



Condition of Use

Table of Contents

1	These Conditions of Use	11
2	Submission of Information	11
2.1	Pre-Operational Information	11
3	Operational and Data Requirements	11
3.1	Data Requirement.....	12
3.2	Data Submission and Messaging	12
3.3	Verification and Audit.....	12
3.4	Failure to Provide Information.....	12
3.5	Updates and Accuracy	12
3.6	Enforcement	12
3.7	Methods of Circulating Information	12
4	Provision of Information in Relation to Charges.....	13
5	Traffic Rights, Airport Slots and Air Operator Certification	14
5.1	Traffic Rights	15
5.2	Air Operator Certification (AOC)	15
5.3	Slot Misuse — Warning and Charge Framework	16
6	Airport Passes and Access Privileges	16
6.1	Airport Passes	16
6.2	Validity of Airport Security Passes	17
6.3	Ad-hoc Passes	18
6.4	Key Requisition	18
6.5	Access Control Charges	18
7	Use of the facilities and Services.....	18
7.1	Using BIA Facility	18
8	Diversion Flights	19
9	Inadmissible Passengers	19
10	Common Use Principles	19
11	Charges	20
12	Payment Terms	20
12.2	Disputes	20

12.3	Additional and Irregular Charges.....	20
12.4	Variation of Charges.....	21
12.5	Enforcement	21
13	Payment default.....	21
13.1	Payment	21
13.2	Advance Payment Protocol – Non-Credit Customers.....	21
13.3	Non-Payment and Escalation.....	21
14	Non-Compliance with these CoU.....	22
15	Operational Requirements	22
15.1	General Operational Requirements.....	22
15.2	Aerodrome Safety Management System (SMS)	23
15.3	Emergency Planning and Response	23
15.4	Accident and Incident Reporting.....	24
15.5	Health, Safety and Environment	25
15.6	Training	26
15.7	Airside Driving	26
15.8	Wildlife Hazard Management.....	26
15.9	Storage of Dangerous Goods.....	27
15.10	Right of BAC to Control the Airfield	28
15.11	Damage to Airport Facilities and Infrastructure.....	28
15.12	Cleaning, Pest Control and Waste Management	28
15.13	Utilities and Associated Charges.....	29
15.14	ICT Services	29
15.15	Medical Services	30
15.16	Fuel Station	30
15.17	Food and Beverage Services	30
15.18	Aviation Fuel.....	30
15.19	Film and Photography.....	31
15.20	Signage and Display	32
15.21	Passenger Welfare and Consumer Protection	32
15.22	Handling of Pets and Service Animals	33

16	Movement and Removal of Aircraft and Property	34
17	Airport closed or services unavailable	35
18	Ground Handling Services.....	35
18.1	Ground Handling	35
18.2	Ground Support Equipment (GSE).....	36
19	Insurance	36
20	Services we do not provide.....	36
21	Representative of Airline and Aerodrome User	36
22	Release and indemnity.....	38
23	General Legal Provisions.....	39
23.1	Entire Agreement	39
23.2	Waiver.....	39
23.3	Amendments.....	39
23.4	Severability	39
24	Governing Law and Jurisdiction	39
25	Schedules.....	41
	Schedule 1 - Customer Credit Application Form.....	41
	Schedule 2 - Notification of Aircraft	45
	Schedule 3 - Aeronautical Charges	46
	Schedule 4 - Procedure for moving/removing Aircraft by BAC	49
	Schedule 5 - Facilities and Services.....	53
	Schedule 6 - Operation Check List.....	54
	Schedule 7 – Passenger Service Fee Register.....	56
	Schedule 8 - BIA Systems Information	57
	Schedule 9 - Contact Details.....	58
	Schedule 10 - Damage and Recovery Charges.....	59
	Schedule 11 - BAC Airport Access Control Charges.....	60
	Schedule 12 - Facility Management Charges (Soft Services)	61
	Schedule 13 – Utilities Charges.....	62
	Schedule 14 - Fire Services Charges	63

TERMINOLOGY AND DEFINITION

Term	Definition
Airport or BIA	Bahrain International Airport, Muharraq, Kingdom of Bahrain, and includes the area inside the boundary shown on the plan in Schedule 7.
Airport Charges	All charges levied by BAC in connection with landing, parking, passenger services, ground support equipment, and other facilities and services as set out in Schedule 3 and any supplementary charge schedule published by BAC from time to time.
Airline	Any air carrier, aircraft operator, or air transport undertaking operating aircraft to or from BIA, including scheduled, non-scheduled, charter, cargo, general aviation, or other commercial air transport operators.
Aerodrome Manual	The manual prepared by BAC as the aerodrome operator under Bahrain Civil Aviation Regulation CAR 001 and regarded as the Aerodrome Manual for Bahrain International Airport.
Aerodrome Emergency Plan (AEP)	The written plan issued by BAC detailing the framework for appropriate and timely response and coordination by all agencies during an emergency at the Airport, developed in accordance with BCAA regulations and ICAO SARPs.
Aerodrome Safety Management System Manual	The manual issued by BAC establishing the safety management framework, policies, procedures and performance requirements applicable to all organisations operating at the Airport.
Air Operator's Certificate (AOC)	The certificate of that name issued under the applicable civil aviation legislation of the country in which the User's operation is based, confirming that the holder is competent to conduct commercial air transport operations.
Aircraft Operator	Any owner of an aircraft that operates the aircraft, uses, causes to use or authorises the use of an aircraft; or in the case of a leased aircraft, any lessee that operates the aircraft pursuant to a lease agreement.
ADM	Airport Duty Manager
BAC AVSEC	Bahrain Airport Company Aviation Security Division
AIP	Aeronautical Information Publication — a publication issued by BCAA containing aeronautical information of a lasting character essential to air navigation for BIA and the Kingdom of Bahrain.
Airport Facilitation Program (AFP)	The written statement issued by BAC detailing the measures and procedures in place at BIA to facilitate border clearance formalities in accordance with ICAO Annex 9.

Term	Definition
Airport Security Program (ASP)	A written statement detailing the security measures and procedures implemented at Bahrain International Airport to achieve compliance with the requirements of the National Civil Aviation Security Programme.
Airport Operations Control Center (APOC)	Airport Operations Control Centre operated by BAC responsible for the coordination, monitoring and management of day-to-day airport operations and operational communications with airport stakeholders.
Approved Ground Handling Company	A company designated and approved by BAC to provide ground handling services at Bahrain International Airport.
Appropriate Authority	The Bahrain Civil Aviation Affairs (BCAA), responsible for organising, supervising and regulating all civil aviation activities within the Kingdom of Bahrain, including issuing technical regulations pertaining to air transport, air navigation and aircraft airworthiness.
Airport Clinic	Operated, at the time of issuing these COU by Bahrain Specialist Hospital.
Airport Operator or Aerodrome Operator	Bahrain Airport Company, as the entity responsible for the management and operation of the airport.
ARFFS	Airport Rescue and Firefighting services.
Advanced Passenger Information Fee (API Fee)	The fee levied per Arriving, Departing, Transferring and Transiting Passenger, excluding Infants and Operating Crew, in accordance with the rate published in Schedule 3, in connection with the mandatory advance passenger data processing requirements of the Kingdom of Bahrain.
Advance Payment	Any payment required by BAC prior to the provision of Facilities and Services or commencement of operations at BIA.
BAC or Airport Operator or Aerodrome Operator	Bahrain Airport Company W.L.L., a company established under the laws of the Kingdom of Bahrain with Commercial Registration No. 67564-1, as the entity responsible for the management and operation of BIA, and includes its successors-in-interest and permitted assigns.
Disbursement Fee	The administrative fee charged by BAC in relation to the processing, handling or settlement of payments, services or third-party charges on behalf of the User.
Fire Prevention Regulations	The organisational standards issued by BAC to ensure fire life safety and fire protection at Bahrain International Airport, defining the obligations of fire prevention standards and requirements within BIA
Bahrain or the Kingdom	The Kingdom of Bahrain
Bahrain Civil Aviation Affairs or Civil Aviation Affairs (BCAA)	The department having the powers, terms of reference and mandate related to civil aviation within the Kingdom of Bahrain, under the Ministry of Transportation and Telecommunications.

Term	Definition
Bank Guarantee	An unconditional and irrevocable bank guarantee issued by a financial institution acceptable to BAC in favour of BAC as security for payment obligations under these Conditions.
BHD	Bahraini Dinar, the lawful currency of the Kingdom of Bahrain.
Block-on	The time at which an aircraft comes to a complete stop at its parking position and the parking brakes are applied.
Block-off	The time at which an aircraft commences movement from its parking position for the purpose of departure.
Cash Deposit	A cash security deposit required by BAC as financial security for the use of Facilities and Services at BIA.
Certificate of Registration	The certificate of registration issued by the competent civil aviation authority under the applicable civil aviation regulations for a registered aircraft.
Credit Facility	Any payment or billing arrangement approved by BAC permitting deferred settlement of Airport Charges or other amounts payable under these Conditions.
Conditions of Use /Conditions/CoU	These Conditions of Use for Bahrain International Airport, including all Schedules and any supplementary documents published by BAC from time to time. A copy is available on BAC's official website or upon request. These Conditions shall take precedence over any other conditions or terms, and no representative, servant or agent of BAC is authorised to agree any variation except by written agreement signed on behalf of BAC.
Disabled Aircraft Removal Plan	The plan outlining the procedures and responsibilities for safely and efficiently removing an aircraft that has become immobilised on the aerodrome, with the objective of minimising disruption to airport operations, ensuring safety and avoiding further damage to the aircraft or airport infrastructure.
Embarking Passengers	All passengers on board a departing aircraft. This includes Transfer Passengers, Transit Passengers, Infants and Positioning Crew, but excludes Operating Crew.
ERP	Emergency Response Plan
Departing Passengers	A passenger departing from BIA whose journey originates at or continues from the Airport to a destination outside the Kingdom of Bahrain.
Arriving Passenger	A passenger arriving at BIA whose final destination is within the Kingdom of Bahrain.
Facilities and Services	BAC's facilities and services as set out in Schedule 5, except to the extent that those facilities and services are provided to the User under a separate contract, lease, licence or other authority from BAC.
Flight Permission System (FPS)	The regulatory system operated by BCAA for the submission, processing and approval of flight permission requests for operations at BIA.

Term	Definition
General Aviation	Any air service other than military, any Regular Public Transport Operation and scheduled cargo operations.
General Sales Agent (GSA)	An agent appointed by the User in writing to act on its behalf in connection with its operations and financial obligations at BIA, as notified to BAC in accordance with Schedule 6.
Ground Support Equipment (GSE)	Equipment used to service an aircraft while it is on the ground, including but not limited to Fixed Electrical Ground Power (FEGP), Pre-Conditioned Air (PCA), ground power units, water and lavatory service vehicles and related equipment.
Infant	A child under two (2) years of age who has not paid to occupy a seat on an aircraft.
Inadmissible Passenger (INAD)	A person who is refused or may be refused admission into the Kingdom of Bahrain by the relevant authorities, or refused onward carriage, due to failure to meet applicable entry, travel, immigration, or documentation requirements, including but not limited to the absence of a valid visa, passport, or other required travel documents.
Interest Rate	Interest at a rate of four percent (4%) above the one-month BHIBOR (Bahrain Dinar Interbank Offered Rate) published at 11am Bahrain time on the Bahrain Association of Banks website on the relevant date or as amended and communicated from time to time;
ICAO	International Civil Aviation Organization
IATA	International Air Transport Association
Legislation	The laws, decrees, ordinances, rules, orders, regulations, notices, directions, bylaws, permissions and codes of practice of the Kingdom of Bahrain in force from time to time in connection with the Airport, any aircraft using it, or any matter affecting the Airport or these Conditions.
Maximum Take-Off Weight (MTOW)	The maximum take-off weight of an aircraft as specified in the aircraft's noise certificate or equivalent documentation issued by the competent regulatory authority. In the absence of such documentation, BAC reserves the right to apply the highest published MTOW for the relevant aircraft type.
National Carrier	The official airline representing the Kingdom of Bahrain.
Nationality, Passports and Residence Affairs (NPRA)	The Nationality, Passports and Residence Affairs directorate of the Ministry of Interior, Kingdom of Bahrain.
NOTAM	Notice to Air Missions — a notice containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

Term	Definition
Operating Crew	Employees operating as flight deck or cabin crew on an arriving or departing aircraft.
Passenger Service Charge (PSC)	The charge levied per Embarking Passenger in accordance with the rates published in Schedule 3.
PTB	Passenger Terminal Building
Person with Reduced Mobility (PRM)	Any person whose mobility is reduced due to any physical incapacity, intellectual or psychosocial disability, age, illness or any other cause of disability when using transport, and whose situation needs special attention and adaptation of the services available to all passengers.
Positioning Crew	Flight deck and cabin crew, other than Operating Crew, arriving into or departing from the Airport on company duty travel for the purpose of positioning for, or returning from, crewing duties.
Regular Public Transport Operations or RPT	Air service operations where, for a fee, aircraft are operated according to fixed schedules over specific routes and are available to the general public on a regular basis.
Safety Management System	A systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures, as issued and maintained by BAC in accordance with applicable BCAA regulations and ICAO standards.
SARPS	Standards and Recommended Practices issued by ICAO.
Schedule of Charges	The schedule of aeronautical and other charges applicable to the User's use of Facilities and Services at BIA, as set out in Schedule 3 and any supplementary charge schedule published by BAC from time to time.
Season	In each year: (a) the Northern Summer Season, being the period commencing on the last Sunday in March and ending on the last Saturday in October; and (b) the Northern Winter Season, being the period commencing on the last Sunday in October and ending on the last Saturday in March.
SITA	Societe Internationale de Telecommunications Aeronautiques — the global information technology provider for the air transport industry, whose messaging network is used for operational communications between BAC and the User.
Slot	The permission allocated by BAC or the relevant coordinating authority for an aircraft to use airport infrastructure and facilities for arrival, departure or associated operations at a specified date and time.
Security Restricted Area (SRA)	Areas of the airside of the Airport identified as priority risk areas where, in addition to access control measures, enhanced security controls and aviation security measures are applied in accordance with the Airport Security Programme, BCAA requirements, and applicable national civil aviation security regulations.

Term	Definition
Terminal Evacuation Plan (TEP)	The guideline issued by BAC to ensure safe and secured operations during and after an evacuation of the Passenger Terminal Building, developed in accordance with applicable requirements, standards and regulatory frameworks.
Transfer Passenger	A passenger connecting from one international flight to another but not returning to the point of origin .
Transit Passenger	A passenger whose origin and destination are another port, serviced by the same flight.
United States Dollars or USD	The lawful currency of the United States of America.
User	Any person or entity that uses or accesses BAC's Facilities and Services at Bahrain International Airport, including airlines, ground handling companies, cargo operators, concessionaires, contractors and General Aviation operators, and includes their respective employees, agents and representatives. Where the context requires, User and Airline shall have the same meaning.
We, Us, Our	Bahrain Airport Company W.L.L. and includes its successors and assigns.
User We or us or ours	Bahrain Airport Company W.L.L. and includes our successors-in-interest and permitted assigns.
ANTR	Air Navigation Technical Regulation.
Approved Ground Handling Company	A designated provider of ground handling services at Bahrain International Airport.

REFERENCES

References	Document number
N/A	

1 These Conditions of Use

- 1.1.1 These Conditions of Use ("CoU") set out the terms and conditions governing the use of Bahrain International Airport ("BIA") and apply to all airlines and other Users of BIA facilities and Services.
- 1.1.2 These CoU are established to ensure the safe, secure, efficient, and orderly operation of BIA, and to define the rights, obligations, and responsibilities of all Users.
- 1.1.3 These CoU apply to all airlines, ground handling agents, concessionaires, service providers, and any other entities operating at or using the facilities and Services of BIA.
- 1.1.4 Use or continued use of BIA facilities and Services shall constitute acceptance of these CoU and agreement to be legally bound by them.
- 1.1.5 By such use, the User shall be deemed to have waived any right to challenge the validity or enforceability of these CoU on the basis that they have not been signed.
- 1.1.6 These CoU shall take effect from the effective date notified by Bahrain Airport Company ("BAC") and shall replace all previous versions.
- 1.1.7 BAC reserves the right to amend these CoU from time to time. Any such amendment shall be notified in writing not less than ninety (90) days prior to its effective date.
- 1.1.8 Nothing in these CoU shall:
 - (a) confer any right to use BIA facilities and Services without the prior approval of BAC; or
 - (b) limit or restrict any rights, powers, or authority of BAC under applicable laws and regulations.
- 1.1.9 All Users shall comply with these CoU at all times. Failure to comply may result in suspension or restriction of access to BIA facilities and Services, without prejudice to any other rights or remedies available to BAC.
- 1.1.10 For any queries, clarifications or issues relating to these Conditions of Use Users are invited to contact BAC's Aviation Development Team:
Aviation Development Team

Bahrain Airport Company W.L.L.

Email: Aviation.development@bac.bh

2 Submission of Information

2.1 Pre-Operational Information

- 2.1.1 The Airline shall provide BAC with all information, data, and documentation required for the safe, secure, operational, and financial management of BIA, in accordance with these CoU and applicable regulations.
- 2.1.2 Before using BIA Facilities and Services for the first time, or following a period of twelve (12) months of inactivity, the Airline shall provide BAC with all required information, including but not limited to:
 - a) corporate and contact details;
 - b) safety, security, emergency, and environmental procedures;
 - c) evidence of insurances;
 - d) ground handling and refuelling arrangements;
 - e) arrangements for the removal of disabled aircraft;
 - f) completed forms as set out in the applicable Schedules; and
 - g) financial security, including deposits or bank guarantees as required by BAC.

3 Operational and Data Requirements

3.1 Data Requirement

3.1.1 The Airline shall provide complete, accurate, and timely operational, technical, and passenger data required by BAC, including but not limited to:

- a) flight schedules and updates;
- b) aircraft and operational data;
- c) passenger and baggage information; and
- d) aircraft movement and load data.

3.1.2 All such data shall be provided in accordance with applicable IATA standards, regulatory requirements, and BAC system and messaging requirements.

3.2 Data Submission and Messaging

3.2.1 The Airline shall comply with BAC data submission, messaging, and communication requirements, including the use of designated SITA addresses and other approved transmission methods, as notified by BAC from time to time.

3.2.2 Such requirements may include the submission of operational, passenger, baggage, and schedule-related information through standard IATA messaging formats, including but not limited to MVT, LDM, SLS, DIV, ASM, PSM, PTM, BSM, MSF, PRL, and ICL messages. The Airline shall submit approved summer and winter schedules through SITA address BAHALXH in accordance with applicable IATA SSIM standards and BCAA-approved timelines.

3.3 Verification and Audit

3.3.1 BAC reserves the right to verify, audit, and request supporting documentation in respect of any information or data provided by the Airline.

3.4 Failure to Provide Information

3.4.1 Where the Airline fails to provide required information or data, or where such information is incomplete, inaccurate, or not provided within the required timeframe, BAC reserves the right to:

- a) assess charges based on the maximum passenger capacity of the aircraft and/or the maximum take-off weight (MTOW); and
- b) determine charges using any reasonable method.

3.5 Updates and Accuracy

3.5.1 The Airline shall ensure that all information provided remains accurate and up to date and shall notify BAC of any changes within thirty (30) days.

3.6 Enforcement

3.6.1 BAC reserves the right, at its sole discretion, to deny, suspend, or restrict access to BIA Facilities and Services where the Airline fails to comply with this clause.

3.7 Methods of Circulating Information

3.7.1 The Airline shall ensure compliance with all instructions, notices, and information published or issued by BAC or relevant authorities and shall ensure that such information is promptly disseminated to all relevant personnel.

3.7.2 Information may be promulgated through various channels, including but not limited to:

- (a) NOTAMs (Notices to Air Missions);
- (b) Aeronautical Information Publication (AIP), including supplements and amendments;
- (c) Airside Advisory Circulars;
- (d) Safety notices, instructions, and alerts;
- (e) Security instructions and requirements;

- (f) Wildlife Advice Notice; and
- (g) letters, circulars, or other communications issued by BAC.

3.7.3 The Airline shall ensure that all such information is reviewed, understood, and implemented as part of its operations.

3.7.4 Any information published on BAC's official systems, website, or communicated through recognised aviation communication channels, including SITA or AFTN, shall be deemed to have been received by the Airline upon publication or transmission, without further notice.

4 Provision of Information in Relation to Charges

This clause 4 applies where we require information from you for the purpose of calculating charges payable by you for your use of our Facilities and Services at the Airport.

4.1.1 If you use Facilities and Services that are subject to aircraft movement based charges, or charges based on passenger numbers under Schedule 3 of these Conditions, you must use your best endeavours to provide to us, or instruct an agent to provide the following information in the Operational Check List form (see Schedule 6) to us on your behalf, at the end of each day on which you use those Facilities and Services:

- a) the number of aircraft movements at the Airport that day (for cargo and positioning operations);
- b) the number of disembarking and embarking Passengers from/on your aircraft operating at the Airport on that day; and
- c) any further disaggregation of aircraft movement or passenger numbers we reasonably require to determine charges payable by you under Schedule 3.

4.1.2 Within 10 calendar days of the end of the month following the month in which you used our Facilities and Services:

- a) you must provide the information required under clause 4.1.1 if you have not already done so; and
- b) if you have provided to us information under clause 4.1.1 and you detect an error in that information, then you must provide to us the correct information. You must, at the same time, provide to us an explanation of why the original information was incorrect. We will accept the later information as being correct unless we are not satisfied with the explanation provided to support the change.

4.1.3 You acknowledge that we will use the information you provide to us under clauses 4.1.1 and 4.1.2 for the purpose of calculating the charges payable by you for using our Facilities and Services at the Airport.

4.1.4 If you do not comply with clauses 4.1.1 and 4.1.2, then you agree that we may charge you for use of our Facilities and Services on that day on the basis that each seat on the aircraft operated by you on that day was in fact occupied by a passenger. If you later provide the information required under clauses 4.1.1 and 4.1.2 and we have charged you in accordance with this clause 4.1.4 and you have paid those charges and we believe that we have been overpaid, then we will provide to you a refund (without interest) of any amount we calculate to have been overpaid.

- 4.1.5 BAC shall issue a monthly statement of account to you setting out all charges invoiced during the relevant calendar month. You shall review the statement and notify BAC of any discrepancy or dispute within thirty (30) calendar days of receipt in accordance with the dispute provisions of these Conditions.
- 4.1.6 We may verify the information you have provided to us by means including but not limited to:
- a) reference to data collected by NPRA; and
 - b) directly counting passengers embarking or disembarking aircraft operated by you; and
 - c) obtaining data from your ground handling operator including copies of load sheets.
- 4.1.7 You will use your best endeavours to assist us to identify the reason for any differences between the information provided by you under clauses 4.1.1 and 4.1.2 and the information collected by us under clause 4.1.6.
- 4.1.8 Where, following our review of a dispute or discrepancy notified by you, we determine that an overpayment has been made, we will issue a credit note to you. The credit note will be issued once the dispute has been received and reviewed by us to our satisfaction. Credit notes will be applied against your next invoice or settled as otherwise agreed between us in writing.
- 4.1.9 Any verification of information conducted by us under clause 4.1.6 shall be for our internal purposes only and shall not constitute a chargeable audit service.
- 4.1.10 If our verification under clause 4.1.6 discloses any error in the information you have given us under clauses 4.1.1 and 4.1.2, or you and we agree that the information you have given us under clauses 4.1.1 and 4.1.2 was in error, we will immediately invoice you for the charges which you should have paid to us if the information you gave us under clauses 4.1.1 and 4.1.2 was not in error. We will issue our invoice, and you must pay it, in accordance with the payment provisions of these Conditions.
- 4.1.11 We will use our best endeavours to maintain the confidentiality of any information that you provide to us, which you advise is commercially sensitive, subject to the following:
- a) we may use the information for the purposes of capacity planning and forecasting;
 - b) we may use the information for aggregation into total passenger numbers flown on a regional or international basis; and
 - c) we may be required to disclose the information to any government, regulatory, or statutory authority in accordance with applicable laws and regulations of the Kingdom of Bahrain.

5 Traffic Rights, Airport Slots and Air Operator Certification

5.1 Traffic Rights

- 5.1.1 The Airline shall not operate to or from BIA without first obtaining all required traffic rights, regulatory approvals, and airport slots from the relevant authorities.
- 5.1.2 Traffic rights and operating approvals shall be obtained from the Bahrain Civil Aviation Affairs (BCAA) in accordance with applicable laws and regulations, including through the Flight Permission System (FPS).
- 5.1.3 Airport slots shall be obtained through BAC in accordance with applicable slot coordination procedures. Slot requests shall be submitted through:
- a) Flight.Scheduling@bac.bh
 - b) APOC@bac.bh
 - c) or such other channels as may be notified by BAC from time to time.
- 5.1.4 The allocation, modification, and continuation of airport slots shall be subject to operational requirements, including capacity constraints, infrastructure availability, safety and security requirements.
- 5.1.5 The Airline shall comply with all conditions applicable to the allocation and use of airport slots, including any rules, policies, or coordination requirements issued by BAC or relevant authorities.
- 5.1.6 Ad-hoc, charter, or late-notice operations shall be subject to prior approval and may be accepted or rejected by BAC subject to operational feasibility, capacity availability, safety, security and regulatory requirements .
- 5.1.7 The Airline shall promptly notify BAC of any changes to approved schedules, aircraft type, or operational parameters. Failure to comply with slot coordination requirements may be taken into account in future slot allocations, without prejudice to BAC's rights.

5.2 Air Operator Certification (AOC)

- 5.2.1 Prior to commencing operations at BIA, the Airline shall obtain all required Air Operator Certification (AOC) approvals from BCAA.
- 5.2.2 Airlines shall refer to applicable Civil Aviation Publications, including CAP 01, for guidance on certification requirements.

Contact Details – BCAA Aeronautical Licensing

Director Aeronautical Licensing

Civil Aviation Affairs

P.O. Box 586, Kingdom of Bahrain

Telephone: (+973) 1732 1091

Facsimile: (+973) 1732 1061

Telex: 9186 AIRCIV BN

AFTN: OBBIYAYX

SITA: BAHAPYF

Website: www.mtt.gov.bh

Email: Aerolicensing@mtt.gov.bh

5.3 Slot Misuse — Warning and Charge Framework

5.3.1 First Warning

Where BAC determines that an Airline has misused an allocated slot, including

- (a) failure to operate a flight without prior cancellation notice;
- (b) operating outside the allocated slot time;
- (c) operating with an aircraft type materially different from that approved or submitted at the time of slot allocation; or
- (d) obtaining or using a slot based on inaccurate, misleading, or misrepresented operational information,

BAC may issue a formal written warning to the Airline setting out the details of the slot misuse and requiring the Airline to provide a written explanation.

5.3.2 Second Warning

Where a further slot misuse incident occurs within thirty (30) calendar days of the first written warning, BAC may issue a second written warning notifying the Airline that continued slot misuse may result in operational restrictions, financial charges, or other corrective measures.

5.3.3 Financial Charges

Where slot misuse continues following the issuance of a second written warning, or where BAC determines that the misuse is deliberate, persistent, or operationally significant, BAC reserves the right to impose charges and other corrective measures as determined by BAC having regard to the nature, frequency, and operational impact of the misuse.

Any charges imposed under this clause shall be payable in accordance with the applicable invoice terms issued by BAC.

5.3.4 Further Action

Without prejudice to any other rights available to BAC, BAC reserves the right at any time to:

- a) consider any history of slot misuse when assessing future slot allocation requests;
- b) refer repeated, deliberate, or regulatory-related slot misuse to Bahrain Civil Aviation Affairs (BCAA).

5.3.5 No Waiver

The issuance of any warning, notice, or corrective measure under this Clause shall not limit or waive any rights available to BAC under these CoU or applicable laws and regulations.

6 Airport Passes and Access Privileges

6.1 Airport Passes

6.1.1 Access to Airside and Security Restricted Areas (SRA) shall be strictly controlled and granted only to authorised persons in accordance with applicable security requirements.

6.1.2 Any persona other than passengers seeking access to airside or SRA shall present valid authorisation, including one of the following:

- (a) valid boarding pass or equivalent (for passengers);
- (b) valid crew identification issued by a recognised authority or airline;
- (c) crew member certificate issued by Bahrain Civil Aviation Affairs or the airline operator;
- (d) valid airport security pass issued by Bahrain Airport Company and Bahrain Civil Aviation Affairs or relevant authority;

- (e) General Declaration (GD) or equivalent documentation for flight crew; or
- (f) any other valid authorisation as approved by the relevant authorities.

6.1.3 Access shall be subject to verification by the Ministry of Interior Airport Police, BAC, or any authorised entity responsible for access control.

Red Airport Security Pass	Entire Airport/Aerodrome Passenger Terminal Building & Ramp/Apron
Blue Airport Security Pass	Ramp/Apron & Baggage Handling System Area Including all Terminal back of house & excluding Level 02 Departures & Level 01 Arrivals
Green Airport Security Pass	Passenger Terminal Building Including all Terminal back of house & buses to/from Control Post 1. If authorized with the blue indication in the pass letter area – Access to terminal offices/stores with access from ramp, immediate areas adjacent to terminal building, including walkways and service road.
Yellow Airport Security Pass	Passenger Terminal Building Including all Terminal back of house & excluding Level 02 Departures & Level 01 Arrivals
(a) Notes: * Level 01 Arrivals - Consists of the Area between the Arrivals Gates & Immigration Control * Level 02 Departures - Consists of the Area between Central Screening Area and Boarding Gates * Red Airport Security Pass - also includes zone access rights identical to Blue, Green & Yellow * Blue Airport Security Pass - also includes zone access rights identical to Yellow * Green Airport Security Pass - also includes zone access rights identical to Yellow * Blue Box on Green Pass – for additional zone access vide depiction on page 104 * SACS - Having any of the colors does not automatically grant access to all SACS in the area, but access is provided based on operational needs within the pass color.	

- 6.1.4 Airport security passes shall define access privileges, and holders shall only access areas for which they are authorised. Additional permissions may be indicated on the pass and shall not extend beyond the specified scope of access.
- 6.1.5 All Users shall ensure that their personnel, agents, and contractors comply with all access control and security requirements at all times.
- 6.1.6 Access to aircraft shall remain under the control of the respective Airline, and possession of an airport pass or access code shall not, in itself, grant authority to access an aircraft.
- 6.1.7 BAC reserves the right to grant, restrict, or revoke access privileges at its discretion in accordance with applicable security requirements.

6.2 Validity of Airport Security Passes

- a) **Permanent Passes** - From 1 year up to a maximum validity of 2 years.
- b) **Temporary Passes** (escorted or unescorted) – From 7 days up to a maximum validity of 3 months.
- c) **Visitor Passes** - Up to a maximum validity of 7 days.
- d) **Ad-Hoc Passes** - Valid up to 24 hours only (only in exceptional emergency situations).

6.3 Ad-hoc Passes

- 6.3.1 Ad-hoc passes may be issued in exceptional or emergency situations, including urgent operational or technical requirements.
- 6.3.2 Ad-hoc passes shall be valid for a maximum of twenty-four (24) hours and shall not provide electronic access.
- 6.3.3 Holders of ad-hoc passes shall be escorted at all times by a valid airport security pass holder.
- 6.3.4 Issuance of ad-hoc passes shall be coordinated with BAC AVSEC and the Ministry of Interior Airport Police, who shall maintain records of such passes.

6.4 Key Requisition

- 6.4.1 BAC Airport Access control office is responsible for the issuance of keys for all entities occupying offices at the PTB and the airport premises.
- 6.4.2 For issuance of keys and further details, contact the Access Control Office at key.management@bac.bh

6.5 Access Control Charges

- 6.5.1 Airport access control fees and charges shall apply in accordance with Schedule 11, as amended from time to time.

7 Use of the facilities and Services

7.1 Using BIA Facility

- 7.1.1 When using BIA Facilities and Services, the User shall at all times comply with:
 - (a) these CoU;
 - (b) all applicable laws and regulations of the Kingdom of Bahrain;
 - (c) all applicable Airport documentation, procedures, manuals, and requirements issued by BAC;
 - (d) any instructions, directions, notices, policies, or operational requirements issued by BAC from time to time; and
 - (e) all applicable rules and requirements relating to airport operations, including slot coordination and allocation.
- 7.1.2 The User acknowledges and accepts that access to BIA Facilities and Services is subject to operational requirements, demand from other Users, capacity constraints, and applicable regulatory restrictions. BAC reserves the right to manage and allocate such access in the interests of safety, security, efficiency, and optimal use of airport capacity.
- 7.1.3 BAC, as the Aerodrome Operator, shall have full authority to coordinate and control airport operations. The User shall comply with all operational instructions and coordination measures issued by BAC, including those communicated through APOC.
- 7.1.4 During any disruption, emergency, irregular operation, or capacity constraint, BAC may prioritise the use of Facilities and Services. The User shall comply with all such prioritisation and operational measures.

8 Diversion Flights

- 8.1.1 In the event that an aircraft is diverted to BIA, the airline shall remain fully responsible for the aircraft, passengers, crew, baggage, cargo, and all costs arising from such diversion.
- 8.1.2 Airport Duty Manager (ADM) shall facilitate coordination with relevant stakeholders and authorities, where required, and shall not assume any operational or financial responsibility on behalf of the airline.
- 8.1.3 Where a diversion occurs without a prior handling or diversion agreement in place, the Airline shall be responsible for arranging and settling payment for all services required.
- 8.1.4 All Airport Charges shall apply to diverted flights in accordance with the applicable Schedule of Charges.
- 8.1.5 Diversion operations shall be conducted in accordance with applicable BAC procedures, as amended from time to time.

9 Inadmissible Passengers

- 9.1.1 The Airline shall be solely responsible for ensuring that all arriving, transit, and transfer passengers carried on its aircraft hold valid travel documentation to enter the Kingdom of Bahrain or to transit through Bahrain and enter their final destination.
- 9.1.2 The Airline shall be solely responsible, at its own cost, for the removal of any inadmissible passenger to (i) their country of origin, or (ii) any other country where such passenger is admissible, within twenty-four (24) hours of notification by the relevant authorities. The Airline shall promptly inform BAC of the arrangements made for such removal.
- 9.1.3 The Airline shall be responsible for the custody, care, and welfare of inadmissible passengers from the time such passengers are deemed inadmissible until their removal from the State.
- 9.1.4 The Airline shall ensure that adequate welfare is provided to inadmissible passengers within the terminal. Where the waiting time exceeds three (3) hours, the Airline shall provide meals and refreshments commensurate with the waiting time. Where the waiting time exceeds eight (8) hours, or in the case of an overnight stay, the Airline shall provide appropriate accommodation within the Airport or as directed by BAC. For more details please refer to Ministry of Transportation and Telecommunications , Chapter 3, Passenger Rights.
- 9.1.5 Without prejudice to the above, BAC reserves the right to arrange for the custody, care, accommodation, and removal of inadmissible passengers where the Airline fails to do so, and to recover all associated costs from the Airline.
- 9.1.6 BAC shall invoice the Airline for all costs incurred in relation to inadmissible passengers, together with an administrative fee of ten percent (10%).
- 9.1.7 BAC shall impose a charge of BHD 500 for each inadmissible passenger carried to BIA.
- 9.1.8 Where an inadmissible passenger is not removed within the period specified above, BAC shall impose an additional charge of BHD 100 for each twenty-four (24) hour period or part thereof until the passenger is removed.
- 9.1.9 All charges under this clause are without prejudice to BAC's right to recover any additional costs incurred, including custody, care, accommodation, and removal.
- 9.1.10 The Airline shall not seek to recover any costs related to inadmissible passengers from such passengers within BIA premises.
- 9.1.11 All handling of inadmissible passengers shall be carried out in accordance with applicable laws and regulations of the Kingdom of Bahrain.

10 Common Use Principles

- 10.1.1 Access to BIA Facilities and Services shall be managed by BAC, having regard to demand, availability, capacity constraints, and the efficient use of Airport resources.
- 10.1.2 The User acknowledges that access to Facilities and Services is not guaranteed and may be restricted, limited, or prioritised by BAC in accordance with operational, safety, security, or regulatory requirements.
- 10.1.3 BAC reserves the right to prioritise the use of Facilities and Services, particularly during periods of peak demand, disruption, or capacity constraints.
- 10.1.4 The User shall comply with all allocation and coordination measures issued by BAC, including those communicated through APOC.

11 Charges

- 11.1.1 The User shall pay all charges for the use of BIA Facilities and Services in accordance with the applicable Schedules, as amended from time to time.
 - Schedule 3 - Aeronautical Charges
 - Schedule 10 – Damage and Recovery Charges
 - Schedule 11 – BAC Airport Access Control Charges
 - Schedule 12 – Facility Management Charges (Soft Services)
 - Schedule 13 – Utilities Charges
 - Schedule 14 – Fire Services Charges

12 Payment Terms

- 12.1.1 All charges shall become due upon issuance of the relevant invoice.
- 12.1.2 payments shall be made in full, without deduction, set-off, or counterclaim, and in the currency specified by BAC. Any bank charges, transfer fees, or exchange differences shall be borne by the User.
- 12.1.3 no credit arrangement exists, all charges shall be paid prior to departure, unless otherwise agreed in writing by BAC.
- 12.1.4 Where credit facilities are granted, payment shall be made within the period specified in the invoice.

12.2 Disputes

- 12.2.1 Any dispute relating to an invoice must be submitted in writing to fin.receivables@gulfairgroup.bh within thirty (30) days of the invoice date, together with supporting documentation.
- 12.2.2 Failing such notification, the invoice shall be deemed accepted.
- 12.2.3 The User shall not withhold or delay payment of any undisputed portion of an invoice.

12.3 Additional and Irregular Charges

- 12.3.1 BAC reserves the right to impose charges in respect of:
 - (a) flight cancellations;
 - (b) delays or operational disruptions; and
 - (c) additional services, resources, or operational requirements arising from the User's operations.

12.3.2 Such charges shall be determined by BAC and shall be payable by the User in accordance with the applicable Schedules.

12.4 Variation of Charges

12.4.1 BAC reserves the right to amend or vary any charges and their application from time to time.

12.4.2 Any such variation shall be notified in writing not less than ninety (90) days prior to its effective date.

12.4.3 Updated charges may be published through revised Schedules or other official BAC publications, which shall take precedence over previously published charges.

12.5 Enforcement

12.5.1 Without prejudice to any other rights, BAC reserves the right to suspend or restrict access to BIA Facilities and Services in the event of non-payment or breach of payment obligations.

13 Payment default

13.1 Payment

13.1.1 Any amount not paid by the due date shall accrue interest from the due date until payment in full at a rate determined by BAC, or as otherwise specified in the applicable Schedule.

13.1.2 Any dispute relating to an invoice must be submitted in accordance with Clause 11.1. The User shall pay all undisputed amounts in full pending resolution of any dispute and shall not be entitled to withhold, set off, or deduct any amount without the prior written consent of BAC.

13.1.3 Without prejudice to any other rights available to BAC, if the User fails to make payment when due, BAC reserves the right to:

- (a) suspend or restrict access to BIA Facilities and Services;
- (b) withhold operational approvals or services;
- (c) apply or enforce any security, deposit, or bank guarantee held; and/or
- (d) take any action permitted under applicable laws to recover outstanding amounts.
- (e) the detention of aircraft, where permitted by applicable laws.

13.2 Advance Payment Protocol – Non-Credit Customers

13.2.1 Unless the Airline has an approved credit facility with BAC, advance payment shall be required prior to the use of BIA Facilities and Services, as follows:

- (a) Ad hoc flights: a deposit of BHD 500 shall be required prior to the operation of each ad hoc flight; and
- (b) Scheduled flights: a minimum deposit of BHD 2,000, or an amount calculated based on the estimated charges for the relevant flying period, whichever is higher, shall be required prior to the commencement of scheduled operations.

13.3 Non-Payment and Escalation

In the event of non-payment of any amount due under these Conditions, the following escalation process shall apply:

- (b) BAC's Receivables Manager shall lead all initial collection efforts by contacting the Airline in writing to ascertain the reason for non-payment and to seek settlement;
- (c) where settlement is not received following standard collection efforts by BAC Finance, the matter shall be escalated to BAC's Aviation Development team for further action; and
- (d) where the matter remains unresolved following escalation, BAC reserves the right to exercise any or all of its enforcement rights under Clause 13.1, including suspension of access to BIA

Facilities and Services, enforcement of any security held, and such other action as may be permitted under the laws of the Kingdom of Bahrain.

14 Non-Compliance with these CoU

- 14.1.1 BAC may give the User immediate written notice prohibiting the use of all or part of the Facilities and Services at BIA where the User fails to comply with these CoU.
- 14.1.2 Where the User fails to comply with any safety, security, operational, or regulatory requirement, BAC may require the User to immediately comply with such requirement or immediately cease using the Facilities and Services, at BAC's discretion.
- 14.1.3 BAC may suspend, restrict, or prevent the User from using BIA Facilities and Services where the User fails to comply with any notice or instruction issued by BAC.
- 14.1.4 In addition to any specific remedies available under these CoU or applicable laws and regulations, BAC reserves the unconditional right to restrict or prevent the User from using BIA in the event of any actual or threatened breach of these CoU.
- 14.1.5 Failure by the User to comply with any operational instruction, NOTAM, safety requirement, environmental requirement, or operational restriction issued by BAC or the relevant authorities may result in operational restrictions, recovery of associated costs, suspension of access to Facilities and Services, or any other corrective action deemed necessary by BAC.
- 14.1.6 failure or delay by BAC in exercising any right, power, or remedy under these CoU shall not constitute a waiver of such right, power, or remedy.
- 14.1.7 waiver granted by BAC in respect of any breach shall not constitute a waiver of any subsequent breach or any breach of any other provision of these CoU.

15 Operational Requirements

15.1 General Operational Requirements

- 15.1.1 The User shall, at all times when using BIA Facilities and Services, comply with:
 - (a) these CoU;
 - (b) all applicable laws and regulations of the Kingdom of Bahrain;
 - (c) all applicable BAC procedures, manuals, and requirements;
 - (d) all instructions, directions, notices, and policies issued by BAC from time to time; and
 - (e) all requirements relating to airport operations, including slot coordination and allocation.

- 15.1.2 The User acknowledges that access to BIA Facilities and Services is subject to operational requirements, demand, capacity constraints, and regulatory restrictions. BAC reserves the right to manage and allocate such access in the interests of safety, security, efficiency, and optimal use of airport capacity.
- 15.1.3 BAC, as the Aerodrome Operator, shall have authority to coordinate and control airport operations. The User shall comply with all instructions issued by BAC.
- 15.1.4 During any disruption, emergency, irregular operation, or capacity constraint, BAC may prioritise the use of Facilities and Services, and the User shall comply with all such measures.
- 15.1.5 All Users shall ensure that equipment and vehicles procured and deployed for operations at BIA are designed and built to be fit for safe operation under the local weather conditions. This is to mitigate the risks associated with spillages and other equipment breakdown-related consequences.

15.2 Aerodrome Safety Management System (SMS)

- 15.2.1 The User shall establish, maintain, and operate a Safety Management System (SMS) in accordance with applicable regulatory requirements.
- 15.2.2 The User shall comply with and actively participate in BAC's SMS, including all applicable safety policies, procedures, and requirements.
- 15.2.3 The User shall:
- (a) comply with all applicable safety regulations and BAC requirements;
 - (b) cooperate with BAC in all safety-related activities, including investigations, reporting, audits, and inspections;
 - (c) nominate a designated safety focal point; and
 - (d) ensure that all personnel are appropriately trained, qualified, and competent.
- 15.2.4 The User shall provide BAC with any safety-related information, documents, and records as required for safety review, audit, or regulatory compliance.
- 15.2.5 BAC reserves the right to conduct audits, inspections, and safety reviews at any time, and the User shall provide access to all relevant facilities, records, and information.
- 15.2.6 The User shall ensure that its contractors and third-party service providers are integrated into its SMS or comply with BAC's SMS requirements.

For safety-related coordination, the User shall liaise with:

Director – Aerodrome Safety and Compliance

Mobile: 36599522

Email: ali.alaseeri@bac.bh

Bahrain Airport Company

15.3 Emergency Planning and Response

- 15.3.1 The Airline shall establish, maintain, and implement an emergency response plan setting out the procedures and actions to be taken in response to any emergency, disruption, crisis, public health emergency, or pandemic affecting passengers, crew, cargo, aircraft, or BIA Facilities and Services.
- 15.3.2 The Airline emergency response plan shall comply with applicable laws, regulations, and industry standards and shall include:
- (a) the nomination of representative(s) with responsibility and authority for emergency planning and response;

- (b) the nomination of representative(s) to represent the Airline within the Airport Emergency Operations Centre during any emergency or crisis involving the Airline;
- (c) the identification of actions to be undertaken directly by the Airline and those to be undertaken by its contractors or ground handling agent;
- (d) procedures for coordination and communication with BAC and relevant authorities; and
- (e) a family assistance plan in accordance with applicable regulatory requirements. Ensuring the provision of adequate care, support, and information to passengers, families, and relatives, including all necessary ground arrangements and coordination with relevant stakeholders.

- 15.3.3 Failure by the Airline to notify BAC as the primary contact in a timely manner may result in delays to emergency response activities. BAC shall not be liable for any resulting loss, damage, delay, cost, or expense arising from such failure.
- 15.3.4 Failure by the Airline to report or coordinate an emergency in a timely manner may result in delays to emergency response activities, and BAC shall not be liable for any resulting loss, damage, delay, cost, or expense.
- 15.3.5 Where the Airline fails to adequately respond to an emergency or disruption, BAC reserves the right to procure, or cause to be procured, any urgent or necessary emergency response, passenger assistance, operational support, or recovery measures required in accordance with the Airport Emergency Plan.
- 15.3.6 The Airline shall reimburse BAC for all costs, expenses, charges, and liabilities incurred by BAC arising from any action taken under this clause.
- 15.3.7 During any emergency, disruption, or reduction in Airport capacity, BAC reserves the right to prioritise, restrict, suspend, or control aircraft operations, flight schedules, stand allocation, fuel uplift, Facilities and Services, and Airport access as necessary for the safe and efficient operation of BIA.
- 15.3.8 The Airline shall cooperate fully with BAC and relevant authorities during any emergency or crisis and shall provide all documents, operational information, manifests, or records reasonably requested by BAC without delay.
- 15.3.9 The airline shall have appropriate arrangements in place with the ground handling agent or partner airlines for emergency support activities, including family assistance planning, disabled aircraft recovery and technical support services.
- 15.3.10 The Airline shall establish, maintain, and implement an appropriate Business Continuity Plan (BCP) to ensure the continuity of critical operations and services during disruptions, emergencies, system outages, or other operational events affecting BIA operations.
- 15.3.11 Users shall ensure that appropriate evacuation procedures are in place for their premises. If the procedures are to be activated in the Passenger Terminal Building, they shall align with the Terminal Evacuation Plan. For other areas, the evacuation procedures shall be aligned with the requirements of the General Directorate of Civil Defence. All evacuation procedures shall be submitted to AES for review.

15.4 Accident and Incident Reporting

- 15.4.1 The User shall ensure that all accidents, incidents, and other occurrences are reported immediately to the relevant BAC department as per the below:

No.	Location	Point of Contact
1	SRA External (i.e. Runway, Taxiways, Aprons, and other facilities at the SRA External area)	Airside Operations +973 3605 0775
2	Terminal SRA Internal Area	Terminal Operations +973 3668 1157

	- Terminal Airside Area - Curbside	
3	Car Park Areas	Car Parks +973 3602 2075

15.4.2 In addition to the above, HSE related occurrences shall also be reported on the [BAC HSE Incident & Near Miss Form](#)

15.4.3 Reports shall include any event involving injury, damage, spillage, equipment, vehicles, aircraft, or any condition that may affect safety.

15.4.4 The User shall comply with BAC accident and incident reporting procedures, as amended from time to time.

In case of emergency, fire, or injury, the User shall also immediately contact:

ARFFS (Fire & Emergency): 1732 1111 / 1713 8888

Airport Clinic (BSH): 1713 8777

15.5 Health, Safety and Environment

15.5.1 The User, its personnel, contractors, and service providers shall comply with all applicable health, safety, and environmental laws, regulations, and BAC requirements.

15.5.2 The User shall ensure that its operations are conducted in a manner that protects the health and safety of personnel and the public, and minimises environmental impact.

15.5.3 The User shall report any viruses of infection disease to BAC HSE at hse.reporting@bac.bh

15.5.4 The User shall:

- establish and maintain appropriate health, safety, and environmental management arrangements;
- ensure that all personnel are appropriately trained and competent;
- comply with all BAC HSE policies, procedures, and standards;
- cooperate with BAC in audits, inspections, and compliance activities, including the timely implementation of any corrective actions; and
- obtain all required work permits for any operational or maintenance activities.

15.5.5 The User shall support applicable environmental requirements and sustainability initiatives, including compliance with relevant environmental laws and BAC programmes relating to emissions, waste management, and resource efficiency.

15.5.6 BAC reserves the right to take appropriate action, including suspension or restriction of operations, in the event of non-compliance with this clause.

15.6 Training

- 15.6.1 The User shall ensure that all personnel operating at BIA are appropriately trained, qualified, and competent for their roles.
- 15.6.2 The User shall ensure that all personnel complete any mandatory training required by BAC and applicable regulations, standards, guideline and manuals, including training associated with airport access, safety, and operational requirements.
- 15.6.3 The User shall ensure that all personnel deployed to perform activities within the Airside, including personnel engaged through contractors or subcontractors, possess sufficient proficiency in the English language to understand instructions, safety information, signage, radio communications (where applicable), and operational procedures necessary for the safe performance of their duties.
- 15.6.4 The User shall ensure that language barriers do not compromise the safe performance of airside activities. This requirement applies equally to personnel employed through contractors or subcontractors.

15.7 Airside Driving

- 15.7.1 Airside driving at BIA shall be governed by BAC Airside Driving Regulations and applicable procedures, as amended from time to time.
- 15.7.2 The User shall ensure that all personnel operating vehicles or ground support equipment airside hold valid airside driving permits and that all vehicles are appropriately authorised in accordance with BAC requirements.

- 15.7.3 Applications for driving and vehicle permits shall be submitted through the Airport Pass Management System (APMS) <https://airportpass.bia.bh/>

For coordination and further information, the User shall contact:

Director – APOC, Airside Operations & Wildlife Management

Telephone: 1713 8711

Mobile: 39414151

Email: Naser.AlMannaei@bac.bh

Bahrain Airport Company

15.8 Wildlife Hazard Management

- 15.8.1 The User and all airport Users shall comply with applicable wildlife hazard management requirements in accordance with relevant regulations and BAC procedures.
- 15.8.2 The User shall ensure that its operations do not create conditions that attract wildlife or increase wildlife hazard risks.
- 15.8.3 The User shall:
- ensure proper storage and disposal of food waste;
 - prohibit feeding of wildlife;
 - coordinate with BAC on any activities that may affect wildlife risk, including landscaping or operational changes; and
 - report any hazardous wildlife activity or observations to BAC Airside Operations.

- 15.8.4 BAC reserves the right to implement wildlife hazard control measures and require compliance by all airport Users.

Wildlife hazards or incidents shall be reported to:

Airside Operations: +973 36050775

15.9 Storage of Dangerous Goods

- 15.9.1 The User shall ensure that the storage of dangerous goods complies with all applicable laws, regulations, and recognised standards, including the IATA Dangerous Goods Regulations.
- 15.9.2 Any facility used for the storage of dangerous goods shall be subject to approval by the relevant authorities, including BCAA and Civil Defence.
- 15.9.3 The User shall ensure that such facilities are accepted by BAC prior to use.
- 15.9.4 Any incident, leak, spill, or hazardous occurrence involving dangerous goods shall be reported in line with 15.4.
- 15.9.5 The User shall cooperate with all inspections and audits conducted by BAC or regulatory authorities and provide access to all relevant facilities, records, and information.

15.10 Right of BAC to Control the Airfield

- 15.10.1 BAC reserves the right to control any part of the airfield to meet operational, safety, and security requirements.
- 15.10.2 Such control may include the closure or restriction of runways, taxiways, aircraft parking stands, facilities, service roads, control posts, or any other area within BIA.
- 15.10.3 BAC may refuse or restrict aircraft movements, including take-off or landing, or deny access to the Airport or any part thereof where necessary to ensure safety, security, or the protection of persons and property.
- 15.10.4 Any closures or operational restrictions shall be promulgated through NOTAMs or other appropriate means.

15.11 Damage to Airport Facilities and Infrastructure

- 15.11.1 The User shall be liable for any damage caused by it, its personnel, agents, contractors, or equipment to any Airport facilities, infrastructure, or assets.
- 15.11.2 BAC may take all necessary actions to repair, replace, or restore such damage, and the User shall reimburse BAC for all costs incurred, including any associated operational disruption or loss of revenue.
- 15.11.3 The User shall indemnify BAC against any claims, losses, or liabilities arising from such damage.
- 15.11.4 All applicable charges shall be determined in accordance with Schedule 12 – Damage and Recovery Charges, including charges relating to oil and fuel spill response and clean-up.
- 15.11.5 In the event of oil or fuel spills, the User shall be responsible for the clean-up of the affected area. Where BAC undertakes such clean-up, including the deployment of equipment and services, all associated costs shall be recoverable from the User in accordance with the applicable Schedules.
- 15.11.6 Any failure to report incidents or spills, or any additional response required by BAC, may result in additional charges as determined by BAC.
- 15.11.7 BAC may conduct inspections or assessments to determine the extent of damage, and any required rectification shall be carried out at the full expense of the User.
- 15.11.8 Charges relating to damage, including oil and fuel spill response and clean-up, shall apply in accordance with Schedule 12.

15.12 Cleaning, Pest Control and Waste Management

- 15.12.1 The User shall maintain their leased or occupied areas to standards acceptable to BAC.
- 15.12.2 BAC reserves the right to inspect any premises at any time, with or without prior notice, to verify compliance.
- 15.12.3 The User may arrange cleaning, pest control, and waste management services either through BAC or through an approved third-party provider.
- 15.12.4 Where BAC determines that required standards are not maintained, BAC may issue a notice and, where necessary, undertake the required services directly.
- 15.12.5 Any services provided by BAC shall be chargeable, and the User shall be liable for all associated costs in accordance with the applicable Schedules.
- 15.12.6 Charges for such services may be invoiced directly by BAC and shall be payable without the need for further approval.
- 15.12.7 Facility management charges for soft services shall apply in accordance with

15.12.8 Schedule 12 - Facility Management Charges (Soft Services). Such services are considered one-time, ad-hoc services and may be implemented by BAC where immediate action is required.

For coordination of facility management services, BAC may be contacted:

Email: ECC@bac.bh

Telephone: 17139900

15.13 Utilities and Associated Charges

15.13.1 The User shall pay all charges for utilities, including electricity and water, in accordance with Schedule 13 – Utilities Charges.

15.13.2 Utility charges may be metered or unmetered, and shall be determined based on usage, location, or other applicable criteria as defined by BAC.

15.13.3 BAC reserves the right to vary utility charges from time to time, including where such changes arise from external providers or regulatory authorities.

15.13.4 Charges for new utility connections, modifications, or upgrades shall be determined by BAC based on the scope of works and shall be payable by the User.

15.13.5 Utility charges, including electricity, water, and any associated connection or service costs, shall apply in accordance with Schedule 13 – Utilities Charges, as amended from time to time.

15.14 ICT Services

15.14.1 The Airline shall comply with BAC's ICT and systems requirements applicable to airport operations at BIA, as notified by BAC from time to time.

For ICT-related services, support, or coordination, BAC may be contacted:

Airport Service Desk

Telephone: +973 17138000

Mobile: 36400066

Email: AirportService.Desk@gulfairgroup.bh

15.15 Medical Services

15.15.1 The Airline shall comply with the medical and emergency response arrangements designated and approved by Bahrain International Airport (BIA) and shall coordinate, where required, with the airport-designated medical service provider prior to commencement of operations.

15.15.2 In the event that a transfer passenger requires medical treatment outside the airport premises, all related medical, transportation, escort, and associated costs shall be borne solely by the Airline.

15.16 Fuel Station

15.16.1 Fuel station is available at BIA for the refuelling of ground support equipment (GSE) and airport vehicles.

15.16.2 The use of the facility shall be subject to BAC requirements and applicable operational procedures.

15.17 Food and Beverage Services

15.17.1 The Airline shall ensure that food and beverage services are provided through an approved service provider and that appropriate arrangements are in place prior to commencement of operations.

15.17.2 The Airline and all food and beverage service providers shall comply with all applicable food safety, hygiene, and public health laws and regulations.

15.17.3 The Airline shall ensure that food and beverage operations are conducted in accordance with recognised industry standards and BAC requirements, including proper handling, storage, and waste management practices.

15.17.4 BAC reserves the right to conduct inspections and audits to verify compliance, and the Airline shall cooperate with all such activities.

15.17.5 All personnel involved in food and beverage operations shall be appropriately trained, qualified, and certified in accordance with applicable regulatory requirements.

15.18 Aviation Fuel

The Airline shall ensure that all aircraft fuelling activities at BIA are carried out through approved fuel suppliers and in accordance with applicable laws, regulations, airport procedures, and safety requirements.

For Fuel arrangements the Airline may contact one of the below suppliers:

1) BAPCO Refining

- Ms. Fatima Al Abbasi
- International Sales
- Tel: +973 17 753043 |
- Fax: +973 17 753230
- Email: aviation.ref@bapcoenergies.com

2) Chevron

- Mr. Khalid Alhijazi
- Terminal & Operations Support Coordinator
- Tel :+973 1775 3118
- Fax:+973 1775 3122
- Mobile:+973 66766 900
- E-mail: kbqi@chevron.com

3) BP Middle East Ltd.

- Marketing Department
- Tel. +971 4 3317121
- Fax +971 4 3318628
- E-mail: AirBPOutOfHours@bp.com

4) APSCO

- Mohamad Awada
- Regional Office Manager
- tel: +20-1281877798
- WhatsApp +96181755683
- E-mail: mawada@apsco-ksa.com

15.19 Film and Photography

- 15.19.1 Film, photography, audio recording, or any form of media capture within BIA is prohibited unless prior written approval is obtained from BAC and any relevant authorities.
- 15.19.2 All Users conducting filming, photography, audio recording, or media-related activities within BIA shall comply with the applicable airport regulations, operational requirements, and approval conditions at all times.
- 15.19.3 Requests for filming or photography, including commercial, media, or non-operational purposes, shall be submitted to BAC with details of the nature, purpose, and duration of the activity.
- 15.19.4 BAC reserves the right to approve, reject, or impose conditions on any such request.
- 15.19.5 Photography for operational purposes may be permitted subject to prior BAC approval.

Requests shall be submitted to:

BAC Access Control Office: access.control@bac.bh

Corporate Communications: corporate.communications@gulfairgroup.bh

15.20 Signage and Display

- 15.20.1 The User shall not display any signage, branding, advertising, or promotional material at BIA without prior written approval from BAC.
- 15.20.2 The User may display operational materials at designated areas, including check-in counters or assigned facilities, subject to BAC requirements and during operational hours only.
- 15.20.3 BAC reserves the right to determine the location, size, format, and duration of any approved signage or display.
- 15.20.4 The User shall remove any signage or materials immediately upon cessation of use of the relevant area or upon request by BAC.
- 15.20.5 BAC reserves the right to remove, confiscate, or dispose of any signage or materials displayed in breach of this clause.
- 15.20.6 BAC may display usernames, logos, or branding for operational, informational, or wayfinding purposes at its discretion.
- 15.20.7 All vehicles operating airside shall display appropriate identification in accordance with BAC requirements.

15.21 Passenger Welfare and Consumer Protection**15.21.1 General Obligation**

The Airline shall at all times ensure the welfare, safety, comfort and dignity of passengers using BIA, including during periods of flight delay, cancellation, schedule change, operational disruption, or any other circumstance affecting the Airline's operations at the Airport.

15.21.2 Disruption Welfare Requirements

Where passengers are affected by a flight delay, cancellation, or schedule change, the Airline shall, without requiring direction from BAC:

- (a) provide timely, accurate and regular updates to affected passengers through all available communication channels, including the Airport's public announcement system where agreed with BAC;
- (b) ensure that adequate welfare provisions are made available to affected passengers, including meals, refreshments, and accommodation where the duration or nature of the disruption requires;
- (c) deploy sufficient staff or appoint its ground handling agent to provide welfare assistance at the Airport for the duration of the disruption; and
- (a) make appropriate arrangements for passengers with reduced mobility, unaccompanied minors, and other passengers requiring special assistance.

15.21.3 Passenger Rights

Passengers' rights related to flight delays, cancellations, and schedule changes are governed by the applicable regulations issued by the Kingdom of Bahrain. Details of passengers' rights are available on the official website of the Ministry of Transportation and Telecommunications / Civil Aviation Affairs under the "Laws and Regulations" section. Airlines and operators are responsible for ensuring compliance with the applicable passenger rights regulations and requirements issued by the relevant authorities.

15.21.4 BAC's Right to Intervene

Where the Airline fails to adequately provide for the welfare of affected passengers, BAC reserves the right to arrange or procure welfare assistance on the Airline's behalf. The Airline shall reimburse BAC for all costs incurred in accordance with Section 20 (Release and Indemnity).

BAC shall not be liable for any passenger welfare obligations that are the responsibility of the Airline under applicable regulations or these Conditions.

15.21.5 Coordination with BAC

The Airline shall notify BAC's APOC as soon as practicable of any anticipated or confirmed delay, cancellation, or disruption affecting its operations at BIA, and shall keep BAC informed of developments and welfare arrangements throughout the duration of the disruption. The Airline shall cooperate with BAC in any passenger welfare activity coordinated through the Airport's disruption management procedures.

15.22 Handling of Pets and Service Animals

15.22.1 General

The transportation and handling of pets and service animals at BIA shall be conducted in accordance with the IATA Live Animals Regulations (LAR), applicable laws of the Kingdom of Bahrain, and BAC requirements as set out in this clause. Each airline's own animal handling policies remain the responsibility of that airline and do not reflect BIA or BAC standards.

15.22.2 Pets — Airline and GHA Obligations

The Airline and its appointed ground handling agent shall ensure that:

- (a) all pets presented for travel are accompanied by valid travel documentation including a veterinary health certificate and, where applicable, an import permit issued by the competent authority of the Kingdom of Bahrain;
- (b) pets above 7kg are processed at the designated Out of Gauge (OOG) counter and transported in IATA-approved kennels in good travelling condition;
- (c) pets below 7kg carried as hand baggage are transported in approved carry-on containers and remain inside their containers throughout all terminal procedures;
- (d) pets are not permitted to be walked, leashed, or allowed to roam freely within the Passenger Terminal Building (PTB) at any time; and
- (e) Customs and BAC Terminal Operations are notified in advance of any arriving pet, prior to the scheduled time of arrival.

15.22.3 Pets — Entry and Refusal

Where a pet arriving at BIA is refused entry into the Kingdom of Bahrain by the competent authorities, the Airline shall arrange onward transportation of the animal to its point of origin at the Airline's cost. Where the passenger refuses to be separated from the animal, the Airline shall arrange repatriation for both the passenger and the animal. All quarantine, handling and transportation costs arising from a refused pet shall be borne solely by the Airline.

15.22.4 Service Animals

Service animals accompanying passengers with disabilities shall be permitted within the PTB subject to the following conditions:

- (a) the passenger must present valid documentation confirming the service animal's certification and the passenger's medical requirement prior to or at check-in;
- (b) the Airline and ground handling agent shall provide priority facilitation to passengers travelling with service animals through all departure and arrival procedures, including check-in, screening, boarding and baggage collection;
- (c) a dedicated service animal relief area is available at BIA and is located near the elevator adjacent to Gate 14 A/B — the Airline shall inform passengers of this facility upon entry to the Security Restricted Area; and

- (d) emotional support animals (ESAs) are not classified as service animals for the purposes of this clause and shall be subject to the same requirements as pets.

15.22.5 BAC's Rights

BAC reserves the right to refuse entry to or remove from the PTB any animal that does not comply with the requirements of this clause or applicable laws and regulations. Where a passenger is non-compliant, BAC shall involve the Ministry of Interior Airport Police as appropriate. The Airline shall be responsible for all costs and consequences arising from non-compliance by its passengers.

16 Movement and Removal of Aircraft and Property

- 16.1.1 BAC may instruct the User to move an aircraft or any property, including equipment or vehicles, to another position within BIA or to remove it from BIA. The User shall promptly comply with such instruction.
- 16.1.2 The Airline shall ensure that appropriate arrangements are in place, including with its ground handling agent, to enable the immediate movement, towing, or repositioning of aircraft or property upon instruction by BAC.
- 16.1.3 Where the User fails to comply with such instruction, BAC may move, remove, or otherwise deal with the aircraft or property in accordance with Schedule 4, and the User shall reimburse BAC for all costs incurred.
- 16.1.4 The Airline shall be responsible for the prompt removal of any disabled, abandoned, or improperly positioned aircraft, equipment, or property. Where the Airline fails to do so, or where operational or safety considerations require, BAC may take all necessary actions, and the Airline shall reimburse BAC for all associated costs.
- 16.1.5 The Airline shall be liable for and shall indemnify BAC, its officers, employees, and agents against any loss, damage, liability, or expense arising from or in connection with the movement, removal, storage, or disposal of any aircraft or property, including any damage to such aircraft or property.
- 16.1.6 The Airline shall ensure that any owner, lessor, or other party with an interest in the aircraft or property is bound by this clause and shall be jointly and severally liable for the obligations herein.
- 16.1.7 The sale, transfer, disposal, deregistration, or release of any disabled or abandoned aircraft to any third party shall be subject to the prior written approval of BAC and the full settlement of all outstanding charges, costs, and liabilities owed to BAC, including parking charges and any costs associated with the movement, storage, or removal of the aircraft.
- 16.1.8 All applicable charges shall be determined in accordance with the applicable Schedules, and BAC reserves the right to recover all actual costs incurred.

17 Airport closed or services unavailable

- 17.1.1 BAC reserves the right, at any time and without liability, to close BIA, in whole or in part, or to restrict, suspend, or control access to any Facilities and Services where such action is considered necessary for safety, security, operational, capacity, maintenance, regulatory, or other operational reasons.
- 17.1.2 BAC may delay, restrict, suspend, or refuse aircraft operations, including take-off, landing, parking, or access to BIA Facilities and Services, where required in the interests of safety, security, operational efficiency, or the protection of persons or property.
- 17.1.3 Access to BIA Facilities and Services shall at all times be subject to operational requirements, capacity constraints, maintenance activities, force majeure events, and events beyond the reasonable control of BAC.
- 17.1.4 BAC may impose restrictions on the operation of certain aircraft types, activities, or categories of Users in accordance with operational or regulatory requirements.
- 17.1.5 BAC shall have no liability to the Airline for any loss, damage, delay, expense, disruption, or consequential impact arising from:
- (a) the closure of BIA or any part thereof;
 - (b) the unavailability of any Facility or Service; or
 - (c) any action taken by BAC under this Clause.
- 17.1.6 Where reasonably practicable, BAC may provide advance notice of planned restrictions, maintenance activities, or closures, provided that failure to provide such notice shall not create any liability on the part of BAC.

18 Ground Handling Services

18.1 Ground Handling

- 18.1.1 The Airline shall ensure that all ground handling services are provided by a ground handling company approved by BAC and in accordance with applicable laws, regulations, and BAC requirements.
- 18.1.2 The Airline shall ensure that its appointed ground handling agent complies with all operational, safety, security, and service standards prescribed by BAC.
- 18.1.3 BAC reserves the right to monitor and enforce compliance with applicable ground handling standards and may require corrective action in the event of any non-compliance.

18.1.4 The Airline shall not provide ground handling services to any third party without prior approval from BAC.

18.1.5 The Airline shall ensure that any aircraft maintenance services are carried out by appropriately approved and licensed service providers in accordance with applicable regulatory and BAC requirements.

18.1.6 The Airline shall provide BAC with such information relating to its ground handling and maintenance arrangements as may be required by BAC from time to time.

18.2 Ground Support Equipment (GSE)

18.2.1 BAC may provide Ground Support Equipment (GSE) services at BIA, including but not limited to fixed electrical ground power (FEGP), pre-conditioned air (PCA), water, and lavatory services. Such services shall be chargeable in accordance with Schedule 3 (Aeronautical Charges).

18.2.2 At aircraft stands equipped with GSE systems, including CAVOTEC pop-up systems, the use of such equipment shall be mandatory where available and operationally feasible.

18.2.3 Charges for GSE shall apply based on availability, irrespective of whether the Airline or its ground handling agent utilizes the equipment.

18.2.4 BAC reserves the right to monitor and record GSE availability and usage for compliance and charging purposes.

18.2.5 The use of aircraft Auxiliary Power Units (APU) shall be prohibited at stands where GSE services are available and operational, except where otherwise permitted by BCAA or where such services are unavailable for operational or safety reasons.

18.2.6 For more details, Users shall refer to the Aeronautical Information Publication, OBBI AD 2.20 LOCAL AERODROME REGULATIONS {x} APU Restriction.

19 Insurance

The User shall, at all times while using our Facilities and Services, maintain adequate passenger, baggage, cargo, property and third party liability insurance meeting the minimum insurance requirements in accordance with the requirements of the Kingdom of Bahrain as published in the Bahrain Aeronautical Information Publication (AIP), Section GEN 1.2.1.1.10, and in accordance with the Montreal Convention 1999.

20 Services we do not provide

We do not provide:

- (a) en-route air navigation services;
- (b) en-route meteorological services;
- (c) hangar facilities;
- (d) apron and ground handling services other than allocation of aircraft parking bays and aircraft marshalling, and the provision of Ground Power Units (GPU) and Pre-Conditioned Air (PCA), where applicable
- (e) aircraft disinfection; and
- (f) border control services.

Our charges do not include fees for these services or fees for things we provide outside the scope of these Conditions.

21 Representative of Airline and Aerodrome User

- 21.1.1 Each User operating at BIA shall designate a representative to act as the primary point of contact for coordination with BAC and relevant airport stakeholders.
- 21.1.2 The designated representative shall:
- (a) be suitably qualified and authorised to act on behalf of User;
 - (b) be operationally or physically present in the Kingdom of Bahrain, unless otherwise approved by BAC;
 - (c) be continuously contactable and capable of providing a timely response; and
 - (d) support compliance with applicable laws, regulations, ICAO Standards and Recommended Practices, and BAC operational, safety, security, and emergency requirements.
- 21.1.3 The contact details of the designated representative shall be provided to BAC prior to commencement of operations and shall be kept current at all times.
- 21.1.4 Airlines operating at BIA shall maintain an operational communication line available at all times for operational coordination and passenger assistance purposes.
- 21.1.5 The designated representative may be required to participate in airport coordination meetings and committees, including but not limited to:
- (a) Aerodrome Safety Committee;
 - (b) Local Runway Safety Team;
 - (c) Wildlife Hazard Management Committee;
 - (d) Airport Security Committee;
 - (e) Emergency Planning Committee; and
 - (f) Ramp Operators Committee.

-
- 21.1.6 The designated representative shall support day-to-day operational coordination, including matters relating to incidents, accidents, investigations, emergencies, operational disruptions, and regulatory compliance.
- 21.1.7 The designation of a representative shall not relieve the User of any obligation or responsibility under these CoU or applicable laws and regulations.
- 21.1.8 The Airline shall ensure that its designated representative, or an authorised alternate notified in advance to BAC, is operationally available and physically present within the Passenger Terminal Building during periods of flight operations at BIA.
- 21.1.9 Where the Airline appoints a third party to perform any activities on its behalf at BIA, the Airline shall ensure that such party is suitably qualified and competent to perform the delegated responsibilities. The Airline shall remain responsible for such activities under these CoU.
- 21.1.10 The Airline shall ensure that such representation is maintained from not less than sixty (60) minutes prior to the first scheduled arrival or departure of the day until completion of the final flight turnaround and passenger processing activities for the day.
- 21.1.11 Where the Airline operates multiple daily flights or rotations, the Airline shall ensure continuous operational representation within the terminal throughout the operational period.
- 21.1.12 Where the designated representative or authorised alternate is temporarily unavailable, the Airline shall notify APOC in advance and provide the details and direct contact information of an alternate representative.
- 21.1.13 Failure to maintain adequate operational representation may be treated by BAC as non-compliance with these CoU and may result in operational or enforcement measures in accordance with these CoU.

22 Release and indemnity

- 22.1.1 Neither BAC, nor its officers, employees, or agents, shall be liable for any loss, damage, or injury arising in connection with the use of BIA, including:
- (a) loss of or damage to any aircraft, equipment, cargo, or property of passengers, crew, or other personnel; or
 - (b) personal injury or death of any passenger, crew member, or other person at the Airport,
- 22.1.2 unless, and then only to the extent, caused by an act or omission of BAC done with intent to cause damage or recklessly and with knowledge that damage would probably result.
- 22.1.3 Neither BAC, nor its officers, employees, or agents, shall be liable for any:
- (a) indirect or consequential loss or damage whatsoever;
 - (b) loss of profits, revenue, goodwill, opportunity, or business;
 - (c) increased costs or expenses; or
 - (d) wasted expenditure.
- 22.1.4 Without prejudice to the above, BAC shall not be liable for any loss, damage, delay, or expense arising from:
- (a) closure of the Airport or any part thereof;
 - (b) unavailability of Facilities and Services; or
 - (c) delays or disruption to aircraft operations.
 - (d) force majeure events or events beyond the reasonable control of BAC.

- 22.1.5 The User shall be liable for and shall indemnify BAC, its officers, employees, and agents against:
- (a) any damage caused by the User, its assets, personnel, agents, contractors, or equipment to BAC property;
 - (b) any claims, losses, liabilities, costs, or expenses arising from the User's operations.
 - (c) any third-party claims for injury, death, loss, or damage caused or contributed to by the User; and
 - (d) any loss or damage arising in connection with the movement, removal, storage, or disposal of the User's assets, including any damage to the aircraft.
- 22.1.6 The indemnities under this Clause 21.1.5 shall not apply to the extent that the loss or damage is caused by BAC's wilful misconduct or gross negligence.
- 22.1.7 Where the Airline operates through, or in conjunction with, any affiliate, contractor, ground handling agent, wet lease operator, or other associated entity, the Airline shall remain jointly and severally liable for compliance with these CoU and all obligations arising under this Clause.
- 22.1.8 To the maximum extent permitted by applicable laws, BAC excludes all representations, warranties, and conditions, whether express or implied, in connection with the use of BIA Facilities and Services. Where such warranties cannot be excluded, BAC's liability shall be limited to the re-supply of the relevant services or the payment of the cost of having such services supplied again.

23 General Legal Provisions

23.1 Entire Agreement

- 23.1.1 These CoU constitute the entire agreement between BAC and the User in respect of their subject matter and supersede all prior agreements, understandings, representations, or arrangements relating thereto.
- 23.1.2 Use of BIA Facilities and Services shall constitute acceptance of and agreement to be bound by these CoU, notwithstanding that they have not been signed.

23.2 Waiver

- 23.2.1 No failure, delay, or partial exercise by BAC of any right, power, or remedy under these CoU shall constitute a waiver of that right, power, or remedy.
- 23.2.2 Any waiver by BAC shall be effective only if made in writing and shall not constitute a waiver of any subsequent breach or default.

23.3 Amendments

- 23.3.1 No amendment, variation, or waiver of these CoU shall be effective unless issued or approved in writing by BAC or published by BAC in accordance with these CoU.

23.4 Severability

- 23.4.1 Each provision of these CoU shall be separate and severable. If any provision is held to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect.
- 23.4.2 Any invalid or unenforceable provision shall apply with such minimum modification as may be necessary to make it valid and enforceable.

24 Governing Law and Jurisdiction

-
- | | |
|--------|--|
| 24.1.1 | These CoU shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain. |
| 24.1.2 | Any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with these CoU shall be subject to the exclusive jurisdiction of the courts of the Kingdom of Bahrain. |

25 Schedules

Schedule 1 - Customer Credit Application Form

(The applicant must provide the information accurately and completely in BLOCK letters).

Applicant Information	
Name of Company	
Agent Name	
Business Address	
Phone Number	
Mobile Number	
Commercial Registration Number	
Other Business Numbers (if applicable)	
Years Trading	
Financial Institution Information (e.g. bank or credit union)	
Financial Institution Name	
Branch	
Country	
Contact number	
Do you plan to use this institution for any bank guarantees or line of credit?	
Accounts Payable Contact Information	
Accounts Payable Manager	
Contact number	
E-mail Address	
Facsimile (Group e-mail address)	

Please answer "YES" or "NO" to the following items and provide details including dates and circumstances if applicable. Use additional pages if necessary.

Has the applicant declared bankruptcy or been declared bankrupt or entered into a scheme of arrangement in the past 10 years?

☐ NO

☐ If "YES" provide details below:

Has the applicant committed an act of insolvency?

☐ NO

☐ If "YES" provide details below:

Does the applicant have any registered or unregistered charges against the assets of the applicant?

☐

NO

☐ If "YES" provide details below:

Has the applicant been refused credit before?

☐ NO

☐ If "YES" provide details including amounts involved.

Is there any other information about the applicant that BAC would reasonably expect to know, or would the applicant like BAC to consider when assessing this application?

☐

NO

☐ If "YES" provide details below:

Conditions applicable to the grant of a credit facility:

1. The applicant understands that the credit facility may be withdrawn at any time at the discretion of BAC.
2. The applicant understands that settlement is due within 30 days of issue of any invoice by BAC.

Condition of Use
Normal

3. The applicant accepts that it is totally responsible for payment for all services supplied under BAC's Conditions of Use, in accordance with the terms thereof.

4. Balance due will be deducted from the deposit after 90 days from the due date.

Certification by Applicant I have truthfully and accurately completed this application and understand that credit may be refused or suspended if any information provided in this form is intentionally untrue or inaccurate in any particular material.

Please fill out applicable section.

If a Sole Trader	
Full Name	
Date of Birth	
Business Address	
Contact number	
Email	
If a Partnership	
Full Name	
% of ownership	
Date of Birth	
Business Address	
Contact number	
Email	
Full Name	
% of ownership	
Date of Birth	
Business Address	
Contact number	
Email	
Full Name	
% of ownership	
Date of Birth	
Business Address	
Contact number	
Email	
Full Name	
% of ownership	
Date of Birth	
Business Address	
Contact number	

Email	
If an Incorporated or Limited Company	
Name of Company	
Company Number	
Country of Incorporation	
Date of Incorporation	
Registered Office Address	
Full Names of all Directors	
Contact number	
Email	

Acknowledgment and Consent to disclosure of personal information and Acceptance of Credit Agreement Terms and Conditions

Acknowledgment

The applicant(s) acknowledge(s) that BAC has informed me/us that certain items of personal information about me/us contained in this application or which may be subsequently obtained by BAC may be disclosed to a credit reporting agency. This information includes, among other things, particulars as to my/our identity, the fact an application for credit was made and the amount of credit sought, details of current providers of credit at least 60 days overdue, discharges, cheques twice dishonoured and serious credit infringements.

Consent

I consent:

- a) to BAC obtaining from a credit reporting agency a credit report containing personal information about me/us for the purpose of BAC:
 - collecting overdue payments in respect of commercial credit provided to me/us, and
 - assessing my/our application for commercial credit on an ongoing basis; or
 - assessing my/our application for consumer credit;
- b) to BAC's nominated trade insurer (if any) obtaining from a credit reporting agency a credit report containing personal information about me/us to assess the risk of providing insurance to BAC in relation to my/our application for commercial credit with BAC;
- c) to BAC giving and seeking from any credit provider named in this application for credit or in a credit report issued by a credit reporting agency information about my/our credit arrangements, including any information about my/our credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to give or receive from each other.

Signature of Authorized Company:

Name of Representative: _____

Printed name: _____

Position: _____

Date: _____

Condition of Use
Normal

Schedule 2 - Notification of Aircraft

The applicant must provide the information below accurately and completely.

(Please write clearly in BLOCK letters).

Aircraft Details	
Aircraft Registration	
Aircraft Type	
Engine type	
Noise Emission Level	
Aircraft Code	
Aircraft certified MTOW	
Aircraft seat configuration	
No. and type of seats in class	
Average No. of seats per class	
Certificate of Registration Holder	
Name	
Address	
Contact number	
Owner: (if different to C of R holder)	
Name	
Address	
Contact number	
Aircraft Operator	
Name	
Address	
Contact number	
Effective Dates of Operation	
From	
To	

Signature of person completing the form

Please identify by circling whether you are the:

☐ C of R Holder ☐ Owner ☐ Operator

Schedule 3 - Aeronautical Charges

Category: the following charges apply for both passengers and cargo flights.

1. Value Added Tax (VAT)

All charges specified in this Conditions of Use are exclusive of VAT. The Aircraft Operators, Airlines and other Users of the Airport shall pay the VAT where required in accordance with the applicable laws and regulations in force in the Kingdom of Bahrain from time to time.

#	Type		Fees in BHD
1	Passenger Service Charge - Departure		BHD 12
2	Passenger Service Charge - Transfer		BHD 6
3	Aircraft Landing fees		
	Up to 7,000 KG		BD 7.000 (Flat Rate)
	7,001 – 136,000 KG		BD 1.400 per 1,000 KG or part thereof
	Over 136,000 KG		BD 1.500 per 1,000 KG or part thereof
4	Aircraft Parking fees - First 2 Hours Free		
	Up to 25,000 KG		BD 5.000
	25,001 KG and over		BD 0.200 per 1,000 KG or part thereof
5	Air Navigation Charges (BCAA)		To be calculated
6	CUPPS		BHD 0.3 per departing passenger
7	LDCS (if any)		BHD 0.050 per departing passenger
8	BRS		BHD 0.100 per departing bag
9	Passenger Security and Safety Fee		<u>Not Applicable in BIA</u>
10	International Advanced Passenger Information (APR)		<u>Not Applicable in BIA</u>

2. Other Charges

Fuel Standby	
For appliance and crew covering engine starting or refueling per hour.	BHD 50.000

In addition to the above, all charges outlined in the Conditions of Use, including but not limited to , Security charges and Airport Fire Service charge, are payable by the Aircraft Operator.

THE EXCHANGE RATE FOR THE DOLLAR (BHD 1 = US \$ 2.70)

ACCOUNT ENQUIRIES

For enquiries relating to any account please contact (+973) 17 35 3375

PAYMENT TERMS

Payment is due 30 days from the date of this invoice

Methods Of Payment

Local Payment

Please make your cheque payable to “Bahrain Airport Company” and post to:

Finance Department – Collections

Bahrain Airport Company

P O Box 24924, Kingdom of Bahrain

Please quote the invoice number(s) when making payment.

Overseas Payment

Please make payment by:

1. Bank Draft in Bahraini Dinars or US Dollars payable to “Bahrain Airport Company” and post to:

Finance Department – Collections

Bahrain Airport Company

P O Box 24924, Kingdom of Bahrain

Please quote the invoice number(s) when making payment.

2. Direct Bank Credit in Bahraini Dinars

To be provided as and when requested.

3. Direct Bank Credit in US Dollars

To be provided as and when requested.

Schedule 4 - Procedure for moving/removing Aircraft by BAC

Disabled Aircraft Removal Plan and Procedure

The objective of a Disabled Aircraft Removal Plan is to specify the roles and responsibilities of all parties involved to aid the appropriate management in ensuring that the removal of Aircraft is executed in a timely and effective manner and ensures the safety of concerned personnel, with the objective to avoid further damage to the Aircraft.

BAC holds the primary responsibility for the development and continuous updating of the Disabled Aircraft Removal Plan. Readers of the Plan are kindly requested to forward any advice of errors, inconsistencies, suggestions, comments, or recommendations for improvement to the Disabled Aircraft Removal Coordinator. Contact information is mentioned in the below table.

The below procedure will briefly explain the primary roles and responsibilities as well as other important information.

The registered owner or Aircraft Operator shall always retain complete responsibility for the removal of the disabled aircraft. All Aircraft Operators at BIA are requested to have aircraft recovery plans which shall be submitted to BAC prior to start of their operations at BIA.

It is the responsibility of BAC, as the Aerodrome Operator, to coordinate the Disabled Aircraft Removal operations and ensure that the Disabled Aircraft is removed in a timely and efficient manner. It is also responsible for ensuring that an Aerodrome Coordinator of Disabled Aircraft Removal operations is appointed.

The Airline/Aircraft Operator or their designated agent (hereafter referred to as the Aircraft Operator) is responsible for the following:

- a. Ensure that they have an up-to-date aircraft recovery process document at BIA available for review. Information required within the document is mentioned in BCAA CAR 001, ICAO 9137 Airport Services Manual Part 5-Removal of Disabled Aircraft- (4th Edition) - Appendix 5. A copy of this document shall be provided to the Aerodrome Operator. Refer to Appendix 6.2 of this document.
- b. Ensure that they have insurance, access to technical advice, supervision and the provision of all necessary equipment and materials including removal equipment, spare parts, spare wheels, etc. the aircraft operator/owner insurer representative should be notified of the accident or incident.
- c. Salvaging and removing the Disabled Aircraft shall be within the time frame set out in the removal/salvage of a Disabled Aircraft notice. Aircraft Operators must ensure that they have adequate facilities to conduct their own recovery operations. In case if the Aircraft Operator, do not have these facilities, they must have contractual arrangements with another agency capable of undertaking the recovery on their behalf.
- d. Informing the Aerodrome Operator of their aircraft recovery contingency arrangements and keeping them informed of any changes.
- e. Arrangements with the Ground Handling Agent and MOI-Airport Police, regarding the removal of freight and/or cargo. This may include the coordination with BAC Airport Rescue and Firefighting Services (ARFFS) for the removal of hazardous material.
- f. In case of salvage, the Aircraft Operator shall be responsible for removing the wreckage of the aircraft after it has been released from officials.

If the Aircraft Operator or agent refuses to remove a disabled aircraft or neglects to do so within a reasonable time, and the aircraft is creating either an obstruction, an embarrassment to BAC or otherwise obstructs them in carrying out their responsibilities as an aerodrome license holder, BAC with approval from BCAA will take independent action to remove the aircraft without any liability to BAC.

BAC has a recovery equipment that is capable of the following:

- a. Full recovery of code C & E aircraft.

Should the Aircraft Operator decide to utilize BAC services, a coordination for removal equipment for any aircraft that are larger than code E shall be the responsibility of the Aircraft Operator through their established arrangements (IATP - International Airlines Technical Pool, Self-handling, or pool kits).

Aircraft Operators are responsible to arrange for the rapid receipt of external removal kits from the nearest aerodromes. These arrangements shall be reflected in the Aircraft Operator Disabled Aircraft removal plan document submitted to BAC. BAC as the Aerodrome Operator will coordinate with BCAA, the Aircraft Operator and with other government authorities on a high level in case BIA is blocked and the recovery kit is required to be received through the nearest aerodromes in the Kingdom of Bahrain.

BAC accepts no responsibility for any loss or damage of any kind resulting from this action and the Aircraft Operator shall be held responsible for all costs and losses, including all costs in connection with the removal of the disabled aircraft. This also includes all costs for the entire removal or salvage operation. The Aircraft Operator/owner may optionally contract the Airport Operator for support or to conduct the entire actual removal/salvage of the disabled or wrecked aircraft.

The Aircraft Operator shall bear the costs of any charges for works and the damages caused by the Aircraft incident or accident and its subsequent removal to the Airport property in addition to the costs and losses incurred to the Disabled Aircraft Removal Operations.

A form of indemnity absolving the Airport Operator from third party liability is to be signed by parties in such cases.

The BCAA are responsible for authorizing the release of the disabled aircraft. In minor incidents the BCAA may make the decision not to attend the site and will ask for photographs of the site, marking of the location, and a drawing diagram of the incident site. However, their approval must still be required in this scenario prior to moving the aircraft..

In the event that an airline operator is granted permission to land at BIA, and the airline operator does not have an approved Disabled Aircraft Recovery Plan (DARP) or an appropriate arrangements in place, BAC reserves the right to activate the applicable recovery procedures and take all necessary actions for the recovery, removal, or relocation of the aircraft, in accordance with operational and safety requirements. All associated costs shall be borne by the Airline. BAC shall not be held liable for any costs, damages, or consequences arising from such actions. All costs associated with the recovery, removal, or relocation of the aircraft shall be borne solely by the airline operator.

For more details, refer to BIA Disabled Aircraft Removal Manual.

Title, role and contact information of persons involved in the aircraft salvage operation

Title	Contact Information	Organization	Responsibility
Disabled Aircraft Removal Manager	T: 1717139993 T: 17138891 M: 36777088 Email: Disabled Aircraft Recovery Team (DART) <dart@bac.bh>	Bahrain Airport Company	Implementation of aircraft recovery plan and procedures Management of aircraft removal and salvage operations Maintain a chronological summary of the removal operation, when assigned to BAC. Carrying out duties and functions of Recovery Manager Chairman of Disabled Aircraft Removal Committee Act as interface between investigation authorities, appropriate authorities, insurance persons and the recovery team Maintenance and repair of BAC existing removal equipment. Ensure necessary training is imparted to the removal team.
Director– APOC, Airside Operations & Wildlife Management	T: 1713 8711 M: 3602 0268 Email: Naser.ALMannaiei@bac.bh	Bahrain Airport Company	Provide support in relation to airside operations, closures, NOTAMs, inspections Facilitate return to operation after completion of aircraft removal/recovery Activate the relevant airside BCP to maintain operations where possible Take-over from ARFFS and hand over to aircraft removal team
Manager – AVSEC Operations & Training Aviation Security	T: 1713 9486 Email: talal.kamal@bac.bh	Bahrain Airport Company	Ensuring area is secure and access to aircraft removal site is sealed and controlled in liaison with Airport Police Arranging for issuance of temporary airport permits, if required
Vice President - Airport Emergency Services (AES) & HSE	T: 1713 9991 M: 3663 3310 Email: Mohamed.AISayed@bac.bh	Bahrain Airport Company	Assisting the Aerodrome Coordinator Providing fire cover and fire safety Ensuring that the aircraft is not approached or moved unless there is a life risk or until permission has been given by the Aerodrome Coordinator Ensures deployment of Incident Commander
Vice President – Facility Management	T: 1713 9611 M: 39661884 Email: Eyad.Ismaeel@bac.bh	Bahrain Airport Company	Providing advice regarding any safety implications of damaged lighting or nav aids for the recovery operation Providing advice during the recovery operation so that further damage to nav aids or lighting is minimized.

Condition of Use**Normal**

Title	Contact Information	Organization	Responsibility
Aircraft Operators	Refer to Aerodrome Emergency Plan, Chapter 7.1, 7.5, and 7.7	N/A	Being Equipped with necessary insurance and technical advice, supervision and the provision of all necessary equipment and materials. Being in possession of aircraft recovery plans and share them with BAC Salvaging and removing disabled aircraft Establishing contractual arrangements with another agency capable of undertaking the recovery on their behalf, if required. Providing an aircraft engineer
Director of Bahrain International Airport Police	T: 1732 1655 M: 3773 2772 Email: airportadmin@interior.gov.bh	Airport Police	Ensuring area is secure and access to aircraft removal site is sealed and controlled Assisting BCAA with investigation, if required
Chief Air Traffic Management	T: 1732 1158 M: 3952 2696 Email: a.ali@mtt.gov.bh	Bahrain Civil Aviation Affairs – Air Traffic Control	Notifying the concerned in BCAA in line with set up procedures detailed in LATSI Advising the Aerodrome Coordinator that permission has been granted to approach and/or recover the aircraft Informing BCAA and telling them that the photos have been taken and will be made available to them if, for safety reasons, the aircraft has had to be removed prior to permission being granted Issuing a NOTAM, if required Re-declaring the distances and ensure the information is promulgated, when necessary Carrying out visual checks of the surfaces in liaison with BAC Airside Operations after conclusion of recovery operation

Schedule 5 - Facilities and Services

Aircraft movement Facilities and Services

- o Airside grounds, runways, taxiways and aprons
- o Airfield lighting, airside roads, airside lighting
- o Rescue, firefighting, fire prevention
- o Visual Docking Guidance System/marshalling
- o Aircraft parking
- o Visual navigation aids
- o Follow-me Escort
- o Hand Marshalling
- o Engine Run-up facility
- o Aircraft fueling service
- o Airside Driving Permit issuance
- o Airside Vehicle Permit Issuance

Passenger processing Facilities and Services

- o Forward airline support areas services
- o Aerobridges
- o Departure lounges and holding lounges (but excluding commercially important persons lounges)
- o Immigration and customs clearance service areas
- o Public address systems, closed circuit surveillance systems and security systems
- o Baggage make-up, baggage handling and baggage reclaim
- o Public areas in terminals, public amenities, public lifts, escalators and moving walkways
- o Flight information display systems
- o Landside roads, landside lighting and covered walkways

Schedule 6 - Operation Check List

The Aviation Development team will use their best endeavours to guide new airlines in the setting up of operations at the Airport, including advising on the relevant possible stakeholders, supplier and associated contact details or entities.

To facilitate the onboarding process, the Operator shall fill and return the following forms executed and relevant attachments via email to Aviation Development (aviation.development@bac.bh)

1. Key Items Checklist

1	I have obtained landing rights from BCAA	☐
2	I have read, Conditions of Use published on CoU website and shared a copy thereof with my headquarters.	☐
3	I have provided the GSA CR and contact details, including the point of contact for the contract (designation and address details).	☐
4	I have provided the aircraft noise certificates for all the aircraft with potential to operate to the airport.	☐
5	Financial requirements I have provided a Performance Bond or made deposits with Bahrain International Airport (BIA) as collateral.	☐
6	Operational requirements I have completed and submitted the operations checklist.	☐
7	IT Requirements I have set up the inbound and outbound SITA address as required under the CUP agreement (BAHALXH). I have completed the testing of SITA messages I have provided my logos for the Flight Information Display Systems.	☐
8	3rd Party agreement I have signed the contract with the approved Ground Handling Company. I have agreed and concluded the arrangement with the fuel provider, where required. I have ensured compliance with the Passenger Transfer System (PTS) / Advance Passenger Processing (APP) requirements to receive inbound and outbound passenger data in accordance with pre-travel screening requirements.	☐

1. Client Form

Full legal name of airline	
Trade name	
Address	
CEO name	
CEO email	
CFO name	
CFO email	
Accounts receivable email	
Station Manager/ Station Manager name	
Station Manager/ Station Manager Email	
Station Manager/ Station Manager telephone number	
Safety department e-mail	
Safety department telephone number	
Office telephone number, mobile number, email address and contact person for media related queries	
Office telephone number, mobile number, email address and contact name of emergency and crisis representative	

Schedule 7 – Passenger Service Fee Register

Passenger Service Fee Register												
FLIGHT DATE	FLIGHT NO	TOTAL PAX	TOTAL PAX	THROUGH	TRANSIT	LOCAL	CREW ON DUTY	DIPLOMATS	XTD	INFANTS	TOTAL EXEMPT	PAX
				CHECKED	PAX	JOINING			TRANSE			FEE
				PAX	ON SAME	PAXS			DESK			TO BE
				THRU C/I	FLT	LOCAL C/I			DHC			DIPL
	1	2	3=4+5 +6	4	5	6	7	8	9	10	7+8+9+ 10=11	(A)12=6-11
			AUTO SUM				Exemption Columns				AUTO SUM	AUTO SUM
		0	0	0	0	0	0				0	0
									TOTAL PAX	A	0	
									INVOICE AMT	(A)XBH D.7	0	
										Add: THRU - BHD1	0	
										Add: XTD - BHD1	0	
										INVOICE AMT	0	

Schedule 8 - BIA Systems Information

Bahrain International Airport offers the following facilities to Aircraft Operator:

- Passenger Processing Platform:
 - It is used for passengers to be checked in either through check-in system or through self- check-in kiosks systems;
 - Self-Bag Drop systems are also available at BIA for Aircraft Operator wishing to provide the facility to their passengers; and
 - Aircraft Operator application would need to be certified on any platform they wish to utilize this facility and to commission new network circuit to their DCS host to allow the use of those systems.
- Baggage Platform
 - To facilitate IATA's Resolution 753 for Aircraft Operator, BIA provides Baggage Reconciliation System to sort and reconcile bags with facility to send information back to Aircraft Operator about scanning the bags.
- Local Departure Control System (L-DCS):
 - BIA provides Aircraft Operator that do not wish to connect to their DCS host with Local- DCS system to allow airline passengers to check-in, board, transfer facility;
 - BIA also provides Weight and Balance platform for Aircraft Operator wishing to perform aircraft weight and balance control; and

Aircraft Operator wishing to utilize LDCS Weight and Balance service would be required to send their fleet details in AHM 560 format to BAC 14 days prior to operating the flight as set out in the Operation Check List (see Schedule 8).

Schedule 9 - Contact Details

Stakeholder / Entity	Telephone / Mobile	Email
Airport Operations Center (APOC) Flight Scheduling	973 17137821 973 17137814	flight.scheduling@bac.bh APOC@bac.bh
Airport duty Manager	17137676 / 37761122	ADM@bac.bh
Airside Operations		airside.operation@bac.bh
Aerodrome Safety		airside.operation@bac.bh
Aviation Development Commercial Division		aviation.development@bac.bh
Engineering Control Center (ECC)	+973 17139900	ecc@bac.bh
Pass Office	+973 37700392	pass.office@bac.bh
Corporate Communication	+973 17353367	corporate.communications@gulfaigroup.bh
Access Control Key Management		access.control@bac.bh key.management@bac.bh
SITA Messages		bahalxh@bac.bh
SITA APOC		sita.apoc@bac.bh
Disabled Aircraft Recovery		dart@bac.bh
Aerodrome Emergency Plan		info.emergencyplanning@bac.bh
Airlines Stakeholders		airlines.stakeholders@bac.bh

Schedule 10 - Damage and Recovery Charges

The charges set out in this Schedule are indicative and may be amended by BAC from time to time. BAC reserves the right to recover all actual costs incurred in connection with any damage or related services.

Item	Description	Unit	Rate (BHD)
1	Manager	hr	63.000
2	Assistant Manager	hr	42.000
3	Senior Engineer	hr	31.000
4	Engineer	hr	19.000
5	Supervisor/Shift leader	hr	15.000
6	Senior Technician	hr	11.000
7	Technician	hr	9.000
	MEP Technician / Plumber	hr	7.000

Overtime Surcharge *		
1	Public Holidays	50%
2	Fridays	50%
3	Saturday to Thursday 7 p.m. – 7 a.m. [if the assigned is not on shift]	25%
* Percentage in addition to Hourly Rate		

The following charges apply to oil and fuel spill response and clean-up services provided by BAC, including ARFFS and associated operational resources.

Services	Charges BD
Washing of fuel spill spot affected by spill spread on tarmac (includes areas covered by spill and neutralizer foam applied by ARFFS)	- BHD 150 up to 50 square meter fixed minimum. - BHD 3 per square meter if area exceeds 50 Sqm.
Washing of oil spill spot affected by spill spread on tarmac (includes areas covered by spill and neutralizer foam applied by ARFFS)	- BHD 100 up to 50 square meter fixed minimum. - BHD 2 per square meter if area exceeds 50 Sqm.
ARFFS Charge Per Service	- Minimum charge of BHD 300.000 FFS Materials Charges as per usage. - Failure to report BHD 250.000

A pavement condition assessment may be conducted by BAC to determine the extent of damage. Any damage identified shall be rectified at the full expense of the responsible party.

All costs associated with oil and fuel spill response and clean-up, including services provided by BAC and relevant departments, shall be consolidated and invoiced to the responsible party.

Schedule 11 - BAC Airport Access Control Charges

Airport Security Passes	Amount
Permanent Pass 1 Year Validity	15 BD
Permanent Pass 2 Years Validity	20 BD
Temporary Pass (Escorted & Non-Escorted)	12.5 BD
Urgent - Temporary Pass (Escorted & Non-Escorted)	27.5 BD
Visitor Pass	12.5 BD
Urgent - Visitor Pass	27.5 BD
Airside Licenses/Permits	Amount
Driving License	15 BD
Vehicle Temporary Permit	12.5 BD
Urgent - Vehicle Temporary Permit	27.5 BD
Vehicle Permanent Permit	20 BD
Additional Charges	Amount
Late Return Fee	15 BD
Lost/Stolen Pass/License/Permit Fee	30 BD
Damaged Pass/License/Permit Fee	12.5 BD
Reprint (Pass Amendment) Fee	8 BD
Keys/Locks	Amount
Extra key or replacement	13 BD
Cylinder replacement	23 BD

Schedule 12 - Facility Management Charges (Soft Services)

Details of applicable charges for one-time, ad-hoc facility management services provided by BAC where immediate action is required.

Services	Charges BHD
General Cleaning offices (internal)	- Up to 50sqm - 50 BHD minimum charge. - Above 50 meter - BHD 1 per square meter.
Disinfection/ Decontamination (bio-hazard situation)	- Up to 50sqm - 25 BHD minimum charge. - Above 50sqm - BHD 0.500 per square meter.
General Pest control charges	- Up to 50sqm - 25 BHD minimum charge. - Above 50sqm - BHD 0.500 per square meter.
Removal of bird nest/ beehive/bee colony	- Up to 3meter height - BHD 30 per nest/hive - Above 3 meters in height - BHD 30 plus access equipment charges- 175 BD fixed (for 4 hours). If uses exceed 4 hours, BD 40 per additional hours will be added.
Height Access Equipment (applies to all services (e.g., cleaning, pest control) where height access equipment required to reach to carry out the activity	- Scissor lift – BHD 200 per day (max. 8 hours), Minimum charge BHD 150 up to 4 hours. - Cherry picker (up to 25 to 40 meters) BHD 350 per day (maximum of 8 hours) - Minimum charge of BHD 200 for up to 4 hours - Basket Truck up to 20meter height - BHD 150 per day (8 hours) or minimum 4 hours BHD 80 fixed.
Removal of waste (solid waste)	- Collection of waste and disposal to landfill (on skip) BHD 35 per skip; - Collection and disposal of bulk waste (laydown waste on ground) 150 BHD per skip (including labor charges for loading to skip and disposal) - In case of bulk waste lifting, heavy lifting charges are additional to 150 BHD plus heavy lifting charges of 200 BHD.

Schedule 13 – Utilities Charges

The following charges apply to the provision of utilities at BIA, including electricity and water, and may be subject to variation based on regulatory or supplier requirements.

No	Type	Category	Rate	Conditions
1	Electricity	Metered	17 fils/kwh	30 fils /kwh beyond 5000 kwh
		Metered (old leases for buildings outside the airport)	16 fils/kwh	29 fils/kwh beyond 5000 kwh
		Unmetered or shared locations	Fixed price/m2 of area occupied	Calculation methodology by Commercial
2	Water	N/A	750 fils/m3	N/A

Schedule 14 - Fire Services Charges

Service list details

a. Hourly Rates for Personnel

No.	Service	Unit	Fees /BHD
1.	Fire Fighter	1 hour	11.000
2.	Crew Commander	1 hour	15.00
3.	Fire Officer	1 hour	19.000
4.	Supervisor AES	1 hour	35.00
3.	Fire Manager	1 hour	65.000

b. Vehicles and Equipment

No.	Service	Unit	Fees /BHD
1	Multi-function Vehicle with crew	1 hour	250.000
2	Rescue stair vehicle with crew	1 hour	500.000
3	Aircraft Foam Tender Vehicle 8x8 with crew	1 hour	600.000
4	ICAO Aircraft Rescue & Fire Fighting company 1x Command Vehicle; 3x Aircraft Foam Tender; 1x Domestic Fire Vehicle; 1x Rescue Stair Vehicle	1 hour	2500.000
5	Aircraft assistance starchy cases	1 hour	200.000
6	Oil & Fuel Spill	at cost	Time/Material/Equipment/Resources

c. Fire Prevention Service

No.	Type	Unit	Fees /BHD
1	Development of an Evacuation Plan	at cost	200.000
2	On Demand Fire Safety Inspection	Flat rate	50.00
3	Evacuation Drill	Flat rate	500.000
4	Fire watch, according to size/ amount needed (Personnel & Equipment)	at cost	0.000
5	Mobile Fire Alarm System		
5.1	• Radio smoke detector (40)	each per day / month	0.500 / 10.000
5.2	• Radio Pull down, Strobe & Sounder (10)	each per day / month	0.500 / 10.000
5.3	• Interface Module (2)	each per day / month	1.200 / 30.000
5.4	• Connect Basis Module (2)	each per day / month	1.200 / 30.000
6	Connecting building fire alarm system to AES watch room or FCC	each per / month	1000/month

d. Training

No.	Type	Unit	Fees /BHD
1	Fire extinguisher training	Person	50.000

e. Penalties charges list

No.	Type	Duration	Fees /BHD
1	<i>False alarms in alarm secured areas as a result of unauthorized misuse of fire exits, fire alarms and any other violation to the fire prevention regulations.</i>	Flat rate	200.000
2	<i>In case of repetition</i>	Flat rate	500.000