



Conditions Of Use

For Cluster2 Airports

Version No (1)

16/Feb/2025

Versions Update

NO.	AMENDMENT DATE	VERSIONS	CHANGES	GACA APPROVAL
1	-	Version 1	-	Approved
2				
3				
4				
5				
6				

Purpose of the Document

According to Section 2 (Requirements on the Airport Operator) of Chapter 6 (Conditions of Use of the Economic regulations airports), The Cluster2 Airports Conditions of Use document is created to provide clear conditions for using and operating the Facilities and Services within Cluster2 Airports. This Conditions of Use document is designed to ensure that all activities at the airport are conducted smoothly, safely, and in accordance with Aviation law and its regulations and established standards.

1. Operational clarity

The Conditions of Use sets out the specific Conditions under which the airport and its facilities can be used, helping to prevent misunderstandings and ensuring that operations run efficiently.

2. Transparency

By formalizing these Conditions, the Conditions of Use ensures that all Airport Users and Service Providers are fully informed about the conditions that apply to their activities at the airport, promoting a transparent and cooperative environment.

3. Legal compliance

The Conditions of Use ensures that all operations comply with relevant Saudi Arabian laws, regulations and international standards, providing a legal framework for all airport activities.

4. Scope

This Conditions of Use document shall be complied by all Airport Users and Service Providers in operating their services effectively at Cluster 2 Airports, ensuring that all activities are conducted in a manner that benefits both the airport and Airport Users and Service Providers.

As Airport Users or Service Providers, the compliance with the Condition of Use is required. By following the conditions set out in this Conditions of Use document, all Airport Users and Service Providers contribute to the overall efficiency and safety of Cluster 2 Airports. The Conditions of Use shall be legally binding after 60 days from its publishing date, and all Airport Users and Service Providers must comply with its conditions.

**Airport Users and Service Providers are the target audience of this Condition of Use document, which is defined in Section 1. Definition;*

**The languages of the Conditions of Use Document are in Arabic and English.*

Table of Contents

Versions Update	2
Purpose of the Document.....	3
Table of Contents.....	4
1. Definitions	7
2. General Conditions	9
2.1 Terms and Conditions	9
2.2 Commencement and Duration	9
2.3 Publishing and Amendment	9
2.4 Compliance with Laws	10
2.5 NCASP Requirements	10
2.6 Marketing Activities and Media	10
2.7 Environmental Responsibilities	11
2.8 Liability Issues	11
2.9 Operating Hours	11
2.10 Consequences of Noncompliance.....	11
2.11 Supplementary Documents.....	13
3. Information Requirements Before Using Facilities and Services	13
4. Using Facilities at Cluster2 Airports	14
5. Operations	15
5.1 Landing Permission & Traffic Rights	15
5.2 Slot Facilitation.....	16
5.3 Check-in and Baggage Handling	17
5.4 Airside Operations	17
5.5 Aircraft Moving and Parking	17
5.6 Passenger Handling	18
5.7 Emergencies.....	18
5.8 Passenger Welfare & Consumer Protection.....	19
5.9 Passengers Requiring Support (People with Reduced Mobility- PRM).....	19
5.10 Inadmissible Passenger	20
5.11 Ground Handling.....	20

5.12 Cargo Handling	21
5.13 Common Facilities	21
5.14 Exclusive Use Areas	21
5.15 Baggage Facilities (counter, storage facility, claim facility)	22
5.16 Public Address and Paging System	22
5.17 Flight Information Display Systems (FIDS) and Baggage Information Display Systems (BIDS)	23
5.18 Airport Closed or Services Unavailable	23
5.19 Force Majeure	24
5.20 Service Delivery Standards	24
6. Maintenance	26
6.1 Alterations and Upgrades	26
7. Security	26
7.1 Security Measures	26
7.2 Airport Airside Security Pass	27
7.3 Right to Inspect and Access	27
8. Safety	28
8.1 Foreign Object Debris (FOD)	28
8.2 Structural Damage	28
8.3 Aircraft Accident and Incident	28
8.4 Health, Safety, Environmental Management	28
8.5 Airside Driving	29
8.6 Safety Reporting	29
9. IT and Data management	29
9.1 General Requirements	29
9.2 Data Sharing Between Airport and Airport Users	30
9.3 Information Requirements for Airport Charges Calculations	31
9.4 Confidentiality and Data Protection	32
9.5 Record Keeping and Reporting	33
10. Payment and Charges	33
10.1 General Conditions	33
10.2 Schedule of Charges	34
10.3 Charges Disputes	34

11. Insurance, Indemnity, and Liability	34
11.1 Liability and Indemnity	34
11.2 Dispute Resolution	35
11.3 Insurance	35
ANNEXES.....	36
Annex 1. Contact Details	36
Annex 2. List of GACA References	36
Annex 3. New Airport Users Checklist.....	37
Annex 4. Aircraft Details.....	40
Annex 5. Example of Current and Future KPIs	41
Annex 6. Cluster2 Airports Schedule of Charges List	43

1. Definitions

‘Airline’ or ‘Airline Operator’ means an air transport operator which operating airlines for passengers, mail and/or cargo carriage

‘Airport Charges’ mean such charges levied on Airport Users and Service Providers in connection with the landing, parking and other aviation services offered to the Airport Users or Service Providers

‘Airport Users’ or ‘Airport User’ means the Airline and/or Airline representatives that is responsible for the management of the aircrafts, as well as General Aviation and Business Aviation, and holds a valid operating license or equivalent

‘Airport Premises’ or ‘Premises’ refers to all areas, buildings, facilities, and land owned, operated, leased, or otherwise controlled by Cluster2 Airports that are designated for airport operations and related activities. This includes, but is not limited to, runways, taxiways, aprons, terminals, parking areas, hangars, cargo facilities, maintenance areas, and other operational spaces accessible to Airport Users and Service Providers in connection with their business or operational needs within the airport environment

‘Aeronautical Charges’ are fees levied by airport operators on airlines and aircraft operators for the use of airport facilities and services directly related to aircraft operations, such as landing, parking, and passenger handling

‘Airside’ means the part of the airport grounds, and the part of the airport buildings, to which the non-traveling public does not have free access

‘Cargo Handler’, refer to air cargo handling company responsible for the loading, unloading, and management of cargo and freight on aircraft, and managing the documentation and tracking of cargo shipments

‘Conditions’ means the terms and conditions under the Condition of Use document of Cluster2 Airports

‘Cluster2 Airports’ refers to the operating company and associated airports, that are managed and operated under the jurisdiction of Cluster2 Airports, the appointed airports operator in Saudi Arabia

‘eAIP’ Electronic Aeronautical Information Publication

‘Facilities and Services’ encompass all physical infrastructure, equipment, systems, designated operational areas, and support functions provided by Cluster2 Airports to facilitate airport operations and services

‘FOD’ means Foreign Object Debris

‘GACA’ means General Authority of Civil Aviation in KSA

‘GACA eBook’ means the GACAR Implementation Policies, Processes and Procedures Manual (GIP), which is made available as a digital publication by GACA

‘Ground Handler’ means an approved Ground Handling agent, licensed to operate at Cluster2 airport

‘IATA’ means the International Air Transport Association

‘Industry Codes’ refer to globally recognized guidelines, methods, equipment specifications, and safety standards established by aviation and environmental bodies to minimize the environmental impact of airport and aircraft operations, such as ICAO codes, IATA codes, etc.

‘Inadmissible Passenger’ refers to a passenger who is refused admission to the Kingdom of Saudi Arabia by the General Directorate of Passports, and/or a passenger who is refused onward carriage through the KINGDOM OF SAUDI ARABIA due to improper or missing documentation such as, but not limited to, absence, expired or forged: visa, passport, travel or health documents

‘KSA’ means Kingdom of Saudi Arabia

‘Legislations’ mean every national law, royal decree, or ordinance and any rule, order, regulation, notice, direction, bylaw, permission and plan for the time being made under or deriving validity from any national law, royal decree or ordinance and any rules, regulations, orders, bylaws or codes of practices of any local or municipal authority or services supplier or undertaker having jurisdiction at the airport or in respect of any aircraft using it, or any matter affecting the airport or any aircraft using it, these Conditions or any of the rights and obligations contained in them which are in force

‘Local Authority’ or **‘Local Authorities’** means the Airport Police, the General Investigations Directorate (GID), Royal Saudi Air Force (RSAF), Traffic Police, Airport Security and/or Zakat, Tax and Customs Authority (ZATCA)

‘NCASP’ means the National Civil Aviation Security Program

‘Parties’ or **‘All parties’** collectively, Cluster2 Airports, the Airport Users and Service Providers

‘SAL’ means Saudi Arabian Logistics Company

‘SANS’ means Saudi Air Navigation Services Company

‘SAR’ or **‘Saudi Arabian Riyal’** is the lawful currency of the Kingdom of Saudi Arabia

‘Season’ refers to IATA Scheduling Seasons

‘Service Provider’ or **‘Service Providers’** means the users of the Services and Facilities of the airports and include Ground Handlers, Cargo Handlers and all other users that use or operate the Facilities and Services in Cluster2 Airports

‘Slot’ or ‘Slots’ means the secluded time of arrival or departure available or allocated to an aircraft movement on a specific date at an airport coordinated under the terms of the Economic Regulations of Airports

‘SSIM’ means the Standard Schedules Information Manual as published by IATA

‘The Coordinator’, ‘Slot Coordinator’ or ‘the Schedules Coordinator’ means the provider that provides airport slot coordination services for Cluster2 Airports

‘VAT’ means value added tax payable in accordance with the applicable laws and regulations in force in the Kingdom of Saudi Arabia from time to time

2. General Conditions

2.1 Terms and Conditions

These are the terms and conditions (Conditions) under which the Airport Users and Service Providers use the Facilities and Services at the Cluster2 Airports. If the Airport Users and/or the Service Providers use Cluster2 Airports’ Facilities and Services in any way, such Airport Users and Service Providers agree to be bound by these conditions.

These Conditions do not apply to passengers.

These Conditions shall take effect from the date mentioned in section for “Commencement and Duration” without prejudice to the laws and regulations, specifically the Economic Regulations of Airports and GACA’s resolutions, and supersede all previous terms and conditions relating to use of the Facilities and Services.

2.2 Commencement and Duration

This Conditions of Use Document published on [20/April/2025] shall take effect on [19/June/2025] and shall continue indefinitely in all airports that operated by Cluster2 Airports. It is conditioned on the Airport Users and Service Providers continuing to comply with all terms of existing contracts or agreements. Future contracts and agreements shall align with the Conditions of Use, which will take precedence in the event of any conflict or inconsistency.

2.3 Publishing and Amendment

This Condition of Use shall be published and will be subject to a 60-days consultation period, during which Airport Users and Service Providers may raise any concerns, suggestions, or comments.

If no concerns or comments are raised by the end of the consultation period, it will be deemed that all parties have accepted the terms of the Condition of Use. The Condition of Use will then commence and become legally effective, continuing indefinitely across all airports operated by Cluster 2 Airports.

Cluster 2 Airports reserves the right to change, replace, amend, or waive any of these Conditions or any associated support documents (See 2.11 Supplementary Documents), provided that all Airport Users and Service Providers are notified. This notification will include detailed information regarding the implemented changes. For changes to the Conditions of Use, a 30-day notice period will be provided to all users before the amendments become legally effective, with the specific amendment date and amendment details indicated on the Versions Update Section (front page) of the updated Conditions of Use document. For any changes to the Condition of Use or support documents, the latest version will be shared with all Airport Users and Service Providers through formal means, clearly marked with the most recent date.

2.4 Compliance with Laws

This Conditions of Use Document shall be governed by and construed according to the related international regulations and laws of the Kingdom of Saudi Arabia.

There are no provisions or articles in this Conditions of Use Document conflict with Saudi Civil Aviation Law or other related laws and regulations. In the event of conflict between any of the provisions of these conditions and Saudi Civil Aviation Law or other related laws and regulations, the text of the Saudi Civil Aviation Law or other related laws and regulations shall be prevailed.

Cluster2 Airports and the Airport Users or Service Providers irrevocably agree to the exclusive jurisdiction of Riyadh Courts in respect of any dispute.

The Airport Users and Service Providers must comply with:

1. These Conditions
2. All applicable Legislations, including (but not limited to):
 - 1) Civil Aviation Law No. M/44 of 2005
 - 2) General Authority of Civil Aviation Regulation (GACAR)
 - 3) GACA Economic Regulations – Airports (2023)
 - 4) GACA Economic Regulations – Air Transport (2023)
 - 5) GACA Ground Handling and Air Cargo Services Economic Regulations (2023)
3. The directives and regulations issued periodically or specified by the General Authority of Civil Aviation (GACA), other relevant authorities in KSA, and/or Cluster2 Airports.

2.5 NCASP Requirements

All Airport Users and Service Providers who operate or use the facilities of the airport shall submit to the security department of Cluster2 Airports, and upon request to GACA, a written Aircraft Operator Security Program appropriate to meet the NCASP requirements.

GACA and Cluster2 Airports, in coordination with the Local Authorities, reserves the right to inspect any aircraft or facilities at the airport to ensure compliance with the NCASP.

2.6 Marketing Activities and Media

Unless authorized in writing by the airport director mentioned in the aerodrome manual, no person shall take still, motion, or sound motion pictures, or make sound recordings or voice recordings, for commercial, training, or education purposes, or use electronic amplification devices in public

areas of the terminals or on the public areas of any facility under the administration of Cluster2 Airports.

Unless authorized in writing by the airport director mentioned in the aerodrome manual, no person shall post or distribute commercial signs, advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at Cluster2 Airports.

Cluster2 Airports, its authorized representatives, and agents reserve the right to photograph and/or film Airline vehicles, equipment, personnel and/or aircraft in the context of general airport operations as part of its efforts to create communication support material to establish the context of its international operations and client base for use on its website, newsletters and internal and/or international communication vehicles.

2.7 Environmental Responsibilities

All Airport Users and Service Providers operating within Cluster2 Airports are required to adhere to applicable environmental laws, regulations and standards. This includes minimizing the environmental impact of their activities through effective waste management, emissions control, noise pollution mitigation, and the use of sustainable materials. Compliance must reflect both current requirements, as outlined by GACAR, the GACA eBook, and any future environmental standards, meeting Cluster2 Airports' commitment to environmental stewardship.

2.8 Liability Issues

Cluster2 Airports and its officers, employees, and agents shall not be liable for any loss, damage, or injury related to aircraft, property, or personnel at the airport, except in cases of gross negligence directly attributable to Cluster2 Airports. Furthermore, Cluster2 Airports is not responsible for indirect or consequential losses, including but not limited to loss of profits, revenue, or business opportunities. Airport Users and Service Providers are responsible for any damage or claims arising from their operations and shall indemnify Cluster2 Airports against such liabilities, unless caused solely by Cluster2 Airports' gross negligence. For full details, please refer to Section 11.1 Liability and Indemnity.

2.9 Operating Hours

The Airport Users and Service Providers shall conduct business and/or other activities at Cluster2 Airports only during the operating times of Cluster2 Airports as determined in the eAIP document for each airport.

For non-aeronautical activities, operating hours are generally expected to align with Cluster2 Airports' operating time in the eAIP documents. Exceptions may be granted upon written request and approval by Cluster2 Airports.

2.10 Consequences of Noncompliance

Cluster2 Airports will take certain measures with respect to Airport Users and Service Providers who fail to adhere to the Conditions of Use to ensure compliance with airport rules, guidelines and policies. These measures will include fines, operational restrictions (up to and including prohibiting

the Airport User or Service Providers from using the Facilities and Services or providing any services at Cluster2 Airports), cost recoveries, and indemnification responsibilities. Specific measures will be taken based on the nature and severity of the non-compliance, as outlined in the relevant sections (Section 3, Section 5.2, Section 5.7, Section 5.10, Section 9.2, Section 10.3) of this document and in accordance with existing regulations. The detailed listed of noncompliance and consequences as below table:

Item	Compliance Criteria	Penalty	Timeframe	Related Section
Failure to provide required documents before using facilities and services	Submit documents: 1. 30 days prior for new users or those not active in the past 12 months. 2. 60 days after these conditions take effect for existing users.	Delay in start date of operations or suspension of access to facilities and services.	30 or 60 days based on criteria	Section 3: Information Requirements
Failure to obtain GACA permission for changes to approved schedule	Submit slot modifications and obtain prior GACA landing permission for schedule changes.	Penalty by Cluster2 Airports or de-prioritization for future slot allocations.	Prior to making schedule amendments	Section 5.2: Slot Facilitation
Violence on slots utilize rules	Adherence to current and future slot utilization rules and policies established by the Slot Performance Committee (SPC)	Enforcement of penalties as per applicable penalty schemes based on Slot Performance Committee (SPC)	Ongoing; as per the effective dates of current and future penalty schemes	Section 5.2: Slot Facilitation
Failure to report emergencies	Adhere to the aerodrome emergency plan and report all emergencies to Cluster2 Airports team.	Potential delay in response time; Cluster2 Airports not liable for any damages, losses, or expenses due to delayed reporting.	Immediate reporting during emergencies	Section 5.7: Emergencies
Failure to handle inadmissible passengers as per national facilitation program	Ensure proper documentation for passengers and handle inadmissible passengers per regulations, including providing tickets, meals, and accommodation as required.	Fines imposed as per General Directorate of Passports and Civil Aviation Law; full financial responsibility for passenger care and repatriation.	As per National Program requirements	Section 5.10: Inadmissible Passenger
Failure to provide operational data as per Cluster2 requirements	Submit operational data (e.g., passenger forecasts, schedules, actual times) accurately and within the stipulated timeframes.	Penalties, restriction of services, or suspension of facility access for non-compliance.	Stipulated timelines for each data request	Section 9.2: Data Sharing Between Airport and Airport Users
Failure to dispute charges within stipulated time	Raise disputes within 30 days of receiving the invoice, including all supporting documents (e.g., passenger manifest, noise	Disputes raised after 30 days will not be considered, and claims will be invalid.	Within 30 days from invoice receipt	Section 10.3: Charges Disputes

	certificate, etc.).			
--	---------------------	--	--	--

2.11 Supplementary Documents

Cluster2 Airports shall provide supplementary documents which Airport Users and Service Providers must also comply with.

These documents include (but not limited to):

1. GACA Regulations and Policies (Annex 2)
2. Aerodrome Manual
3. Aerodrome Emergency Plan (AEP)
4. SOP for Parking
5. Safety Management System Manual
6. Standard Operating Procedures

3. Information Requirements Before Using Facilities and Services

Airport Users are required to submit the documents within the following timelines:

1. if the Airport User has not used the Facilities and Services at Cluster2 Airports before, or if the Airport User has not used the Facilities and Services at Cluster2 Airports in the previous 12 months: no later than 30 days prior to the use of Cluster2 Airports Facilities and Services; or
2. if the Airport User is already using the Facilities and Services of Cluster2 Airports as at the time these Conditions take effect and has not submitted the necessary documents: no later than 60 days after the date these Conditions take effect (as specified in Condition 2.2).

All required documents must be submitted to Cluster2 Airports' Operational Department (contact detail as Annex 1) and the Airport Director (contact details available in the aerodrome manual). Please refer to the descriptions provided below and ensure that all templates and checklists included in the annexes are completed and submitted accordingly.

1. The Airport Users name, address, and contact details;
2. Evidence that the Airport Users have obtained an arrival or departure slot or slots from the Slot Coordinator.
3. Evidence that the Airport Users have a security program which is approved by GACA and meets the requirements of NCASP;
4. Evidence that the Airport Users have in place adequate (in Cluster2 Airports' reasonable opinion) airport emergency plan/procedures in connection with all potential threats to passengers, cargo and the Facilities and Services at the airport at least to the standard required to comply with Cluster2 Airports' aerodrome emergency plan;
5. The names, addresses, telephone numbers, email addresses and all other contact details of the key personnel (including the name of the Airport Users' nominated manager) that

Cluster2 Airports can contact at any time about emergencies, security, operational or financial matters in connection with the use of Cluster2 Airports Facilities and Services at Cluster2 Airports;

6. A sample copy of the Airport Users' crew ID;
7. Summary details of the Airport Users' ground handling arrangements for operating crew and passengers;
8. Confirmation that the Airport Users have a contingency plan in respect of the loss of the primary nominated ground handler;
9. Summary details of the Airport Users' arrangements for refueling and using passenger boarding bridges, buses, and medical lifts;
10. Confirmation that all the Airport Users have a contingency plan in respect of the loss of the Airport Users nominated refueling company;
11. Summary details of arrangements for the removal and/or recovery of stationary and/or disabled aircraft and any other vehicles;
12. Confirmation that the Airport Users have a safety management system in place which aligned with the airport's Safety Management System Manual;
13. A copy of the noise certificate/noise certification (or equivalent documentation) which includes details of the type, registration and maximum take-off weight of each aircraft which the Airport Users intend to use at the airport;
14. Waste disposal plan;
15. A completed New Airport Users Checklist with all attachments required, as set out in Annex 3;
16. Details of the aircraft intended to be used at the airport, as set out in "Aircraft details" in Annex 4, for all the operations which are likely to be using Cluster2 Airports' Facilities and Services at Cluster2 Airports;
17. Summary details of the insurance policies held by the Airport Users for aircraft and services operated at the airport which comply with each airport's specific requirements.

Failure to provide the information required in this section within the timeframe specified may delay the start date for any Airport Users' operations and/or services at the airport. If the Airport User is already using Cluster2 Airports Facilities and Services, may result in the Airport User being prevented from being able to continue using the Facilities and Services.

The Airport Users must provide Cluster2 Airports with the details of any changes to the information provided by the Airport Users under this section within 7 days prior of such change and if requested by Cluster2 Airports to provide an update of (or confirm that there have been no changes to, as applicable) any information described in this section, the Airport User must provide Cluster2 Airports with the requested information within 7 days of the request date. Information the Airport Users provide under this section must be received in full and may be verified by Cluster2 Airports before any adjustments are applied to the Airport Users' account details.

4. Using Facilities at Cluster2 Airports

When using the Facilities and Services at the Cluster2 Airports, the Airport Users and Service Providers must comply with:

1. all Legislations and rules of conduct,
2. Aerodrome Manual,
3. NCASP,
4. Safety Management System Manual,
5. all payment requirements,
6. local flying restrictions and remarks as published from time to time,
7. SOP for parking,
8. Standard Operating Procedures,
9. having all the necessary licenses and permits,
10. Industry Codes of practice which aim at reducing the environmental impacts of aircraft ground operations, aircraft arrivals and aircraft departures,
11. directions on security from the Ministry of Interior,
12. Passenger Rights Protection Regulations,
13. waste management requirements,
14. any other conditions, instructions, signed SLAs, orders and directions from the airport necessary for the day-to-day operation of the airport.

All Airport Users and Service Providers are required to maintain a valid lease agreement with Cluster 2 Airports. The lease agreement will clearly outline terms and conditions, rent, and other relevant obligations. All legal documents shall be drafted in Arabic.

Airport Users and Service Providers utilizing the Facilities and Services at Cluster2 Airports are required to enter into Service Level Agreements (SLAs) and commit to adhering to established Key Performance Indicators (KPIs). Airport Users and Service Providers must participate in performance review meetings, submit corrective action plans as needed, and engage in the necessary improvement initiatives according to agreed-upon timelines.

The product range offered by Airport Users and Service Providers may be subject to certain restrictions based on airport policies or local regulations.

5. Operations

5.1 Landing Permission & Traffic Rights

Application for landing permission and traffic rights to operate in Cluster2 Airports shall be submitted, along with the proposed schedule and Aircraft Operators Security Programme (AOSP), to GACA at the following address:

1. Fax +966 (11) 5253222 or 5253111
2. Toll-free 8001168888
3. Outside the Kingdom: 00966112687866
4. Central: 0115253333
5. Address: P.O. Box 47360 - Riyadh 11552
6. Email: gaca-info@gaca.gov.sa

Upon the granting of traffic rights, the Airport Users must apply for clearance of its proposed schedule on a season-by-season basis directly with the schedule coordinator appointed by Cluster2 Airports.

GACA levies fees on the issuance of certain landing permits depending on the type of operation. For further information please contact +966 (0) 112687866 or gaca-info@gaca.gov.sa.

5.2 Slot Facilitation

No Airline shall operate to or from Cluster2 Airports without

1. First obtaining slots from the Slot Coordinator and prior landing permission from GACA. Slots will only be confirmed upon documented receipt and acceptance of all necessary requirements from the regulator (GACA) and Cluster2 Airports.
2. Once the documentation is accepted, the coordinator shall complete the slot coordination in line with IATA World Airport Slot Guidelines (WASG).

Schedules shall be sent in IATA SSIM Chapter 6 format to the Slot Coordinator within the timeframes specified by the schedules calendar to the email address below. Submissions of schedule requests received later than the deadlines specified in the schedules calendar will receive lower priority in the slot allocation process and may affect the determination of historic precedence in subsequent Seasons. [Email: lonacxh@acl-uk.org].

The slots allocated at initial coordination shall be granted approval if they fit within the available capacity of the airport. It is the Airport Users' responsibility to supply the Slot Coordinator with all necessary slots messages by the season return deadline, in accordance with the WASG. Failure to provide the required messages shall result in the slots being returned to the pool.

Schedule requests/submissions received later than the deadlines specified in the schedules calendar will receive lower priority in the slot allocation process and affect the determination of historic precedence for level 3 airports in subsequent seasons.

The allocated slots by the Slot Coordinator are subject to the respective handling agreement with the contracted ground handler. Changes to aircraft type will require confirmation that they can be facilitated within the requested slot timings.

As the coordinator for Cluster2 Airports, the Slot Coordinator will manage submitted schedules within the available capacity of the airport facilities. During periods where submitted schedules exceed the capacity of the airport facilities, the coordinator will, where possible, propose alternative schedules or inform the Airport Users that no slots are available.

The Airport Users are required to adhere to the allocated times provided by the coordinator.

In the event an existing Airline Operator intends to make changes to a schedule that has already been approved by GACA, including changes to the aircraft type, time of the slots, number of passengers applied etc., the Airline Operator shall obtain prior landing permission from GACA as per the amended schedule. The slot shall be modified by sending a cancellation and request for a new Slot in IATA SSIM Chapter 6 format [Email: lonacxh@acl-uk.org]. Failure to obtain permission

prior to making amendments shall result in the Airport User being penalized by Cluster2 Airports or being de-prioritized for slot allocation in the future.

All Airport Users are required to comply with the current and future slot utilization rules and policies established by Slot Performance Committee (SPC). In addition, Cluster2, GACA, and SPC reserve the right to enforce penalties in accordance with the applicable regulations.

5.3 Check-in and Baggage Handling

No Airport User shall accept baggage loads that exceed the maximum payload capacity of the aircraft.

It is the Airport User's responsibility to ensure that baggage is accepted as per applicable baggage acceptance rules, that all check-in formalities are followed and that security questions related to baggage acceptance are addressed to all passengers.

Airport Users involved in international flights must comply with all customs, passport control, and quarantine procedures as required by the airport and relevant authorities.

5.4 Airside Operations

The regulations and guidance materials relevant to airside operations are provided by GACA and SANS. The following documents can be accessed through the GACA official website:

1. GACAR - Safety Regulations
2. GACA eBook

The following documents are available on the SANS official website after completing registration:

1. Electronic Aeronautical Information Publication (eAIP)
2. Cluster2 Airports Aerodrome Manual
3. Safety Management System Manual
4. Aerodrome Emergency Plan (AEP)
5. Standard Operating Procedures

Airport Users shall ensure that a tow bar compatible with their aircraft type is carried on board or arrange with the airport's ground services provider to officially request the provision of a tow bar. Cluster2 Airports will not be liable for any damages, losses, costs and/or expenses whatsoever suffered or incurred due to non-availability of compatible tow bar with type of aircraft.

The Airport Users shall not be permitted to board multiple flights simultaneously at the same gate (including bussing gates), or to use the same access door to passenger buses when boarding simultaneous flights.

5.5 Aircraft Moving and Parking

Cluster2 Airports shall direct the Airport Users to:

1. Move an aircraft to another position at the airport

2. Remove an aircraft from the airport at the Airport Users' cost and within a specified time, being a period that Cluster2 Airports considers, in all the circumstances, to be reasonable

If Airport Users fail to comply with Cluster2 Airports' instructions within the specified timeframe, Cluster2 Airports reserves the right to relocate the aircraft from its current position or remove it to a designated non-operational area at its discretion, and:

1. The Airport Users must pay all costs of having the aircraft moved or removed and any loss, costs and expenses incurred by Cluster2 Airports as a result of the Airport Users not complying with Cluster2 Airports' instructions or having the aircraft moved or removed.
2. The Airport Users are liable for and indemnify Cluster2 Airports, Cluster2 Airports' officers, employees and agents against any personal injury, death, loss or damage caused or contributed to by the Airport Users' failure to comply with the airports' direction.

The Airport Users must comply with the "SOP for Parking" and the "Aerodrome Manual" (Mentioned in 2.11 Supplementary Documents) for aircraft moving and parking related rules and regulations.

5.6 Passenger Handling

The Airport Users, in coordination with Ground Handlers and buses operators, is responsible for passenger's handling between the terminals and remote parking bays and vice-versa and are liable to ensure the secure process of passenger transfers between an aircraft parked on a remote bay and the terminal buildings.

In the event of an emergency, the Airport Users are required to comply with the evacuation process mentioned in "SOP for Parking" and "Aerodrome manual".

5.7 Emergencies

The Airport Users and Service Providers must comply with Cluster2 Airports' aerodrome emergency plan and the relevant rules and requirements in the aerodrome manual and any other emergency requirements from relevant entities.

For all types of emergencies including medical emergencies, the relevant Cluster2 Airports' team shall be contacted. The Airport Users and Service Providers can find all the relevant Cluster2 Airports' emergency contact details in the aerodrome emergency plan.

Failure to report emergency cases as required may delay response times, and Cluster2 Airports' will not be liable for any damages, losses, costs and/or expenses whatsoever suffered or incurred as a result of the failure or delay in reporting.

If the Airport Users and Service Providers fail to comply with the emergency plan and/or if the coordination does not meet Cluster2 Airports' standards during an incident, Cluster2 Airports will procure (or cause to be procured) the necessary urgent/imminent emergency response. Cluster2 Airports may take such actions as it deems to be required or appropriate to respond to the emergency, which may include instructing a handling agent to assist passengers and crew in accordance with Cluster2 Airports' aerodrome emergency plan. The Airport Users and Service Providers shall bear all costs incurred by Cluster2 Airports in this process and shall pay or reimburse such costs upon Cluster2 Airports' demand (invoice).

5.8 Passenger Welfare & Consumer Protection

The Airport Users shall comply with the Passenger Rights Protection Regulations, a copy of which is available on the GACA website, in handling passengers during flight diversions, disruptions and delays.

The imposition of any type of charges on the passenger on Airport Premises, including but not limited to fines, excess baggage charges, operational cost, wheelchairs etc. shall be explicitly notified to the passenger in writing. Failing to notify passengers of any such charges shall result in applying the penalties in Passenger Rights Protection Regulations issued by GACA.

During any period of flight disruption, the Airport Users shall comply with the Passenger Rights Protection Regulations and assume full accountability in addressing passengers' welfare requirements.

During any type of disruption, the affected Airport Users shall nominate one or more informed representatives to communicate with passengers and with Cluster2 Airports operations and ensure full availability to be contacted at all times. The Airport Users or representative shall be available at check-in and throughout the period of disruption.

In case of a flight delay, the Airport Users' representative shall provide regular updates to passengers and Cluster2 Airports operations.

Priority shall be given during the whole period of disruption to vulnerable passengers such as passengers with reduced mobility, special needs, unaccompanied children, senior citizens, and families with young children.

Check-in desks, transfer desks and the Airport Users' customer services desks shall be manned adequately to ensure full support is provided to passengers during the rebooking, cancellations, and refund request process. The Airport Users shall rebook passengers on the next available flight to be as convenient as possible at the wish of passenger.

Cluster2 Airports reserves the right to provide assistance to passengers directly if the affected Airport Users do not comply with the above minimum standards. All costs incurred by Cluster2 Airports shall be fully charged back to the non-complying Airport Users and payable on demand.

5.9 Passengers Requiring Support (People with Reduced Mobility- PRM)

Airport Users shall comply with the Passenger Rights Protection Regulations, in handling special needs passengers. This includes passengers with reduced mobility or sensory skills and those with hidden disabilities. Each Airport User is responsible for arranging and covering the costs of using the necessary equipment, services, and resources to adequately support PRM (Persons with Reduced Mobility) passengers, through a commercial agreement with Ground Handler.

Both the Airport Users and Service Providers shall ensure that their staff are trained to handle passengers with reduced mobility with sensitivity, respect, and professionalism.

Airport Users shall take necessary measures to prevent the misuse of assistance services by passengers who do not genuinely require such support. This includes implementing appropriate

verification processes to ensure that the assistance is provided to passengers with legitimate assistance needs. Such measures shall be undertaken without causing any undue inconvenience or discrimination to passengers genuinely requiring assistance.

Airport Users and Service Providers must take proper measures to handle PRMs according to the pre-notification and post-notification requirements as outlined in the PRM service quality criteria:

Departures:	Arrivals:
Pre notified service < 10 minutes	Pre notified service < 10 minutes
Non notified service < 15 minutes	Non notified service < 20 minutes

This ensures that all necessary preparations are in place to meet the specific needs of PRMs upon their arrival and during their stay at the airport, as well as upon their departure.

5.10 Inadmissible Passenger

Airport Users shall deal with inadmissible passengers strictly according to the National Program for Air Transport Facilitation.

It is the responsibility of the Airport Users (inbound/delivering carrier) to make sure that passengers travelling to KSA have the proper documentation. In the event of an inadmissible passenger arriving or transferring at any Cluster2 Airports, it is the sole responsibility of the Airport Users (inbound/delivering carrier) to arrange and cover the cost of a ticket to either (a) country of origin, or (b) any place where the passenger is admissible according to The National Program for Air Transport Facilitation.

During the waiting time, the Airport Users shall take full responsibility for the inadmissible passenger's welfare in the terminal and provide all necessary amenities. If the waiting period exceeds three (3) hours, the Airport Users shall provide meals and refreshments, free of charge, in reasonable relation to the waiting time. If the waiting period exceeds eight (8) hours or necessitates an overnight stay, the operator shall provide hotel accommodation for the passengers where applicable in Cluster2 airports.

Fines shall be imposed in accordance with the laws stipulated in the National Program for Air Transport Facilitation available on GACA website. The program highlights that the fine amount will be imposed in accordance with the laws of the General Directorate of Passports, Civil Aviation Law and the relevant civil aviation regulations that specify violations and penalties.

5.11 Ground Handling

The contracted ground handler is the Airport Users' contracted ground handling Service Provider at Cluster2 Airports. The Airport Users shall agree with the ground handler on SLA incorporating service levels which align with the Cluster2 Airports' requirements (if any). Ground handling services shall be provided by a GACA-licensed ground handler. The Airport Users shall ensure that the ground handlers performance aligns with the requirements set by the following:

1. Cluster2 Airports
2. The Airport Users' own performance standards

3. Any other relevant requirements set by GACA or Local Authorities

5.12 Cargo Handling

Cluster2 Airports currently has a partnership with a licensed Cargo Handler to handle its cargo operations in several of its airports. All cargo handling services shall be provided by a GACA-licensed Cargo Handler. For more information regarding the availability and details of cargo handling through a Cluster2 Airports, contact the airport director available in the aerodrome manual.

5.13 Common Facilities

Notwithstanding anything to the contrary in these Conditions, the Airport Users and Service Providers, their employees, agents, representatives, subcontractors and airside Service Providers shall only be entitled to use the common use facilities and common use areas -

1. on a non-exclusive basis;
2. jointly, together with other Airport Users and other Service Providers of the airport (including, without any limitation, passengers).;
3. at such locations and times, in such manner and for such time periods as Cluster2 Airports may determine from time to time;
4. subject to Section 4 of the Conditions.

Cluster2 Airports shall ensure that the common use facilities and common use areas will be -

1. regularly and properly maintained; and
2. upgraded from time to time in accordance with international best standards and practice.

5.14 Exclusive Use Areas

The Airport Users and Service Providers shall be entitled to request in writing that Cluster2 Airports leases on an exclusive basis, certain areas ("Premises") at the airport designated by Cluster2 Airports from time to time. As soon as reasonably possible after receipt by Cluster2 Airports commercial team (Contacts in Annex 1) of such request, the parties shall enter into negotiations in good faith regarding the conclusion of an appropriate written lease agreement; provided that, unless otherwise agreed to between the parties in such agreement -

1. The Airport Users and Service Providers shall accept the Premises in their current condition, with all existing faults. Cluster2 Airports will have no obligation to make any alterations, additions, or improvements of any kind to the Premises.
2. The Airport Users and Service Providers shall be solely responsible for effecting any repairs, maintenance, alterations and/or improvements to the Premises, which repairs, maintenance, alterations and/or improvements shall, subject to the prior grant of all approvals, permits, consents and the like by any local and/or other governmental authority (where appropriate in the circumstances), be affected -
 - a. At the Airport Users' cost
 - b. Subject to the prior written approval of Cluster2 Airports, which shall not be unreasonably withheld

- c. By a third party appointed by the Airport Users and Service Providers with the prior written consent of Cluster2 Airports, which shall not be unreasonably withheld.
3. All permanent improvements (including, without any limitation, all fixtures and fittings of any nature whatever) effected by the Airport Users and Service Providers to the Premises shall become Cluster2 Airports' sole property upon termination or expiry of such agreement and Cluster2 Airports shall not be obliged to compensate the Airport Users and Service Providers in respect thereof in any manner whatsoever.
4. The design and construction of all counters and all notices, signage and displays at such counters from time to time shall require Cluster2 Airports' prior written consent, which shall not be unreasonably withheld and unless otherwise agreed between the parties in writing, be at the cost and expense of the Airport Users and Service Providers.
5. Cluster2 Airports shall be entitled to have access to the Premises, at all reasonable times and on reasonable notice to the Airport Users and Service Providers, for any reason whatever, including, without any limitation, for the purposes of inspections, security, safety, health and welfare and for the purposes of viewing the Premises with prospective users and in the event of emergencies and/or in terms of any order by any court or governmental and/or other competent authority.

5.15 Baggage Facilities (counter, storage facility, claim facility)

The Airport Users shall, subject to Section 5.14, be entitled to request in writing that Cluster2 Airports leases to the Airport Users at reasonable rates and on an exclusive basis an area of the airport designated by Cluster2 Airports for the purposes of operating a baggage counter and baggage storage facility.

The baggage storage facility shall only be used for the storage by the Airport Users of lost, damaged or replacement baggage carried on board the Airport Users' aircraft and any other goods, articles or things left on board any Airport Users' aircraft by any person.

The Airport Users shall ensure that the baggage counter and the baggage storage facility is effectively and efficiently managed and operated to Cluster2 Airports' reasonable satisfaction.

The Airport Users shall be solely liable for any loss, mishandling, damage and/or theft in respect of any baggage, good, article or thing while at the baggage counter and/or in the baggage storage facility, save as may have been caused by the negligence of Cluster2 Airports.

5.16 Public Address and Paging System

The Airport Users shall be entitled to -

1. Have access to the public address and paging system for the purposes of making announcements relating to its international and/or domestic flights in the public areas of the airports, provided that such announcements shall be made by Cluster2 Airports.
2. Use the public address and paging system, provided that such system shall only be used by the Airport User –
 - a. In the holding lounge at the relevant departure gate for its aircraft or at such other location as may be made available by Cluster2 Airports from time to time; and

- b. For the purposes of announcing the boarding of the Airport Users' aircraft, the paging of the Airport Users' departing passengers, delays in the departure of the Airport Users' aircraft and service disruptions; provided that such access and use shall conform to generally accepted international standards.

Notwithstanding anything to the contrary contained in this clause, the parties acknowledge the international trend towards "silent airports" and agree to co-operate with each other in working towards implementing such a policy at the airport.

5.17 Flight Information Display Systems (FIDS) and Baggage Information Display Systems (BIDS)

The Airport Users shall be obliged to have -

1. Information in respect of the arrival and departure of its international and domestic flights displayed on the FIDS.
2. Details of the baggage carousel location for each of its domestic and international flights displayed on the BIDS.

The Airport Users shall provide the person in charge of aerodrome operations with written details of all its domestic and international flights to and from the airport in a format acceptable to Cluster2 Airports. The Airport Users shall also provide them with written details of any deviations from the schedules provided within a reasonable period of time after the Airport Users becomes aware of such deviation.

The contact information of the person in charge of the aerodrome operations is shown in the aerodrome manual.

5.18 Airport Closed or Services Unavailable

Cluster2 Airports will endeavor to keep airports Facilities and Services at the airport available for the Airport Users and Service Providers to use, subject to requirements for commercial or operational purposes, maintenance and new development or events beyond Cluster2 Airports' reasonable control.

If reasonably possible, Cluster2 Airports will notify the Airport Users and Service Providers before making any service or facility at the airport unavailable.

If, at any time, safety or operational requirements mean that Cluster2 Airports consider it necessary to declare the facilities or services at Cluster2 Airports to be wholly or partly unavailable for use by the Airport Users and Service Providers, Cluster2 Airports will use reasonable endeavors to identify alternative Facilities and Services which might be available for use by the Airport Users and Service Providers, but the use of such alternative facilities or services shall be a matter for decision by the Airport Users and Service Providers. The users acknowledge that, in doing so, Cluster2 Airports will need to balance the needs of all affected parties so far as Cluster2 Airports reasonably can.

5.19 Force Majeure

If any Airport User or Service Provider is prevented from fulfilling its contractual obligations due to events beyond its reasonable control and such consequences could not have been avoided even if all due care had been exercised—including but not limited to natural disasters, fire, adverse weather conditions, export controls, international restrictions, transport facility shortages, orders from governmental authorities, court orders, or any other unforeseen circumstances—the obligations of such persons shall be suspended during the period of disruption.

Upon anticipating a potential force majeure event that could suspend the performance of its obligations, the affected Airport Users or Service Providers are required to promptly notify the individual in charge of aerodrome operations, as listed in the aerodrome manual, in writing. This notification shall include an estimated duration of the suspension, although this timeframe shall not be considered binding. Additionally, the Airport Users and Service Providers must issue another written notification once the force majeure condition has ended.

Notwithstanding anything to the contrary contained in these Conditions, the party relying on an act of force majeure shall use its best endeavors to mitigate and remedy its non-performance due to such act of force majeure.

5.20 Service Delivery Standards

To ensure the highest level of customer service delivery and a continuous improvement of service standards at Cluster2 Airports, all Airport Users and Service Providers shall maintain a level of service that meets existing and any future pertinent regulatory requirements and/or industry best practices. Additionally, each airport within Cluster2 Airports have existing and future specific operational Key Performance Indicators (KPIs) that all Airport Users and Service Providers are obligated to meet to align with the airport's standards for operation and customer experience. The KPI targets for each airport will be informed based on the airport requirements from time to time and notified the Airport Users and Service Providers.

Airport Users and Service Providers are required to adhere to all existing GACA service quality standards and any future regulations, requirements, or programs that may be introduced. This ensures ongoing compliance with both current and forthcoming directives issued by GACA.

All Airport Users and Service Providers irrevocably agree, consent, and undertake to bear any costs incurred as a result of measures or initiatives required to meet Cluster2 Airports' Key Performance Indicators (KPIs) or any other operational requirements. This includes any costs associated with improvements or actions necessary to comply with these standards.

The Airport Users and Service Providers shall ensure that their Service Level Agreement (SLA) with their ground handler provides for sufficient resource to ensure that their passengers receive services in adherence to the relevant policies.

Cluster2 Airports has a number of policies to set the standards of service delivery and mechanisms to enforce them, including (but not limited to) the following will be shared to the Airport Users and Service Providers:

1. Aerodrome Manual
2. Aerodrome Emergency Plan
3. Safety Management System Manual

Furthermore, Airport Users and Service Providers are required to acknowledge and adhere to the service level policies and clauses as stipulated by GACA. Below are examples of GACA documents that govern service delivery standards and KPIs:

1. GACA Passenger Rights Protection Regulations
2. GACA National Program for Air Transport Facilitation
3. Airport Performance Monitoring Program (APM)
4. Service Quality Standard (SQS)

Examples of current and future KPI items based on Airport Performance Monitoring Program and Service Quality Standard are provided in Annex 5 for reference.

Each Airport User and Service Provider acknowledge that Cluster2 Airports promotes a culture of continuous improvement at the airport. Accordingly, each Airport User and Service Provider shall co-operate with and facilitate any reasonable request made by Cluster2 Airports in respect of all airport-pioneered initiatives aimed at:

1. Creating an enhanced experience for passengers through increased levels of efficiency, convenience and control of the travelling process
2. Allowing the Airport Users, Service Providers and Cluster2 Airports to enjoy reduced costs, simplified processes and increased customer satisfaction
3. Allowing Cluster2 Airports to be able to improve the use of existing infrastructure and to increase efficiency at the airport

All Airport Users and Service Providers must not do anything which puts Cluster2 Airports in breach of any Legislations. The Airport Users and Service Providers accept that access to the Facilities and Services at Cluster2 Airports is subject to the demands of other Airport Users and Service Providers of the airport; and may be constrained by Legislations.

The Airport Users and Service Providers shall have and deploy a training plan for employees assigned to work on the airport, details of which are to be shared with the Cluster2 Airports on request. The Airport Users and Service Providers' personnel must be adequately trained, and training is to be provided by a recognized training organization. Regular refresher training shall also be provided.

All Airport Users and Service Providers are required to meet language proficiency standards as specified by Cluster2 Airports for both verbal and written communication (Arabic and / or English depending on the roles and responsibilities, as well as the language adopted at the airport for the issuance of instructions).

6. Maintenance

6.1 Alterations and Upgrades

Notwithstanding anything to the contrary in these Conditions, the Airport Users and Service Providers shall not be entitled to make any structural or other alterations, additions or improvements to any part of the airport without written approval the person in charge of the aerodrome operations (shown in the aerodrome manual). Approval from the first party must be obtained before making any improvements or maintenance to the building. Additionally, the Airport Users and Service Providers shall follow the Safety Management System Manual while implementing the changes and any infrastructure development must comply accordingly with relevant engineering and construction standards. It shall be the responsibility of all Airport Users and Service Providers to ensure that no damage occurs to airport infrastructure during the implementation of any changes or infrastructure development activities. In the event of any damage resulting from such activities, the costs of repair or restoration shall be borne by the responsible Airport User or Service Provider.

Cluster2 Airports shall be entitled at all times to make any alterations, improvements and/or additions to any part of the airport (including without any limitation, the airside area and common use areas), and for any such purpose to:

1. Set up scaffolding, hoardings, and other construction equipment in or around the airport as reasonably necessary. This also includes installing any safety devices needed to protect people from potential injuries during building operations.
2. Access to any portion of the airport by itself or through its workmen or agents.

Cluster2 Airports, in exercising the above points, will take all reasonable steps to ensure that the business operations of the Airport Users and Service Providers at the airport are disrupted to the minimum extent reasonably possible.

7. Security

7.1 Security Measures

Regarding to Section 2.5 NCASP Requirements, all Airport Users and Service Providers who operate or use the facilities of the airport shall submit to the security department of Cluster2 Airports, and upon request to GACA, a written Aircraft Operator Security Program appropriate to meet the NCASP requirements.

The Airport Users and Service Providers shall be entitled, at its cost, to implement security measures in order to protect its aircraft, vehicles, equipment, exclusive use areas and any baggage in the airside area which is being loaded onto or offloaded from its aircraft at the airport, by means of its own employees or a third party appointed by the Airport Users or Service Providers-

provided that:

1. Airport Users and Service Providers intend to implement such security measures and any change, must notify Cluster2 Airports in writing manner how and by whom such security measures will initially be implemented and furnish a schedule of all such security measures;
2. such security measures are implemented in a manner reasonably acceptable to GACA and Cluster2 Airports and not in conflict with the previously submitted and approved Aircraft Operator Security Program; and
3. no changes shall be made to the security measures to be implemented without GACA and Cluster2 Airports' prior written consent, which consent shall not be unreasonably withheld.

7.2 Airport Airside Security Pass

Regardless of its category (temporary, permanent, vehicle, special, equipment, escorted, car, controlled area, driving permit etc.), the issuance of airport security passes to individuals and/or equipment is a process governed by Cluster2 Airports in collaboration with relevant authorities. For details of the type of passes and their rules, please refer to the GACA Portal for Security Permits. The associated cost of the airside security pass is the responsibility of the Airport Users and Service Providers who submit the application.

Cluster2 Airports or its designated person retains the right to withhold the issuance of a pass or passes if the required documentation is incomplete, not submitted in a timely manner, a pass is already issued to another representative of the same Airport Users and Service Providers with the same job, or for any other reason deemed relevant, which may or may not be disclosed to the requestor.

Cluster2 Airports, in coordination with relevant authorities, or its designated person retains the right to withdraw full or partial airside access without notice when such action is deemed necessary.

All Airport Users and Service Providers must ensure that only authorized personnel have access to restricted areas.

In the event if a pass is withdrawn, cancelled, expired, or is no longer required, it is the sole responsibility of the pass-holder, their sponsor, and/or the Airport Users and Service Providers the pass-holder represents to return the pass to the Airport Police Security Unit – Permit Section (offices in each of Cluster2 airport) within two (2) working days.

7.3 Right to Inspect and Access

In coordination with the Local Authorities, GACA and Cluster2 has the right to inspect any aircraft at the Airport to ensure compliance.

8. Safety

8.1 Foreign Object Debris (FOD)

Cluster2 Airports operates according to a 'zero tolerance' FOD policy and requires all Airport Users and Service Providers to abide by the principles of Zero-FOD in all operations at the Airport.

Each Airport User and Service Provider shall ensure that its employees, agents, contractors, customers and invitees are made fully aware of the dangers to Aircraft operation of foreign objects, prohibited and dangerous objects and litter. Airport Users and Service Providers shall at all times ensure that operational areas and facilities assigned to it are left free of such objects.

8.2 Structural Damage

In the event that any portion of the airport, including any facilities, common use areas, equipment, or items owned by Cluster 2, is destroyed or damaged in any manner, whether directly or indirectly arising from or in connection with:

1. The acts, defaults or negligence of Cluster2 Airports, its employees, agents, representatives, directors, contractors and/or subcontractors, Cluster2 Airports shall, if the damaged or destroyed item forms part of the common use areas, common use facilities and/or any part of the airport, used by the Airport Users or Service Providers in the ordinary course of its business, be obliged to repair, replace and/or rectify such destruction and damage at its cost as expeditiously as reasonably possible;
2. the acts, defaults or negligence of the Airport Users and Service Providers, its employees, agents, representatives, directors and/or subcontractors, Cluster2 Airports may carry out all necessary works or repairs to repair, replace or rectify such damage or destruction at the Airport User or Service Provider's cost, which are to be paid to Cluster2 Airports on demand.

8.3 Aircraft Accident and Incident

In the event of an aircraft accident or incident on airport Premises, all Parties, including the Airport Users and Service Providers and airport staff, must follow the outlined procedures in the airport aerodrome manual and emergency plan accordingly.

8.4 Health, Safety, Environmental Management

Cluster2 Airports is committed to providing a safe and healthy work environment and ensuring the safety and health of all Airport Users and Service Providers. Cluster2 Airports encourage all Airport Users and Service Providers conducting business at Cluster2 Airports' facilities to adopt a proactive approach to ensure an environment free from recognized safety and health hazards that could cause accidents and injuries.

All Airport Users and Service Providers conducting business at Cluster2 Airports facilities have a duty and obligation to comply with all applicable safety and health standards, rules, regulations and orders that apply to their employees' actions and conduct on the job. The Airport Users and

Service Providers shall follow the Safety Management System Manual will be shared to Airport Users.

All Airport Users and Service Providers are required to comply with all applicable environmental laws and regulations. The Airport Users and Service Providers must minimize the environmental impact of their operations, including but not limited to waste management, emissions control, use of sustainable materials and noise pollution control accordingly to GACAR (Part 34, 36 and 157) and GACA eBook (Volume.17), and to Cluster2 Airports' reasonable satisfaction.

8.5 Airside Driving

Airside driving rules are set out in the aerodrome manual.

Possession of a valid airside driving permit is mandatory for all airside vehicle/ground service equipment operations, unless escorted.

All airside vehicles intending to access the movement area need radio communication via the appropriate operational radio frequency.

8.6 Safety Reporting

All Airport Users and Service Providers are required to promptly report any safety-related issues, potential safety risks or incidents encountered during their operations, following the designated reporting procedures provided by airport management. This is an ongoing obligation and includes participation in any follow-up actions or investigations.

Airport Users and Service Providers will be required to comply with the Safety Management System (SMS) reporting once introduced. Users and Service Providers are expected to adhere to all current and future reporting processes to ensure continuous safety improvements, reporting and maintain a secure operating environment at the airport.

9. IT and Data management

9.1 General Requirements

Airport Users and Service Providers shall comply with data requests issued by Cluster2 Airports for the purposes of invoicing, reconciliations, and supporting the planning, operation, and performance management of the airports and all data needed for the public benefit. Cluster2 Airports shall be entitled to publish any such information for the purpose of comparing the Airport Users and Service Providers performance (e.g. Arrival and Departure On-time Performance, Slot Utilization, processing time at passenger check in etc.) in such format as it may from time to time determine.

The Airport Users and Service Providers shall comply with the data requirements outlined in these Conditions and comply with Saudi Personal Data Protection Laws (Royal Decree No. (M/19) dated 9/2/1443 AH) which the Airport Users and Service Providers can find at Bureau of Expert at the Council of Ministers official website.

Airport Users and Service Providers are required to integrate with the airport's IT systems for coordination of operations, including flight information display systems and automated check-in processes.

9.2 Data Sharing Between Airport and Airport Users

Airport Users and Service Providers shall provide the Cluster2 Airports with timely transmission of complete and accurate operational data conforming to the Cluster2 Airports messaging requirements and standards.

Airport Users and Service Providers are obligated to comply with Cluster2 Airports data requests, which are subject to change according to the operational or financial needs and requirements of Cluster2 Airports. Such data requests include (but not limited to):

1. Information related to the movement of its aircraft or aircraft handled by the agent at the airport for each of those movements. This will include but not limited to information about the total number of passengers originating, terminating, transiting or transferring (male, female, children, infant, crew, split by travel class), baggage (mishandled baggage, left behind bags, first and last bag arrived at baggage carousel), and the total weight of cargo and embarked and disembarked at the Airport.
2. Variations to schedule (including flight number, aircraft type, number of seats, route and scheduled time of operation, type of flight delay, cancellation reasons).
3. Aircraft type and registration (including aircraft substitutions, maximum takeoff weight).
4. Turnaround linked flight numbers and registrations (including changes).
5. Estimated times of operation to an accuracy of +/- 5 minutes (including estimated landing time at Cluster2 Airports for arriving flights).
6. Actual times of operation (including off-block and take-off times at outstation for arriving flights, take-off and landing times, taxi-in and out time).
7. Passenger forecasts and booked loads (originating, terminating and transferring in Cluster2 Airports) two (2) weeks prior to operation.

Additionally, the following list of standard messages is used for all flights arriving to and departing from Cluster 2 airport(s). Cluster2 Airports reserves the right to amend the list of standard messages used according to its needs and requirements.

ACRONYM	TYPE OF MESSAGE	IATA REFERENCE
MVT	Aircraft Movement Message	IATA AHM 780
LDM	Load Message	IATA AHM 583
PTM	Passenger Transfer Message	IATA RP 1718
PRL	Passenger Reconcile List	IATA RP 1719b

Airport Users and Service Providers shall comply with above Cluster2 Airports requirements for operational data sharing rules, formatting, and requirements. Further clarification regarding message format or means of communications can be sought from Cluster2 Airports.

If an Airport User or Service Provider fails to provide the information and within the stipulated time periods, Cluster2 Airports may impose penalties or restrict the services available to such Airport User or Service Provider or require such Airport User or Service Provider to stop using the facilities.

9.3 Information Requirements for Airport Charges Calculations

This clause applies where Cluster2 Airports require information from the Airport Users and Service Providers for the purpose of calculating charges payable by the Airport Users and Service Providers for the use of the Facilities and Services at Cluster2 Airports.

If the use of Facilities and Services are subject to charges highlighted in Section 10.2, the Airport Users or Service Providers must provide any required information which will be used for the calculation of the billed charges according to the chargeable Facilities and Services utilized. The required information must be provided within four (4) hours of the operation of each flight. Information required includes (but is not limited to):

1. The number of disembarking and embarking passengers on the aircraft for each flight.
2. Any further disaggregation of aircraft movement or passenger and cargo numbers Cluster2 Airports reasonably requires determining the charges payable by the Airport Users or Service Providers.
3. The name and postal address, phone and fax numbers of the Airport Users or Service Providers who are to be invoiced.

Passenger information shall be provided in the format required by the Cluster2 Airports or its representative.

If an error in the information provided to Cluster2 Airports is detected within three days of using Cluster2 Airport's Facilities and Services, the Airport Users or Service Providers must immediately provide to Cluster2 Airports the correct information and provide Cluster2 Airports with an explanation of why the original information was incorrect. Cluster2 Airports will accept corrected information unless Cluster2 Airports is not satisfied with the explanation provided.

The Airport Users and Service Providers acknowledge that Cluster2 Airports will use the information the Airport Users and Service Providers provided under this section for the purpose of calculating the charges payable by the Airport Users and Service Providers for using Facilities and Services at Cluster2 Airports.

If the Airport Users and Service Providers do not comply with the Section 9.3, then the Airport User agrees that Cluster2 Airports may charge for the use of airports Facilities and Services based on a fully loaded aircraft operated on that day. If the information required is provided to Cluster2 Airports within 3 days of such use, then Cluster2 Airports will provide to the Airport Users or Service Providers a credit note (without interest) of any amount Cluster2 Airports calculates to have been overpaid.

The Airport Users and Service Providers acknowledge that Cluster2 Airports may verify from time-to-time information provided by the Airport Users and Service Providers to Cluster2 Airports, through any means it deems appropriate, including (but not limited to):

1. reference to data collected by the Saudi Arabia Passport Control

2. directly counting passengers embarking or disembarking aircraft operated by the Airport User
3. via the Ground Handler at Cluster2 Airports

9.4 Confidentiality and Data Protection

All Airport Users and Service Providers acknowledge that, they may gain access to confidential and proprietary information belonging to Cluster2 Airports, passengers, or other entities, during or before the course of its operations at the airport. All Airport Users and Service Providers agree to keep all such information strictly confidential and to use it solely for the purpose of fulfilling their obligations to Cluster2 Airports in accordance with these Conditions.

The Airport Users and Service Providers shall not, without the prior written consent of Cluster2 Airports, disclose any confidential information to any third party, except as required by law or as necessary to perform obligations to Cluster2 Airports in accordance with these Conditions. In such cases, the Airport Users and Service Providers shall ensure that any third party to whom confidential information is disclosed is bound by confidentiality obligations at least as stringent as those contained these Conditions.

Upon request by Cluster2 Airports, the Airport Users and Service Providers shall promptly return or destroy all confidential information in its possession, including any copies thereof, and provide written certification of such return or destruction.

The Airport Users and Service Providers shall comply with all applicable data protection and privacy laws and regulations in the Kingdom of Saudi Arabia.

The Airport Users and Service Providers shall implement appropriate technical and organizational measures to protect personal data against unauthorized or unlawful processing, accidental loss, destruction, or damage. These measures shall ensure a level of security appropriate to the risks presented by the processing and the nature of the personal data to be protected.

The Airport Users and Service Providers shall only process personal data as necessary for the performance of its obligations to Cluster2 Airports under these Conditions and in accordance with the instructions of Cluster2 Airports. The Airport Users and Service Providers shall not use personal data for any other purpose without the explicit consent of the data subject or as required by law.

The Airport Users and Service Providers shall assist Cluster2 Airports in responding to any requests from data subjects exercising their rights under applicable data protection laws, including rights of access, rectification, erasure, restriction of processing, and data portability.

In the event of a data breach, the Airport Users and Service Providers shall immediately notify Cluster2 Airports and provide all necessary information to support Cluster2 Airports in managing and mitigating the breach. The Airport Users and Service Providers shall cooperate fully with Cluster2 Airports in investigating the breach and implementing any required remedial actions.

The confidentiality and data protection obligations set out in this section shall survive even if the Airport User or Service Provider ceases to use the Facilities and Services for any reason.

9.5 Record Keeping and Reporting

All Airport Users and Service Providers shall maintain accurate and complete records of all activities conducted in connection with the use of the Facilities and Services covered under these Conditions.

The Airport Users and Service Providers shall provide regular reports to Cluster2 Airports as requested, detailing the areas of interest to Cluster2 Airports.

All Airport Users and Service Providers must have a clear incident reporting plan for any data related issues, including data breaches, unauthorized access, or data loss.

10. Payment and Charges

10.1 General Conditions

The charges for using Facilities and Services at Cluster2 Airports shall accrue from day to day and are payable in Saudi Arabian Riyals.

All invoices must be paid in full and without withholding, deduction, set-off or counterclaim (including VAT). Any charges incurred on account of a bank transfer, foreign currency exchange(s) or any other fee(s) that may become payable as a result of satisfying the invoice must be borne by the Airport Users or Service Providers. If for any reason whatsoever an amount is required to be deducted or withheld before the payment can be made, the amount shall be increased so that the payment made will equal the amount due to Cluster2 Airports as if no such withholding or deduction was required.

The Airport Users and Service Providers must pay what the invoice shows is owing within the time stated for payment in the invoice by one of the methods for payment shown on the invoice.

Notwithstanding anything in these Conditions, if at any time Cluster2 Airports are liable to pay the Airport Users and Service Providers any amount then, in lieu of making the payment, Cluster2 Airports are entitled to set off all or part of such amount against amounts which the Airport Users and Service Providers payable (whether or not they may be due) to Cluster2 Airports pursuant to these Conditions.

Unless Cluster2 Airports gives an Airport User or Service Provider express written consent, the Airport Users and Service Providers are not allowed to make any set-off against or deduction from the charges for using the Facilities and Services at Cluster2 Airports.

For inquiries regarding payment incentives, contact the route development department shown in the contact details in the Annex 1.

For inquiries regarding potential commercial opportunities at Cluster2 Airports, contact the dedicated commercial team shown in the contact details in the Annex 1.

10.2 Schedule of Charges

The Airport Users and Service Providers must pay Cluster2 Airports charges for using Facilities and Services at the Cluster2 Airports, calculated in accordance with Cluster2 Airports Schedule of Charges List including both regulatory and non-regulatory charges (Refer to the Annex 6), as varied from time to time.

10.3 Charges Disputes

All disputes must be raised within thirty (30) days from the receipt of the invoice, accompanied by a copy of the invoice and supporting documents such as noise certificate, passenger manifest, load sheet and/or other relevant documents. Disputes raised beyond this period will not be considered.

Data submissions, invoices, or dispute requests must be directed to the Finance Department. Submissions addressed to the wrong department will not be valid for future claims.

11. Insurance, Indemnity, and Liability

11.1 Liability and Indemnity

Neither Cluster2 Airports nor Cluster2 Airports' officers, employees, servants or agents shall be liable for:

1. loss or damage caused for any reason to an aircraft, its equipment, its load or the property of its crew or passengers at the Cluster2 Airports; or
2. personal injury caused for any reason to the crew or passengers of, or persons servicing, an aircraft at the Cluster2 Airports,

except, in each case, to the extent caused solely and directly by Cluster2 Airports' own gross negligence or recklessness and with knowledge that damage would result or the gross negligence of Cluster2 Airports' officers, employees or agents.

Neither Cluster2 Airports nor Cluster2 Airports' officers, employees, servants or agents shall have any liability to the Airport Users and Service Providers or be obliged to indemnify the Airport Users and Service Providers in respect of any:

1. loss the Airport Users or Service Providers suffers, or any person claiming through the Airport Users or Service Providers suffers, for any reason because the Airport(s) or any part of it is closed or any service or facility at the airport(s) is unavailable;
2. loss the Airport Users suffers, or any person claiming through the Airport Users suffers, for any reason because of delays in the movement or scheduling of the Airport Users' aircraft;
3. indirect loss;
4. consequential loss;
5. loss of profits;
6. loss of revenue;
7. loss of goodwill;
8. loss of opportunity;

9. loss of business;
10. increased costs or expenses;
11. wasted expenditure

Airport Users and Service Providers are liable for and shall indemnify, defend and save harmless Cluster2 Airports, its officers, employees (each an "Indemnatee") against any and all liabilities, damages, loss, claims, demands, costs and expenses (including legal expenses) which an Indemnatee may suffer or incur in relation to the Facilities and Services, including (but not limited to):

1. any damage the Airport Users' aircraft may cause to the Cluster2 Airports property;
2. any costs (including legal costs) Cluster2 Airports incur in detaining any of the Airport Users' aircraft;
3. any claims made against Cluster2 Airports by a third party arising out of the detention of any of the Airport Users' aircraft; or
4. claims for personal injury, death, loss or damage to property caused or contributed to by the Airport Users or Service Providers, unless and then only to the extent caused by Cluster2 Airports' own gross negligence or the gross negligence of Cluster2 Airports' officers, employees or agents.

11.2 Dispute Resolution

If there is a dispute between parties with respect to the rights and obligations of Cluster2 Airports and the Airport User and/or Service Provider in relation to the use of Facilities and Services at Cluster2 Airports pursuant to the provisions of these Conditions, then:

1. within 14 days of the dispute arising, the relevant Airport User or Service Provider and Cluster2 Airports must meet to negotiate in good faith with a view to resolving the dispute; and
2. if relevant parties fail to resolve such dispute within such period, either side may refer the dispute to the courts of Riyadh.

Where both dispute side are of the view, acting reasonably, that a dispute between is not a genuine dispute, Cluster2 Airports reserve the right to take any other action against the Airport Users and Service Providers that the law allows.

11.3 Insurance

All Airport Users and Service Providers must at their own cost and expense ensure appropriate airside/aviation insurance coverage for themselves and their sub-contractors in accordance with best industry practice and with insurers (and reinsurers, as applicable) of recognized responsibility.

According to the Article 31 of Implementation Regulation for Civil Aviation Tariff Act available on GACA website, the insurance policies held must include insurance against liability for any damage to aircraft, passengers, equipment, or person with the airside. The minimum liability shall be determined by GACA from time to time.

ANNEXES

Annex 1. Contact Details

Department	Stakeholder / Entity	Email/URL
Finance	Finance Department	finance.dep@cluster2airports.sa
Operation	Operational Department	opsdept@cluster2airports.sa
Marketing	Marketing Department	marketing@cluster2airports.sa
Marketing	Public Relation	pr@cluster2airports.sa
Marketing	Social Media	Socialmedia@cluster2airports.sa
Commercial	Route Development Department	aalakil@cluster2airports.sa mbasaffar@cluster2airports.sa
Commercial	Commercial Team	invest@cluster2airports.sa
Commercial	Aeronautical Department	AeronauticalDept@cluster2airports.sa
Management	CEO Office	c2.ceo.office@cluster2airports.sa

Annex 2. List of GACA References

Here are the list and links to the relevant regulations and policies mentioned in these Conditions. Please be aware that these website links may be broken, removed, or changed by GACA. For the most accurate and up-to-date information, please use the GACA official website as the primary source of truth.

Name of Policy/Regulation	Website Link
Civil Aviation Law No. M/44 of 2005	https://www.icao.int/sustainability/Documents/Compendium_FairCompetition/Africa/SaudiArabiaCivil_Aviation_Law_English.pdf
General Authority of Civil Aviation Regulation (GACAR) Part 151 (as amended)	https://gaca.gov.sa/sites/Satellite?blobcol=urldata&blobheader=application%2Fpdf&blobheadertype=Content-Disposition&blobheadervalue1=inline&blobkey=id&blobtable=MungoBlobs&blobwhere=1442857029247&ssbinary=true
GACA Economic Regulations – Airports (2023)	https://gaca.gov.sa/web/en-gb/content/%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B3%D8%A7%D8%AA
GACA Economic Regulations – Air Transport (2023)	https://gaca.gov.sa/web/en-gb/content/%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B3%D8%A7%D8%AA
ACA Ground Handling and Air Cargo Services Economic Regulations (2023)	https://gaca.gov.sa/web/en-gb/content/%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B3%D8%A7%D8%AA

GACAR - Safety Regulations	https://gaca.gov.sa/web/en-gb/page/new-regulations
GACA eBook	https://gaca.gov.sa/web/en-gb/content/e-book
Electronic Aeronautical Information Publication (eAIP)	https://www.sans.com.sa/home
Passenger Rights Protection Regulations	https://gaca.gov.sa/web/en-gb/page/laws-regulation
The National Program for Air Transport Facilitation	https://gaca.gov.sa/web/en-gb/page/laws-regulation
GACA Implementation Regulation for Civil Aviation Tariff Act	https://gaca.gov.sa/web/en-gb/page/gaca-tariff
GACA Portal for Security Permits	https://gaca.tasreeh.sa/login

Annex 3. New Airport Users Checklist

To operate and facilitate the setting-up process, the Airport Users shall fill and return the following forms executed and relevant attachments via email to the Operational Team. (Refer to Annex 1 for contact details). The Airport Users must provide the information below accurately and completely with signature.

(i) Key Items Checklist

1	Have obtained landing rights from GACA	☐
2	Have received, read, and accepted the Conditions of Use published on Cluster2 Airports' websites, as amended from time to time, and shared a copy thereof with my headquarters	☐
3	Have obtained an arrival or departure slot or slots from the Slot Coordinator	☐
4	Have obtained a security programme which is approved by GACA and meets the requirements of NCASP	☐
5	Have in place adequate airport emergency plan/procedures in connection with all potential threats to passengers, cargo and the Facilities and Services at the airport to the standard required to comply with Cluster2 Airports' aerodrome emergency plan	☐
6	Have concluded the agreement in connection with my ground operations requirement with the approved competent ground handler which meet the SLA requirement of Cluster2 Airports	☐
7	Confirm that having a contingency plan in respect of the loss of the primary nominated ground handler	☐
8	Have in place arrangements for refueling and using passenger boarding bridges, buses, and medical lifts	☐
9	Confirm that having a contingency plan in respect of the loss of the Airport Users'	☐

	nominated refueling company	
10	Have in place arrangements for the removal and/or recovery of stationary and/or disabled aircraft and any other vehicles	☐
11	Confirm that I have a safety management system in place which aligned with the airport's Safety Management System Manual	☐
12	Have obtained an approved noise certificate/noise certification (or equivalent documentation)	☐
13	Have a waste disposal plan in place which meet the requirement of Cluster2 Airports	☐
14	Have valid insurance policies held for aircraft and services operated at Cluster2 Airports which comply with each airport's specific requirements as well as the insurance requirements in GACA's Economic Regulations of Air Transport	☐
15	Have understood and will provide the data requested as set out in Section 9.2 of the Conditions of Use	☐

Signed for and on behalf of:

[Airport User's name]

Acting by its authorized representative:

.....

[Full Name of Signatory]

[Title]

Duly authorized to sign this declaration for and on behalf of [Operator name]

(ii) Client Form

Full legal name of Airport User	
Trade name	
Address	
CEO name	
CEO email	
CFO name	
CFO email	
Accounts receivable email	
Regional Manager/ Station Manager name	
Regional Manager/ Station Manager Email	
Regional Manager/ Station Manager telephone number	
Intermediary entities / local agents involved (company name, contact number, email address)	
Telephone number of call centre (available 24/7) for the public to call, and its location (based in KSA, home country of the Operator, or elsewhere)	
Office telephone number, mobile number, email address and contact person for media related queries	
Office telephone number, mobile number, email address and contact name of emergency and	

crisis representative	
Name of appointed Ground Handler, office telephone number, mobile number, email address and name of emergency or crisis representative of the Ground Handler	

Signed for and on behalf of:

[Airport User's name]

Acting by its authorized representative:

.....

[Full Name of Signatory]

[Title]

Duly authorized to sign this declaration for and on behalf of [Operator name]

(iii) Attachments required:

1. Tax Registration Number Certificates
2. Copy of Insurance Policies
3. Copy of detailed security programme
4. Copy of emergency plan
5. Copy of the Airport Users' crew ID
6. Document of ground handling arrangements detail
7. Copy of arrangements for refueling, PBB, buses, and medical lifts
8. Copy of airport Safety Management System
9. Copy of waste disposal plan
10. Copy of Noise Certificate
11. Sample copy of Crew ID

Annex 4. Aircraft Details

The Airport Users must ensure Cluster2 Airports is notified of the following aircraft details:

Aircraft Detail	
Aircraft Registration No.	
Aircraft Type	
Engine type & Manufacturer	
Noise Emission Level	
Aircraft Certified MTOW (Maximum Takeoff Weight)	
Aircraft Seat Configuration	
Number of Seats per Class	
Certificate of Registration (CoR) Holder	
Name	
Address	
Contact Number	
Owner: (if different to CoR holder)	
Name	
Address	
Contact Number	
Operator	
Name	
Address	
Contact Number	
Effective Dates of Operation	
From:	
To:	

Please identify whether you are the: CoR Holder ☐ Owner ☐ Operator ☐

Signed for and on behalf of:

[Airport User's name]

Acting by its authorized representative:

.....

[Full Name of Signatory]

[Title]

Duly authorized to sign this declaration for and on behalf of [Operator name]

Annex 5. Example of Current and Future KPIs

Current KPI items example for Airport Users and Service Providers based on the Service Quality Standard (SQS) are as below:

Standards List of Operational Performance		
Category	#	Quality Standard Service
Processing facility	PF-1	At check-in for passengers Waiting time
	PF-2	At security control for passengers Waiting time
	PF-3	At outbound passport control Waiting time
	PF-4	At inbound passport control Waiting time
	PF-5	At customs control Waiting time
	PF-6	At baggage collection (first bag) Waiting time
	PF-7	At baggage collection (last bag) Waiting time
Availability Asset	AAV-1	Handling Availability of passenger sensitivity equipment and baggage system
Key areas other	KA-1	By airport operator Delays caused
PRM	PRM-1	Assistance time – departures PRM
	PRM-2	Assistance time – arrivals PRM

For the future KPI items based on Airport Performance Monitoring Program (APM) are as below:

1. APM Categories of Airports

APM Categories		At the time of launch in 2024	Based on projected growth by 2030
A	DESIGNATED	JED, RUH	JED, RUH, DMM, MED
B1		DMM, MED	AHB, GIZ, ELQ, TIF, ULH, Neom Int.
B2		AHB, GIZ, ELQ, TIF, YNB, TUU, HOF, ULH	HAS, AJF, YNB, HOF, TUU, RSI
C1	NON-DESIGNATED	HAS, EAM, AJF, AQI, NUM, RSI	EAM, AQI
C2		BHH, ABT, RAE, SHW, URY, WAE, TUI, RAH, EJH, DWD	BHH, ABT, RAE, SHW, URY, WAE, TUI, RAH, EJH, DWD

2. APM KPI items list:

M.Ref	Metric
A1-1	Aircraft Movements
A1-2	Cancelled Flights
A2-1	Arrival On Time Performance
A2-2	Departure On Time Performance
A2-3	Arrival Delay
A2-4	Departure Delay
A2-5	Pier-Served Aircraft Deplaning
A2-6	Remote Aircraft Deplaning - First Bus
A2-7	Remote Aircraft Deplaning- Last Bus
A2-8	Remote Aircraft Boarding – First Bus
A2-9	Remote Aircraft Boarding – Last Bus
A2-10	Landing On Time Performance
A2-11	Take-Off On Time Performance
A2-12	Taxi-In Time
A2-13	Taxi-out Time

A2-14	Aircraft Holding on Taxiways
A2-15	Taxi-out Delays
A3-1	Timely confirmation of allocated stand
A3-2	Runway outage operational impacts
A3-3	Taxiway outage operational impacts
A3-4	Pier Service - Overall
A3-5	Pier Service –Use of Passenger Boarding Bridge
A3-6	Stand utilization
A3-7	Stand Availability
A3-8	Availability of passenger Boarding Bridge and associated equipment (PBB, 400Hz and PCA)
B1-1	Number of baggage
B2-1	Baggage Check-in - Transaction time
B2-2	Baggage Check-in - Counter Usage
B2-3	Baggage Delivery to infeed - First Bag
B2-4	Baggage Delivery to infeed - Last Bag
B2-5	Minimum Connection Time Baggage Performance
B2-6	Mishandled Baggage - Overall rate
B2-7	Mishandled Baggage - Out of Gauge
B2-8	Mishandled Baggage – Hand Baggage
B2-9	Mishandled Baggage - Non-conforming
B2-10	Mishandled Baggage - Bags left (Departure Bags)
B2-11	Mishandled Baggage - Bags left behind at reclaim
B2-12	Mishandled Baggage - Failed Transfer
B2-13	Check-in Hand Baggage
B3-1	BHS Availability - Check-in and Injection
B3-2	BHS Availability - Security Screening
B3-3	BHS Availability - Sortation
B3-4	BHS Availability - Early Bag Store
B3-5	BHS Availability - Make Up
B3-6	BHS Availability - Arrivals Infeed
B3-7	BHS Availability - Customs Screening
B3-8	BHS Availability - Delivery Carousels
B3-9	BHS Availability - Transfer
B3-10	Availability of self-service kiosks
B3-11	Availability of bag-drop facilities
C1-1	Passengers Movements
C2-1	On-time Boarding Rate
C2-2	Minimum Connection Time Passenger Performance
C3-1	FIDS Accuracy
C3-2	FIDS Availability
C3-3	Baggage Trolley
D1-1	Proportion of planned vs reactive maintenance

Annex 6. Cluster2 Airports Schedule of Charges List

Aeronautical Charges

The airport charges for all KSA airports excluding Jeddah, Riyadh, Dammam, Madinah and Red Sea are the following:

1) Passenger Bridges:

Passenger Bridges, Ground Power Unit and Pre-Conditioned Air charges are calculated based on the aircraft code and Video Docking Guidance System (VDGS) on aircraft parking as per following:

Description	Code C	Code E	Code E+	Code F
Charges of Passenger Boarding Bridge (PBB) (every 2 hours)	500 SAR	700 SAR	850 SAR	1250 SAR
Charges of Ground Power Unit (GPU) (every hour)	250 SAR	400 SAR	400 SAR	800 SAR
Charges of Pre-Conditioned Air (PCA) (every hour)	200 SAR	225 SAR	225 SAR	650 SAR
Charges of Video Docking Guidance Systems of the aircrafts (VDGS)	400 SAR	400 SAR	400 SAR	400 SAR

2) Bus Transport:

Bus Transport Charges are calculated based on aircraft class type and aircraft code as per the following:

Code C	Code E	Code E+	Code F
Guest class buses 450 SAR	Guest class buses 650 SAR	Guest class buses 650 SAR	Guest class buses 800 SAR
First class buses 350 SAR	First class buses 350 SAR	First class buses 350 SAR	First class buses 350 SAR

3) Charges of Additional Services:

Description	Code C	Code E	Code E+	Code F
Charges of supplying aircraft with blue water (per aircraft)	500 SAR	500 SAR	650 SAR	750 SAR
Charges of supplying aircraft with pure water (per aircraft)	300 SAR	300 SAR	300 SAR	300 SAR
Charges of evacuation the solid and liquid waste (per aircraft)	150 SAR	200 SAR	250 SAR	300 SAR

Charges of Medical lift (per flight)	350 SAR	350 SAR	350 SAR	350 SAR
--------------------------------------	---------	---------	---------	---------

4) Landing:

Landing Charges are calculated based on the Maximum Take-off Weight (MTOW) of aircraft per (1,000) kg or part thereof as per the following:

All aircraft (First 500 kg are exempt of charge)	30 SAR/tonne
--	--------------

5) Parking:

Airport Parking Charges are calculated based on the Maximum Take-off Weight (MTOW) of aircraft per (1,000) kg or part thereof, after 2 hours from parking the aircraft at its designated stand as per the following:

>2 and <24 hours	10.00 SAR/tonne*8h
Beyond 24 hours	10.00 SAR/tonne*day

6) Security:

Security Charges, are calculated based on the Maximum Take-off Weight (MTOW) of aircraft per (1,000) kg, as following:

MTOW up to 7 tonnes	500.00 SAR/ATM
MTOW >7 and up to 136 tonnes	1,000.00 SAR/ATM
MTWO above 136 tonnes	1,500.00 SAR/ATM

7) Airport Building Charges:

Airport Building Charges, are calculated based on arriving or departing passenger, as following:

Domestic	10 SAR/Arriving or departing passenger
International	87 SAR/ Arriving or departing passenger

**The Cluster2 Airports Commercial team reserves the right to review, negotiate, and finalize any revenue-sharing models related to non-aeronautical airport aviation services.*