

Venezia Airport
OFFICIAL HUB



Venezia Airport



SERVICE CHARTER & GUIDE

2021



Dear Guest,

SAVE S.p.A. Group is delighted to present our 2021 Service Charter and Airport Service Guide, which we hope will be useful for all passengers passing through Venice Marco Polo Airport.

This document reflects the daily commitment of our staff to create and run a facility of excellence for all travellers at our airport and, particularly at this time, a place where passengers can feel sure that they are travelling in complete safety.

The first part gives a short introduction to Save S.p.A, which is the company that manages the Airports of Venice, Treviso, Brescia and Verona, some traffic data for 2020, then a section on environmental issues, and a note on the measures we have been adopting to deal with the pandemic.

The second part gives a guide to the airport's services, with useful information on possible changes to services that may continue in 2021 due to the current situation.

2020 was marked by the global pandemic, which is still ongoing and which continues to affect many sectors, in particular those of tourism and air transport. In March 2020, passenger surveys were suspended due to the sharp fall in traffic, the discontinuation of certain services, and the difficulty of making statistically-significant analyses. This is why there is no section on Quality Indicators in this particular document.

SUMMARY

Venice Marco Polo Airport

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Venice
Marco Polo

About us: GRUPPO SAVE S.p.A.

Established in 1987, SAVE is the holding company of a Group which works mainly in managing airports and which, from 2005 to 2017 was listed on the Italian electronic stock exchange.

Airport management is mainly focused on developing the infrastructure and flights network of the Venice-Treviso airport system.

Over the last decade, the management model of the System pursued a strategy based on a complementary use of passengers/traffic of the two airports of Venice (Marco Polo) and Treviso (Canova). SAVE also holds 27.65% of the Belgian airport of Charleroi.

In October 2014, SAVE became a shareholder of Aeroporto Valerio Catullo di Verona S.p.A, of which it currently holds 41.84%. This step has led to the formation of the new North-East Italy Airport Hub (Venice/Treviso/Verona-Brescia).

Traffic data for 2019 and 2020

In 2019, Venice airport recorded a new all-time passenger record, ending the year at 11.6 million, and increase of 3.4% on the previous year. The growth particularly involved international non-Schengen flights, where we recorded an increase in flights of around 11%.

In 2020, the new worldwide C19 pandemic caused a drastic drop in traffic. The airport recorded 2,799,688 passengers, down 75.8% on the previous year.

The modest recovery in the summer months led to a higher share of the domestic market, which accounted for 31% of total traffic in the year (compared to 13% in 2019). After Italy, the most lively European markets were, in descending order, the UK, France, Germany and Spain.

The recovery of intercontinental traffic was further hampered by the second pandemic wave, however almost all long-haul carriers operating at the airport have confirmed that they will resume flights from summer 2021. The top five airlines were EasyJet, Ryanair, Volotea, Air France and Lufthansa, the overall share of which in traffic at Marco Polo was 61%.

Our commitment to reducing CO2 emissions

Venice Airport is very sensitive to environmental issues and we ensure that our development, given its close relationship with the fragile balance of the nearby lagoon, is sustainable and compatible with safeguarding our environmental heritage.

Although our airport is a large and complex facility, it is possible to live with the surrounding area by honouring the following principles with precise and meticulous commitments:

- involvement and sharing with the territory
- reducing the environmental impacts caused by our work;
- ongoing monitoring of all key environmental factors;
- adoption of the most modern environmentally-sustainable technologies;
- prioritisation of investments aimed at environmental protection and energy efficiency.

In line with these principles, since 2015 Venice Airport is proud of having reached level 3+ "Neutrality" within the Airport Carbon Accreditation international certification programme, due to the results achieved following various energy efficiency projects, and through some initiatives involving the main airport stakeholders. As an example, to help airport operators start their journeys towards more sustainable mobility, several dedicated recharging points have been installed within the airport site. All of which meaning that we can consider the airport to be CO2-neutral.

In addition, as confirmation of our Airport's commitment to growth based on excellence in sustainability, on 26 June 2019 at the 29th Annual Congress of ACI EUROPE, Venice Airport signed a historic undertaking: aiming to achieve "net zero carbon dioxide emissions by 2050".

The continuous process of increasing energy efficiency

In 2016 Venice Airport certified its Energy Management System in accordance with the rules laid down by the UNI CEI EN ISO 50001 standard, which certifies our airport's commitment to identifying and implementing improvement initiatives aimed at reducing energy consumption and increasing efficiency.

To date, a large part of the electricity needed to operate the airport is self-produced, with the remainder bought from the grid or coming from renewable sources. Most of the self-produced energy comes from the trigeneration plant inaugurated in 2016, and to a lesser extent from the 4 photovoltaic installations distributed throughout the airport grounds. Innovative systems and clean energy achieve the goals of increasing energy efficiency, and reducing consumption and CO₂ emissions.

A reduction of about 30% in the energy consumption of the air conditioning systems has been achieved by adopting an innovative project which, with its Advanced Control System, automatically adjusts the air-conditioning units in the airport terminal, while ensuring passenger comfort.

The challenge of differentiated waste

To go ahead in our journey of environmental protection, at Venice Airport we have decided to rationalise our current separate waste collection system, making it more effective by working at both management and infrastructural levels.

At the management level, we decided to switch to a precise method of collecting solid urban waste by a "door-to-door" system, similar to what already happens for households. This necessary commitment will allow us to reach separate-collection rates of over 65%, thus reducing the amount of waste sent to landfill.

In terms of infrastructure, we are nearing completion of the first pneumatic-transport system for urban waste serving the non-Schengen

area of the passenger terminal. The first system of this type used in an Italian airport, this system allows us to optimise and 'clean up' the transport of waste in terms of health and hygiene, of reducing the use of vehicles for handling, and of overall environmental impact. It also significantly improves the waste-separation process.

It is also our intention to minimise the amount of single-use plastic used in Venice Airport. One of the first steps was to install a compactor in the security control area. Passengers can put in their own bottles (plastic and cans, no glass), not necessarily empty, and thus contribute to proper waste separation and future recycling. In the future, drinking water dispensers for passengers and airport personnel will also be installed in the terminal and other buildings on the airport grounds.

The reduction of noise pollution and improvement of green areas

Noise monitoring is a constant and increasingly widespread activity carried out mainly by a network of sound-measurement stations at various points around the airport.

Precisely the collection of noise data on airport operations has made it possible to identify and implement various environmental-mitigation actions such as more efficient management of aircraft movement on the ground and, more generally, of all operations prior to take-off and after landing. The expected effects of these measures relate to ground-noise mitigation.

Another significant measure that can be implemented after the redevelopment of the main runway is the possibility to perform take-offs at night from a point beyond the runway head. All of which to protect the adjacent populated areas.

There will also be a gradual redevelopment of the green areas of the airport grounds that will involve planting new shrubs and trees after a census of all existing vegetation. The aim of redeveloping the green areas of the airport site is both to create a natural sound barrier while providing the area with appropriate green areas. An example of this is the vegetated embankment soon to be completed close to the nearby village, where valuable tree species will not only add character to the area but also protect it as much as possible from noise nuisance.

Water treatment

In line with our environmental policy and in compliance with the programme contract (2012- 2021) which defined the improvement objectives, in 2020 SAVE was proud to have built one of the largest and most efficient platform water treatment systems in the airport sector. This project is part of the reconstruction of the runways at Venice airport, which was completed on 30 September.

The system covers an area of 47.8 hectares and was carried out with reference to the very strict PALAV (Area Plan for the Lagoon and Venetian Area), referred to in the Veneto Region's Water Protection Plan, which is a specific sector plan under Art. 121 of Legislative Decree No. 152/2006.

To reduce management costs and increase drainage system reliability, in the design phase we had to carry out a careful and complex hydrodynamic study taking account also of tidal patterns, so as to create a fully gravity-based platform water collection and treatment system.

Venice Marco Polo Airport: a history of excellence

2019 was a year that brought great satisfaction to Venice Marco Polo Airport, in particular due to the results and international recognition received in terms of Customer Experience.

Venice airport was indeed ranked by eDreams as the best airport in Italy and 11th worldwide, results assigned on the basis of the opinions of 80,000 travellers who assessed the variety and quality of the airport services as a whole.

For the first time, Venice Marco Polo Airport took part in the "Best Airport Award 2019" organised by ACI Europe, achieving second place as best airport, thanks to the efforts made throughout the year by the entire airport community with the aim of improving the all-round passenger experience.

Of no lesser importance, again in 2019, Venice airport was awarded second level of the ACI Airport Customer Experience Accreditation, the highest level an airport could achieve that year, demonstrating our pursuit of a precise strategy focused on customer experience.

Venice Airport has always paid special attention to the needs of all types of passengers, and in 2019 the focus was given, on the one hand, to improving Special Assistance services for those with hidden disabilities and, on the other, to enhancing services for Chinese passengers. For the latter, Venice airport has implemented various initiatives such as signage in Chinese and the introduction of oriental dishes in the food & beverage menus, allowing Venice airport to obtain the Gold level for Welcome Chinese Certification.

In 2020, for obvious reasons mentioned, our focus was mainly on health safety issues.

Thanks to the airport's commitment to protecting the health and safety of passengers and staff during the Covid-19 emergency, Venice Airport

has received an important award.

The Airport Health Accreditation awarded to the airport by Airports Council International, which represents over 1,900 airports internationally, certifies the effectiveness of the protocols and measures SAVE introduced, which are fully in line with the guidelines of the ACI Aviation Business Restart and Recovery, and the recommendations of the ICAO - Council Aviation Recovery Task Force and EASA (European Union Aviation Safety Agency).

An integral part of ACI's assessment was the cleanliness and disinfection of airport areas, the maintenance of physical distances, staff protection and communication to passengers.

Since the beginning of the emergency, SAVE has set up a dedicated task force focused on the safety of passengers and workers, with actions that have been reviewed and assessed positively by ACI. These include the organisation of areas to ensure social distancing, increased cleaning and disinfection efforts, body temperature checks with thermo-scanners, the distribution of sanitising-gel dispensers inside the terminal, a new organisation of check-in and boarding areas for both passenger distancing and operator protection, the provision of personal protective equipment to airport staff, dedicated signage for internal routes that have been partially modified, supplemented by frequent audio communications and the constant updating of information on the airport website.



Safe and secure travel

Health and safety were the focus for Venice Airport in 2020 following the new coronavirus emergency. In this section we illustrate the health expertise and health-related procedures implemented for travellers to manage Covid-19.

Venice is an airport equipped with a medical channel that has been in operation since 2004 that can address health emergencies of "risk flights" due to the structure of the channel organised with all the equipment of an infectious diseases department.

In the last ten years, we have gained experience in managing previous infectious diseases (Sars, avian flu and Ebola) with protocols defined in liaison with the Ministry of Health, local government, local health departments for infectious diseases, the emergency services, and the airport's health service.

With constant doctors and nurses staffing, the Airport's Health Service also provides assistance to high-temperature passengers, and coordinates and directs all airport personnel on health issues.

All the safety procedures implemented comply with the recommendations of EASA, ENAC, ACI, ministerial decrees, WHO, the National Health Institute and the Ministry of Health.

The monitoring and analysis of the situation was timely, careful and constant, and led to the rapid implementation of anti-infection measures, enabling the cases among SAVE's employees to be effectively contained. SAVE has also signed the "Aviation Industry Charter for Covid19" with EASA as a pilot project whereby, together with other European airports, Venice airport is committed not only to implementing the EASA guidelines, but also to monitoring their effectiveness with a view to their continuous improvement.

To limit risk of infections, cleaning and operational protocols have been shared between all airport operators (handlers, sub-concessionaires, security staff, etc.).

From the onset of the emergency, SAVE has defined a protocol that provides for:

- daily cleaning of halls and rooms with disinfectant products; (sodium hypochlorite and ethanol) in appropriate concentration;
- sanitizing of all the surfaces of greatest contact (counter tops, tables, shelves, handles, handrails, buttons, keyboards, computer pointing devices, touch-pads) at every change of shift;
- disinfection of operating equipment with an atomizer and use of concentrated sanitizing products on all surfaces;
- immediate disinfection of all workplaces where there has been a confirmed case of infection.

Handlers sanitise the runway shuttle-buses on a daily basis. SAVE vehicles used for passenger transport (ambulifts and vehicles belonging to General Aviation) are sanitised with a sanitising spray every time they are used; additional sanitising spraying is done by a specialist company on a daily or weekly basis. Similarly, all SAVE vehicles used to transport passengers (ambulifts and vehicles belonging to General Aviation) or personnel (Safety, TVS/Triveneto Sicurezza) are treated in the same way.

Sanitisation work is done by trained personnel according to defined and certified protocols.

Regarding air-conditioning units, SAVE has applied the guidelines of the National Health Institute (ISS COVID-19 report No. 5_2020 Indoor air). Also, as well as the normal periodic maintenance works, SAVE is making provision for the zeroing of the air recirculation flow-rate, or the use of recirculation to the extent strictly necessary to ensure temperature comfort.

A protocol for controlling bacteriological risk from Legionnaires' disease is also operational.

Further measures taken to reduce the risk of infection are:

- treatment of rooms and contact surfaces (e.g. jet-bridges, lifts, baggage trays and conveyor-belts at security check-points, baggage trolley handles) with REair photocatalytic technology, which has a lasting anti-coronavirus effect, and also regenerates the air and the environment; in particular, the treatment is carried out monthly on the wheelchairs used by PRM passengers;

- sanitisation using UV clean touch on the escalators and UV clean light and clean air in lifts: a system that uses the germicidal properties of UV-C ultraviolet light to destroy bacteria and viruses on, for example, handrails and push-buttons;
- application of virus-killing and antibacterial films on the main contact surfaces (e.g. boarding-card readers, all check-in counters, all gate counters);
- ionization air-treatment system in the offices and in some areas of the terminal.

To ensure the separation of flows in the terminal, SAVE implements these measures:

- use of the Terminal's first floor to manage the flow of departing passengers;
- use of the Terminal's ground floor to manage the flow of arriving passengers;
- entrance to the Terminal is allowed to personnel and passengers only from door 8 on the first floor;
- entrance for personnel/workers through turnstile with temperature check and badge at door 4 on the ground floor;
- curb area on the first floor can be used as a buffer area for passengers waiting to enter the Terminal;
- exit from the Terminal only through door 1 on the ground floor with security turnstiles blocking passenger flow;
- curb area on the ground floor can be used as a buffer area for reuniting passengers and accompanying persons.

All the new routes are signposted to passengers by dedicated way-finding signs.

A number of temperature checkpoints with temperature scanners are set up in the arrivals and departures areas of the Terminal, near the security checkpoints and at the terminal entrance, to ensure compliance with the current regulations for the maximum permissible body temperature (37.5°C).

To correctly manage over-temperature passengers, a dedicated pre-triage area has also been set up for such persons near the checkpoints. Access is in any case always refused to anyone with a body temperature of over 37.5°C.

In agreement with the bodies in charge of health surveillance (Maritime, Air and Border Health Office, and Local Health Authorities), protocols and procedures have been drawn up for managing any critical cases involving passengers, operators and employees, providing training for staff involved in monitoring.

To limit crowding inside the Terminal, access to it is currently only allowed for personnel, and for passengers who have a valid ticket (no accompanying persons, except for PRM and minors).

Access to the terminal is only permitted with a face-mask; a vending machine is available for buying face-masks and disinfectant gel near the terminal entrance.

To ensure social distancing, SAVE:

- has set up optimised queuing layouts with horizontal/vertical signage in areas prone to congestion such as check-in, Security, boarding gates, jet-bridges and baggage carousels;
- provides for the preferential use of contact stands for boarding the aircraft via jet-bridges.

To provide a service to passengers who come from countries considered at risk and who are required to be swabbed within 48 hours of landing in Italy, a swab-point has been set up on the ground floor in cooperation with the Local Health Authority (Ulss 3), which is always staffed during flight operations, including evenings and holidays.

Together with Verona, Venice airport was the first airport in Italy to guarantee the service, from 15 August 2020. As of 25 January 2021, over 43,000 swabs had been carried out.

The swabbing service was further expanded by private partners in December 2020, and there is now also a paid rapid swabbing service outside the terminal (car-park 4), also for residents, as well as inside the terminal for passengers departing.

Also, for passengers who also need a molecular test, Venice Airport has set up a privileged channel with a network of laboratories throughout the north-east of Italy which, by writing to a dedicated e-mail address, guarantees particularly rapid results, to serve the needs of travellers for quick feedback.

Further measures taken to reduce the risk of infection are:

- installation of barrier tapes on seats to ensure that people respect 1m personal distancing;
- installation of numerous and widespread disinfectant dispensers for passengers in the terminal;
- installation of Plexiglas screens to separate check-in and gate operators from passengers;
- use of disposable gowns and goggles for the personnel who provide PRM service air-side.

To communicate all the implemented measures and the new anti-infection rules, in the terminal passengers will find:

- posters dedicated to health issues with all the measures that passengers and staff must take;
- audio messages on the measures to take regarding health matters;
- communications via FIDS (Flight Information Display System) of health-related recommendation to adopt;
- way-finding signs, with vertical and horizontal signage, to identify the new routes in the terminal to use during the Covid-19 emergency phase.



A dedicated page on the airport website, [Fly Safely](#), has also been published to inform passengers in good time of the current access and movement procedures in the terminal, the documentation needed to travel, and the services available at the Airport.

link: <https://www.veneziaairport.it/en/fly-safely.html>



Service Charter 2021

Complaints



COMPLAINTS



DELAYS AND CANCELLATIONS



SUGGESTIONS AND POSITIVE FEEDBACKS

If you wish to report a complaint to us regarding something that happened to you at Venice Airport and you are unable to identify the person responsible, on the basis of this Service Charter, you can contact SAVE S.p.A. as airport operator:

- online using the form you will find here:
<https://www.veneziaairport.it/en/info-and-assistance/complaints-and-suggestions.html>;
- by writing an e-mail to quality@veneziaairport.it;
- by letter;
- with the enclosed complaint form, detailing the circumstances, to be sent to:

**Aeroporto di Venezia "Marco Polo" SAVE S.p.a.,
Viale Galileo Galilei n. 30/1, 30173 Tessera Venezia**

or delivered to SAVE's information office.

Written feedback is expected within 30 days of the complaint being sent. If the complaint regards the services provided by the airport operator, it will be dealt with directly; otherwise, we will forward it to the responsible third-party.

In your complaint/suggestion/report, we recommend you do not provide any information from which sensitive data may be inferred (e.g. health status, religious, political, philosophical beliefs) unless such information is strictly necessary for the case-file.

If sensitive information/data is included, we recommend that you make the complaint/suggestion exclusively using the "Complaints" form, expressly signing the consent to the processing of personal data.

In the case of a suspected crime (theft, damage, personal injury, etc.), we recommend you contact the Airport's Police Offices immediately.

If it is an accident that needs medical treatment, the Airport's First Aid Room will collect the declaration according to the instructions given by the person concerned.

To allow rapid and effective responses and fact-checking, please attach documentation of everything that may be useful to objectively verify your report (additional documents, tickets, airline tickets, receipts, certificates, etc.) together with all your flight information (airline/flight code/departure time).

The "complaints and suggestions" section on the website <https://www.veneziaairport.it/en/info-and-assistance/complaints-and-suggestions.html> can also be used if you wish to suggest improvements to our services, or leave us a positive comment on your travel experience.

In cases where you feel your Airline has not complied with Regulation (EC) 261/2004 (denied boarding, flight cancellation and extra-long delays), you may complain directly to the Airline from which you purchased your tickets. If they do not reply within six weeks, or do so inadequately, you can send a complaint to ENAC (Italian Civil Aviation Authority), the body designated for applying (EC) Regulation 261/2004. ENAC will take steps against the airline but only for penalty purposes.

For more information on your rights as a Passenger, see the ENAC website, (EC) Regulation 261/2004, and the information leaflet "Conosci i tuoi Diritti" (Know your rights)

<https://www.enac.gov.it/en/publications/what-you-need-to-know-quick-guide-to-passenger-rights-when-travelling-by-air>



COMPLAINTS / SUGGESTIONS



COMPLAINTS



SUGGESTIONS &
POSITIVE FEEDBACK

Name and Surname

Address

E-Mail

Telephone number

I have read the privacy notice on the following page
and the complete version at the link
<https://www.veneziaairport.it/privacy.html>

Date

Sign

PRIVACY NOTICE

As per Art. 13 of EU Regulation 2016/679 (GDPR), the company SAVE S.p.A. with registered office in Viale G. Galilei 30/1, Tessera Venice, as Data Controller, (hereinafter "SAVE" or "Controller") provides the following information for the data processed by the same: passengers and customers of the Venice Marco Polo Airport. The data referred to in this Privacy Notice are processed on paper and electronically by SAVE's internal staff, who are responsible for managing the individual tasks, and by staff of the SAVE Group's companies who provide intra-group services, as well as by external parties as shown in the table below with regard to each category of processing. With the exception of what is expressly stated in the individual processing operations referred to in the table below, SAVE does not carry out automated decision-making processes or profiling with the data acquired on the basis of this information notice. Any data transfer to Third Countries is performed as per Art. 44 and ff. of GDPR.

Except as expressly stated in the table below with regard to individual processing, the provision of data is required for the execution of the contractual relationship and/or legal obligation. Failure to provide the data will make it impossible to continue with the purposes indicated.

If specific consent is given to the processing of personal data, the person concerned may withdraw the consent itself without prejudice to the legitimate use of the data for the purposes of fulfilling the obligations resulting from the service provided during the period of consent.

The Data Subject has the right to request access their personal data, the rectification, erasure, limitation of such data, to object to the processing of their personal data, as well as the portability of their data, where this is possible.

The Data Subject may lodge a complaint with a Data Protection Supervisor Authority, choosing between that of the EU State where they have their habitual residence, or in the EU State where they work or where the alleged violation has occurred. To request the list of the offices and officers in charge of the processing, of the foreign Countries to which your data is transferred, the mechanisms and safeguards for the transfer of data pursuant to Art. 44 ff GDPR, to exercise the revocation of consent pursuant to Art. 7 GDPR as well as your other rights under EU Reg. 2016/679, you can write to:

SAVE S.p.A. Privacy Committee — Viale Galileo Galilei 30/1, 30173 Venezia Tessera (Italy)
And contact the SAVE Group's DPO
Email: privacy@grupposave.com

Service charter and management of complaints, claims and accidents:

1) DESCRIPTION OF THE DATA PROCESSED: Identifying and contact data, special (health) data, or other data provided by the interested parties at the time of the event, by means of complaint reporting forms or suggestions.

2) PURPOSE OF THE PROCESSING, LEGAL BASIS AND CONSENT: Need to respond to complaint/notifications and protection of the rights of the person concerned and the Data Controller, also in accordance with cur-rent airport regulations. Legal basis: contractual legal obligations.

3) PERIOD OF DATA RETENTION: The data are kept for the time necessary for the purpose at the end of which for the further statutory prescription period for the retention of contracts and administrative data and/or for legal defence (10 years from the last use and/or event interrupting the prescription). After this period, the data will be kept in anonymous form for statistical purposes without time limitations.

4) SUBJECTS TO WHOM THE DATA MAY BE COMMUNICATED: Handling companies; public bodies and Police; external companies for the management of the sale or destruction of un-claimed items; systems maintenance companies.

Service Guide 2021

The 2021 Service Guide aims to inform our guests about how Venice Airport is structured, what services we provide, and who is available to meet any queries or needs.

Airlines

Below is a list of airlines operating to and from Venice Marco Polo Airport. Contact information and services can be found on the respective websites.

N.B.:

Operational: operated in 2020 and is confirmed, after Covid-19 period, for 2021.

Suspended: operations suspended due to Covid-19; no news on operations in 2021.

CODE	AIRLINE	STATUS
A3	AEGEAN CRONUS AIRLINES	OPERATIONAL
EI	AER LINGUS	OPERATIONAL
SU	AEROFLOT	OPERATIONAL
3O	AIR ARABIA MAROC	OPERATIONAL
BT	AIR BALTIC	OPERATIONAL
AC	AIR CANADA	OPERATIONAL
EN	AIR DOLOMITI	OPERATIONAL
UX	AIR EUROPA LINEAS AEREAS	OPERATIONAL
AF	AIR FRANCE	OPERATIONAL
KM	AIR MALTA	SUSPENDED
9U	AIR MOLDOVA	OPERATIONAL
JU	AIR SERBIA	SUSPENDED
TS	AIR TRANSAT	OPERATIONAL
2B	ALBAWINGS	OPERATIONAL
AZ	ALITALIA	OPERATIONAL
AA	AMERICAN AIRLINES	OPERATIONAL
OZ	ASIANA AIRLINES	OPERATIONAL
3V	ASL AIRLINES BELGIUM	OPERATIONAL

OS	AUSTRIAN AIRLINES	OPERATIONAL
BA	BRITISH AIRWAYS	OPERATIONAL
SN	BRUSSELS AIRLINES	OPERATIONAL
OU	CROATIA AIRLINES	SUSPENDED
OK	CZECH AIRLINES A.S.	OPERATIONAL
DL	DELTA AIRLINES	OPERATIONAL
U2	EASYJET	OPERATIONAL
LY	ELAL	OPERATIONAL
EK	EMIRATES	OPERATIONAL
QY	EUROPEAN AIR TRANSPORT	OPERATIONAL
EW	EUROWINGS	OPERATIONAL
FX	FEDERAL EXPRESS CORPORATION	OPERATIONAL
AY	FINNAIR	OPERATIONAL
IB	IBERIA	OPERATIONAL
LS	JET2.COM LIMITED	OPERATIONAL
KL	KLM	OPERATIONAL
LO	LOT	OPERATIONAL
LH	LUFTHANSA	OPERATIONAL
LG	LUXAIR	OPERATIONAL
DY	NORWEGIAN	OPERATIONAL
PC	PEGASUS AIRLINES	OPERATIONAL
QR	QATAR AIRWAYS	OPERATIONAL
AT	ROYAL AIR MAROC	OPERATIONAL
FR	RYANAIR	OPERATIONAL
SK	SCANDINAVIAN	OPERATIONAL
S6	STAR AIR S.A.	OPERATIONAL
LX	SWISS AIRLINES	OPERATIONAL
TP	TAP AIR PORTUGAL	OPERATIONAL
TO	TRANSAVIA	SUSPENDED
TU	TUNISAIR	OPERATIONAL
TK	TURKISH AIRLINES	OPERATIONAL
PS	UKRAINE INTERNATIONAL AIRLINES	OPERATIONAL
UA	UNITED AIRLINES	OPERATIONAL
5X	UNITED PARCEL SERVICE	OPERATIONAL
U6	URAL AIRLINES	SUSPENDED
V7	VOLOTEA AIRLINES	OPERATIONAL
VY	VUELING AIRLINES S.A.	OPERATIONAL
W6	WIZZ AIR	OPERATIONAL



Security Checks

Rules, regulations and procedures for security checks at Venice Marco Polo Airport

Remember to respect the rules to ensure the safety of all airport users and to not lengthen the time of checks for other passengers.

Further information is available on the ENAC website <https://www.enac.gov.it/passeggeri/cosa-portare-bordo>.

There are different types of security checkpoints at Venice airport:

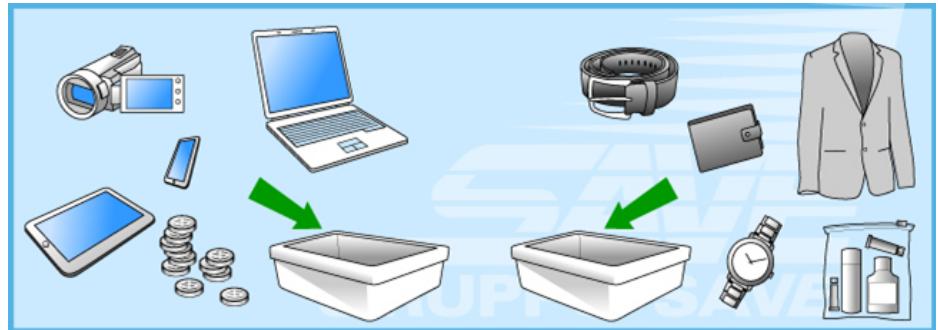
- 18 security-check lines for all flights, domestic and international (except direct flights to the USA);
- 3 security-check lines only for flights to the USA;
- 1 fast-track line;
- 1 security-gate line for PRM and their companions.



In 2020, some of these security lines may have been closed temporarily due to the pandemic.

Remember to comply with all airport regulations and be prepared for security checks so as not to lengthen the time taken by all other passengers.

Further information is available on the ENAC website.



Going through security

- Check your boarding pass by placing it with the bar-code facing down on the electronic turnstile reader for access control;
- at the X-ray screening roller, as well as your baggage, the following personal items must be taken out and put into trays: laptops, mobile phones, tablets and other electronic devices;
- Put your coat and any other items you are carrying on your person (coins, wallet, electronic devices, belt, trolley bag, etc.) into the trays.
- go through the metal detector and cooperate with staff if they ask to make a manual check.
- security staff may ask you to remove things you are wearing (e.g. shoes) and to manually inspect hand bags or backpacks.
- Remember to pick up all your belongings from the trays at the end of the inspection process.

Checks for liquids, aerosols and gels

To pass security with liquids, aerosols and gels, you must have them separate from your hand baggage.

Remember that:

- only containers of up to 100 millilitres or equivalent (100 grams) are permitted;
- all containers must be in a transparent resealable plastic bag with a maximum size of 18 x 23 centimetres and a maximum capacity 1 litre. It must be possible to close the transparent bag with its contents (i.e. the containers must fit comfortably into it);

- each passenger (including infants) is allowed to carry only one transparent plastic bag of the above dimensions.

Liquids include:

- water and other beverages, soups, syrups;
- creams, lotions and oils;
- perfumes;
- sprays;
- gels, including hair- and shower-gels;
- contents of pressurised containers, including shaving foam, other foams and deodorants;
- paste substances, including toothpaste;
- mixtures of liquids and solids;
- mascara;
- any other product of similar consistency.

Since 2014, you can carry the following liquids outside of your baggage, but separately from your carry-on baggage:

- medicines (OTT/no prescription required);
- baby food (also without the child being present);
- dietary products (liquids readily available in the sterile area of the airport, such as soft drinks and bar products, are not included).

Medicines and dietary products can only exceed the 100 ml limit if they are to be used during the journey and are needed for either medical reasons or a special dietary regime. The exceptions to the limits for liquids also include baby food.

Baggage regulations

General information: weight, labels, closure

For information on the size and weight of your hand and hold baggage, contact your travel agent or the airline you are travelling with. If your baggage exceeds the limits set by the airline, you may have to pay extra. Always attach a label to your baggage with the following information: name, surname, address, telephone number/email.

Before securing your baggage with padlocks, security straps or roll-up nylon, find out if your airline does baggage screening by opening baggage.

If your baggage for the hold exceeds the allowed measurements, it is defined as oversize baggage. It must be checked in by passing it through the specific Oversized Baggage security gate on the ground floor.

We recommend you contact your airline in advance for information on extra fees that they may charge you.

Baggage exceeding the limits imposed by the airlines is handled differently from other baggage not only when it is checked in but also when it is checked out at Marco Polo airport: it will not be delivered at one of the five baggage reclaim carousels but at one of the two dedicated bays (behind carousel 1 for Schengen flights and behind carousel 5 for non-Schengen flights).

List of prohibited items

Some items are prohibited according to civil aviation safety regulations; others are prohibited depending on the airline. There are also differences between items that can be carried in carry-on baggage and those that can be sent in the hold. For full information, you must refer to the specific regulations.

You can see the updated list of items prohibited for the hold and for the cabin directly on the website of ENAC.

Weapons transport



Transporting weapons is subject to booking and acceptance by the airline.

For details on bookings and costs, check the official website of your airline.



Non-EU documents

Documents and instructions to follow for travellers to and from countries outside the European Union



In accordance with the various regulations issued regarding the prevention of Covid-19, the departure and arrival rules to and from Italy are constantly changing and some of the following information may have changed since the time of publication.

For travellers arriving in Italy

On your arrival at Venice airport, if you are coming from a country outside the European Union (non-EU) you will be subject to documentary control by the border police. If they find irregularities in your documents, you will not be able to leave the airport. The procedure is that passengers arriving without valid documents are repatriated.

You can find detailed information on the website of the Ministry of Foreign Affairs.

For those travelling abroad

If you are travelling to a non-EU country, remember to check the validity and expiry date of your travel document/passport before departure.

For a detailed check on the necessary documents, we advise you to consult the site www.viaggiaresicuri.it edited by the Crisis Unit of the Ministry of Foreign Affairs.

If you are travelling to an EU country, it is sufficient to have your valid identity card with you.

Further information is available on the ENAC website.

How to speed up border checks

If you are 14 years of age or older and a citizen of Europe or other countries such as Australia, Canada, the United Kingdom, South Korea, Japan, New Zealand, Monaco, San Marino, Vatican City State, and the United States of America, you can travel using your biometric passport. This will allow you to check your document by accessing the e-Gates directly, instead of the manual check by the Border Police.

Before leaving, we advise you to consult the website www.viaggiaresicuri.it, to find out which documents you will need to have with you.



Due to the pandemic, the e-Gates system may not always be active and services may be discontinuous.

What you can import

Check the customs chart to see what you can take with you

Before starting a journey, remember to check on the traveller's customs charter issued by the Italian Customs and Monopolies Agency (Agenzia delle Dogane) to find out what restrictions apply:

- importing works of art;
- importing of animals and plants and products of animal and plant origin;
- importing of ivory, furs, coral;
- transporting cash.

For information on taking currency or similar, please see the website: (<https://www.adm.gov.it/portale/>).

VAT refunds

Inside Venice Marco Polo airport, those resident and domiciled outside the EU can claim a VAT refund for purchases made in Italy and inside the airport itself. The tax-refunds operators in Venice Marco Polo airport are:

- Global Blue;
- Planet Payment;
- Tax refund;
- Innova Tax Free;
- New Tax Free Vat Refund Service for Tourist S.p.a.

The tax refunds operators' desks are on the first floor of the Terminal in the check-in area, before Security. The Customs Agency desk is in the immediate vicinity. Only Global Blue and Mc Exact Change have a counter also in the Departures lounge after Security.

To find out which tax-refund operator to contact, check the invoice for the logo of the tax-refund partner of the store where you made the purchase. For a VAT refund, you must only contact the partner company of the shop where you made the purchase. If you have made purchases in more than one store, each affiliated with a different operator, you may have to make multiple VAT-refund requests.

Tax refunding paperwork takes time because it may be necessary to contact several partner companies of the stores where you made your purchases.

Customs stamps can be requested from 4 hours before the flight.



Tax refund offices are temporarily closed and may remain closed also in 2021. To ensure service provision, an alternative procedure has been developed, and posted outside the offices.

Lost Baggage

Procedures and contacts at Venice airport of the Lost&Found office

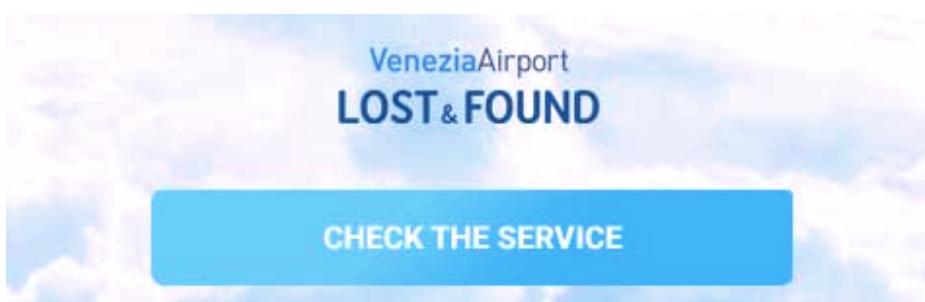
Remember to always collect your baggage before leaving the Arrivals hall of Venice airport, and to check the baggage tag to make sure it belongs to you.

In the event of loss and/or damage to your baggage, please follow this procedure:

- do not leave the baggage claim hall;
- check on the delivery-carousel monitors which Lost&Found company is managing your flight;
- go to the counter of your company opposite baggage-reclaim carousel No. 2;
- book your turn from the totem;
- show your boarding pass and receipt of missing/damaged baggage at the counter (if partial loss, you must check which baggage has not been returned).

You can monitor the status of your lost baggage case-file by clicking on:
<https://www.veneziaairport.it/lost-and-found.html>.

You will be asked to enter the PIN number of your case-file, which you should find in the box at the bottom left of the paper copy issued by the Lost and Found office of Venice airport. The system can provide only the status of baggage of case-files created at Venice Marco Polo airport. For other case-files, you must contact the airport where the paperwork/case-file was opened, or the airline you travelled with.



Baggage office contacts

In the Arrivals hall, opposite baggage carousel No. 2, are the Lost&Found offices of the airport's handling companies:

- GH Venezia - Tel. +39 041 0980098 - staffed by the operator in concurrence with flights.
- AVIATION SERVICES - Tel. +39 041 9691201 - staffed by the operator in concurrence with flights.

Other useful contacts - baggage assistance

- British Airways Baggage Assistance - +39 06 89386034
- AirFrance and KLM Baggage Assistance - +39 02 38591272
- Emirates Baggage Assistance - 0036177254
- Vueling Baggage Assistance - 199 308 080



Lost & found

Procedures and contacts of the Lost&Found office at Venice airport

VeneziaAirport LostPropertyHub

If you have left an item on board the aircraft, you can go to the Lost&Found desk for your airline in the Arrivals Hall, opposite baggage reclaim carousel 2. During the Lost&Found counters' closing times, you can go to the Flights Information Desk on the ground floor.

If you have left an item in the Terminal, you must report it to the Lost&Found Office, in the Arrivals hall on the ground floor. The service is directly supervised by the Airport Operator.

The office is open to the public for the return of items from 9 am to mid-day, and from 3 pm to 6 pm.



In 2020, the Lost and Found office hours changed. To be sure of the opening hours, please see <https://www.veneziaairport.it/en/fly-safely.html>.

It is necessary to initiate the loss case-file on the airport website at the following link <https://lostpropertyhub.veneziaairport.it/#/newrequest/>

VeneziaAirport [LostPropertyHub](#)

EN

Insert a new request

Description of the lost item

Item category *	Type *	Item *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Description *		
<input type="text"/>		
Brand		
<input type="text"/>		
Colour		
<input type="text"/>		
Other details [other information useful for identifying the item]		
<input type="text"/>		

FORWARD ▶

Information of where lost and date

Owner's data

Confirm

In some cases, the lost item is dealt with by the Lost&Found offices of the airlines. In this case, we will provide you with their contact details. Anyone who finds a lost item at the airport should hand it in to the Information and Lost Property Office.

Passenger baggage services

Baggage storage

The baggage room is on the ground floor, outside the Terminal, at access 1 and it is run by the Trasbagagli cooperative. It is also a drop-off point for the Easy Luggage service.

Opening hours (every day):

- from 1 April to 24 November: 5:00 a.m. to 10:00 p.m;
- 25 November to 31 March: 5:00 a.m. to 9:00 p.m;

Tel. Airport baggage storage: +39 041 5223590

For information on costs, see the Trasbagagli cooperative page by selecting "Trasbagagli Aeroporto".

Cooperativa Trasbagagli

Administrative Office Contacts

Santa Croce 365/a, near Piazzale Roma, Venice

Office phone: +39 041 713719

Other contacts

Tel. operational offices at Tronchetto: +39 041 5210578

Tel. operational offices at P. Roma: +39 041 5223590

E-mail: info@trasbagagli.it

Certified email: trasbagagli@legalmail.it

web: www.trasbagagli.it

Porterage

Cooperativa Trasbagagli also manages the porterage and luggage transport service to and from Venice.

Tel.: +39 041 713719



In 2020, changes affected the services of Left Luggage and porterage. The service currently works on call. Please call: +39 041 5223590 or +39 041 713719

Assistance and services for passengers with disabilities and/or reduced mobility (PRM)

Since 26 July 2008, Gruppo SAVE S.p.A., in compliance with EC Regulation No.1107/2006, has been providing an assistance service to passengers with disabilities and/or with reduced mobility (PRM) at Venice airport. The EC Regulation indeed holds airport operators responsible for handling services at European airports, and standardizes their level of service.

For this purpose Gruppo SAVE S.p.A. has equipped Venice airport with:

- a floating pier in the dock;
- special means of transport;
- free dedicated parking spaces for holders of badges referred to in Presidential Decree 151/2012;
- various call-points around the airport;
- a dedicated security gate;
- a special Assistance room inside the Departures area before the security checks;
- a dedicated room in the boarding area after the security checks;
- a dedicated area in the baggage-claim area;
- dedicated seating for people with reduced mobility near the gates.



In 2020, the Special Assistance rooms and dedicated security gate were not always available. They may also be unavailable in 2021 due to the ongoing pandemic situation.

Who the service is for

The airport provides assistance to the following types of PRM, identified by the relevant IATA international codes:

- visually-impaired or blind passengers (code BLND);
- passengers with mobility disabilities, divided into three types:
 - persons who cannot go long distances but who can go up and down stairs and are self sufficient in moving (code WCHR);
 - persons who cannot walk long distances and cannot go up and down stairs but self-sufficient on board aircraft (code WCHS)
 - persons who are completely immobile, not self-sufficient, and need total assistance (code WCHC).
- passengers with hearing disabilities (code DEAF);
- passengers with cognitive or behavioural disabilities (code DPNA).

Dedicated free parking

Passengers who hold the badge referred to in Presidential Decree 151/2012 are entitled to free parking in the reserved spaces in all car parks at Venice airport.

To park free of charge, you must go to the information office on the ground or first floor of the terminal, or at the cash desk in the multi-storey car park, and show the original permit together with the parking ticket and a valid identity document.

Any accompanying persons can use the free parking are by showing the above documents together with a copy of the flight ticket, or of the boarding pass of the holder of the badge.

General map with dedicated PRM help-points

You can identify the totems for calling a PRM attendant by signs bearing the wheelchair logo. They are found:

- in the Pbus car park;
- in the Short-Stay car park;
- in the dock (water-craft docking station): one in front of the ATVO ticket office, and one at the beginning of the moving walkway;

- on the third floor of Park1 at the offices of the car rental companies;
- in car-park Park1s;
- outside the terminal at the entrances: one at Departures on the 1st floor, and one at Arrivals on the ground floor;

The assistance service, which is provided according to the passenger's needs, is guaranteed through to boarding.



How to request PRM assistance

Assistance for PRM passengers is totally free of charge. PRM assistance must be requested from your airline when **booking your flight, or at least 48 hours before departure**, to allow the staff to provide the service in the best possible time and manner. The airline will inform all airports on the itinerary. The airline may request further information about the type of assistance required, any transport/use of medical equipment and/or mobility aids, and the possible need to travel with recognised assistance dogs. In particular cases (e.g. after surgery) the airline may require a doctor's certificate in order to fly.

Special assistance for departing passengers

You can receive assistance when you arrive at the airport at one of the PRM call totems or directly at check-in.

Presenting times to respect

To receive the assistance and carry out the check-in procedures, please respect the time of arrival at the designated totem points, or directly at the check-in counter.

Report to one of the totem points in advance of your flight departure time:

- two hours for domestic flights;
- two and a half hours for international flights;
- three and a half hours for intercontinental flights.

Please arrive at the check-in counter at these times before your flight's departure:

- one hour for domestic flights;
- two hours for international flights;
- three hours for intercontinental flights.

Marco Polo airport provides PRM passengers with two waiting rooms for waiting for their check-in counter and boarding gate to open, respectively. If you wish to wait for your flight in a quiet area, PRM assistance staff will escort you to the dedicated areas.

Special assistance for arriving passengers

The assistance service for PRMs is provided from aircraft disembarkation to being accompanied to the means of transport, or to one of the exit points.

Marco Polo airport provides PRM passengers with a dedicated area in the baggage claim area so that they can wait for their baggage to be collected in complete tranquillity.

Baggage and assistance dogs

EC Regulation 1107/2006 grants persons with disabilities and/or with reduced mobility the right to bring medical equipment free of charge, and to transport up to two items of mobility equipment per person, including electric wheelchairs, provided that 48 hours notice is given and limited to the space available on board the aircraft, and in compliance with the relevant legislation on hazardous goods.

Also, 'recognised assistance dogs' are allowed to travel on board in the cabin free of charge, subject to prior notification to the carrier and within the limits defined by the national rules applicable to the carriage of dogs.

PRM Complaints

If you feel the protections provided have not been applied, you can submit a complaint in the first instance to your airline and to the airport operator (email: quality@veneziaairport.it).

Subsequently, if no suitable response is forthcoming, you may lodge a formal complaint with ENAC (civil aviation authority), designated by the Italian State as responsible for respecting the rights of passengers with disabilities or reduced mobility.

Special means

The vehicles that Venice airport makes available for this service are:

- wheelchairs of various sizes for moving with an escort or staff within the airport;
- variable-height wheelchairs for boarding aircraft;
- wheelchairs on temporary loan only for cases of delayed return of, or damage to, the passenger's chair occurring during the flight service;
- ambulift and mini-van for aircraft embarking and disembarking;
- minivan as transport to and from the airport call-points.

Autism

Opportunity to become familiar with Venice airport before your journey

Venice Airport adheres to the project "Autism, making my way through the Airport", conceived by ENAC with the collaboration of the sector associations and the airport management company.

The project's aim is to make it as easy as possible for passengers with autism and their carers to get through the airport, and is achieved by giving them the opportunity to visit the airport before a flight so they can familiarise themselves with the facilities and services provided.

To book the "familiarisation visit" and to be contacted by the staff in charge at the Venice airport, simply:

- download the booking form from www.veneziaairport.it;
- print, fill in and sign the booking form, attaching the required documentation;
- send the form and documentation in PDF or JPG format to the email address autismo@veneziaairport.it, as indicated on the form.

The request for a "familiarisation visit" must be sent at least 3 days before the day on which you wish to carry out the visit. The visit will be confirmed by email and will be organized from Monday to Friday, with a timing to be defined according to the airport operations, in the time band 9:00 - 17:00. The person with autism will never be separated from family members or companions, who will always be followed by our staff throughout the time they spend in the airport.

Assistance service for departures and arrivals

Venezia airport is always prepared to welcome people with autism, recognising them as PRM (passengers with reduced mobility) and as DPNA (passengers with cognitive or behavioural issues), with dedicated facilities, services and specialised personnel. If the passenger with autism prefers not to use the PRM service, they can still access the gate dedicated to them for security checks.

Invisible disabilities

When they arrive at the airport, passengers with invisible disabilities and their companions can apply to wear a special sunflower lanyard.

Known abroad as the "Sunflower Lanyard" this lanyard is useful because it allows our staff to recognize those with special needs, so they can be ready to help.

The sunflower lanyard is available both for passengers who have requested special assistance and for those who want to travel independently with no assistance, and can be requested:

- in the Special Assistance Room (first floor land-side);
- at the Arrivals Information Office (ground floor in the Arrivals area);
- from the assigned assistance personnel.



Pets

Travelling with pets: the rules at Venice Airport

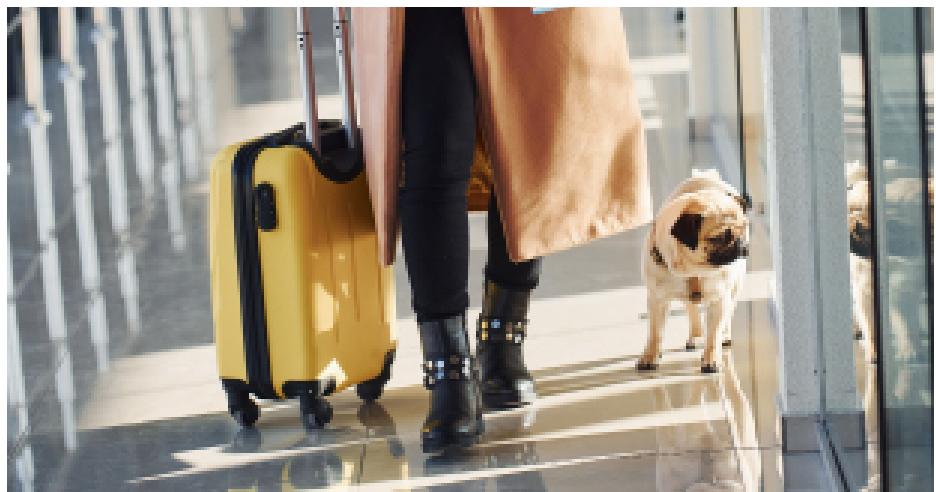
If you decide to take your pet on your trip, remember to inform your travel agent or airline when purchasing your ticket. Every airline has different rules and limits on how animals can be transported so, before travelling, we recommend you consult your airline's official website.

If it is a small pet, you can take it into the cabin with you, otherwise it will have to travel in the hold.

In both cases, you must use a transport carrier suitable for its size.

Also, if it is a small animal, please show it outside its carrier at the dedicated security checkpoint as it will have to be visually checked by one of our security staff; its carrier will instead be checked separately and passed through the X-ray machine.

Finally, don't forget to have your pet's health booklet with you, and to check the vaccinations/certificates you need in the destination country.



Family and children

Security checks

Priority Lane

Children up to and including 6 years of age, their carers and pregnant women can access the security check-point along a dedicated Priority Lane.

Pregnant women

Pregnant women who do not wish to be checked by a metal detector may ask to be checked manually by a security officer.

Baby food and liquids

For foods for infants and young children, exemptions are permitted from the limits of liquids that can be taken through security.

It is allowed to exceed the limit of 100 ml (3.4 ounces) and not to have the products in the 1 litre clear plastic bag for an amount of food and liquids necessary for the duration of the trip and the needs of the minor. These products must in any case be presented separately from your hand baggage before going through Security.

Exemptions are also permitted for transporting liquid medicinal products. These products must in any case be presented separately from your hand baggage before going through Security.

Strollers

At Venice Marco Polo airport, you can take your stroller through security and to as far as the gate. In this case, your stroller must be labelled at the check-in counter, and remains at your disposal until boarding.

Depending on your arrival airport, it will be given to you when you exit the aircraft, or in the baggage claim hall. Alternatively, your stroller can be loaded directly onto the aircraft by informing the staff at check-in, where it will be labelled as checked-in baggage and must be handed over at the "oversize baggage" gate on the ground floor of the terminal. From then on, your stroller will no longer be at your disposal until your baggage is returned at your arrival airport.

If Venice airport is your arrival airport, your stroller will be handed back

to you either when disembarking from the aircraft, or at the oversize baggage bay (for Schengen flights, behind baggage-reclaim carousel No. 1; for non-Schengen flights, behind baggage-reclaim carousel No. 5).

Children and minors travelling alone

Travel by unaccompanied minors is subject to restrictions and rules set by individual airlines. Most airlines allow the boarding of unaccompanied minors from the age of 5. Unaccompanied minors must be reported to the airline when booking the flight so that the child's journey can be arranged in the best possible conditions of safety and comfort. For the documents required for minors and especially unaccompanied minors to travel, see the official Police website: Polizia di Stato.

Departing from Venice Marco Polo Airport

A child departing from our airport must be accompanied to the dedicated flight check-in counter by the adult named in the documentation. From there, he or she will be picked up by the staff assigned by the airline.

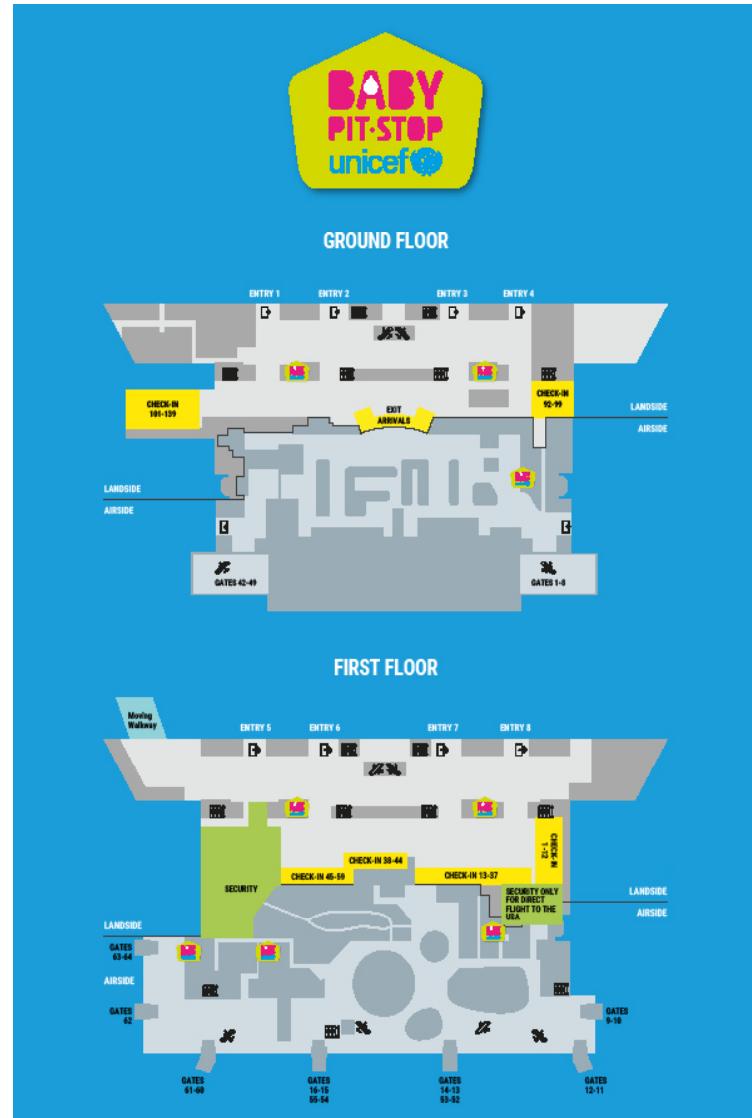
Arriving at Venice Marco Polo Airport

The adult named in the documentation submitted to the airline company should contact the Lost&Found office of the airline company's reference handler which is located next to the arrivals hall on the ground floor.

Nursery and nursing room

At Venice Marco Polo airport, mothers can use the breast-feeding rooms (Baby Pit Stop) that have been set up at various points in the terminal. They also have changing tables to change your baby in peace. Some ladies' toilets also have such facilities.

This map shows the various services dedicated to mothers.



In 2020, some nurseries and breast-feeding rooms may have been unavailable. Also in 2021, the availability of this service may not be guaranteed at some points in the terminal.

Night closure

As per ENAC Ordinance 6/2015, the doors of Venice airport will be closed at night from midnight to 4 a.m. except in specific cases of prolonged or reduced airport activity.

It is forbidden to be in the Terminal during closing times for anyone without a ticket for a flight departing the following day or other appropriate airport authorisation.

The violation will be fined as per Article 4 of the above mentioned Ordinance.



As per ENAC regulation, entry into the terminal is temporarily allowed only to departing passengers and to operators holding a "TIA" (Airport Access Card).

Other services



Below is a list of services that may be temporarily unavailable due to the current situation. To receive updates on current availability and service schedules, please go to: <https://www.veneziaairport.it/en/> and <https://www.veneziaairport.it/en/fly-safely.html>.

First Aid

The First Aid Room, which is open 24 hours a day, 365 days a year, is on the ground floor and provides medical assistance to both passengers and airport staff.

If in need, you can contact the First Aid Room by telephone on 041 2605385.

Information desk

There are two information desks inside Venice Marco Polo airport: one on the first floor in the Departures area, and one on the ground floor in the Arrivals area. Here you can get information on the status of your flight and other services in the airport terminal.

Smoking room

After the security checks, on the second floor you will find a smoking room with mobile device recharging stations.

Hall of Worship

Venice Marco Polo Airport has a shared worship room open to all. This room is on the first floor, after Security. It is shared by all and open to all. This room is on the first floor after Security.

Marco Polo Club VIP Lounge

The Marco Polo Club VIP lounge is on the second floor after the Security checkpoint. It is open daily from 5 am to 11 pm. The VIP lounge provides the following services to customers:

- hot and cold snacks;
- drinks and alcoholic beverages;
- shower, towels and personal-hygiene products (provided on request)
- wi-fi;
- a selection of Italian and international papers and magazines;
- the possibility to consult and download over 7,000 Italian and international digital magazines with the app "PressReader";
- real-time flight-status updating;
- satellite TV;
- free wi-fi TV with international channels on your smart phone, tablet and PC;
- mobile phone charging sockets.

How to buy entrance to the VIP Lounge

You can purchase admission directly at the lounge reception desk for €40 per passenger.

You can also buy admission when you book car parking on the site
<https://www.veneziaairport.it/en/>

If you are a frequent traveller, you might like to sign up for the special "il Milione" club card, which entitles you to privileged treatment when you fly from Venice airport.

Free access to the VIP Lounge is granted to holders of specific priority cards, or to passengers of companies with specific agreements.

For more details, see the websites of the card companies or providers. Customers' stay in the lounge is allowed for 2 hours.



Due to the pandemic, the opening of the VIP Lounge in 2020 was affected; please check the availability of the service at
<https://www.veneziaairport.it/en/fly-safely.html>.

Wi-Fi

Venice airport gives the possibility to connect to internet wi-fi free of charge with no time limits and in total freedom.

Baggage trolleys

Baggage trolleys are free of charge and are accessible in all car-parks, and at various points in the terminal at both Departures and Arrivals.

Please note that the baggage trolleys are sanitized with REair photocatalytic technology, which guarantees a long-lasting anti-Coronavirus effect.

Charging station for electronic devices

Several recharging points are available in all waiting areas at Venice airport.

Bank and ATMs

The bank is on the Terminal's first floor, opposite Security. In Venice Marco Polo airport, you can find many ATMs:

- 1 "postamat" and 7 ATMs before Security;
- 7 ATMs after Security;
- 1 ATM at the water dock.

Touch-maps and routes for the visually impaired

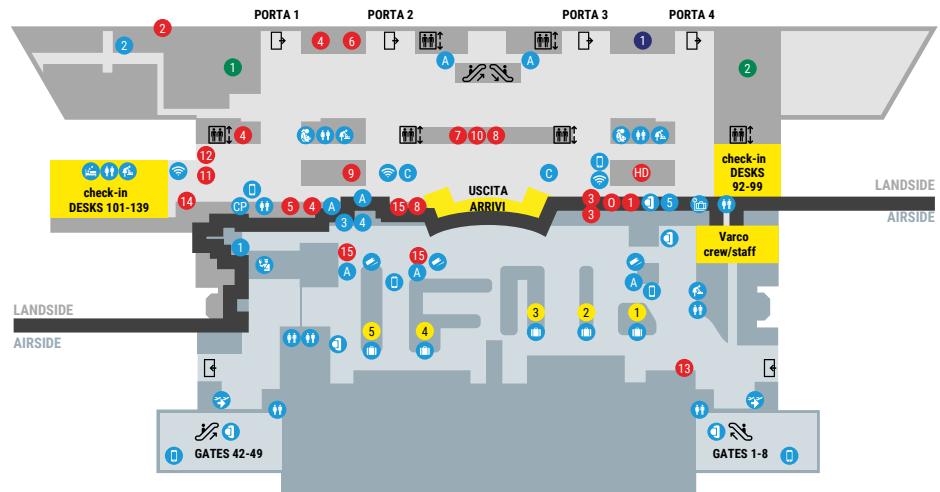
In cooperation with the relevant associations for those with disabilities, Venice Airport has created various touch-maps and routes to help the visually impaired find their way around the airport, and along the road outside the terminal.

Tourist information point

There is an "IAT" tourist information point on the ground floor in the Arrivals area. It is open to the public from 8:30 am to 7 pm (times may vary so please check the website <https://www.veneziounica.it/en/content/uffici-di-informazione-ed-accoglienza-turistica-iat>).

Airport map

Ground floor



POINTS OF INTEREST

- ① Baggage claim belt ② ③ ④ ⑤
- ⑥ Charging point
- ⑦ Toilets
- ⑧ Nursery
- ⑨ Breastfeeding room
- ⑩ Vending machine
- ⑪ Postbox
- ⑫ Car Park payment machines
- ⑬ Oversize baggage
- ⑭ ATM
- ⑮ Public transport bus tickets
- ⑯ Connecting flights
- ⑰ Sleeping capsules

EMERGENCY & PUBLIC AUTHORITIES

- ① Police
- ② Gendarmerie
- ③ Guardia di Finanza
- ④ Customs
- ⑤ First Aid
- ⑥ Arrivals passport controls

ACCESS

- ① Exit
- ② Entrance
- ③ Lift
- ④ Escalator

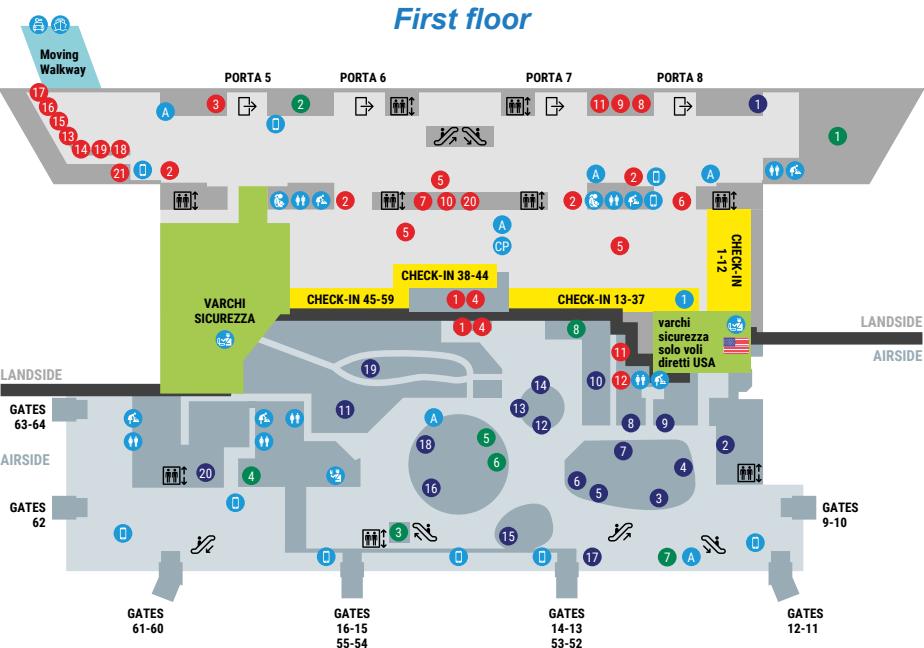
OTHER SERVICES

- ① Lost Property
- ② HD Hospitality Desk
- ③ Flight information office
- ④ Left luggage
- ⑤ Lost&Found
- ⑥ Travel agency
- ⑦ MSC Crociere
- ⑧ VIP Services
- ⑨ Taxi
- ⑩ Public transport ticket office
- ⑪ Speed boat
- ⑫ Tourist information
- ⑬ Passenger services
- ⑭ Passenger services
- ⑮ Venice Connects
- ⑯ Self check-in
- ⑰ Currency exchange

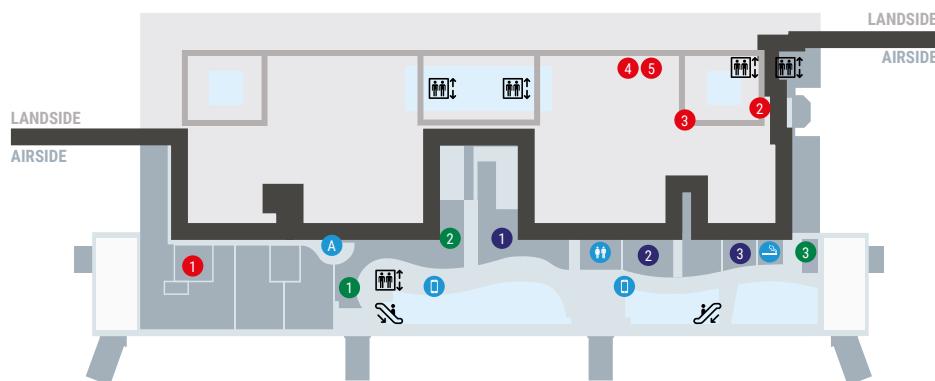
RETAIL

- ① Relay (kiosk and tobacco shop)
- ② Caffetteria MOAK
- ③ Rustichelli & Mangione

FOOD & BEVERAGE



Second floor



POINTS OF INTEREST

- ① Charging point
- ② Toilets
- ③ Smoking lounge
- ④ ATM

ACCESS

- lift
- escalator

OTHER SERVICES

- ① Marco Polo lounge
- ② Public authorities office
- ③ Triveneto Sicurezza
- ④ Pass office
- ⑤ Sala Copax

RETAIL

- ① Hub Megastore
- ② Hub Mediastore
- ③ Camicissima

FOOD & BEVERAGE

- ① Rustichelli & Mangione
- ② Briccocaflè restaurant bar
- ③ Homeburger beer & food lounge

Catering facilities

Name	Floor	Location
BRICCO BAR&PIZZA	Second Floor	Post Security Checks
BRICCO RESTAURANT	Second Floor	Post Security Checks
CULTO CAFÉ CULTINO	First Floor	Post-Security checks
CULTO CAFÉ DARSENA	Ground Floor	Pre-Security checks
CULTO CAFÉ EXTRA SCHENGEN	First Floor	Pre-Security checks
CULTO CAFÉ MURANO	First Floor	Post-Security checks
DECANTO	First Floor	Post-Security checks
DECANTO WINE BAR	First Floor	Post-Security checks
EMPORIO DEL GRANO	First Floor	Pre-Security checks
HOMEBURGER	Second Floor	Post-Security checks
RUSTICHELLI&MANGIONE	Ground Floor	Pre-Security checks



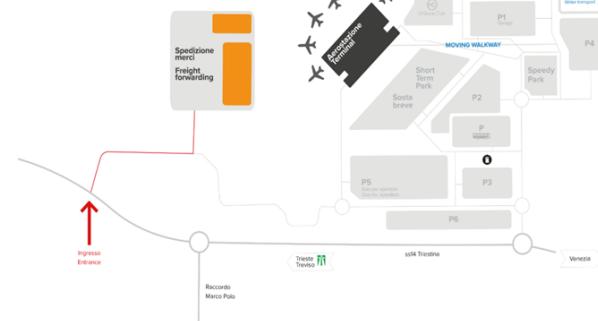
Due to the pandemic, the catering facilities at the airport may have changed their opening hours or be temporarily closed. These changes may continue. Please check <https://www.veneziaairport.it/en/fly-safely.html> for up-to-date information on service availability.

Cargo forwarding

Marco Polo Airport has a cargo area, from where it is possible to send cargo. Dispatches must be made through one of these specialised agencies.

The list below is of the specialised agencies in the cargo area of Venice airport, followed by a map showing how to find them.

AGENCY	NUMBER
A. ELLE CARGO S.R.L.	+39 041 2698046
AIRNAUTIC ITALIA S.R.L.	+39 041 2698437
AZZURRA 90 S.R.L.	+39 041 2698174
BARBARINI & FOGLIA S.R.L.	+39 041 2698069
C.A.D. COLORIO S.R.L.	+39 041 2698182
DHL EXPRESS	199199345
DONELLI GROUP S.R.L.	+39 041 8472167
E.A.A.M.S.	+ 39 041 538 5815
EMIRATES CARGO	+39 041 2699440
FREEDOM IN SALES S.R.L.	+39 041 2698469
LUFTHANSA CARGO	199 307732
S.D.C. S.R.L.	+39 041 2698356
SAN GIORGIO S.R.L.	+39 041 2698417
UPS ITALIA	02-30303039



How to reach the airport

Marco Polo airport is located 14 km from the centre of Venice. It can be reached by taxi, train, bus, or by car by the nearby motorway connection. It is unique for its dock/harbour that links Marco Polo airport to the island city of Venice by water services.

Taxis

The road taxi service at Venice Marco Polo airport is provided by **Cooperativa Artigiana Radiotaxi**. The road taxi parking places are outside the Terminal exit on the ground floor (entrances 2 and 3).

The fixed fares applied by Marco Polo airport are:

- Venice Airport - Venice Island: Passenger Cruise Terminal: €45
- Venice Airport - Venice Island: Piazzale Roma: €40
- Venice Airport - Mestre (mainland) city centre: €35

For more details on fares applied, ask the staff in charge before boarding, call 041 5964 (24-hour service) or go to <https://www.radiotaxivenezia.com/en/fares.php>.

Private car

Routes for reaching Venice Airport by car:

From Bologna

By motorway

- take the A13 motorway towards Padova (Padua);
- take the A4 motorway towards Venice;
- continue on the A57 towards Venice;
- at the end of the motorway, after the exit toll-station of Venezia Mestre, take the ring road ("tangenziale") towards the airport and follow the road signs.

Recommended alternative in the event of traffic on the ring road ("tangenziale")

- take the A13 motorway towards Padova (Padua);
- take the A4 motorway towards Venice as far as the exit for Dolo;
- At the exit, continue towards Dolo, Mira, Oriago; at the roundabout, follow the signs for Venezia SS11;
- after about 5 km, turn right following the signs for "Aeroporto";
- at the San Giuliano roundabout, take the SS14 Triestina towards Trieste;
- after passing the village of Tessera, follow the signs for "Aeroporto Marco Polo di Venezia".

From Milan

By motorway

- take the A4 motorway towards Venice;
- continue on the A57 towards Venice;
- at the end of the motorway, after the exit toll-station of Venezia Mestre, take the ring road ("Tangenziale") towards the airport and follow the road signs.

Recommended alternative in the event of traffic on the ring road ("tangenziale")

- take the A4 motorway towards Venice as far as the exit "Dolo";
- At the exit, continue towards Dolo, Mira, Oriago; at the roundabout, follow the signs for Venezia SS11;
- after about 5 km, turn right following the signs for "Aeroporto";
- at the San Giuliano roundabout, take the SS14 Triestina towards Trieste;
- after passing the village of Tessera, follow the signs for "Aeroporto Marco Polo di Venezia".

From Trieste

- take the A4 motorway towards Venice;
- at the end of the motorway, after the Quarto D'Altino toll-station, continue towards Venice and take the junction for Aeroporto;

From Belluno

- take the A27 motorway towards Venice;
- at the end of the motorway, after the Mogliano Veneto toll-station, follow the signs for Aeroporto Marco Polo di Venezia.

ZTC: Controlled Traffic Zone

With Ordinance No. 16/2018 of 4/9/2018, effective from 01.10.2018, ENAC established a Controlled Traffic Zone (ZTC) on the grounds of Venice Marco Polo Airport. According to this Ordinance, all vehicles entering the airport can only use the road system for up to 7 minutes at most (plus a 1 minute grace) within which they must:

- enter one of the airport's car parks, which are not in the ZTC;
- leave the ZTC without entering the car-parks.

For all information, go to <https://www.veneziaairport.it/en/transport/ztc.html>.

Waiting Area - Time-limited parking spaces

Inside the airport there is a parking area with 60 parking spaces with a time disk, allowing a stay of up to 60 minutes. They are intended for waiting or for accompany passengers, and are indicated along the road network as "Waiting Area".

Car parks

The car parks at Venice Marco Polo airport have more than 6,000 parking spaces, and are divided into:

- Covered parking;
- Long-stay, uncovered;
- Short-stay/Accompanying persons parking.

For information on available parking spaces, rates and payment methods, please visit: <https://www.veneziaairport.it/en/parking/rates.html>.



Due to the pandemic, some means of transport to reach the airport may have changed in terms of availability and timetable. Before you travel, we encourage you to visit the transport company's website.

Below is a map on how to reach the various car parks



Come puoi pagare / How you can pay:

Solo carte di credito
Credit cards only

Cassa automatica (carte di credito, bancomat e contanti)
Cashpoints in cash or with credit cards

Operatore
Pay desk with operator

Parcheggio Rent a Car ultimo piano
Rent a Car Park top floor

Carica macchine elettriche gratis
Free charging electric cars

Distributore
Gas station

TELEPASS

myPass: Ingresso, pagamento e uscita con un'app
Entry, payment and exit with just an App



Train

Venice airport is linked to the railway stations of Venezia Mestre (mainland) and Venezia Santa Lucia (island) by bus (urban and out-of-town) and taxi services.



How to reach the airport

From Venice Mestre railway station (mainland)

- MESTRE EXPRESS line (ATVO);
- urban bus line No. 15 (ACTV). Journey time: 20-25 minutes.
I'm in Venezia Mestre station: where does the bus leave from?
Outside the train station, at the 'Centro' exit.

From Venice Santa Lucia railway station (island)

- VENEZIA EXPRESS (ATVO) line;
- urban bus line No. 5 (ACTV). Journey time: about 35 minutes.
I'm at Venice Santa Lucia railway station: where can I take the bus from?
Out of the railway station, keep right and walk 10 minutes which takes you over a modern bridge to the bus terminus.

Leaving the airport

At the airport - connections to the train station:

bus platform, in the second lane outside the Airport's Arrivals area.

- Venice Airport Bus Express to Venezia Santa Lucia station (ATVO);
- Line No. 5 to Venezia Mestre train station (ACTV);
- Line No. 15 to Venezia Santa Lucia station (ACTV).

Buses

Main locations connected with Venice airport

- Venezia Piazzale Roma: line No. 5 ACTV, or line No. 35 ATVO VENEZIA EXPRESS;
- Mestre train station-Mestre Centro: line No. 15 ACTV, or line No. 25 ATVO MESTRE EXPRESS;
- Mestre-Favarro-Tessera: ACTV line No. 45;
- Treviso: ATVO TREVISO EXPRESS bus;
- Padua, Abano, Montegrotto Terme: FSBusitalia line;
- Portogruaro-Pordenone: daily "Pordenone Express" by ATVO bus company;
- Pordenone-Aviano: daily "Marco Polo-Shuttle" by ATVO bus company;
- Beach resorts: ATVO buses connect the airport with the main seaside resorts in Veneto (Jesolo, Cavallino, Eraclea, Bibione, and Lignano);
- Mountain resorts: the Cortina Express bus line connects the airport to over 50 mountain resorts including Longarone, Tai, Cortina; the ATVO VENEZIA - CORTINA bus line connects the airport with Cortina, providing connections to Alpago, Val Zoldana and Val Pusteria. During the winter season, the Dolomiti Ski Shuttle bus connects the airport with Arabba, Marmolada, Alleghe, Falcade, Canale D'Agordo, Selva di Cadore and Val di Zoldo, while Fly Ski Shuttle every Saturday and Sunday (from 7 December 2019 to 29 March 2020) connects the resorts of Val di Fassa, Val di Fiemme and San Martino di Castrozza.
- Ljubljana: daily service (up to 5 times a day) by NOMAGO, connecting the airport with the capital of Slovenia.

Where to buy tickets at the airport

- Public Transport ticket desk in the Arrivals hall;
- Ticket machines are in the baggage claim hall near carousels 3 or 5, or at bus stops;
- On board the buses of the ATVO lines;
- On board the buses of the FS Busitalia Veneto lines (a surcharge applies).

More information is available on the websites of the transport companies or by calling these information offices:

- ACTV Tel. 041 24 24
- ATVO Tel. 0421 594672

- FS Busitalia Tel. 049 8206811

Exemptions for tourist buses in Venice's Limited-Traffic Zone (ZTL)

For information on the ZTL regulations and related exemptions, see <http://avm.avmspa.it/en>.

Car rental

Where can I do the rental paperwork and pick up my rented car?

You must go to the car rental-company offices on the 3rd floor of the P1 multi-storey car park.

ATTENTION: even if you have booked your rental, before picking up your car, you must go to the company office at the airport.

Where do I have to return the car?

Arriving by car at Venice Airport from the SS14 Triestina, follow the signs for "Rent a car" / "Parcheggio multipiano Park1".

To drop off your rental vehicle, after following the signs for the Park1 multi-storey car park, you must collect a normal entry ticket and go up to the 3rd level following the signs already on the ramps. To enter the car-hire car park, you must use the same ticket, inserting it back into the barrier machine.

AGENCY	NUMBER
AUTOEUROPA/SICILY BY CAR	+39 041 541 66 38
AUTOVIA	+39 041 269 84 05
AVIS - BUDGET	+39 041 541 50 30
EUROPCAR ITALY	+39 041 541 56 54
HERTZ	+39 041 541 60 75
LOCAUTO RENT	+39 041 541 67 37
MAGGIORE	+39 041 541 50 40
LEASYS	+39 041 541 50 32
SIXT	+39 199291929

Car sharing

Venice Marco Polo airport supports the Venice Car Sharing service. In the short-stay car park in front of the airport there is a pick-up and drop-off point for car-sharing cars with 5 parking spaces.

By using Car Sharing at Venice, you can:

- drive through and stop in restricted-traffic zones;
- use the preferential and/or reserved lanes in the municipal district of Venice;
- park for free in the paid parking spaces (blue lines) and in the ground-level parking spaces managed by A.V.M. SpA;
- drive freely on alternate numberplate days (anti-pollution measure).

NCC acquei

For transfers to and from Venice Airport by private motorboat, you can use the operators listed below.

For more details on costs applied, before boarding the vehicle, ask the staff in charge.

Consorzio Motoscafi Venezia

Telephone: 041 5222303 - 041 5415084

Email: info@motoscafivenezia.it

Web: www.motoscafivenezia.com/en/

Consorzio Venezia Taxi

Telephone: 041 723112 - 041 5415084

Email: info@veleziataxi.it

Web: www.veleziataxi.it/en-us/

Venezia Turismo Società Consortile S.r.l.

Telephone: 041 2770563 - 041 2402711

Email: velezaturismo@velezaturismo.net

Web: www.velezaturismo.net/en

Consorzio Venice Water Taxi

Telephone: 041 5229040 - 041 5228538

Email: info@venicewatertaxi.it - airport@venicewatertaxi.it

Web: www.venicewatertaxi.it/en/

ATI Venice One

Telephone: 041 5221265 - 041 5228538

Email: info@serenissimataxi.it

Web: www.serenissimataxi.it

Consorzio Venezia Futura

Telefono: 342 1068412

Email: consorzioveneziafutura@gmail.com

Web: www.consorzioveneziafutura.it

Veneziana Motoscafi

Telephone: 041 716000 - 041 716922

Email: info@venezianamotoscafi.it

Useful numbers

Lost&Found Baggage

COMPANY	NUMBER
AVIATION SERVICES BAGGAGE ASSISTANCE	+39 041 9691201
GH VENICE BAGGAGE ASSISTANCE	+39 0410980098
BRITISH AIRWAYS BAGGAGE ASSISTANCE	+39 06 89386034
AIRFRANCE AND KLM BAGGAGE ASSISTANCE	+39 02 38591272
EMIRATES BAGGAGE ASSISTANCE	+39 0287103621
BAGGAGE ASSISTANCE VUELING	199 308 080

State Bodies

BODY	NUMBER
CARABINIERI	+39 041 2605770
STATE FORESTRY SERVICE - C.I.T.E.S.	+39 041 5416397
CUSTOMS	+39 041 8773600
FINANCE POLICE	+39 041 5415146
BORDER POLICE	+39 041 2692411
VENICE PRISON POLICE	+39 041 2605966

Security

TRIVENETO SICUREZZA	+39 041 2603711
	+39 041 2603712

Information

SERVICE	NUMBER
FLIGHTS INFORMATION OFFICE	+39 041 2609260
VENICE TOURIST BOARD	+39 041 5298711

Car parks

MARCO POLO PARK	+39 041 2603060
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Car rentals

AGENCY	NUMBER
AUTOEUROPA/SICILY BY CAR	+39 041 541 66 38
AUTOVIA	+39 041 269 84 05
AVIS - BUDGET	+39 041 541 50 30
EUROPCAR ITALY	+39 041 541 56 54
HERTZ	+39 041 541 60 75
LOCAUTO RENT	+39 041 541 67 37
MAGGIORE	+39 041 541 50 40
LEASYS	+39 041 541 50 32
SIXT	+39 199291929

Cargo carriers

BODY	NUMBER
AIR FRANCE CARGO	+39 041 2698376
ALITALIA CARGO	+39 041 2699260
EMIRATES CARGO	+39 041 2699440
LUFTHANSA CARGO AG	199 307732

Passenger transport companies

BODY	NUMBER
ACTV BUSES	+39 041 2424
ATVO BUSES	+39 0421 594672 (airport) +39 0421 5944 (switchboard)
FSBUSITALIA BUSES	+39 049 8206811
TAXI (ROAD): RADIO TAXI COOPERATIVE	+39 041 5964
ALILAGUNA WATERBUSES	+39 041 5416555 (arrivals hall) +39 041 2619091 (dock)

Cargo forwarders

AGENCY	NUMBER
A. ELLE CARGO S.R.L.	+39 041 2698046
AIRNAUTIC ITALIA S.R.L.	+39 041 2698437
AZZURRA 90 S.R.L.	+39 041 2698174
BARBARINI & FOGLIA S.R.L.	+39 041 2698069
C.A.D. COLORIO S.R.L.	+39 041 2698182
DHL EXPRESS	199199345
DONELLI GROUP S.R.L.	+39 041 8472167
E.A.A.M.S.	+ 39 041 538 5815
EMIRATES CARGO	+39 041 2699440
FREEDOM IN SALES S.R.L.	+39 041 2698469
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S.D.C. S.R.L.	+39 041 2698356
SAN GIORGIO S.R.L.	+39 041 2698417
UPS ITALIA	02-30303039



Venezia
Airport