <72	21.62 €
72 ≤ MTOW aircraft (ton) <82	23.83 €
82 ≤ MTOW aircraft (ton) <170	29.06 €
MTOW aircraft (ton) ≥170	38.22 €

#### CLEANING AND AIRCRAFT SERVICES (PER TON)

0 < MTOW aircraft (ton) <15	0.14 €
15 ≤ MTOW aircraft (ton) <30	0.70 €
30 ≤ MTOW aircraft (ton) <55	1.23 €
55 ≤ MTOW aircraft (ton) <72	1.99 €
72 ≤ MTOW aircraft (ton) <82	2.19 €
82 ≤ MTOW aircraft (ton) <170	2.68 €
MTOW aircraft (ton) ≥170	3.52 €



## CHARGES GUIDE 2024

### Beja Civil Terminal 2/2

<b>FUEL (PER HL) AND OIL HANDLING (PER LT)</b>	0.58 €
<b>AIRCRAFT MAINTENANCE (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.56 €
15 ≤ MTOW aircraft (ton) <30	2.63 €
30 ≤ MTOW aircraft (ton) <55	4.59 €
55 ≤ MTOW aircraft (ton) <72	7.40 €
72 ≤ MTOW aircraft (ton) <82	8.16 €
82 ≤ MTOW aircraft (ton) <170	9.93 €
MTOW aircraft (ton) ≥170	13.09 €
<b>SURFACE TRANSPORT (PER TON)</b>	
0 < MTOW aircraft (ton) <15	0.09 €
15 ≤ MTOW aircraft (ton) <30	0.40 €
30 ≤ MTOW aircraft (ton) <55	0.71 €
55 ≤ MTOW aircraft (ton) <72	1.13 €
72 ≤ MTOW aircraft (ton) <82	1.24 €
82 ≤ MTOW aircraft (ton) <170	1.53 €
MTOW aircraft (ton) ≥170	2.01 €
<b>CATERING SERVICES (PER TON)</b>	
0 < MTOW aircraft (ton) <15	1.28 €
15 ≤ MTOW aircraft (ton) <30	6.03 €
30 ≤ MTOW aircraft (ton) <55	10.60 €
55 ≤ MTOW aircraft (ton) <72	17.07 €
72 ≤ MTOW aircraft (ton) <82	18.81 €
82 ≤ MTOW aircraft (ton) <170	22.95 €
MTOW aircraft (ton) ≥170	30.19 €

# CHARGES GUIDE

# Ground Handling

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## CHARGES GUIDE 2024

### Azores Airports

1/2

Every Airport

#### GROUND ADMINISTRATION AND SUPERVISION (PER TON)

0 < MTOW aircraft (ton) <15					0.10 €
15 ≤ MTOW aircraft (ton) <30					0.46 €
30 ≤ MTOW aircraft (ton) <55					0.81 €
55 ≤ MTOW aircraft (ton) <72					1.31 €
72 ≤ MTOW aircraft (ton) <82					1.46 €
82 ≤ MTOW aircraft (ton) <170					1.76 €
MTOW aircraft (ton) ≥170					2.31 €

Ponta Delgada

Santa Maria

Horta

Flores

#### FREIGHT AND MAIL HANDLING (PER 100KG)

0.57 €

0.52 €

0.52 €

0.52 €

#### RAMP HANDLING (PER TON)

0 < MTOW aircraft (ton) <15	1.88 €	1.64 €	1.64 €	1.64 €
15 ≤ MTOW aircraft (ton) <30	8.85 €	7.65 €	7.65 €	7.65 €
30 ≤ MTOW aircraft (ton) <55	15.55 €	13.43 €	13.43 €	13.43 €
55 ≤ MTOW aircraft (ton) <72	25.03 €	21.62 €	21.62 €	21.62 €
72 ≤ MTOW aircraft (ton) <82	27.59 €	23.83 €	23.83 €	23.83 €
82 ≤ MTOW aircraft (ton) <170	33.66 €	29.06 €	29.06 €	29.06 €
MTOW aircraft (ton) ≥170	44.26 €	38.22 €	38.22 €	38.22 €

#### CLEANING AND AIRCRAFT SERVICES (PER TON)

Every Airport

0 < MTOW aircraft (ton) <15					0.14 €
15 ≤ MTOW aircraft (ton) <30					0.70 €
30 ≤ MTOW aircraft (ton) <55					1.23 €
55 ≤ MTOW aircraft (ton) <72					1.99 €
72 ≤ MTOW aircraft (ton) <82					2.19 €
82 ≤ MTOW aircraft (ton) <170					2.68 €
MTOW aircraft (ton) ≥170					3.52 €



## CHARGES GUIDE 2024

### Azores Airports

2/2

Every Airport

#### FUEL (PER HL) AND OIL HANDLING (PER LT)

0.58 €

#### AIRCRAFT MAINTENANCE (PER TON)

0 < MTOW aircraft (ton) <15

0.56 €

15 ≤ MTOW aircraft (ton) <30

2.63 €

30 ≤ MTOW aircraft (ton) <55

4.59 €

55 ≤ MTOW aircraft (ton) <72

7.40 €

72 ≤ MTOW aircraft (ton) <82

8.16 €

82 ≤ MTOW aircraft (ton) <170

9.93 €

MTOW aircraft (ton) ≥170

13.09 €

#### SURFACE TRANSPORT (PER TON)

0 < MTOW aircraft (ton) <15

0.09 €

15 ≤ MTOW aircraft (ton) <30

0.40 €

30 ≤ MTOW aircraft (ton) <55

0.71 €

55 ≤ MTOW aircraft (ton) <72

1.13 €

72 ≤ MTOW aircraft (ton) <82

1.24 €

82 ≤ MTOW aircraft (ton) <170

1.53 €

MTOW aircraft (ton) ≥170

2.01 €

#### CATERING SERVICES (PER TON)

0 < MTOW aircraft (ton) <15

1.28 €

15 ≤ MTOW aircraft (ton) <30

6.03 €

30 ≤ MTOW aircraft (ton) <55

10.60 €

55 ≤ MTOW aircraft (ton) <72

17.07 €

72 ≤ MTOW aircraft (ton) <82

18.81 €

82 ≤ MTOW aircraft (ton) <170

22.95 €

MTOW aircraft (ton) ≥170

30.19 €

# CHARGES GUIDE

# Ground Handling

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Azores Airports  
**Madeira Airports**



## CHARGES GUIDE 2024

### Madeira Airports

1/2

Every Airport

#### GROUND ADMINISTRATION AND SUPERVISION (PER TON)

0 < MTOW aircraft (ton) <15		0.10 €
15 ≤ MTOW aircraft (ton) <30		0.46 €
30 ≤ MTOW aircraft (ton) <55		0.81 €
55 ≤ MTOW aircraft (ton) <72		1.31 €
72 ≤ MTOW aircraft (ton) <82		1.46 €
82 ≤ MTOW aircraft (ton) <170		1.76 €
MTOW aircraft (ton) ≥170		2.31 €

Madeira

Porto Santo

#### FREIGHT AND MAIL HANDLING (PER 100KG)

0.57 €

0.52 €

#### RAMP HANDLING (PER TON)

0 < MTOW aircraft (ton) <15	1.88 €	1.64 €
15 ≤ MTOW aircraft (ton) <30	8.85 €	7.65 €
30 ≤ MTOW aircraft (ton) <55	15.55 €	13.43 €
55 ≤ MTOW aircraft (ton) <72	25.03 €	21.62 €
72 ≤ MTOW aircraft (ton) <82	27.59 €	23.83 €
82 ≤ MTOW aircraft (ton) <170	33.66 €	29.06 €
MTOW aircraft (ton) ≥170	44.26 €	38.22 €

#### CLEANING AND AIRCRAFT SERVICES (PER TON)

Every Airport

0 < MTOW aircraft (ton) <15		0.14 €
15 ≤ MTOW aircraft (ton) <30		0.70 €
30 ≤ MTOW aircraft (ton) <55		1.23 €
55 ≤ MTOW aircraft (ton) <72		1.99 €
72 ≤ MTOW aircraft (ton) <82		2.19 €
82 ≤ MTOW aircraft (ton) <170		2.68 €
MTOW aircraft (ton) ≥170		3.52 €



## CHARGES GUIDE 2024

### Madeira Airports

2/2

Every Airport

#### FUEL (PER HL) AND OIL HANDLING (PER LT)

0.63 €

#### AIRCRAFT MAINTENANCE (PER TON)

0 < MTOW aircraft (ton) <15

0.56 €

15 ≤ MTOW aircraft (ton) <30

2.63 €

30 ≤ MTOW aircraft (ton) <55

4.59 €

55 ≤ MTOW aircraft (ton) <72

7.40 €

72 ≤ MTOW aircraft (ton) <82

8.16 €

82 ≤ MTOW aircraft (ton) <170

9.93 €

MTOW aircraft (ton) ≥170

13.09 €

#### SURFACE TRANSPORT (PER TON)

0 < MTOW aircraft (ton) <15

0.09 €

15 ≤ MTOW aircraft (ton) <30

0.40 €

30 ≤ MTOW aircraft (ton) <55

0.71 €

55 ≤ MTOW aircraft (ton) <72

1.13 €

72 ≤ MTOW aircraft (ton) <82

1.24 €

82 ≤ MTOW aircraft (ton) <170

1.53 €

MTOW aircraft (ton) ≥170

2.01 €

#### CATERING SERVICES (PER TON)

0 < MTOW aircraft (ton) <15

1.28 €

15 ≤ MTOW aircraft (ton) <30

6.03 €

30 ≤ MTOW aircraft (ton) <55

10.60 €

55 ≤ MTOW aircraft (ton) <72

17.07 €

72 ≤ MTOW aircraft (ton) <82

18.81 €

82 ≤ MTOW aircraft (ton) <170

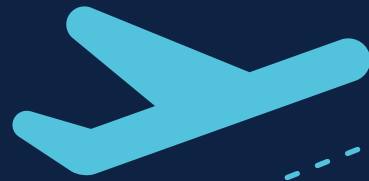
22.95 €

MTOW aircraft (ton) ≥170

30.19 €

## CHARGES GUIDE

# Billing and Charges Payment





## Disclaimer

Ground handling charges are due for any of the types of services listed in Annex I to Decree-Law n°. 275/99 of 23 July.

Ground handling charges are payable by service providers providing assistance to third parties, and by airport users providing self-handling services. This does not include the charge for administrative assistance on the ground and supervision, which only applies to service providers.

This ground handling charges are considered monitored charges under the terms of the aforementioned Annex 12.

For the proper settlement and collection of ground handling charges, service providers providing assistance to third parties and airport/aerodrome users providing self-handling services must report their activity to the airport managing authority per the terms defined by this authority.

Any omission or failure to comply with this information, or any false statements made, shall constitute grounds for the revocation of the license, pursuant to the law.



## Rules of invoice processing, dispatch and payment

Charges Category	Billing schedule <sup>1</sup>	Payment Terms
Traffic Security PMR	3 invoices are issued per month for the following periods:  1 <sup>st</sup> invoice period 1 <sup>st</sup> to 10 <sup>th</sup> calendar days;  2 <sup>nd</sup> invoice period 11 <sup>th</sup> to 20 <sup>th</sup> calendar days;  3 <sup>rd</sup> invoice period 21 <sup>st</sup> to last day of Each month.	• Cash basis (prompt payment) regime;  • Pre-payment regime;  • Granting of credit: payment within 15 days from date of the issuance of invoices;  • Through payment representative (handler).
Handling	One monthly invoice is issued at the beginning of the following month	
Others	One monthly invoice is issued at the beginning of the following month	

### Details of payment terms

- Invoices and payments are made in euros.
- In the cash basis regime, the payment of all services must be made immediately after the invoice issuance, including terminal control duties from NAV, E.P.E. The payment shall be made by the company or by the handler at airport services, prior to take-off.
- In the pre-payment regime, the payment of services estimated by ANA based on the flight schedule shall be made prior to any operation.
- To apply for the credit payment regime, the client shall submit a written request to ANA, which will be subject to a case-by-case evaluation. In the case that this regime is accepted, ANA reserves the right to make its decision to grant credit subject to the provision of a guarantee. The payment of invoices must be made within the established period, and the amount owed cannot, in any situation, exceed the amount of the guarantee presented. In case of non-compliance with the due date agreed for the invoice's payment, daily late interest shall be payable by the debtor until the effective date of payment.
- The credit conditions assigned may be modified or cancelled by ANA with a five working days' notice.
- In the event of non-compliance situations ANA may determine, without prior notice, the cancellation of the assigned credit and the consequent change to the cash / prepayment regime. The suspension of the provision of services will also be possible. In the event of non-compliance with the terms established for the current account, the cancellation of credit and alteration to the prompt/ prepayment scheme, or suspension of services provision may be determined.
- Charges exclude VAT (Value Added Tax).

<sup>1</sup> Not applicable to the cash basis payment regime, since in this scheme all services and accesses provided are invoiced immediately by aerodrome services (SOA).

# CHARGES GUIDE

# Contacts





## CHARGES GUIDE 2024

### Billing Services

#### Coordination

**Marta Ramos** — msramos@ana.pt

Sede - Rua D, Edifício 120, 2º Piso, Aeroporto de Lisboa 1700-008 Lisboa - Portugal

Tel.: (+351) 21 841 35 00 - ext. 24281

**Lisbon Airport | Beja Civil Terminal** — faturacao.ahd@ana.pt

**Faro Airport** — faturacao.afr@ana.pt

**Porto Airport** — nucleoclientes@ana.pt

**Azores Airport** — faturadaa@ana.pt

Ponta Delgada Airport | Horta Airport | Santa Maria Airport

Flores Airport

**Madeira Airport** — faturacao.dam@ana.pt

Madeira Airport | Porto Santo Airport

### Official Entities

#### Portuguese Civil Aviation Authority

##### Economic Regulation

Rua B, Edifício 4 - Aeroporto Humberto Delgado, 1749-034 Lisboa

Tel.: (+351) 21 842 35 00 / (+351) 21 284 22 26

dre.dee@anac.pt

#### Força Aérea Portuguesa (FAP)

Tel.: (+351) 214 723 500

saf\_faturacao@emfa.pt

### Air Traffic Navigation

#### NAV Portugal, E.P.E.

Rua D - Edifício 121, Aeroporto de Lisboa, 1700-008 Lisboa

##### General

Tel.: (+351) 21 855 31 00

geral@nav.pt

##### Slot Coordination

Tel.: (+351) 21 855 38 06/07

slotcoordination@nav.pt

<https://slots.nav.pt/en>

[www.ana.pt](http://www.ana.pt)



**ANZ**  
**AEROPORTOS**  
**DE PORTUGAL**

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