

Verona  Aeroporto

Garda Aeroporti



**SERVICE
CHARTER & GUIDE
2022**

Dear Guest,

Verona Valerio Catullo Airport is pleased to present you our Service Charter 2022 and the Airport Services Guide as a useful resource for all passengers coming through our airport.

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

The first part gives a brief introduction about Valerio Catullo di Verona Villafranca S.p.A., the company that manages the airports of Verona and Brescia, some traffic data for 2021, a section on environmental issues, and a note on the measures adopted by the airport to address the pandemic.

The second part provides a guide to the services at Verona Valerio Catullo Airport, with information and indications on possible changes to the services in 2022 due to the current health situation.

2021 was a year marked by the global pandemic, which is still ongoing and which continues to affect many sectors, in particular those of tourism and air transport.

In March 2020, passenger surveys were suspended due to the sharp fall in traffic, the discontinuation of certain services, and the difficulty of making statistically-significant analyses. For this reason, this document will present only the list of Quality Indicators, without final figures for 2021.



Some information regarding the health emergency from Covid-19 and the conflict in Ukraine may have changed since the publication of this document.

SUMMARY

Verona Valerio Catullo Airport

About us	4
Traffic data 2020-2021	4
The Romeo Project	5
Our commitment to reducing CO2 emissions	8
Our commitment to passenger safety: Airport Health Accreditation	9
Safe and secure travel	9

Service Charter 2022

Quality	15
Quality indicators	15
PRM-passenger indicators	19
Complaints	21
Chatbot service for Information requests	23

Services Guide 2022

Airlines	28
Security checks	30
Baggage regulations	33
Non-EU documents	34
What you can import	36
VAT Refunds	36
Lost Baggage	36
Lost property	38
Assistance and services for disabled passengers and Passengers with Reduced Mobility (PRM)	38
Autism	43
Invisible disabilities	44
Pets	45
Family and children	46
Night closure	49
Other services	49
Cargo forwarding	52
Refreshment stations	53
Airport map	54
How to reach the Airport	55
Useful numbers	59

**Verona
Valerio Catullo
Airport**

About us

The company Valerio Catullo di Verona Villafranca S.p.A. is the airport operator in charge of administering and managing the airport facilities, and coordinating and controlling the activities of the various private operators in the airport system.

The airport's management focuses mainly on developing the infrastructures and the flight network of the Verona-Brescia System.

In recent years, the management model of the System has conducted a strategy based on a complementary use of passengers/traffic of the two airports of Verona (Valerio Catullo) and Brescia (Gabriele D'Annunzio). In October 2014, SAVE became a shareholder of Aeroporto Valerio Catullo di Verona S.p.A, of which it currently holds 43.054%, a move that has led to the formation of the new North-East Italy Airport Hub (Venice/Treviso/Verona-Brescia).

Traffic data 2020-2021

In 2020, the worldwide new coronavirus pandemic caused a drastic fall in traffic and the Airport recorded 1,040,555 passengers, a figure that was down 71.4% on the previous year.

In 2021, the continuing health emergency affected the entire first half of the year. At the end of the year, the Airport recorded 1,458,738 passengers, an increase of 40.2% compared to the previous year and a decrease of 60% compared to 2019.

The Romeo Project

In July 2021, works began on the Romeo Project, which includes the redevelopment and expansion of the Terminal.

The extension will increase the area from the current 24,840 sq.m to 36,370 sq.m.



In particular, the project provides for new infrastructures, distribution systems, and plant and equipment, including:

- a new BHS (Baggage Handling System) with Standard III tomographic equipment for hold-baggage screening housed inside the terminal building;
- works to comply with fire and earthquake regulations;
- the implementation of new security controls on the first floor;
- the ground floor level connection between the two arrivals and departures terminals with transit activation;
- the creation at basement level of storage spaces for trade and commerce activities;
- the construction of new boarding halls on the first floor with boarding towers (from the current 13 to a total of 19 boarding gates, with the possibility of using them for 'contact arrivals' i.e. without transfer from the Terminal to the aircraft) and the upgrading of the check-in hall (from the current 40 to 46 check-in desks including self check-in and self-baggage-drop-off stations);
- the improved usability of routes with particular reference to passengers with reduced mobility and the visually-impaired;
- the construction of an infrastructure geared to environmental sustainability, high maintainability and energy savings;
- the creation of a new image of the terminal, both from an architectural viewpoint, and by expanding and improving the range of commercial services.





The purpose of the upgrading and expansion works, considering the importance of Verona's airport for the North-East of Italy, is to meet regulatory requirements and the forecast increase in traffic in the Plan horizon (2030), and provide enhanced services and usability of the areas available to passengers. This is the main work on the terminal in the Airport Development Plan approved for Verona, and is a substantial part of the Programme Contract. It is also a strategic objective for the 2026 Winter Olympics (Verona will host the Closing Ceremony, and Trentino will host some of the competitions/races).



Due to the construction works, some passenger services indicated in this document may be subject to change or temporarily suspended. Please check availability on the Airport website or through contact channels with the management company.

Our commitment to reducing CO2 emissions

Verona Valerio Catullo Airport places great importance on environmental issues. We ensure our development is sustainable and compatible with safeguarding environmental heritage.

Although our airport is a large and complex facility, it is possible to cohabit with the adjacent area by honouring precise commitments in the following principles:

- involvement and sharing with the local area;
- reduction of our environmental effects;
- ongoing monitoring of all key environmental factors;
- adoption of the latest environmentally-sustainable technologies;
- prioritisation of investments aimed at environmental protection and energy efficiency.

In keeping with these principles, Verona Airport is proud of having achieved level-2 "Reduction" within the international Airport Carbon Accreditation certification programme, after following several energy-efficiency projects, and through some initiatives involving the Airport's main stakeholders.



Our commitment to passenger safety: Airport Health Accreditation

As a result of the Airport's commitment to protecting the health and safety of passengers and operators during the Covid-19 emergency, Verona Valerio Catullo Airport has renewed its achievement of Airport Health Accreditation certification in 2021 and 2022.

Airport Health Accreditation – assigned to the Airport by the Airports Council International, which represents over 1,900 airports internationally – certifies the effectiveness of the protocols and measures introduced by Verona Airport as being fully aligned with the guidelines provided by the ACI Aviation Business Restart and Recovery, and the recommendations of the ICAO - Council Aviation Recovery Task Force and EASA (European Union Aviation Safety Agency).

An integral part of ACI's assessment was the cleaning and disinfecting of airport areas, the maintaining of physical distancing, the protections provided to staff, and communication to passengers.

Since the beginning of the emergency, Verona Airport set up a special task force to focus on passenger and worker safety, with initiatives that were assessed and positively evaluated by ACI. These included the organisation of areas to ensure social distancing, increased cleaning and disinfection efforts, body-temperature checks with thermo-scanners, the distribution of sanitising-gel dispensers inside the Terminal, a new organisation of check-in and boarding areas for both passenger-distancing and operator-protection, the provision of Personal Protective Equipment (PPE) to Airport staff, dedicated signage for internal routes that were modified, supplemented by frequent audio communications, and the constant updating of information on the Airport's website.

Safe and secure travel

Health and health safety are the two issues on which Verona airport focused in 2021 following the new coronavirus emergency. This section illustrates the skills acquired in the health field and the procedures at the service of the travellers' health implemented for managing Covid-19.

Verona is an airport equipped with a health channel capable of dealing

with health emergencies. Over the past decade, experience has been gained by managing previous infectious diseases (SARS, Avian influenza and Ebola), with operational protocols stipulated between the Ministry of Health, local government offices, Infectious Diseases Departments of the health service, emergency services, and the Airport's Health Service.

The Airport's Health Service, which is constantly staffed by doctors and nurses, also provides assistance for over-temperature passengers, and coordinates and directs all operators at the Airport on health issues.

All safety procedures comply with the recommendations published by EASA, ENAC, ACI, DPCM, WHO, and Italy's National Health Institute and Ministry of Health. The monitoring and analysis of the situation were early, careful and constant, and led to a rapid implementation of anti-contagion measures, allowing effective containment of cases among the staff of Verona airport.

Verona Airport has also signed a pilot project with EASA (the "Aviation Industry Charter for Covid 19") whereby it undertakes (along with other European airports) not only to implement the EASA guidelines but also to monitor their effectiveness with a view to their continuous improvement.

Cleaning protocols and operating protocols were shared among all airport operators (handlers, sub-concessionaires, security personnel, etc.) to reduce the risk of contagion.

From the outbreak of the emergency, Verona airport defined a protocol that provides for:

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

Handlers sanitize the runway shuttle-buses on a daily basis. The

vehicles used to transport passengers (ambulifts and vehicles belonging to General Aviation) are sanitized with a spray every time they are used; an additional spray sanitization is also carried out by a specialized company on a daily or weekly basis. Sanitation tasks are performed by personnel trained according to defined and certified protocols.

With regard to air conditioning units, Verona airport has applied the recommendations of the guidelines of the National Health Institute (ISS COVID-19 report No. 5_2020 Indoor air).

Moreover, in addition to the normal periodic maintenance works, Verona airport provides for the zeroing of the air recirculation flow-rate, or the use of recirculation to the extent strictly necessary for temperature comfort. A protocol is applied also for the control of bacteriological risk from Legionnaire's disease.

To ensure passenger flow-separation in the Terminal, Verona Airport implements these measures:

- Controlled and regulated terminal entrances and exits to ensure social distancing and avoid crowding;
- entrance for employees/workers through turnstile with temperature control at the entrance door to the offices.

All new routes are signalled to passengers by way-finding signs.

Numerous temperature-monitoring points were set up using thermo-scanners in the arrivals and departures areas of the terminal, near the security checkpoints and at the terminal entrance to ensure compliance with regulations for the maximum allowed body temperature (37.5°C).

To correctly manage over-temperature passengers, a dedicated pre-triage area has also been set up near the checkpoints, notwithstanding the ban on access by anyone with a temperature over 37.5°C.

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

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

To ensure social distancing, Verona Airport has set up:

- optimized queuing, with horizontal and vertical signage in areas of possible congestion such as check-in, security checks, gates and baggage carousels;
- privileged boarding to planes by boarding on foot, in respect of personal distancing, without using a shuttle-bus.

To provide a swab for passengers required have one, a swab service operates outside the Terminal (car park 4). It is also available to residents (see the section on "Swab Point" later in the document under "other services").

Additional measures taken to decrease the risk of infection are:

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

Inside the Terminal, to communicate all the measures implemented and the new anti-counterfeiting regulations passengers will find:

- dedicated posters on health issues with all the measures that passengers and operators must take;
- broadcasting audio messages about the measures to take on health matters;
- communications via the passenger information monitors of the provisions to adopt in relation to health;
- way-finding signs, with vertical and horizontal signage, to identify the new routes in the terminal to use during the Covid-19 emergency phase.



A dedicated page on the airport website, Fly Safely, was also created to inform passengers in good time of current access and movement procedures in the terminal, the documentation required to undertake travel, and the services available at the airport.

Link: <https://www.aeroportoverona.it/en/fly-safely.html>

Service Charter 2022

Quality

The Service Charter of Verona Villafranca Airport presents the list of quality indicators relevant to passengers and their experience in the Airport.

This scheme, which is required by law and is used by all Italian airports, makes it possible to clearly inform all airport users about the quality of the services provided.

Quality measurements are both quantitative (e.g. waiting times, obtained through direct measurement) and qualitative (e.g. satisfaction with services, based on dedicated questionnaires).

As mentioned in the introduction, during 2021, in agreement with Enac (Italian Civil Aviation Authority), the measurement of quality indicators was suspended. Surveys are resumed for all indicators in January 2022.

Below is the list of 34 indicators identified and agreed upon with Enac that are currently collected.

Quality indicators

Quality factors	Indicators	Units of measurement
TRAVEL SAFETY	Overall perception of the security-screening service for passengers and hand luggage	% of satisfied passengers
PERSONAL AND PROPERTY SECURITY	Overall perception of the level of personal and property security at the airport	% of satisfied passengers

SERVICE REGULARITY AND PUNCTUALITY	Overall punctuality of flights	% of on-time flights out of total departing flights
	Total misdirected departing baggage (not returned to the baggage-claim belt at the destination airport) pertaining to the airport	Number of baggage items not delivered at destination airport /1,000 departing passengers
	Delivery time of first bag from aircraft block-on	Calculated time in minutes from aircraft block-on to delivery of first bag in 90% of cases
	Delivery time of last bag from aircraft block-on	Time in minutes calculated from aircraft block-on to delivery of last bag in 90% of cases
	Waiting time on board for first passenger disembarkation	Waiting time in minutes from block-on in 90% of cases
	Overall perception of the regularity and punctuality of services received at the airport	% of satisfied passengers
CLEANLINESS AND HYGIENE	Perception of the level of cleanliness and functionality of the toilets	% of satisfied passengers
	Perception of cleanliness of the air terminal	% of satisfied passengers
COMFORT / CONVENIENCE IN THE AIRPORT	Perception of luggage trolley availability	% of satisfied passengers
	Perception of the efficiency of passenger-transfer systems (escalators, lifts, people movers, etc.	% of satisfied passengers
	Perception of air-conditioning efficiency	% of satisfied passengers
	Perception of overall comfort level at the terminal	% of satisfied passengers

SUPPLEMENTARY SERVICES	Perception of wi-fi connectivity in the airport	% of satisfied passengers
	Perception of availability of mobile/laptop charging stations in public areas, if any	% of satisfied passengers
	Compatibility of opening hours of cafés and restaurants with airport opening hours	% of arriving/departing passenger flights compatible with café opening hours in respective areas
	Perception of the adequacy of smoking rooms, where present	% of satisfied passengers
	Perception of availability of free drinking water dispensers, where present	% of satisfied passengers
	Perception of availability/quality/price of newsstand shops	% of satisfied passengers
	Perception of availability/quality/price of cafés and restaurants	% of satisfied passengers
INFORMATION FOR CUSTOMERS	Perception of availability of stocked drinks/snacks machines, if any	% of satisfied passengers
	User-friendly and up-to-date website	% of satisfied passengers
	Perception of effectiveness of operational information points	% of satisfied passengers
	Perception of clarity, comprehensibility and effectiveness of internal signage	% of satisfied passengers
	Perception of professionalism of staff (infopoint, security)	% of satisfied passengers
Overall perception of the effectiveness and accessibility of public information services (monitors, announcements, internal signage, etc.)	% of satisfied passengers	

COUNTER / GATE SERVICES	Perception of the ticketing service	% of satisfied passengers
	Waiting time at check-in	Waiting time in minutes in 90% of cases
	Perception of waiting time at check-in	% of satisfied passengers
	Waiting time at security checks	Waiting time in minutes in 90% of cases
	Perception of waiting time at passport control	% of satisfied passengers
MODAL INTEGRATION	Perception of clarity, clarity and usefulness of outdoor signage	% of satisfied passengers
	Perception on the adequacy of city/airport connections	% of satisfied passengers



PRM-passenger indicators

Quality factors	Indicators	Units of measurement
EFFICIENCY OF ASSISTANCE SERVICES	For PRM departing with notification in advance waiting time for assistance, with notification in advance, from one of the designated points at the Airport	Waiting time in minutes in 90% of cases
	For PRM departing without booking, waiting time, after notification in advance of their presence, for assistance from one of the designated points at the airport	Waiting time in minutes in 90% of cases
	For incoming PRM with notification in advance On-board waiting time to disembark for PRM after last passenger disembarkation	Waiting time in minutes in 90% of cases
	For PRM arriving without notification in advance, waiting time for assistance at the gate/aircraft point from disembarkation of last passenger	Waiting time in minutes in 90% of cases
PERSONAL SAFETY	Perception of the condition and functioning of supplied equipment	% of satisfied PRM passengers
	Perception of adequacy of staff training	% of satisfied PRM passengers
INFORMATION AT THE AIRPORT	Accessibility: Number of items of key information accessible to visual, hearing and motor impairments as a proportion of the total number of items of key information	% essential information accessible out of total amount of essential information
	Completeness: amount of information and instructions, related to the services offered, available in accessible format compared to the total number	% service-related information/ instructions in accessible format out of all information/ instructions
	Perception of the effectiveness and accessibility of internal airport information, communication and signage	% of satisfied PRM passengers

COMMUNICATION WITH PASSENGERS	Number of responses provided within the set time-frame compared to all the information requests received	% of answers provided on time out of total number of requests
	Number of complaints received compared to total PRM traffic	% complaints received on total PRM traffic
	Perception of effectiveness of PRM assistance	% of satisfied PRM passengers
FACILITIES IN THE TERMINAL	Perception of the level of accessibility and usability of airport facilities: car park, call intercoms, dedicated rooms, toilets, etc	% of satisfied PRM passengers
	Perception of dedicated spaces for Persons with Reduced Mobility PRM (e.g. Sala Amica).	% of satisfied PRM passengers
INTERPERSONAL ASPECTS AND CONDUCT	Perception of staff courtesy (infopoint, security, special-assistance staff).	% of satisfied PRM passengers
	Perception of professionalism of staff dedicated to providing special care to PRM	% of satisfied PRM passengers



Complaints

If you want to report a complaint to us regarding something that happened to you at Verona airport and you are unable to identify the person responsible, on the basis of this Service Charter, you can contact the airport operator:

- by e-mail: quality@aeroportoverona.it;
- using the form on the website www.aeroportoverona.it;
- by letter;
- with the enclosed complaint form, detailing the circumstances, to be sent to:

**Aeroporto Valerio Catullo di Verona Villafranca S.p.a., 37066
Caselle di Sommacampagna (VR) - Italy**

or to be handed in at the appropriate drop-off points in the air terminal. Written feedback will be provided within 30 days of the complaint being sent. Complaints will be dealt with directly if related to the services provided by the operator, or forwarded to the responsible airport operators.

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

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

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

In the event of an accident at the Airport involving medical treatment, the Airport Emergency Service will collect your statement.

To allow rapid and effective responses and fact-checking, please attach documentation of everything that may be useful to objectively verify your report (additional documents, tickets, airline tickets, receipts, certificates,

etc.) together with all your flight information (airline/flight code/departure time).

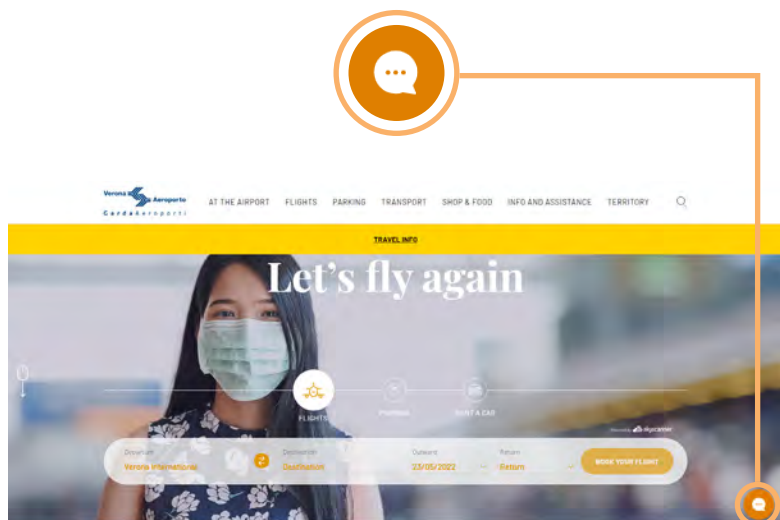
You can use the same procedure if you would like to suggest possible improvements to our services, or leave us a positive comment about your travel experience.

If your Airline has not complied with (EC) Regulation 261/2004 (boarding denied, flight cancelled, long delays), you may complain directly to the Airline you bought your ticket from. If they do not reply within six weeks or do so inadequately, you can send a complaint to ENAC (Italian Civil Aviation Authority), which is responsible for applying (EC) Regulation 261/2004. ENAC will take steps against the airline but only for penalty purposes.

For more information on your rights as a passenger, see the ENAC website, (EC) Regulation 261/2004, and the information leaflet “Passengers’ Rights Charter - Information at a glance” at <https://www.enac.gov.it/en/passengers/passengers-rights/>

Chatbot service for Information requests

A direct channel our passengers can use to contact us and communicate is the Chatbot, an automatic chat designed to answer users' frequently-asked questions in real time. It is available both via Facebook Messenger and the home page of [Aeroporto.verona.it](https://www.aeroporto.verona.it) by clicking on:





DATA PROTECTION POLICY STATEMENT REGARDING PERSONAL DATA FOR CONTACTS AND COMPLAINTS

EU Regulation 2016/679

Regarding the processing of personal data provided, this is to inform you as follows:

1. Data Controller

The Data Controller is the company Aeroporti Valerio Catullo di Verona Villafranca S.p.A., with registered office at the Civil Airport of Verona Villafranca, 37066 Caselle di Sommacampagna (VR) VAT No. 00841510233 (referred to below as "the Company" or the "Data Controller").

The Company has also appointed a Data Protection Officer (DPO), whose contact details are: dpo@aeroportoverona.it

2. Type of data processed, Purpose and Legal Basis of the Processing

The common personal data (contact data) of the Applicant and the information indicated by the same is collected and processed to fulfil the Applicant's request, or to manage any complaints submitted, or to give feedback to any information inquiries made, as well as to fulfil any related legal obligations. The legal basis for the data processing is therefore: to meet a request from the person concerned (contractual or pre-contractual fulfilment), and to fulfil legal obligations.

3. Communication of data to third parties - Data recipients

The Company may disclose the data processed for the above purposes to: i) internal corporate entities; ii) third-party companies that may be connected with the request (handlers, carriers, suppliers, sub-concessionaires, etc.); iii) Public Authorities and Bodies (e.g., ENAC, Prefecture, Border Police, Carabinieri, Guardia di Finanza, Customs authorities, etc.); iv) companies controlled by the Data Controller, the shareholder Save, and by companies of the Save Group.

4. Data transfer to third countries

The data controller does not transfer the processed data to third countries. However, in the event of any transfer of data to third countries, the transfer will take place in compliance with the regulations in force at the time regarding the transfer of data to third countries.

5. Processing procedures, period data-retention criteria

The data will be processed in paper and digital format and will be kept for the period necessary to carry out the above-mentioned purpose(s) and, at the end of these purposes, for the further prescriptive period prescribed by law relating to the storage of contracts and administrative data and/or for legal defence where necessary (ten years from the last use and/or interruptive event of the statute of limitations).

6. Data provision

The provision of data is mandatory in order to execute the contractual relationship, and for legal purposes. Failure to provide data will make it impossible to pursue the above purposes.

7. Rights of the Data Subject, Withdrawal of Consent and Complaint to the Control Authority

The Data Subject nevertheless has the right at any time to request access to their personal data, to rectify, delete, limit them, to oppose their processing, and to exercise the right to data portability. In any case, the Data Subject has the right to revoke, at any time, any consent given to the processing of their data without prejudice to the lawfulness of the processing based on the consent

given prior to such revocation.

In the event of an alleged infringement, the Data Subject also has the right to lodge a complaint with a Data Protection Authority in the EU Member State where he/she is normally resident, or in the EU Member State where he/she works, or where the alleged infringement took place.

8. Profiling and automated decision-making processes

Processing is not done by automated decision-making processes (e.g. profiling).

9. Contacts and requests

To know the complete list of the Data-Protection Contact Personnel appointed for each area and activity, and of the Data Protection Officers, or to obtain more information on the transfer of data to non-EU countries, the mechanisms and protections of data transfer as per Art 44 and following of GDPR, or to revoke any consent given, or to exercise your rights (access, rectification, cancellation, limitation, opposition, portability), you can send a request to the contact email: privacy@aerportoverona.it

Services Guide 2022

The 2021 Service Guide aims to inform our guests about how Verona airport is structured, what services we provide, and who is available to meet any inquiries and needs.

Airlines

Below is a list of airlines operating out of Verona Villafranca Airport. Contact information and services can be found on the respective websites.

N.B.:

Operational: operated in 2020 and is confirmed, after Covid-19 period, for 2022.

Suspended: operation suspended due to Covid-19; no news on operation in 2022.

CODE	CARRIER	STATUS
AP	ALBASTAR	OPERATING
EI	AER LINGUS	OPERATING
ZB	AIR ALBANIA	OPERATING
BT	AIR BALTIC	OPERATING
EN	AIR DOLOMITI SPA L.A.R.E.	OPERATING
9U	AIR MOLDOVA	OPERATING
2B	ALBAWINGS	OPERATING
BV	BLUE PANORAMA AIRLINES SPA	SUSPENDED
BA	BRITISH AIRWAYS	OPERATING
U2/EC	EASYJET	OPERATING
EW	EUROWINGS AG.	OPERATING
AY	FINNAIR	OPERATING
5F	FLYONE	OPERATING
ITY	ITA ITALIA TRASPORTO AEREO	OPERATING
LS	JET2.COM LIMITED	OPERATING
NO	NEOS S.P.A.	OPERATING
DY/D8	NORWEGIAN AIR SHUTTLE	OPERATING
FR	RYANAIR LTD	OPERATING
S7	SIBERIA AIRLINES*	OPERATING
BY	THOMSONFLY LTD	INCOMING
HV	TRANSAVIA AIRLINES C.V.	OPERATING
V7	VOLOTEA	OPERATING
W6/W9	WIZZ AIR HUNGARY AIRLINES LTD.	OPERATING

* carrier currently not operating due to the current situation involving Russia and Ukraine.



Security checks

Rules, regulations and methods of security checks at Verona Airport.

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

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

Verona Airport has different types of security checkpoints:

- 9 control lines available for all flights, both domestic and international:
- 1 fast-track;
- 1 route for PRM and their companions.



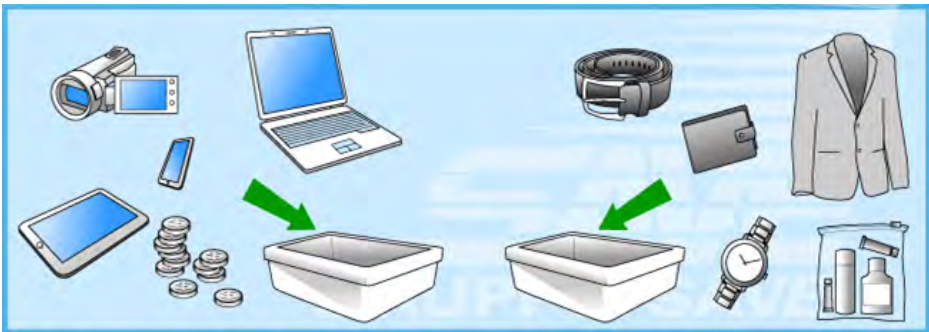
Some of these security gates may be closed due to the pandemic.

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

Further information is available on the ENAC website.

Security checks

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



Checks for liquids, aerosols and gels

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

Remember:

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

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

Liquids include:

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

As of 31 January 2014, the following liquids may be carried outside of the bag but separate from your carry-on baggage:

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

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

Baggage regulations

General information: weight, labels, closure

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

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

If checked-in baggage exceeds the permitted dimensions, it is classified as 'oversize baggage' and may be checked-in by passing it through the specific Oversized security point located at check-in 1. We recommend you contact your airline in advance for information on extra fees that it may charge you.

Baggage exceeding the limits imposed by the airlines is handled differently from other baggage not only when it is checked-in but also when it is checked-out at Verona airport: it will not be delivered at one of the four baggage carousels, but in a dedicated bay (beside bay 4).

List of prohibited items

Some items are prohibited according to civil aviation safety regulations; others are prohibited depending to the airline.

There are also differences between items that can be carried in carry-on baggage and those that can be carried in checked baggage.

For full information, you must refer to the specific regulations.

You can see the updated list of items prohibited in the hold and cabin directly on the ENAC (Italian Civil Aviation Authority) website.

Weapons transport

Transporting weapons is subject to booking and acceptance by the airline. For details on bookings and costs, check the official website of your airline.

Non-EU documents

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



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

For travellers arriving in Italy

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

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

For those leaving from Italy

If you are travelling to a non-EU country, remember to check the validity and expiry date of your travel document/passport before departure. For a detailed check on the necessary documents, we advise you to consult the site www.viaggiare Sicuri.it edited by the Crisis Unit of the Ministry of Foreign Affairs.

If you are not an Italian national, check with your embassy.

Further information is available on the ENAC website.

How to speed up border checks

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

Before leaving, we advise you to consult the website www.viaggiare Sicuri.it, to know which documents you should bring with you.



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

What you can import

Consult the Customs Charter to find out what you can take with you

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

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

For information on the transport of cash or cash equivalents, please consult the website of the Customs and Monopolies Agency (<https://www.adm.gov.it/portale/en/home>).

VAT Refunds

At Verona Airport, residents and persons residing outside the EU can apply for VAT refunds for purchases made in Italy and within the same airport at the Customs Agency counters in the airport.

The customs stamp can be requested from 4 hours before the flight.

Lost Baggage

Procedures and contacts at Verona Airport of the Lost&Found office

Always remember to collect your baggage before leaving the Arrivals hall at Verona Airport, and to check the baggage tag to make sure it is actually yours.

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

- do not leave the baggage-claim hall;
- go to the Lost&Found counters in front of baggage reclaim carousel

No. 3;

- show your boarding pass and receipt of missing/damaged baggage at the counter (if partial loss, you must check which baggage has not been returned).

Baggage office contacts

The Lost&Found offices of the Airport's handling companies are in the Arrivals hall, opposite baggage carousel No. 3:

- GH: lost&found@ghverona.it
- AGS: vrnlf@agshandling.it

Case files are handled by email. Please leave your phone number to be contacted.



Lost property

Procedures and contacts of the Lost&Found office at Verona Airport

If you have left an item on board the aircraft or in the terminal, you can use these contacts:

- 045 8095335;
- crewlist.aeroporto@larondavigilanza.net;
- aeroporto.verona@larondavigilanza.net;

or go to the Lost&Found desk opposite baggage reclaim carousel 3, or to the Information Office in the Departures terminal.



In 2021, the Lost and Found office hours changed. To be sure of the opening hours, please see the page on our website:

<https://www.aeroporto.verona.it/en/fly-safely.html>

Assistance and services for disabled passengers and Passengers with Reduced Mobility (PRM)

General information

Since 26 July 2008, in compliance with EC Regulation - No.1 107/2006, the Management Company has been providing assistance services to passengers with disabilities and/or reduced mobility (PRM) at Verona airport. The EC Regulation indeed holds airport operators responsible for handling services at European airports, and standardizes their level of service.

To this end, the airport operator has equipped Verona Villafranca Airport with:

- special means of transport;
- free dedicated parking spaces for holders of badges referred to in Presidential Decree 151/2012;
- various call-points around the Airport;
- a dedicated route to the security gate;
- a meeting point in the departures area, before the security checks;
- a dedicated room (Sala Amica) in the boarding area after Security;
- dedicated seating for people with reduced mobility near the gates.

Who the service is intended for

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

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

Dedicated, free parking

PRM holders of the European parking permit (issued in accordance with Presidential Decree DPR 151/2012) are entitled to free parking in the reserved spaces in all car parks at Verona Airport.

To do this, go to the staffed car park counter in the Arrivals terminal and show the operator your original parking sticker along with the parking ticket and proof of identity.

Any accompanying persons can use the free parking area by showing the above documents together with a copy of the flight ticket.

Dedicated PRM call points

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

- outside the Terminal at the entrances;
- at the short-stay Arrivals car park;
- at the short-stay Departures car park;
- at car park P1;
- at car park P4;
- at car-rental parking;
- multi-storey car park P4.

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

How to request assistance

Assistance for PRM passengers is totally free of charge. PRM assistance must be requested from your airline when booking your flight, or at least 48 hours before departure, to allow the staff to provide the service in the best possible time and manner. The airline will inform all airports on the itinerary.

The airline may request further information about the type of assistance required, any transport/use of medical equipment and/or mobility aids, and the possible need to travel with recognised assistance dogs.

In particular cases (e.g. after surgery) the airline may require a doctor's certificate in order to fly.

Special assistance for departing passengers

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

To receive the assistance and carry out the check-in procedures, please

respect the time of arrival at the designated totem points, or directly at the check-in counter.

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

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

Report to the check-in counters as early as possible with respect to the flight departure time :

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

Special assistance for arriving passengers

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

Baggage, and assistance dogs

EC Regulation 1107/2006 grants disabled persons and persons with reduced mobility the right to take medical equipment with them and up to two items of mobility equipment per person, including electric wheelchairs, free of charge, subject to prior notice of forty-eight hours and limited to the space available on board the aircraft, and in compliance with the relevant legislation on hazardous goods.

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

PRM Complaints

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

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

Special means

The vehicles Verona airport provides for this service are:

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

Touch-maps and routes for the visually impaired

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

Autism

The opportunity to become familiar with Verona Airport before your journey

Verona Airport adheres to the project "Autism, making my way through the Airport", conceived by ENAC to facilitate passengers' transit in the Airport by providing assistance and special services.

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

To book a "familiarisation visit" and be contacted by the staff in charge at Verona Airport, simply make a reservation:

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

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

Assistance service for departures and arrivals

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

Invisible disabilities

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

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

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

- at the Sala Amica (boarding gate 1);
- at the Information Office (departures terminal);
- from the assigned assistance personnel.



Pets

Travelling with pets: the rules at Verona Villafranca Airport

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

If it is a small pet, you can take it into the cabin with you, otherwise it will have to travel in the hold. In both cases, you must use a transport carrier suitable for its size.

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

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



Family and children

Security checks

Dedicated route

Children up to and including 6 years of age, their carers and pregnant women can access security checks via the fast-track / dedicated route.

Pregnant mothers

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

Baby food and liquids

For foods for infants and young children, exemptions are permitted from the limits of liquids that can be taken through security. It is allowed to exceed the limit of 100 ml (3.4 ounces) and not to have the products in the 1 litre clear plastic bag for an amount of food and liquids necessary for the duration of the trip and the needs of the minor. These products must in any case be presented separately from your hand baggage before going through Security.

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

Strollers

At Verona airport, you can take your child's stroller through security and to the boarding gate. In this case, the stroller must be labelled at the check-in counter and remains at your disposal until boarding.

Depending on your arrival airport, it will be given to you when you exit the aircraft, or in the baggage claim hall. Alternatively, your stroller can be loaded directly onto the aircraft by informing the staff at check-in, where it will be labelled as checked-in baggage and must be handed over at the "oversize baggage" gate on the ground floor of the terminal.

From then on, your stroller will no longer be at your disposal until your baggage is returned at your arrival airport.

If Verona Valerio Catullo Airport is your arrival airport, your stroller will be handed back to you either when disembarking from the aircraft,

or at the oversize baggage bay (next to belt baggage-reclaim carousel No. 4).

Children and minors travelling alone

Travel by unaccompanied minors is subject to restrictions and rules set by individual airlines. Most airlines allow the boarding of unaccompanied minors from the age of 5. Unaccompanied minors must be reported to the airline when booking the flight so that the child's journey can be arranged in the best possible conditions of safety and comfort.



For the documents required for minors and especially unaccompanied minors to travel, see the official Police website www.poliziadistato.it.

Leaving the Airport

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

Arriving at the airport

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

Nursery

Verona Villafranca Airport provides with the possibility of using nursery facilities (nappy-changing tables) in some of the women's toilets.

Night closure

The entrance doors to Verona Airport terminal are kept closed at night except in specific cases of prolonged or reduced airport operations. It is forbidden to be in the terminal during closing times for anyone without a ticket for a flight departing the following day or other appropriate airport authorisation.

Other services

First Aid

The First-Aid Room, which is open 24 hours a day, 365 days a year, is on the left-hand side of the Departures Terminal at the end of the canopy. It provides medical assistance to both passengers and Airport staff. If in need, you can contact the First-Aid Room by telephone: 045 8095555.

Defibrillators

Verona airport has 4 Automated- or Semi-automated External Defibrillators for safely performing heart defibrillation. The use of these devices by first responders allows them to swiftly work in situations when rapid intervention can be critical to saving someone's life.

For the defibrillation procedure to be effective, it must be carried out very quickly. The defibrillators are located in the Arrivals and Departures Terminals, inside dedicated cabinets, in places that are easily visible and accessible.

Information desk

The information office in Verona Airport is in the Departures Terminal, by the ticket office. It provides information on flight statuses and other services in the Airport Terminal.

Prayer Room

Verona Villafranca Airport has a shared Prayer Room open to all. It is on the first floor of the Departures Terminal.

VIP lounge

The VIP Lounge is the ideal place to relax or to get work done while waiting for your flight. A cosy and elegant ambience located on the first floor of the Departures Terminal, where a refreshments area and TV are available.

Admission is reserved for frequent travellers of accredited airlines, passengers indicated by affiliated tour operators, accredited companies and affiliated trade associations. You can however buy entrance admission to the VIP Lounge by paying by credit card or cash at the Ticket Office on the ground floor of the Departures Terminal. Free access to the VIP Lounge is granted to holders of specific priority cards, or to passengers of companies with specific agreements. For more details, see the websites of the card companies or providers.

Customers' stay in the lounge is allowed for 2 hours.

How to buy entrance to the VIP Lounge

You can buy admission directly at the front desk of the hall.

Prices

Adults (from 12 years) €20.00 Children (2 - 11 years) €16.00 Infants (0 - 2 years old) free of charge.



Because of the pandemic, the opening of the VIP room in 2021 was discontinued. In 2022 the hall could be reopened; please check the availability of the service on our website page:

<https://www.aeroporto.verona.it/en/fly-safely.html>

Fast-Track

The Fast-Track service is a reserved path giving direct access to the security-check area along a dedicated facilitated route.

This exclusive service is available to all passengers with business-class tickets and frequent-flyer card holders of the major airlines operating out

of Verona Airport. The service can also be bought for a cost of € 6.00 per passenger from the Airport's ticket office (biglietteria).

Bank and ATMs

At Verona Villafranca Airport, there are currently 8 ATMs:

- 2 in the Departures Terminal in the check-in area;
- 1 in the Departures Terminal, after Security, in the Schengen boarding area;
- 4 in the Arrivals Terminal;
- 1 in the car-rental building.

The opening of the bank branch at the Departures Terminal will be discontinued due to construction work.

Swabs Point

At the P4 car-park of Verona Airport, the drive-in and walk-in swab service for all interested users - both travellers and the general public - operates daily from 8:00 a.m. to 8:00 p.m., including Saturdays and Sundays.

The service is provided by SET (Territorial Emergency Services).

For more information, call 320 2813113 or see the Airport's website at: <https://www.aeroporto.verona.it/en/info-and-assistance/swab-test-covid-19.html>.

CLUB FOR YOU

The CLUB FOR YOU card has many benefits such as discounts on parking fees and VIP-Lounge entry, and a free Fast-Track service for quick access to security checks.

Find out how to request it at www.aeroporto.verona.it.



The subscription to CLUB FOR YOU is currently suspended. For more information, please go to: <https://www.aeroporto.verona.it/en/at-the-airport/club-for-you-card.html>

Cargo forwarding

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

The list below is of specialised agencies in the cargo area of Verona airport. For more information see: <https://www.aeroporto.verona.it/en/at-the-airport/freight-forwarding.html>

Agency	Number
ALHA GROUP	+39 045 8600351
AIR CARGO VERONA	+39 045 8600351
FLY UNITED	+39 045 8619035 +39 045 8619036



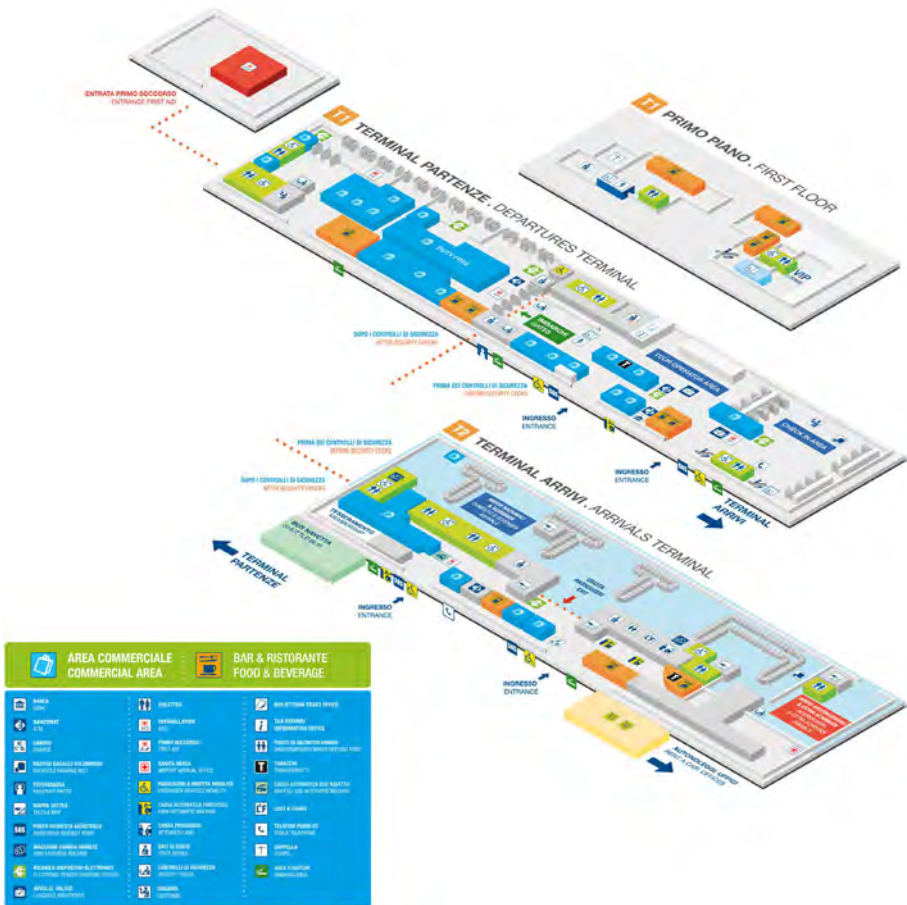
Refreshment stations



Due to the pandemic, the catering facilities at the airport may have changed their opening hours or be temporarily closed. These changes may continue into 2022. Please see our website page <https://www.aeroporto.verona.it/en/fly-safely.html> for up-to-date information on service availability.

Name	Location
BRICCOCAFÉ	Departures Before Security
BRICCOCAFÉ	Departures After Security
BURGERY	Arrivals Before Security
CULTO CAFÉ CIOCCOLATO	Departures Before Security
DECANTO	Departures After Security
HomeBurger	Departures After Security
MOKA CAFÉ	Arrivals Before Security
PIADABURGER2FLY	Departures Before Security
PIZZERIA DA CAIO	Arrivals Before Security

Airport map*



*Due to the Terminal extension works, during the year changes may take place in the layout of the premises/services.

How to reach the Airport

By car

Verona Airport can be reached by car from the A4 and A22 motorways.

From Brescia

Take the "Sommacampagna" exit, then follow the signs for the Airport.

From Vicenza, Mantua, Trento, Bolzano

Take the "Verona Nord" exit, then follow the signs for the Airport.

Taxis

Taxis are available at the Airport at the exit of the Arrivals Terminal.
To see its location, see the Airport map.

UNIONE RADIO TAXI: +39 045 532666

TAXI & AUTO BLU SOC. COOP.: +39 045 8581403

RADIOTAXI CATULLO: +39 045 2223525

Verona Airlink: City centre and Verona Porta Nuova Railway Station

A shuttle-bus service "Verona Airlink" connects Verona's main train station (Porta Nuova) with Verona Valerio Catullo Airport.

First service from the railway station to the Airport is at 6:30 am, and then every 40 minutes until 19:50 pm.

The first service from the Airport leaves at 6:50 am, and then every 40 minutes until 20:10 pm.

The shuttle operates daily. See the timetable at: [Verona Airlink timetable](#).

Please note that services frequency may be affected due to pandemic-prevention regulations.

The bus is equipped for the needs of people with disabilities.

Partnership with Trenitalia

Through the cooperation with Trenitalia (Italy's state railways), the shuttle between the railway station and the airport has become "Verona Airlink". The train+bus service allows passengers to buy one ticket from Trenitalia and reach Verona Airport easily from anywhere in the Veneto region, and elsewhere in Italy.

ATV partnership with DB and ÖBB Railways

A partnership between ATV (Verona's bus transport company) and the German (DB) and Austrian (ÖBB) railways offers all travellers flying via Verona the possibility to buy one combined ticket to travel between Verona Valerio Catullo Airport and Verona Porta Nuova railway station to then travel by train to destinations in Alto Adige and Trentino.

Combined ticket prices (train + Aerobus ATV bus) are €22 for South Tyrol (Bolzano, Bressanone and Fortezza), €18 for Trento, and €15 for Rovereto. The combined ticket can be bought from the websites of DB and ÖBB.

For more information: www.atv.verona.it.



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

Drop-Off - Time-limited parking places

Verona Airport has a parking area with 12 parking spaces with time-discs (maximum stay of 15 minutes) for those waiting or accompanying passengers, and indicated along the road as "Drop Off".

Car parks

Verona Airport's car parks provide over 3,300 parking spaces, and are divided into:

- Covered parking;
- Uncovered parking;

- Long-stay (Low-cost) uncovered;
- Short-stay/Accompanying persons parking.

For information on parking availability, prices and payment methods, please see: <https://www.aeroporto.verona.it/en/parking>

Car-parks map*



*Due to the Terminal extension works, during the year changes may take place in the layout of the premises/services.

Car rental

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

You must go to the Car Rental Building, located beyond the arrivals terminal.

PLEASE NOTE: even if you have already booked the rental, before picking up your car, you must go to the rental-company's office at the Airport.

Where do I have to return the car?

To drop off your rental vehicle, after following the signs to the Car Hire/ Rent-a-car park, you must collect a normal entrance ticket. To enter the car-hire car park, you must use the same ticket, inserting it back into the barrier machine.

For further information please see <https://www.aeroporto.verona.it/en/transport/rent-a-car>.

Agency	Number
AUTOVIA	+39 045 8600858
AUTOEUROPA / SICILY BY CAR	+39 045 8601276
AVIS / BUDGET/ MAGGIORE	+39 045 987571
EUROPCAR	+39 045 8600477
HERTZ	+39 045 8619042
LOCAUTO	+39 045 8600846
LEASYS	+39 045 8600900
SIXT	+39 02 94757979
VIAGGIARE RENT	+39 342 3818581

Useful numbers

Lost&Found baggage

Company	Number
ASSISTENZA BAGAGLI GH	+39 045 9691201
ASSISTENZA BAGAGLI AGS	+39 045 8095715

State Bodies

Organisation	Number
STATE FORESTRY SERVICE Mon-Fry: 8:00 - 16:00 Sat: 8:00 - 14:00	+39 045 8600838
CUSTOMS	+39 045 8095761 +39 045 8095774
FINANCIAL POLICE	+39 045 8095727
BORDER POLICE	+39 045 8605811

Informations

Office	Number
INFORMATIONS ON FLIGHTS	+39 045 8095636

Car Parks

Office	Number
AIRPORT CAR PARKS	+39 045 8095656

Taxis

Service	Number
TAXIS	+39 045 532666

Cargo forwarders

Agency	Number
ALHA GROUP	+39 045 8600351
AIR CARGO VERONA	+39 045 8600351
FLY UNITED	+39 045 8619035 +39 045 8619036



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