

Venezia Airport



VeneziaAirport
OFFICIAL HUB



SERVICE CHARTER & GUIDE 2020



Dear guest,

SAVE S.p.A. Group is glad to introduce you to the Marco Polo Venezia Airport's Service Charter 2020. This is the guide of all the services available at Marco Polo Venezia Airport, which can be useful for both arriving and departing passengers and their companions.

In the first part you can consult the Service Charter, a document, based on ENAC regulations (Italian Civil Aviation Authority), which includes all the key quality indicators of the services provided by the airport. For each indicator, it is possible to see the level reached in 2019 followed by the set goals for 2020.

In the second part you will find a guide about the services, provided by Marco Polo Venezia Airport, with useful and updated information in order to make your travel experience more pleasant and comfortable.

The Service Charter is available on Venezia Airport's website at the following link <https://www.veneziaairport.it/en/info-and-assistance/service-charter.html>

This is proof of our staff's daily dedication to make the airport an excellent place for all the travellers who pass through it.

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**Marco Polo
Venezia
Airport**

About us: SAVE Group S.p.A.

Formed in 1987, SAVE is a holding company of a group which operates mainly in airport management and from 2005 to 2017 it was listed on the Italian Stock Exchange.

The airport management focuses primarily on the development of infrastructures and flight networks of Venezia-Treviso System, which in 2019 gained the third place in Italy with more than 14,8 million passengers, preceded only by Rome and Milan.

During the last 10 years, the management model of the System was based on a strategy of synergistic and complementary use of the two airports Venezia (Marco Polo) and Treviso (A. Canova). SAVE Group owns a 27.65% stake in Brussels Charleroi airport and is currently the only Italian airport management company to participate in the management of a foreign airport. In October 2014, SAVE became a shareholder of Aeroporto Valerio Catullo di Verona S.p.A., which manages the airports of Verona and Brescia, of which it currently holds 41.63%. This step has led to the establishment of the new North-East Italy Airport Hub (Venice/Treviso/Verona-Brescia).

2019 traffic data

In 2019 Marco Polo Venezia Airport registered an all-time high of passengers, closing the year with 11,6 million passengers, an increase of 3,4% compared to the year before. This growth came especially from the Extra-Schengen flights, which registered an increase of about 11%.

More than 50 carriers depart from our airport, connecting 117 airports in 110 different cities. We are proud to represent one of the three intercontinental gates in Italy with direct flights to New York, Philadelphia, Atlanta, Chicago, Montreal, Toronto, Dubai, Doha, Abu Dhabi and Seoul.

Our commitment on CO₂ emissions reduction

Marco Polo Venezia Airport is very sensitive to environmental issues and it wants to guarantee a sustainable development, which is compatible with the protection of the environmental heritage. This is especially visible due to the close relationship with the fragile balance of the surrounding lagoon.

Even though our airport is a big and complex infrastructure, it is possible to coexist with the surrounding territory by honouring the following morals through clear and strict efforts:

- Involvement and collaboration with the territory;
- Reduction of environmental effects produced by the airport's activities;
- Continuous monitoring of all the environmental key factors;
- Adopting sustainable new technology;
- Favouring investments designed to the environmental safeguard and to the energy efficiency.

Thanks to different projects related to energy efficiency and to some activities that involved the main airport stakeholders, Marco Polo Venezia Airport reached the "Neutrality" level on the 18th of February 2015. This is the highest level of the international certification Airport Carbon Accreditation and it means that our airport has neutralized its carbon footprint.

Moreover, on the 26th of June 2019, during the 29th annual ACI EUROPE conference, Marco Polo Venezia Airport signed up to the commitment to follow the "Net Zero emissions by 2050" initiative, which means the airport is committed to reach zero emissions of CO₂ by 2050. This action is a proof of our will to realize an airport development through excellent solutions for sustainability.

The future Master Plan (2022 - 2035), that is currently being developed, will allow us to reach this important goal as early as 2035 thanks to the dismantling of fossil fuels energy production through the use of renewable sources. Furthermore, the airport aims at maximizing the reuse of water and realizing a complete waste recycling system for all of the airport's waste.

In closing, in 2019 Marco Polo Venezia Airport has been chosen as Opinion Leader for the national campaign “Italia in classe A”, an initiative sponsored by the Ministry of Economic Development (MiSE) and realized by ENEA (Italian National Agency for New Technologies, Energy and Sustainable Economic Development). There are about twenty opinion leaders chosen for this initiative, but we are the only Italian airport involved thanks to our sustainability and energy consumption reduction results.

Energy efficiency and our role as Opinion Leader

Being chosen as Opinion Leader for the Ministry of Economic Development’s campaign “Italia in classe A” means that Marco Polo Venezia Airport becomes a reference point for informing and guiding people towards a more sensitive and sustainable social behaviour. We have been selected thanks to our numerous activities focused on a more efficient use of energy realized during the last years.

As early as 2015, Marco Polo Venezia Airport has certified its Energy Management System according to the regulation UNI CEI EN ISO 50001, which attests to our efforts in finding and implementing all the improvement actions aimed at reducing and making our energy consumption more efficient.

To date, about 75% of the electricity required for the functioning of the airport is self-produced. We buy the remaining percentage from renewable sources. Most of the self-produced energy comes from our Trigeneration Plant, which was inaugurated in 2016, and, in a smaller quantity, from the 4 photovoltaic systems available on the whole airport area. Innovative systems and clean energy allow us to reach our goals of energy efficiency improvement, consumption reduction and CO₂ emissions reduction.

Among our most recent actions related to energy consumption reduction, was the substitution of the airport’s lights with LED technology, the introduction of energy-efficient power units on the baggage carousel system and the substitution of our vehicles with hybrid and electric models.

We have placed in the whole airport area several charging stations to also support our staff in favouring more sustainable mobility.

The challenge of recycling

Following the environmental safeguard plan, Marco Polo Venezia Airport decided to rationalise and to make more efficient the existing recycling system by working on both the management and infrastructural level.

We moved to a “door to door” system with punctual solid waste collection, as already happens for residential situations. This is a necessary action, which allows us to reach a recycling percentage greater than 65% with a consequent reduction of the waste delivered to the dump.

Marco Polo Venezia Airport also wants to reduce the disposable plastic used inside the airport. The installation of new water dispensers available for all the passengers and for our staff inside the terminal and inside the several offices has already started.

Noise pollution reduction and green areas redevelopment

Noise monitoring is a continuous and widespread activity mainly realized through a network of phonometric detectors placed in different locations on the airport area.

The phonometric data collection related to the airport activity allows us to identify and to realize different environmental mitigation activities. One of these activities has been the main runway renovation, which allowed a significant noise reduction for the residential areas surrounding the airport.

Another fundamental activity is the project of the airport green areas redevelopment. This project, which consists in planting new plants and trees, will create a strong obstacle to the noise propagation towards the surrounding residential areas. It will also contribute to keeping good air quality thanks to the greater abilities of the new plants in CO₂ absorption.

Marco Polo Venezia Airport: a story of excellence

2019 has been a year of big satisfaction for Marco Polo Venezia Airport, thanks to the results and international recognitions obtained in the field of customer experience.

Our airport, in fact, has been recognised as the “Italian best airport” by eDreams, and we also gained the 11th position on the global ranking. This award is based on the opinion of 80,000 travellers, who evaluated the variety and the quality of our services.

For the first time, we also took part in ACI Europe Best Airport Award 2019 where we gained second position. This was thanks to all the activities realized during the year by the entire airport community, always with the purpose of improving our passengers’ travel experience.

During this 2019, Marco Polo Venezia Airport also gained the second level of ACI Customer Experience certification, which is the highest level an airport can reach at this moment. This certification demonstrates that Marco Polo Airport is clearly driving a strategy in which customer experience is a key element.

Our airport has always given particular care and attention to all kinds of passengers and to all their different special needs. During 2019, we focused on improving all our “special assistance” services, with particular attention to hidden disabilities and also on improving the services for our Chinese passengers. An example of this last activity is the introduction of the Chinese language wayfinding and oriental dishes in the restaurant’s menus. This allowed us to obtain the Gold Level of Welcome Chinese certification.

On the wave of these important results, Marco Polo Venezia Airport will continue working on improving its services in order to make our airport a comfortable place, a place of excellence, giving particular attention to the different needs of all our passengers.



Service Charter 2020

QUALITY

The Marco Polo Venezia Airport’s Service Charter shows a list of the key relevant indicators regarding the quality of service and the perceived travel experience of the passengers. This Charter follows the regulation shared by all Italian airports and it allows to clearly inform all the airport users of the quality of the services.

The quality survey gives both quantitative (i.e. waiting time) and qualitative (i.e. services satisfaction level through surveys) results.

The following tables, which are split in 34 indicators identified and agreed by Enac, show the activities monitored by the Service Charter. Some of these monitored activities, in whole or in part, are gathered by third parties.

QUALITY INDICATORS

Quality standard	Indicator	Unit	2019 Achievements	2020 Target
JOURNEY SECURITY	Overall perception of passenger and hand-luggage security screening	satisfied passengers (%)	99,7%	96,7%
OVERALL PRECEPTION OF PERSONAL SAFETY AND SECURITY	Overall preception of personal safety and security	satisfied passengers (%)	99,7%	98,0%

OVERALL FLIGHTS PUNCTUALITY	Overall flights punctuality	Punctual flights (% on total departing flights)	65,8%	72%
	Total bags mishandled on departure (missing luggage on arrival)	No. of missing bags on arrival / 1.000 departing passengers	0,21‰	0,20‰
	Luggage reclaim time of the first bag after aircraft block-on	Waiting time (Min) between aircraft block-on and the reclaim of the first piece of luggage in 90% of cases	18'00"	19'00"
	Luggage reclaim time of the last bag after aircraft block-on	Waiting time (Min) between aircraft block-on and the reclaim of the last piece of luggage in 90% of cases	29'00"	28'00"
	Onboard waiting time for the first disembarking passenger	Waiting time (Min) after aircraft block-on in 90% of cases	4'41"	5'00"
	Overall perception of airport services reliability and punctuality	satisfied passengers (%)	99,3%	97,5%
AIRPORT CLEANLINESS	Perception of toilet tidiness and services	satisfied passengers (%)	93,5%	95,0%
	Perception of terminal tidiness	satisfied passengers (%)	98,9%	97%
OVERALL AIRPORT COMFORT	Perception of luggage trolleys availability	satisfied passengers (%)	99,6%	98%
	Perception of escalators, lifts and conveyors efficiency	satisfied passengers (%)	99,2%	97,5%
	Perception of air conditioning/heating efficiency	satisfied passengers (%)	98,5%	97%
	Perception of the overall terminal comfort	satisfied passengers (%)	97,6%	96%

ADDITIONAL SERVICES	Perception of wi-fi connectivity inside the terminal	satisfied passengers (%)	92,2%	87,5%
	Perception of recharge points for mobile devices in public areas (where available)	satisfied passengers (%)	98,8%	96%
	Bar opening times convenience	% of incoming/ outgoing passenger flights are compatible with the bar opening hours in the respective areas	97,6%	96%
	Perception of smoking areas effectiveness (where available)	satisfied passengers (%)	96,1%	94%
	Perception of availability of free water dispensers (where available)	satisfied passengers (%)	na	na
	Perception of availability/ quality/prices of shops and newsagents'	satisfied passengers (%)	97,6%	93%
	Perception of availability/ quality/prices of bars/ restaurants	satisfied passengers (%)	82,8%	80%
	Perception of availability drinks/snacks vending machines (where available)	satisfied passengers (%)	98,5%	96%
INFORMATION TO CUSTOMERS	User-friendly and updated website	satisfied passengers (%)	99,5%	97%
	Perception of airport information points effectiveness	satisfied passengers (%)	99,3%	96,5%
	Perception of the internal sign-posting readability and effectiveness	satisfied passengers (%)	98,3%	96%
	Perception of (infopoint, security) staff skills	satisfied passengers (%)	99,7%	96,7%
	Overall perception of public information services (screens, announcements, internal sign-posting, etc.) effectiveness and accessibility	satisfied passengers (%)	99,3%	96%

COUNTERS AND SERVERS

Perception of ticket counter services	satisfied passengers (%)	96,6%	95%
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Check-in waiting times	Waiting time in 90% of cases	18'16"	13'00"
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Perception of check-in waiting times	% of incoming/ outgoing passenger flights are compatible with the bar opening hours in the respective areas	99,1%	96,5%
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Waiting times at the security check-point	Waiting time in 90% of cases	9'59"	10'00"
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Perception of passport control waiting times	satisfied passengers (%)	98,5%	96,5%
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AIRPORT ACCESSIBILITY

Perception of the external sign-posting readability and effectiveness	satisfied passengers (%)	99,3%	96,5%
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Perception of the city centre – airport surface links	satisfied passengers (%)	96,8%	95,5%
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PRM PASSENGERS INDICATORS

Quality standard	Indicator	Unit	2019 Achievements	2020 Target
ASSISTANCE SERVICE EFFICIENCY	Booked departing PRMs: waiting times for assistance at dedicated meeting points, after assistance request	Maximum waiting time in 90% of cases	3'00"	5'00"
	Non-booked departing PRMs: waiting times for assistance at dedicated meeting points, after assistance request	Maximum waiting time in 90% of cases	3'00"	6'00"
	Booked arriving PRMs: onboard waiting times for assistance after the disembarkment of the last passenger	Maximum waiting time in 90% of cases	3'00"	7'00"
	Non-booked arriving PRMs: onboard waiting times for assistance after the disembarkment of the last passenger	Maximum waiting time in 90% of cases	2'00"	8'00"
PERSONAL SAFETY	Perception of the PRM handling equipment efficiency	Satisfied PRM passengers (%)	100%	99%
	Perception on staff skills and capacities	Satisfied PRM passengers (%)	100%	99%
AIRPORT INFORMATION	Accessibility: availability of essential information for PRMs with respect to the overall essential information	Essential information accessible to PRMs on total essential information (%)	98%	98%
	Exhaustiveness: availability of accessible information and instructions on services offered for PRMs on the overall information/instructions	Accessible information/ instructions on services offered for PRMs on total information/ instructions (%)	99%	99%

INFORMATION TO PASSENGERS	Perception of the effectiveness and accessibility of information, communications and internal signposting	Satisfied PRM passengers (%)	97%	97%
	Timely answers on total information requests	Timely answers on total information requests (%)	100%	100%
	Complaints on total PRM traffic	Complaints (% on total PRM traffic)	0,017%	0,025%
AIRPORT COMFORT	Perception of PRM assistance effectiveness	Satisfied PRM passengers (%)	100%	98%
	Perception of airport infrastructures accessibility and usability: car parks, calling stations, dedicated areas, toilets, etc.	Satisfied PRM passengers (%)	100%	97%
	Perception of the dedicated areas ("sala Amica")	Satisfied PRM passengers (%)	100%	97%
STAFF BEHAVIOUR AND ATTITUDE	Perception of PRM staff kindness	Satisfied PRM passengers (%)	100%	99%
	Perception of PRM staff skills	Satisfied PRM passengers (%)	100%	99%



COMPLAINTS



If you want to make a complaint about a disruption which happened in Marco Polo Venezia Airport, but you can't identify who the responsible party is, you can contact Save S.p.A., the airport operator, according to the Service Charter:

- through our website by filling the appropriate form available at the following link <https://www.veneziaairport.it/en/info-and-assistance/complaints-and-suggestions.html>;
- by e-mail to the address quality@veneziaairport.it;
- by letter;
- with the form attached, which specifies the case circumstances, and deliver to SAVE information office or to send to:

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

Feedback is provided within 30 days from the date of your complaint. If the complaint can be attributed to the services provided by the airport operator Save S.p.A., it will be taken into account directly, otherwise it will be sent to the third parties responsible of the activity.

We suggest that you do not detail any confidential data (state of health, religious, political or philosophical beliefs) in your complaint/suggestions, unless they are strictly necessary to support your request.

If there is confidential data in your complaint/suggestion, we suggest you make your request only through the “Complaint” form giving your consent to the processing of your personal data.

In the event of alleged criminal offenses (theft, damage, personal injuries, etc.), we suggest you immediately contact the Airport Police Department.

In the event of injury at the airport that needs medical care, the First Aid of the airport will help you and take your statement.

In order to consent fast and efficient answers and establishing facts, we suggest you attach the documents of all the useful elements for objective feedback (supplementary documents, tickets, boarding pass, receipts, certifications, etc.).

You can also use our website page “Complaints and suggestions” <https://www.veneziaairport.it/en/info-and-assistance/complaints-and-suggestions.html> to suggest potential improvements for our services or to give us positive feedback about your journey experience.

In the event of an Airline not respecting Regulation EC 261/2004 (on denied boarding, cancellation or long delay of flights), you can make a complaint directly to the Airline with whom you booked your flight. If the Airline doesn't answer within 6 weeks or it gives you an inadequate and insufficient answer, you can send a complaint to ENAC (Italian Civil Aviation Authority) the organisation designated to implement the Regulation EC 261/2004, which will take measures on them only for penalty purposes.

For further information about your passenger rights, please visit the ENAC website, the Regulation EC 261/2004 and the quick guide “What you need to know” at <https://www.enac.gov.it/en/publications/what-you-need-to-know-quick-guide-to-passenger-rights-when-travelling-by-air>.



COMPLAINTS / SUGGESTIONS



Name and Surname

Address

E-Mail

Telephone number

I read the [privacy notice on the following page](https://www.veneziaairport.it/privacy.html)
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 current 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 unclaimed items, systems maintenance companies.

Service Guide 2020

The Service Guide 2020's purpose is to ensure our guests have information about the Marco Polo Venezia Airport's structure, its offered services and who to contact for any kind of questions and needs.

AIRLINES

Following you can find the list of Airlines operating at the Marco Polo Venezia Airport. Information about their contacts and the services provided can be found on each airlines webpage.

Code	Airline
2B	ALBAWINGS
3O	AIR ARABIA MAROC.COM
3V	ASL AIRLINES BELGIUM
5O	ASL AIRLINE FRANCE
5X	UNITED PARCEL SERVICE
9U	AIR MOLDOVA
A3	AEGEAN CRONUS AIRLINES
A5	HOP!
AA	AMERICAN AIRLINES
AC	AIR CANADA
AF	AIR FRANCE
AT	ROYAL AIR MAROC
AY	FINNAIR
AZ	ALITALIA
BA	BRITISH AIRWAYS
BE	FLY BE
BT	AIR BALTIC
BY	THOMSONFLY
BV	BLUEPANORAMA
D8	NORWEGIAN AIR INTERNATIONAL
DL	DELTA AIR LINES
DY	NORWEGIAN AIR SHUTTLE

EI	AER LINGUS
EK	EMIRATES
EN	AIR DOLOMITI
EW	EUROWINGS
FR	RYANAIR
IB	IBERIA
IG	AIR ITALY SPA
JU	AIR SERBIA
KL	KLM
KM	AIR MALTA
LG	LUXAIR
LH	LUFTHANSA
LO	LOT
LS	JET2.COM LIMITED
LX	SWISS AIR LINES
LY	ELAL
OK	CZECH AIRLINES A.S.
OS	AUSTRIAN AIRLINES
OU	CROATIA AIRLINES
OZ	ASIANA AIRLINES
PC	PEGASUS AIRLINES
PS	UKRAINE INTERNATIONAL AIRLINES
QR	QATAR AIRWAYS
SK	SCANDINAVIAN
SLD	SILVER AIR
SN	BRUSSELS AIRLINES
SU	AEROFLOT
TK	TURKISH AIRLINES
TO	TRANSAVIA
TS	AIR TRANSAT
TU	TUNISAIR

U2	EASYJET
U6	URAL AIRLINES
UA	UNITED AIRLINES
TU	TUNISAIR
U2	EASYJET
U6	URAL AIRLINES
UA	UNITED AIRLINES
UX	AIR EUROPA LINEAS AEREAS
V7	VOLOTEA AIRLINES
VY	VUELING AIRLINES S.A



SECURITY CHECKS

Rules, regulations and procedures of security checks at Marco Polo Venezia Airport

Please remember to observe the rules to ensure the security of all Airport users and to avoid unnecessary delays for yourself and other passengers.

For further information check the ENAC website.

Please take note that at Marco Polo Venezia Airport there are different security areas, dedicated to different passengers:

- 18 security checks available for all types of flights, national and international (except the USA direct flights);
- 3 security checks reserved for USA direct flights;
- 1 fast track;
- 1 security check for PRM passengers and their companions.

Remember to follow all the rules of Marco Polo Venezia Airport and to prepare yourself in advance to avoid unnecessary delays for yourself and other passengers.

For further information check the ENAC website.

Going through security

- Scan your boarding pass resting it with the bar code facing down at the turnstiles gates for access control;
- place your hand baggage on the X-ray conveyor after removing your laptop computer, smartphone, tablet and electronic devices;
- place your coats and any personal items (mobile phone, wallet, electronic devices, belt, etc.) in the trays provided. You can leave your glasses on;
- walk through the metal detector and cooperate with security personnel if they ask to search you;



- security personnel may ask you to remove items of clothing (e.g. shoes) and manually inspect hand baggage;
- remember to collect your personal items from the security containers at the end of the security check.

Security screening for liquids, aerosols and gels (LAGs)

Remove liquids, aerosols and gels from your hand baggage before arriving at security.

Remember that:

- Containers larger than 100 ml are not permitted;
- the containers must be packed in a single transparent, re-sealable plastic bag of maximum dimensions 18 x 23 cm, containing up to 1 litre. The containers must fit comfortably into the bag, allowing it to be closed without difficulty;
- each passenger (including infants) may carry only one such transparent bag of the maximum dimension above-mentioned.

Liquids include:

- Water and other drinks, soups and syrups;
- creams, lotions and oils
- perfumes;
- sprays;
- gels, including hair and shower gels;
- contents of pressurised containers, including shaving foam, other foams and deodorants;

- pastes, including toothpaste;
- liquid-solid mixtures;
- mascara;
- any other item of similar consistency.

From January 31st 2014 the following liquids can be transported out of the bag but separate from your hand luggage before security checks:

- medicines (without the obligation to submit a medical prescription);
- baby foods (without the obligation of the presence of the child);
- products of dietary requirement (liquids readily available in the sterile area such as soft drinks and bar products are not included).

Medicines, baby food and products for dietary requirements can exceed the quantity of 100 ml only if they must be used during the flight or if they are necessary for medical purposes or for a specific dietary requirement.

BAGGAGE RULES

General information: weight, labels, locks

Contact your travel agency or airline for information on size and weight restrictions for carry-on and hold baggage (checked-in). If your baggage exceeds the size or weight limits, you may be charged an excess baggage fee.

Always attach a label to your baggage showing your first name and surname, address and telephone number.

Before securing your baggage with padlocks, straps or wrap-around plastic, check whether the airline requires baggage to be opened for security screening.

If the hold luggage exceeds the allowed size, they are classified as oversize baggage and they can be checked at the designated security check on the ground floor.

Remember to contact the Airline of your flight to receive information on additional charges that you may pay and on booking rules.

All luggage that exceeds the limitations imposed by the airlines will be handled differently in Marco Polo Venezia Airport both for departures and arrivals. You can pick up your oversize baggage at one of the two designated places (one behind the Belt 1 for the Schengen flights and one behind Belt 5 for the Non-Schengen flights).

List of prohibited items

Some items are prohibited by the rules for Civil Aviation security, others are prohibited by the airline company which you fly with. There are differences also between items you can bring in your hand luggage and those you can bring in your hold luggage.

We suggest you always refer to the specific regulations set by your airline company and ENAC to obtain clear and complete information.

You can find the update list of prohibited items on ENAC website.

Weapons transportation

Transportation of weapons is subject to advance booking and acceptance by the airline.

Check with the airline's official website for booking details and costs.



DOCUMENTS FOR NON-SCHENGEN FLIGHTS

Documents and guidelines for passengers travelling to and from countries outside the European Union

Passengers arriving in Italy

If you are travelling from a country outside the European Union (non-EU), your documents will be checked by border police on arrival at Venice Airport. If your documents are not in order, you will not be permitted to leave the airport. In accordance with the procedure, passengers without valid documents will be repatriated.

For detailed information see the Foreign Ministry website.

Passengers travelling abroad

If your destination is a non-EU country, remember to check the validity and expiry date of your passport prior to departure.

For detailed information on the necessary documents, visit the “Viaggiare Sicuri” website produced by the Italian Foreign Ministry’s Crisis Unit.

If your destination is an EU country, you just need to bring your ID card.

Further information can be found on the ENAC website.

How to speed up Police border control

If you are 14 years old and you are European citizen or a citizen of other countries as Australia, Canada, South Korea, Japan, Israel, New Zealand, Principality of Monaco, Republic of San Marino, Vatican City State, Singapore, USA and Taiwan you can travel with your biometric passport. We recommend you to travel with your biometric passport. Going through the e-Gates with your document will speed up the process, rather than going through the manual check by the Border Police.

We suggest you visit the “Viaggiare Sicuri” website to find information on the documents you need for your specific trip.

IMPORTING GOODS

Check the Customs Charter to get information on what you can bring with you

Every time you travel, remember to consult the Passenger Customs Charter realized by the Agency of Customs and of Monopolies to find information on restrictions concerning:

- Works of art importation;
- Animals, plants and animal and vegetable products;
- Ivory, furs, corals importation;
- Cash transportation.

The transportation of cash and equivalent items is free for a total amount of less than 10,000€. When you travel with an amount exceeding or equivalent to 10,000€, it is necessary to complete a declaration, which has to be signed and deposited with the customs offices both when you enter and leave the country.

Failure to declare the transportation of the above-mentioned is a violation of the currency legislation.

You can find the forms for the issue of the declaration on the Agency of Customs and of Monopolies website.



VAT TAX REFUND

At Marco Polo Venezia Airport, people who are residents and domiciled outside EU countries can request a tax refund for purchases made in Italy and inside our airport.

These are the tax refund companies within Marco Polo Venezia Airport:

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

Tax refund desks are on the 1st floor of the Terminal, landside area (before security checks).

Customs desk is also there.

Only Global Blue and Mc Exact Change have a desk in the airside departure hall, after security checks.

If you shopped in more than one store, each one partnering with a different VAT refund company, you may have to file multiple VAT refund requests. On your invoice, you'll find the logo of the VAT refund company associated with the store.

To get your VAT refund, you must contact only the partner company of the store.

Tax Refund takes time because you may need to contact multiple companies and desks can get busy, especially during peak times.

Please plan your arrival at the airport accordingly and remember that the customs stamp can be requested starting from 4 hours before your flight.



LOST BAGGAGE

Procedures and contacts of Lost&Found office at Marco Polo Venezia Airport

Remember to collect your baggage before leaving the Venice Marco Polo Airport Arrivals hall. Check the identification tag to ensure that the baggage is yours.

If your baggage is missing or damaged, observe the following procedure:

- Stay in the baggage reclaim hall;
- Check the screen to find out which Lost & Found company handles your flight;
- Go to the company's office, which is in front of Belt 2;
- Book your turn from the designated totem;

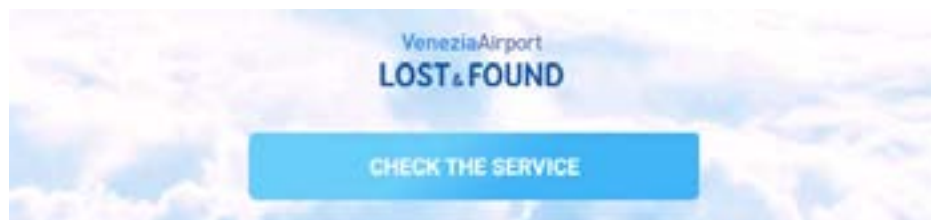
Show the ticket and the coupon for the missing baggage (in the event of partial loss you must check which items have not been delivered).

You can check the baggage search status by clicking on the following link:
<https://www.veneziaairport.it/lost-and-found.html>.

You have to fill in the form entering the PIN CODE of your lost-luggage Case File, that you can find in the lower left box of your paper copy issued by Lost&Found Marco Polo Venezia Airport office.

The platform can only provide you with information on the baggage search status of the procedure that you previously opened in our airport.

For other procedures you have to contact the airport where you opened the procedure or the airline which you traveled with.



Lost & Found office contact info

The Lost & Found offices run by the Airport's handling companies are located in the Arrivals hall near the baggage reclaim carousels:

- **GH Venezia** - Tel. +39 0410980098 - opening hours: from the opening time to the closing time of the airport.
- **AVIATION SERVICES** - Tel. +39 0419691201 - opening hours: from the opening time to the closing time of the airport.

Other Contacts - Luggage Assistance

- **British Airways Baggage Assistance** - +39 06 89386034
- **AirFrance & KLM Baggage Assistance** - +39 02 91 48 33 03
- **Emirates Baggage Assistance** - 003617777254
- **Vueling Baggage Assistance** - 199 308 080

LOST PROPERTY

Procedures and contacts of Lost Property office at Marco Polo Venezia Airport

If you have lost an object aboard the airplane, you can go to the Lost&Found office related to your airline company, which are located in the Arrivals hall near the baggage reclaim carousels. During Lost&Found office closing times, you can go to the Flights Information Office on the ground floor.

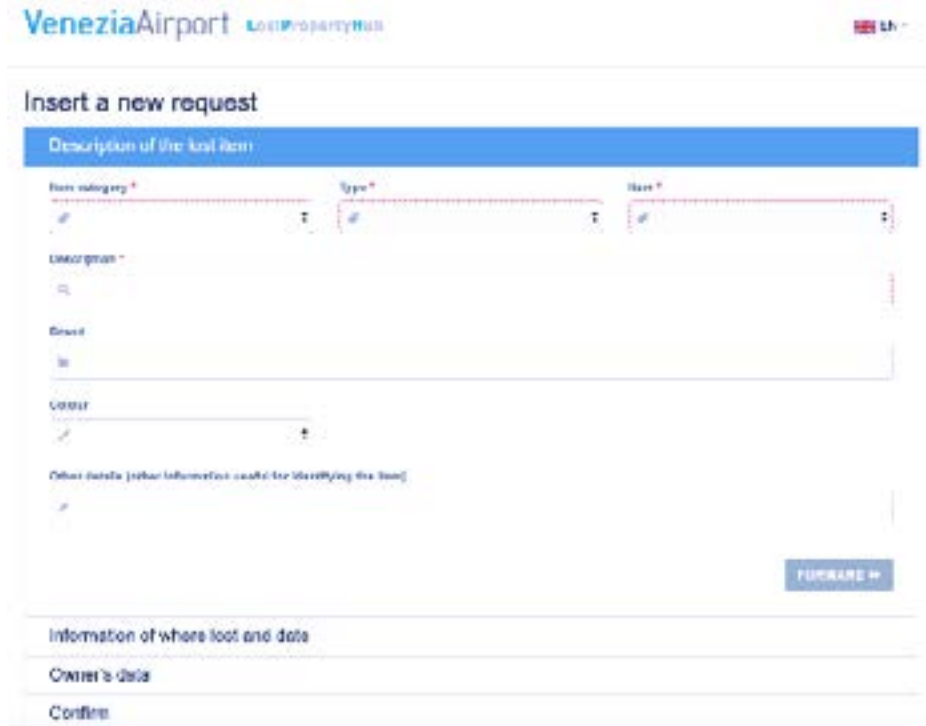
If you have lost an object inside the Terminal, you have to report the loss to the Lost Property office, which is located in the Arrivals hall on the ground floor and staffed by the airport operator.

VeneziaAirport **LostPropertyHub**

The office is open for the return of the objects from 9 am to 12 am and from 3 pm to 6 pm.

If you have lost an object, please create the request for your item on our website by clicking on the following link:

<https://lostpropertyhub.veneziaairport.it/en/#/newrequest/>



The screenshot shows the 'Insert a new request' form on the Venezia Airport Lost Property Hub website. The form is titled 'Description of the lost item' and includes the following fields:

- Item category ***: A dropdown menu with a search icon.
- Type ***: A dropdown menu with a search icon.
- Item ***: A dropdown menu with a search icon.
- Description ***: A text input field with a search icon.
- Brand**: A text input field.
- Color**: A text input field.
- Other details (other information useful for identifying the item)**: A text input field.

At the bottom right of the form is a blue button labeled 'FORWARD >>'. Below the form are sections for 'Information of where lost and date', 'Owner's data', and 'Confirm'.

In some cases, lost property is managed by the Lost&Found offices of the airlines. In this case, we can provide you with their contact details. Anyone finding a lost item in our airport, is asked to bring it to our Lost Property Office or Flight Information Office.



LUGGAGE SERVICES

Left luggage office

The left luggage office is on the ground floor outside the terminal building next to entrance 1.

It is run by the cooperative Trasbagagli and it is also a delivery point for the Easy Luggage service.

Opening times (everyday):

- from April 1st to November 24th: from 5 am to 10 pm;
- from November 25th to March 31st: from 5 am to 9 pm;

Telephone Number.....+39 041 5223590

For further information, please visit Cooperativa Trasbagagli website and select Trasbagagli Airport.

Cooperativa Trasbagagli

Administration Office

Santa Croce 365/a, near Piazzale Roma, Venezia

Telephone number:.....+39 041 713719

Other contacts

Left Luggage Office Airport.....+39 041 5223590

Tronchetto Head Office..... +39 041 5210578

P. Roma Head Office.....+39 041 5223590

E-mail..... info@trasbagagli.it

P.E.C. trasbagagli@legalmail.it

Web..... www.trasbagagli.it

Porter Service

Cooperativa Trasbagagli also runs a porter and luggage transport service to and from Venice.

Telephone number:+39 041 713719

SPECIAL ASSISTANCE AND SERVICES FOR PASSENGERS WITH DISABILITIES OR REDUCED MOBILITY

General Information

In compliance with EC Regulation No. 1107/2006, since 26 July 2008 SAVE S.p.A. has provided assistance for disabled passengers and passengers with reduced mobility (PRM) at Venice Marco Polo Airport. The EC Regulation makes the airport managing body responsible for providing assistance at European Airports and ensures that an equivalent level of assistance is guaranteed throughout Europe.

For this purpose, Venice Marco Polo Airport has:

- a mobile landing stage at the dock;
- special means of transport;
- free reserved parking;
- several PRM call spots inside the entire airport area;
- a designated security check;
- a designated special room located in the departure area before the security checks;
- a designated special room located in the boarding area after the security checks;
- a designated area near baggage claim.

Who the service is for

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

- Blind or vision impaired passengers (code BLND);
- Mobility impaired passengers:
 - Persons who are unable to walk long distances but can ascend and descend steps and walk on their own (code: WCHR);
 - Persons who are unable to walk long distances or ascend/ descend steps but can make their own way to/from cabin seat (code: WCHS);

- Passengers who are paraplegic/quadruplegic, require an on-board wheelchair and must be carried to/from cabin seat (code: WCHC).

- Passengers with hearing disabilities (code: DEAF);
- Passengers with intellectual or developmental disabilities (code: DPNA).

Free parking

PRM holders of a European parking permit are entitled to park free of charge in the reserved spaces in all car parks at Venice Marco Polo Airport. In order to park free of charge, please show the parking ticket, the parking permit, and your ID card to the Terminal infopoint or parking attendants to get your ticket validated.

Any companion is requested to show, in addition to the mentioned documents, a copy of the parking permit holder flight ticket/boarding pass.

Help Points

The PRM call spots can be recognized through the symbol of a wheelchair and are located:

- at the bus park P-Bus;
- at the Short Term Park;
- at the docks (water bus landing stage): one close to ATVO ticket office and the other at the beginning of the moving walkway;
- at the third floor of park P1 close to the rental car offices;
- at Park P1;
- in front of the doors of departure hall (1st floor) and arrivals (ground floor);

The assistance service, requested in relation to the passenger's needs, is guaranteed until boarding time and right at the exit of the aircraft for the arriving passengers.



How to apply for assistance

Special assistance for PRM passengers is provided totally free of charge.

To ensure the best possible service, you should notify the airline of your needs when making your booking or at least 48 hours before departure. The airline will notify all airports included in your itinerary.

The airline may ask for further information on the kind of assistance required, the need for transport and use of medical equipment and/or mobility aids, and the need to travel with recognised assistance dogs.

In certain cases (e.g. during post-operative convalescence), the airline may ask you for a doctor's certificate authorising you to fly.

Departing from Marco Polo Venezia Airport

To receive the required assistance and to complete the check-in procedure, please arrive at the designated help points or directly at the check-in desk in good time.

If you need to be met at one of the help points, you should arrive:

- 2 hours before your departure time for domestic flights;
- 2.5 hours for international flights;
- 3.5 hours for intercontinental flights.

If you report directly to the check-in desks, you should arrive:

- 1 hour before your departure time for domestic flights;
- 2 hours for international flights;
- 3 hours for intercontinental flights.

Marco Polo Venezia Airport provides two lounge rooms for PRM passengers, where they can wait respectively for their check-in desk and for their boarding gate openings.

If requested, PRM staff will accompany the passengers to the designated areas in order to wait for their flight in a quieter place.

Arriving at Marco Polo Venezia Airport

PRM assistance is provided from the time of disembarkation from the aircraft through to one of the connecting points for your onward journey. Marco Polo Venezia Airport provides a designated area close to the baggage claim area for PRM passengers in order to wait for their baggage in a quieter place.

Baggage and assistance dogs

The EC Regulation grants persons with disabilities or reduced mobility an increased free baggage allowance for the transport of medical supplies and/or mobility equipment, up to a maximum of two devices, including electric wheelchairs, with prior notice of 48 hours, depending on the availability of space inside the airplane and in respect of the regulation concerning dangerous goods.

Furthermore, “recognised assistance dogs” are allowed to travel in the cabin of aircraft without any additional charges provided the carrier is notified in advance, in compliance with national regulations applicable to the transportation of dogs.

PRM Complaints

If you do not receive the assistance you need, you can file an initial complaint to the airline and to the airport operator (quality@veneziaairport.it).

If this does not meet with an adequate response, you can then submit a complaint form to ENAC (Italian Civil Aviation Authority), the organisation designated by the Italian state to oversee the rights of passengers with disabilities or reduced mobility.

Quality standards

To see the quality standards of the ground handling assistance provided to persons with reduced mobility, see page 15.

Special equipment

Marco Polo Venezia Airport provides the following equipment for this service:

- wheelchairs of various sizes for use with a travelling companion or member of staff for transport inside the airport;
- variable height wheelchairs for boarding;
- wheelchairs for temporary use in the case of delayed return or damage to the passenger’s own wheelchair during the flight;
- ambulift (highlifter) and minivan for boarding and disembarking from aircraft;
- minivan for the transport from and to the PRM call spots of the airport.

AUTISM

A chance to familiarize with Marco Polo Venezia Airport before a flight

Marco Polo Venezia Airport adheres to the project “Autism, making my way through the Airport”, conceived by ENAC to facilitate the passengers’ transit in the Airport by providing assistance and special services.

But it also aims - through some simple recommendations and easy strategies for the accompanying persons - to help all autistic travellers to prepare for, and happily accept, every stage of their journey.

Marco Polo Venezia Airport offers the possibility to participate in a “familiarization visit”.

To book the “familiarization visit” and to be contacted by our personnel, you need to:

- download the booking form on our website www.veneziaairport.it;
- print, complete and sign the reservation form, attaching the documentation indicated in the form;
- send the form and documentation in .pdf or .jpg file to the email address autismo@veneziaairport.it, as stated in the form.

Requests for a “familiarization visit” must be sent at least 3 days before the desired date of visit.

The visit will be confirmed via e-mail and it can be organized from Monday to Friday between 9AM and 7PM at a time agreed according also to the airport’s operational needs.

Autistic passengers won’t be separated from their family or escort and will always be followed by our staff.

Departures and Arrivals Assistance Service

The Airport is prepared to welcome people with autism, recognizing them as PRMs (passengers with reduced mobility) and relating them to the DPNA category (passenger with intellectual or behavioural impairments), with specialized facilities, services and staff dedicated to them.

If the passengers prefer not using PRM service, they can travel by their own and use the Priority Lane during security checks. We thus recommend the use of the “Sunflower lanyard” described in the next chapter.

HIDDEN DISABILITIES

Passengers with hidden disabilities, or those accompanying passengers with hidden disabilities, may request a special “sunflower lanyard” to be worn inside our airport.

Known abroad as “Sunflower Lanyard”, this lanyard allows our staff to recognize someone with special needs, and to provide them appropriate assistance.

The Sunflower Lanyard is available both for passengers who have requested special assistance, and for those who are travelling independently. It can be picked up:

- in the Special Assistance Room (first floor, landside);
- at the Arrivals Information Office (ground floor, arrivals area);
- requested from the person assigned to the assistance.

ANIMALS

Travelling with animals: the rules of Marco Polo Venezia Airport

If you wish to travel with your pet, you should notify the travel agency or airline when purchasing your ticket.

Each airline has its own policy for transporting animals. Check your airline’s website for precise information.

Small animals may be accommodated in the cabin, whereas larger animals must be transported in the cargo hold.

In both cases, your pet must be placed in a transport box of adequate size.

Moreover, if you travel with a small pet, you have to bring your animal to the designated security check outside its transport box.

The pet will be carefully checked by our staff, while the box will be checked separately through the x-ray machine.

Be sure to bring your pet's health card and passport and check the vaccinations and certificates required in the country you are travelling to.

FAMILY AND CHILDREN

Security checks

Priority Lane

Children under the age of 6 and their accompanying adults can access the security checks through a dedicated Priority Lane.

Pregnant women

Pregnant women can access the security checks through a dedicated Priority Lane. Moreover, pregnant women who do not want to pass through the metal detector can request to be manually checked by a female security officer.

Baby foods and liquids

Baby foods and liquids are allowed to pass through security. In these cases, you are permitted to exceed the limit of 100ml (3.4 ounces) and do not have to be sealed in 1-litre plastic bags.

The exemption applies to amounts of necessary food and liquids depending on flight-time and the need of the baby. These products must nevertheless be presented separately from the hand luggage before security checks.

Exemptions are also allowed for liquid medicines necessary for passengers. These products must however be presented separately from the hand luggage before security checks

Strollers

At Marco Polo Venezia Airport, you can take strollers through the security checks and up to the gate.

In this case, the stroller must be labelled at the check-in desk, and then remains at your disposal until boarding.

Depending on the airport of arrival, it will be handed over to you at the exit of the aircraft or in the baggage pick-up bay.

Alternatively, the stroller can be directly taken onto the plane, after informing the check-in desk, which will label it as hold luggage to be handed back at the oversize baggage security checks on the ground floor. From then on the stroller will no longer be at your disposal to as far as baggage pick-up at your airport of arrival.

If you are arriving at Marco Polo Venezia Airport, you will receive the stroller outside the airplane or at one of two designated area for oversize luggage (behind baggage claim belt 1 for Schengen flights and behind baggage claim belt 5 for Non-Schengen flights).

Children flying alone

The journeys of the unaccompanied minors are subject to restrictions and rules established by airlines. Most airlines allow children to travel alone using an unaccompanied minor service from the age of 5.

You must warn the airline company about children who travel alone when booking the flight, this will allow children to travel in the safest and most comfortable condition possible.

Be also sure to have the required ID card/passport and any other documentation required for unaccompanied traveling children.

For further information about the documents visit the State Police website.

Departing from Marco Polo Venezia Airport

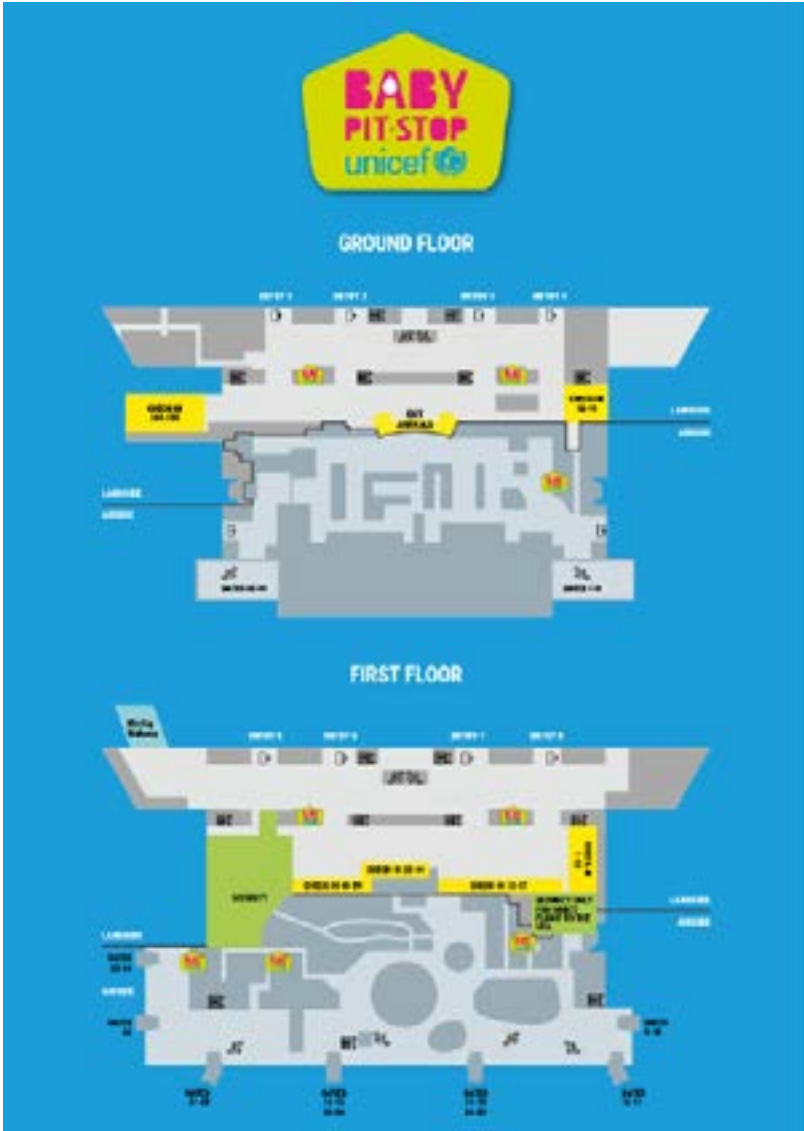
Children departing from Marco Polo Venezia Airport must be accompanied to the flight's check-in counter by the adult indicated in the documentation. The child will then be taken over by the staff assigned by the airline.

Arriving at Marco Polo Venezia Airport

The adult indicated in the documentation provided to the airline should contact, at the time of landing, the Lost & Found office of the reference handler of the airline, which is located next to Arrivals on the ground floor.

Nursery and breastfeeding rooms

At Marco Polo Venezia Airport, mums can use the Baby Pit-Stop breastfeeding rooms, which are available in four points inside the terminal. Additionally, as well as in other nurseries and in some ladies toilets around the entire airport, there are changing tables and baby toilets available for your child. You can find these family services in the map below.



NIGHT-TIME CLOSURE

Under Order No. 6/2015 of ENAC Direzione Aeroportuale Nord Est (Italian Civil Aviation Authority - North-East Airport Management), we inform you that the doors of the airport terminal will be closed at night from 24:00 to 04:00 hrs except for specific cases of prolonged airport activity.

No one is allowed to remain in the terminal during closing hours unless they have a travel document for a flight departing the next day, or unless they have some other suitable airport authorization. The breach of this Order will be sanctioned according to Art. 4 of the Order.

OTHER SERVICES

First Aid

The First Aid is open 24 hours for 365 days per year. It is located on the ground floor and it provides medical care both for passengers and airport staff. If necessary, you can contact the First Aid at the following telephone number: +39 041 2605385.

Info Point

There are two Info Points inside Marco Polo Venezia Airport. One Info Point is located on the first floor close to the departing area, the other one is located on the ground floor close to the arrival area. You can ask for information on the status of your flight or information on other services at our airport.

Smoking Lounge

After security checks, you can find a Smoking Lounge on the second floor, which also provides charging stations.

Place of prayer

On the first floor after security checks, you can find a place of prayer, which is open and available for everyone.

Marco Polo Club Vip Lounge

The VIP lounge at the Marco Polo Venezia Airport is located on the second floor after security checks and it is open everyday from 5am to 11pm. You can benefit from the following complimentary services:

- Hot and cold snacks;
- Soft and alcoholic drinks;
- Shower, towel and hygiene products (available on request)
- Wi-fi internet connection;
- A selection of Italian and international magazines;
- +7000 digital magazines downloadable via PressReader app
- Real-time flight status information;
- Satellite TV;
- Free Wi-fi TV with international channels on your smartphone, tablet and personal computer;
- Mobile phone charging points.

How to buy VIP Lounge ticket

You can buy your ticket at the lounge reception; price: 40 € per passenger. You can also purchase access to the VIP lounge while booking your parking on the website parcheggi.veneziaairport.it.

If you are a frequent flyer, you may be interested in the Club il Milione card, which grants special treatment when you depart from Venezia Airport.

Special priority card owners or passengers whose airline company benefits from specific agreements may have free access to the VIP lounge. For more information, visit card issuer, company or airlines website.

Staying in the VIP lounge is allowed for 2 hours.

Wi-fi

Marco Polo Venezia Airport provides a free wireless internet service. You can connect from anywhere in the passenger terminal without time limit.

Business Centre

Marco Polo Venezia Airport also provides an original and versatile Business Centre that can host a wide range of events, celebrations and presentations from corporate meetings and presentations/launches of new products, to artistic events, V.I.P. hospitality, films and commercials.

The Business Centre is located on the second floor, before security checks.

To contact the Business Centre:

E-mail: bcexact@gruppoexact.com

Telephone number: +39 041 2698191

Luggage trolleys

Luggage trolleys are free and they are available in every car park and in different locations inside the terminal both in departure and arrival areas.

Charging points

Inside Marco Polo Venezia Airport you can find several charging points in all waiting areas.

Bank and ATM

The bank is located on the first floor of the terminal, in front of security checks. There are also different ATMs:

- 1 postamat e 7 ATM before security checks;
- 7 ATM after security checks;
- 1 ATM at the dock.

Itineraries and tactile map for passengers with visual disabilities

Marco Polo Venezia Airport realized, in collaboration with the associations for people with disabilities, different itineraries and tactile maps that can help people with disabilities to orientate themselves inside the airport and along the surrounding roads.

Sleeping capsules

On the ground floor of Marco Polo Venezia Airport there are 4 sleeping capsules which are provided with all the necessary amenities to relax before a flight.

You can book your sleeping capsule from the website www.zzzleepandgo.com or on the spot by using a credit card, a debit card or a prepaid card. The sleeping capsules are available 24/7.

Touristic Information Office

You can find a touristic information office on the ground floor, close to the arrival area, which is open from 8.30am to 7pm.



AIRPORT'S MAP

Ground Floor



POINTS OF INTEREST

- 1. Luggage claim belt
- 2. Information
- 3. Baggage claim
- 4. Airport
- 5. Security
- 6. Ticketing & check-in
- 7. Ticketing & check-in
- 8. Security
- 9. ATIS
- 10. Car rental services
- 11. Public area
- 12. Security
- 13. Ticketing
- 14. Ticketing

EMERGENCY & PUBLIC AUTHORITIES

- 1. Fire
- 2. Security
- 3. Customs & Border
- 4. USCB
- 5. Police
- 6. Airport Authority

ACCESS

- 1. Lot
- 2. Entrance
- 3. Exit
- 4. Ticket

BELT

- 1. Baggage
- 2. Security
- 3. Ticket
- 4. Information
- 5. Baggage

RESTROOM

- 1. Restroom
- 2. Restroom
- 3. Restroom

FOOD & BEVERAGE

- 1. International Terminal
- 2. Domestic Terminal

OTHER SERVICES

- 1. Lost & Found
- 2. Lost & Found
- 3. Lost & Found
- 4. Lost & Found
- 5. Lost & Found
- 6. Lost & Found
- 7. Lost & Found
- 8. Lost & Found
- 9. Lost & Found
- 10. Lost & Found
- 11. Lost & Found
- 12. Lost & Found
- 13. Lost & Found
- 14. Lost & Found
- 15. Lost & Found
- 16. Lost & Found
- 17. Lost & Found
- 18. Lost & Found
- 19. Lost & Found
- 20. Lost & Found

First Floor



- | | | |
|---|--|---|
| <p>POINTS OF INTEREST</p> <ul style="list-style-type: none"> 10400000 10400001 10400002 10400003 10400004 10400005 10400006 10400007 10400008 10400009 10400010 10400011 10400012 <p>PUBLIC AMENITIES</p> <ul style="list-style-type: none"> 10400013 10400014 <p>ACCESS</p> <ul style="list-style-type: none"> 10400015 10400016 10400017 10400018 | <p>OTHER SERVICES</p> <ul style="list-style-type: none"> 10400019 10400020 10400021 10400022 10400023 10400024 10400025 10400026 10400027 10400028 10400029 10400030 10400031 10400032 10400033 10400034 10400035 10400036 10400037 10400038 10400039 10400040 10400041 10400042 10400043 10400044 10400045 10400046 10400047 10400048 10400049 10400050 10400051 10400052 10400053 10400054 10400055 10400056 10400057 10400058 10400059 10400060 10400061 10400062 10400063 10400064 10400065 10400066 10400067 10400068 10400069 10400070 10400071 10400072 10400073 10400074 10400075 10400076 10400077 10400078 10400079 10400080 10400081 10400082 10400083 10400084 10400085 10400086 10400087 10400088 10400089 10400090 10400091 10400092 10400093 10400094 10400095 10400096 10400097 10400098 10400099 10400100 10400101 10400102 10400103 10400104 10400105 10400106 10400107 10400108 10400109 10400110 10400111 10400112 10400113 10400114 10400115 10400116 10400117 10400118 10400119 10400120 10400121 10400122 10400123 10400124 10400125 10400126 10400127 10400128 10400129 10400130 10400131 10400132 10400133 10400134 10400135 10400136 10400137 10400138 10400139 10400140 10400141 10400142 10400143 10400144 10400145 10400146 10400147 10400148 10400149 10400150 10400151 10400152 10400153 10400154 10400155 10400156 10400157 10400158 10400159 10400160 10400161 10400162 10400163 10400164 10400165 10400166 10400167 10400168 10400169 10400170 10400171 10400172 10400173 10400174 10400175 10400176 10400177 10400178 10400179 10400180 10400181 10400182 10400183 10400184 10400185 10400186 10400187 10400188 10400189 10400190 10400191 10400192 10400193 10400194 10400195 10400196 10400197 10400198 10400199 10400200 <p>FOOD & BEVERAGE</p> <ul style="list-style-type: none"> 10400201 10400202 10400203 10400204 10400205 10400206 10400207 10400208 10400209 10400210 10400211 10400212 10400213 10400214 10400215 10400216 10400217 10400218 10400219 10400220 10400221 10400222 10400223 10400224 10400225 10400226 10400227 10400228 10400229 10400230 10400231 10400232 10400233 10400234 10400235 10400236 10400237 10400238 10400239 10400240 10400241 10400242 10400243 10400244 10400245 10400246 10400247 10400248 10400249 10400250 10400251 10400252 10400253 10400254 10400255 10400256 10400257 10400258 10400259 10400260 10400261 10400262 10400263 10400264 10400265 10400266 10400267 10400268 10400269 10400270 10400271 10400272 10400273 10400274 10400275 10400276 10400277 10400278 10400279 10400280 10400281 10400282 10400283 10400284 10400285 10400286 10400287 10400288 10400289 10400290 10400291 10400292 10400293 10400294 10400295 10400296 10400297 10400298 10400299 10400300 | <p>RETAIL</p> <ul style="list-style-type: none"> 10400301 10400302 10400303 10400304 10400305 10400306 10400307 10400308 10400309 10400310 10400311 10400312 10400313 10400314 10400315 10400316 10400317 10400318 10400319 10400320 10400321 10400322 10400323 10400324 10400325 10400326 10400327 10400328 10400329 10400330 10400331 10400332 10400333 10400334 10400335 10400336 10400337 10400338 10400339 10400340 10400341 10400342 10400343 10400344 10400345 10400346 10400347 10400348 10400349 10400350 10400351 10400352 10400353 10400354 10400355 10400356 10400357 10400358 10400359 10400360 10400361 10400362 10400363 10400364 10400365 10400366 10400367 10400368 10400369 10400370 10400371 10400372 10400373 10400374 10400375 10400376 10400377 10400378 10400379 10400380 10400381 10400382 10400383 10400384 10400385 10400386 10400387 10400388 10400389 10400390 10400391 10400392 10400393 10400394 10400395 10400396 10400397 10400398 10400399 10400400 |
|---|--|---|

Second Floor



POINTS OF INTEREST

- ① Changing station
- ② Restroom
- ③ Triage/Reception
- ④ TV

ACCESS

- HC Hall
- AT Elevator

RETAIL

- ① Gift Shop
- ② Gift Shop
- ③ Gift Shop
- ④ Gift Shop

FOOD & BEVERAGE

- ① Pharmacy/Dispensary
- ② Pharmacy/Dispensary
- ③ Pharmacy/Dispensary

OTHER SERVICES

- ① Nurse Station
- ② Nurse Station
- ③ Nurse Station
- ④ Nurse Station
- ⑤ Nurse Station
- ⑥ Nurse Station
- ⑦ Nurse Station
- ⑧ Nurse Station

FOOD COURTS

Name	Floor	Position
BRICCO BAR&PIZZA	Second Floor	After Security Checks
BRICCO RESTAURANT	Second Floor	After Security Checks
CULTO CAFÉ CULTINO	First Floor	After Security Checks
CULTO CAFÉ DARSENA	Ground Floor	Before Security Checks
CULTO CAFÉ EXTRA SCHENGEN	First Floor	Before Security Checks
CULTO CAFÉ MURANO	First Floor	After Security Checks
DECANTO	First Floor	After Security Checks
DECANTO WINE BAR	First Floor	After Security Checks
EMPORIO DEL GRANO	First Floor	Before Security Checks
HOMEBURGER	Second Floor	After Security Checks
RUSTICHELLI&MANGIONE	Ground Floor	Before Security Checks



GROUND HANDLING

Ground handling services of Marco Polo Venezia Airport

Below is a list of the ground handling companies operating at Marco Polo Venezia Airport and their services offering.

For further information or for service reservations, please visit their own website.

Services provided by Air Consult, Universal Aviation

- ground administrative assistance and monitoring

Services provided by Argos VIPH

- ground administrative assistance and monitoring
- cleanliness assistance and ground handling services
- air operations assistance and crews management
- ground transport assistance
- refreshments and catering assistance

Services provided by SAVE - Aviation Service - GH Venezia - Sky Services:

- ground administrative assistance and monitoring
- passengers assistance
- baggage handling assistance
- ramp handling
- cleanliness assistance and ground handling services
- air operations assistance and crews management
- ground transport assistance

Services provided by DNATA - SAVE - Sky Services:

- refreshments and catering assistance

Services provided by SP Servizi Professionali Srl:

- cleanliness assistance

Services provided by Levorato & Marcevaggi - SKY Tanking - Kuwait Petroleum:

- fuel and oil assistance

Services provided by Save Cargo SpA – Xpress Srl:

- freight and mail handling

FREIGHT FORWARDING SERVICE

Marco Polo Venezia Airport has a cargo area for freight forwarding. Forwarding must be carried out through agencies.

Here the list of the freight forwarding agencies and a map that shows the position of their offices.

Company	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
DONELLI GROUP S.R.L.	+39 041 8472167
EMIRATES	+39 041 2699440
FREEDOM IN SALES S.R.L.	+39 041 2698469
S.D.C. S.R.L.	+39 041 2698356
SAN GIORGIO S.R.L.	+39 041 2698417



ARRIVING AT THE AIRPORT

Marco Polo Venezia Airport is 14 km from Venezia and you can reach it through taxi, train, bus or private car.

Moreover, the uniqueness of Marco Polo Venezia Airport is the presence of a dock from which it is possible to reach the city of Venezia by water transport.

Taxi

The taxi service at Marco Polo Venezia Airport is provided by Cooperativa Artigiana Radiotaxi. The taxi stands are in front of the terminal on the ground floor (entry 2 and 3).

These are the following fixed fare from our airport:

- Marco Polo Venezia Airport – Stazione Marittima Crociere: 45€
- Marco Polo Venezia Airport- Venezia Piazzale Roma: 40€
- Marco Polo Venezia Airport- Mestre Centre: 35€

For more details on the fare that will be applied, ask the taxi staff before getting on board or call the following number: +39 041 5964 (24/7) or visit the website <https://www.radiotaxivenezia.com/it/tariffe.php>

Private car

Routes to Marco Polo Venezia Airport by car:

From Bologna

by motorway:

- Follow the A13 motorway towards Padua;
- take the A4 motorway towards Venezia;
- follow the A57 towards Venezia;
- at the end of the motorway, after the Venezia Mestre toll (Barriera), take the ring-road towards the Airport and follow the signs.

As an alternative in the event of heavy traffic on the ring-road:

- Follow the A13 motorway towards Padua;
- follow the A4 motorway towards Venezia as far as the Dolo exit;
- after exiting the motorway, continue towards Dolo, Mira and Oriago and at the roundabout follow directions to Venezia SS11;
- after about 5 km, turn right and follow signs to the Airport;
- at the San Giuliano roundabout, take the SS14 Triestina road towards Trieste;
- after passing the village of Tessera, follow signs to Marco Polo Venezia Airport.

From Milano

by motorwayway:

- Take the A4 motorway towards Venezia;
- follows the A57 towards Venezia;
- at the end of the motorway, after the Venezia Mestre toll (Barriera), take the ring-road towards the Airport and follow the signs.

As an alternative in the event of heavy traffic on the ring-road:

- Follow the A4 motorway towards Venezia as far as the Dolo exit;
- after exiting the motorway, continue towards Dolo, Mira and Oriago and at the roundabout follow signs for Venezia SS11;
- after about 5 km, turn right and follow signs to the airport;
- at the San Giuliano roundabout, take the SS14 Triestina road towards Trieste;
- after passing the village of Tessera, follow signs to Marco Polo Venezia Airport.

From Trieste

- Take the A4 motorway towards Venezia;
- at the end of the motorway, after the Quarto D'Altino toll, continue towards Venezia and take the exit for the Airport;

From Belluno

- Take the A27 motorway towards Venezia;
- at the end of the motorway, after the Mogliano Veneto toll, follow signs to Marco Polo Venezia Airport.

From Jesolo coast road

- Take the Triestina SS14 road towards Venezia and follow signs to the Airport.

ZTC Controlled Traffic Zone

With Order No. 16/2018 of 4/9/2018, effective as of 01.10.2018, ENAC (Civil Aviation Authority) has established a Controlled Traffic Zone (the Italian abbreviation: ZTC) on the site of Venice Airport. On the basis of this Order, all vehicles entering the Airport grounds may use the road system for a maximum time of 7' (seven minutes) within which they must:

- enter one of the Airport's car parks, which are excluded from the validity of the ZTC (technically the entrances to the car parks amount to exits from the ZTC);
- exit the ZTC without entering the parking lots.

For further information you can visit the link www.veneziaairport.it/en/transport/ztc.html

Waiting Area- Stands with parking disc

Inside the airport area there is a waiting zona with 60 stands with parking disc, allowing a stay of maximum an hour. This area is specifically for people who are waiting passengers arriving at Marco Polo Venezia Airport or for people who accompany passengers departing from our airport. You can reach it by following the sign "Waiting Area".

Parking

Car parks at Marco Polo Venezia Airport have more than 6.000 car stands, and there are different types of parking lots:

- covered garage;
- long stay uncovered park;
- short term park.




For further information about fares and methods of payment you can visit the website: <https://www.veneziaairport.it/en/parking/rates.html>.

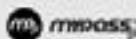
The map below shows how to reach the car parks



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 card
-  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



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



Train

Marco Polo Venezia Airport is linked to the train stations of Venezia Mestre and Venezia Santa Lucia through an urban and non-urban bus service.



Arriving at the airport

Venezia Mestre Station

- MESTRE EXPRESS line (ATVO);
- line 15 city bus (ACTV).

Journey Time: approximately 20-25 minutes.

Where can I pick a bus in Venezia Mestre Station?

Outside the train station, 'Centro' exit.

Venezia Santa Lucia Station

- VENEZIA EXPRESS line (ATVO);
- line 5 city bus (ACTV).

Journey time: about 35 minutes

Where can I pick a bus in Venezia Santa Lucia Station?

Turn right, walk for 10 minutes along Ponte della Costituzione as far as Piazzale Roma.



Leaving the airport

At the airport – connections with train station:

Bus stop, second lane outside the Airport Arrivals hall.

- Venice Airport Bus Express to Venezia Santa Lucia station (ATVO);
- Line 5 to Venezia Mestre station (ACTV);
- Line 15 to Venezia Santa Lucia station (ACTV).

Bus

Main locations connected with Marco Polo Venezia Airport:

- **Venezia Piazzale Roma:** line 5 ACTV or line 35 ATVO VENEZIA EXPRESS;
- **Mestre railway station and Mestre city center:** line 15 ACTV or line 25 ATVO MESTRE EXPRESS;
- **Mestre-Favaro-Tessera:** line 45 ACTV;
- **Treviso:** ATVO TREVISO EXPRESS;
- **Padova, Abano, Montegrotto Terme:** FSBusitalia line;
- **Portogruaro-Pordenone:** ATVO PORDENONE EXPRESS daily line;
- **Pordenone-Aviano:** Marco Polo-Shuttle ATVO daily line;
- **Seaside resorts:** ATVO company connects Marco Polo Venezia Airport and the main seaside resorts close to the airport, in the Veneto and Friuli Venezia Giulia region: Jesolo, Cavallino, Eraclea, Bibione and Lignano;
- **Alpine resorts:** the Cortina Express bus service connects the Airport to more than 40 mountain tourist resorts, including Longarone, Tai and Cortina. The ATVO Coach Service VENEZIA - CORTINA connects the Airport to Cortina, Alpagò, Val Zoldana and Val Pusteria. During the winter season, the Dolomiti Ski Shuttle connects the Airport to Arabba, Marmolada, Alleghe, Falcade, Canale D'Agordo, Selva di Cadore and Val di Zoldo while Fly Ski Shuttle every Saturday and Sunday (service active from 7 December 2019 to 29 March 2020) connects the Airport to Val di Fassa, Val di Fiemme and San Martino di Castrozza;
- **Ljubljana:** daily line with NOMAGO (about 5 times a day).

Where can I purchase tickets at the Airport?

- At the Public Transport ticket office in the Arrivals hall.
- At the ticket machines in the baggage reclaim area near carousels 3 or 5 or at the bus stops.
- On ATVO line buses (with an extra charge).
- On FSBusitalia line buses (with an extra charge).

You can get more information on transport agencies websites or by contacting them on the following telephone numbers:

- ACTV Tel. +39 041 24 24
- ATVO Tel. +39 0421 594672
- FSBusitalia Tel. +39 049 8206811

Exemption Venice ZTL for touristic bus

For further information on ZTL regulation, please visit the website www.asmvenezia.it.

Taxi

The taxi service is provided by Cooperativa Artigiana Radiotaxi. For more details on the fare that will be applied, ask the taxi staff before getting on board or call the following number: +39 041 5964 (24/7).

Car Rental

Where can I rent a car?

Go to the car rental companies' offices on the 3rd floor ("terrace") of the multilevel parking P1.

IMPORTANT: You must go to the car rental companies' offices inside the terminal before picking up the car, even if you have already booked it.

Where can I pick up/drop off the car?

Exit the Airport Arrivals area, look for the covered walkway on the left and follow signs to the P1 parking. Alternatively, if you are arriving at the Airport by car from the SS14 Triestina road, follow indications for the Airport and continue towards P1 parking (third floor) or just follow “Rent a car” signs. In order to return the rental car, customers have to follow directions to P1 parking, take the standard entry ticket and go to the 3rd floor. At the 3rd floor, users must use the same ticket received on the 1st floor.

Company	Number
AUTOEUROPA	+39 041 541 66 38
AUTOVIA	+39 041 269 84 05
AVIS - BUDGET	+39 041 541 50 30
EUROPCAR ITALIA	+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

GoOpti

You can book your transfer with this shuttle service through the website www.GoOpti.com insert place of departure, arrival and the date.

GoOpti offers different transfer types:

- OPTI transfer: a low cost transport service, with flexible time of departure, that joins passengers with similar travel time limits in the same vehicle;
- FIX transfer: shared as the Opti transfer but with pick-up times fixed at booking;
- VIP transfer: for individuals who wish to enjoy a private ride at a reasonable price and with pick-up times fixed at booking.

Car sharing

Marco Polo Venezia Airport participates in the Venezia Car Sharing scheme. A car sharing pick-up and drop-off point with 5 parking bays is situated in the Short term Park in front of the terminal.

If you use the Car Sharing service you can:

- Drive and park in the limited traffic areas of Venezia;
- Use the preferential and reserved lanes in the municipal area;
- Park free of charge in the paid-for spaces (blue lines) and in the ground-level car parks operated by A.V.M. S.p.A.;
- Travel without restrictions on days when an alternate license plate policy is in operation.

Private boat

You can contact the following companies to arrange a Private Boat for transfers to/from Marco Polo Venezia Airport.

For more details on the rate that will be applied, ask the staff in charge before boarding the vehicle.

Consorzio Motoscafi Venezia

Telephone number: +39 041 5222303 - +39 041 5415084

E-mail: info@motoscafivenezia.it

Web: www.motoscafivenezia.it

Consorzio Venezia Taxi

Telephone number: +39 041 723112

E-mail: info@vенеziataxi.it

Web: www.vенеziataxi.it

Venezia Turismo Società Consortile s.r.l.

Telephone number: +39 041 2770563 - +39 041 2402711

E-mail: vенеziaturismo@vенеziaturismo.net

Web: www.vенеziaturismo.net

Consorzio Venice Water Taxi

Telephone number: +39 041 5229040

E-mail: info@venicewatertaxi.it - airport@venicewatertaxi.it

Web: www.venicewatertaxi.it

ATI Venice One

Telephone number: +39 041 5221265 - +39 041 5228538

E-mail: info@serenissimataxi.it

Web: www.serenissimataxi.it

Consorzio Venezia Futura

Telephone number: +39 342 1068412

E-mail: consorzioveneziafutura@gmail.com

Web: www.consorzioveneziafutura.it

Veneziana Motoscafi

Telephone number: +39 041 716000 - +39 041 716922

E-mail: info@venezianamotoscafi.it

Web:

USEFUL NUMBERS

LOST AND FOUND BAGGAGE

Company	Number
BAGGAGE HANDLING AVIATION SERVICES	+39 041 9691201
BAGGAGE HANDLING GH VENEZIA	+39 0410980098
BAGGAGE HANDLING BRITISH AIRWAYS	+39 06 89386034
BAGGAGE HANDLING AIRFRANCE E KLM	+39 0291483303
BAGGAGE HANDLING EMIRATES	+39 0287103621
BAGGAGE HANDLING VUELING	199 308 080

BUSINESS CENTER

MC EXACT CHANGE S.R.L.
BUSINESS CENTER

+39 041 2698191

PUBLIC AUTHORITIES

Authority

Number

CARABINIERI

+39 041 2605770

STATE FORESTRY CORPS -
C.I.T.E.S.

+39 041 5416397

CUSTOMS

+39 041 8773600

FINANCIAL POLICE

+39 041 5415146

BORDER POLICE

+39 041 2692411

VENEZIA
PENITENTIARY POLICE

+39 041 2605966

HANDLER (AIRPORT SERVICE)

Handler

Number

GH VENEZIA SPA
AVIATION SERVICE

+39 041 2609228

+39 041 9691201

INFORMATION

Service

Number

FLIGHTS INFORMATION OFFICE

+39 041 2609260

VENEZIA TOURIST
INFORMATION OFFICE

+39 041 5298711

CAR PARKS

MARCO POLO PARK

+39 041 2603060

CAR RENTAL

Company	Number
AUTOEUROPA	+39 041 541 66 38
AUTOVIA	+39 041 269 84 05
AVIS - BUDGET	+39 041 541 50 30
EUROPCAR ITALIA	+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

SECURITY

TRIVENETO SICUREZZA	+39 041 2603711 +39 041 2603712
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FREIGHT FORWARDING AGENCIES

Company	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
DONELLI GROUP S.R.L.	+39 041 8472167
EMIRATES	+39 041 2699440
FREEDOM IN SALES S.R.L.	+39 041 2698469
S.D.C. S.R.L.	+39 041 2698356
SAN GIORGIO S.R.L.	+39 041 2698417

TRANSPORTS

Company	Number
BUS ACTV	+39 041 2424
BUS ATVO	+39 0421 594672 (airport) +39 0421 5944 (switchboard)
BUS FSBUSITALIA	+39 049 8206811
TAXI (VIA TERRA): COOPERATIVA RADIOTAXI	+39 041 5964
VAPORETTO ALILAGUNA	+39 041 5416555 (arrivals hall) +39 041 2619091 (dock)

FREIGHT FORWARDING CARRIERS

Company	Number
AIR FRANCE CARGO	+39 041 2698376
ALITALIA CARGO	+39 041 2699260
EMIRATES CARGO	+39 041 2699440
LUFTHANSA CARGO AG	199 307732



Venezia
Airport