

Verona  Aeroporto

Garda Aeroporti



SERVICE CHARTER & GUIDE

2021

Dear Guest,

Verona international airport is pleased to present you our Service Charter 2021 and the Airport Service Guide as a useful guide for all passengers coming through our airport, Valerio Catullo di Verona Villafranca S.p.A.

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

The first part gives a 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 2020, 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 airport, with information and indications on possible changes to the services in 2021 due to the current health situation.

2020 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 drop in traffic, the discontinuation of certain services, and the difficulty of making statistically-significant analyses. The section on Quality Indicators is therefore not included in this document.

SUMMARY

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Valerio Catullo airport

About us

Valerio Catullo di Verona Villafranca Airport 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 had 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 41.84%. This step has led to the formation of the new North-East Italy Airport Hub (Venice/Treviso/Verona-Brescia).

2019 and 2020 traffic data

In 2019, Verona airport recorded a new increase in passengers, closing the year with 3.6 million, a growth of 5.2% compared to the previous year.

In 2020, the new coronavirus health emergency affecting the whole world caused a drastic drop in traffic and the airport recorded 1,040,555 passengers, down 71.4% on the previous year.

Our commitment to reducing CO2 emissions

Verona airport is very sensitive to environmental issues, and we ensure that our development is sustainable and compatible with the safeguarding of environmental heritage.

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

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

In 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

The Airport's commitment to protecting the health and safety of passengers and operators during the Covid-19 emergency period led Verona to receive an important recognition.

The Airport Health Accreditation delivered 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, which are 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 spaces, the maintenance of physical distances, the protections provided to staff, and communication to passengers.

Since the beginning of the emergency, Verona airport set up a dedicated task force that focused on the safety of passengers and workers with initiatives that were assessed and positively evaluated by ACI.

Among these were the organization of spaces to ensure social distancing, the increase of cleaning and disinfection activities of the areas, body-temperature checks with thermo scanner, the distribution of sanitizing gels in the terminal, a new organization of the check-in and boarding areas both for passenger distancing and operator protection, the provision of Personal Protective Equipment to airport staff, the partial modification of signs of internal routes and supplementation by frequent sound communications and constant updating of information on the airport website.

Safe and secure travel

Health and health safety are the two issues on which Verona airport focused in 2020 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 ten years, experience has been gained by managing previous infectious diseases (SARS, Avian 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, the National Health Institute and the 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, with EASA, the "Aviation Industry Charter for Covid 19", a pilot project in which, together with other European airports, Verona airport undertakes 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.) in order 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 sanitizing spray every time they are used; an additional sanitizing by spray 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 for controlling bacteriological risk from legionnaires' disease is also operational.

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;

- curb area under the shelter that can be used as a buffer area for passengers waiting to enter the terminal;
- entrance for employees/workers through turnstile with temperature control at the entrance door to the offices.

All new routes are signposted to passengers by special 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.

To limit crowding inside the terminal, access is currently only permitted for operators and passengers with valid tickets (no accompanying persons, except for PRM (persons with reduced mobility) and minors).

Access to the terminal is allowed only with a face-mask and there is a vending machine for masks and disinfectant gel near the terminal entrance.

To ensure social distancing, Verona airport:

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

To provide a service for passengers arriving from countries considered at risk and who are required to be swabbed within 48 hours of landing

in Italy, a swab point has been set up on the ground floor in cooperation with the local health authority that is always open during flight operations, including evenings and holidays.

Verona airport, along with that of Venice, was the first airport in Italy to provide the service, as early as 15 August 2020.

The swabbing service was further expanded through private partners in December 2020 and there is now a paid rapid swabbing service available outside the terminal (parking lot 4), which is also available to residents.

Additional measures taken to decrease the risk of infection are:

- installation of barrier tapes on seats to ensure that people respect 1m personal distancing;
- installation of numerous and widespread disinfectant dispensers for passengers in the terminal;
- installation of Plexiglas screens to separate check-in and gate operators from passengers;
- use of 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 directions 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](https://www.aeroporto.verona.it/en/fly-safely.html), 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.aeroporto.verona.it/en/fly-safely.html>

Service Charter 2021

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 <https://www.aeroportoverona.it/en/contact-us.html>;
- 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 posted into the appropriate collection boxes in the airport. Written feedback will be provided within 30 days of the complaint being sent.

If the complaint regards the services provided by the airport operator, it will be dealt with directly; otherwise, we will forward it to the responsible third-party.

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

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

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

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

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

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 "Conosci i tuoi Diritti" (Know your rights)**

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



**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 Aeroporto 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. Transfer of data 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 and 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. Provision of data

The provision of data is mandatory for the execution of 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@aeroportoverona.it

Service Guide 2021

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 airport. Contact information and services can be found on the respective websites.

N.B.:

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

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

CODE	AIRLINE	TYPE	STATUS
EI	AER LINGUS	SCHEDULED	OPERATIONAL
SU	AEROFLOT	SCHEDULED	OPERATIONAL
ZB	AIR ALBANIA	SCHEDULED	OPERATIONAL
BT	AIR BALTIC	SCHEDULED	OPERATIONAL
EN	AIR DOLOMITI	SCHEDULED	OPERATIONAL
HAT	AIR HORIZONT	CHARTER	-
9U	AIR MOLDOVA	SCHEDULED	OPERATIONAL
YW	AIR NOSTRUM - L.A.M.S.A.	SCHEDULED	SUSPENDED
AP	ALBASTAR S.A.	SCHEDULED	OPERATIONAL
2B	ALBAWINGS	SCHEDULED	SUSPENDED
AZ	ALITALIA	SCHEDULED	OPERATIONAL
UJ	ALMASRIA UNIVERSAL AVIATION	CHARTER	-
IZ	ARKIA ISRAELI AIRLINES LTD	SCHEDULED	OPERATIONAL
OS	AUSTRIAN AIRLINES	CHARTER	-
BV	BLUE PANORAMA	SCHEDULED	OPERATIONAL
BA	BRITISH AIRWAYS	SCHEDULED	OPERATIONAL
DX	DANISH AIR TRANSPORT	CHARTER	-
U2/EC	EASYJET	SCHEDULED	OPERATIONAL

LY	ELAL	SCHEDULED	SUSPENDED
E4	ENTER AIR	SCHEDULED	OPERATIONAL
EW	EUROWINGS	SCHEDULED	OPERATIONAL
AY	FINNAIR	CHARTER	-
5F	FLYONE	SCHEDULED	OPERATIONAL
XD	FREE BIRD	CHARTER	-
ST	GERMANIA FLUGESELLSCHAFT MBH	CHARTER	-
JGT	GETJET AIRLINES	CHARTER	-
H5	I FLY	CHARTER	-
FI	ICELANDAIR	CHARTER	-
6H	ISRAIR AIRLINES	SCHEDULED	SUSPENDED
LS	JET2.COM LIMITED	SCHEDULED	OPERATIONAL
S7	JSC SIBERIA AIRLINES	SCHEDULED	OPERATIONAL
OE	LAUDAMOTION GMBH	SCHEDULED	SUSPENDED
NO	NEOS	SCHEDULED	OPERATIONAL
NMA	NESMA AIRLINES	CHARTER	-
5N	NORDAVIA	CHARTER	-
Y7	NORDSTAR	CHARTER	-
DY/D8	NORWEGIAN AIR SHUTTLE	SCHEDULED	SUSPENDED
BJ	NOUVELAIR TUNISIE	CHARTER	-
OTF	ORANGE2FLY	CHARTER	-
P6	PRIVILEGE STYLE L. AEREAS SA	CHARTER	-
WZ	RED WINGS AIRLINES	CHARTER	-
FR	RYANAIR	SCHEDULED	OPERATIONAL
QS	SMARTWINGS	CHARTER	-
TWI	TAILWIND HAVAYOLLARI	CHARTER	-
BY	THOMSONFLY	CHARTER	-
HV	TRANSAVIA	SCHEDULED	OPERATIONAL
3Z	TRAVEL SERVICE POLSKA	CHARTER	-
TU	TUNISAIR	SCHEDULED	OPERATIONAL
U6	URAL AIRLINES	CHARTER	-
V7	VOLOTEA AIRLINES	SCHEDULED	OPERATIONAL
W6/W9	WIZZ AIR	SCHEDULED	OPERATIONAL
CY	CYPRUS AIRWAYS	SCHEDULED	OPERATIONAL



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 ENAC's 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.



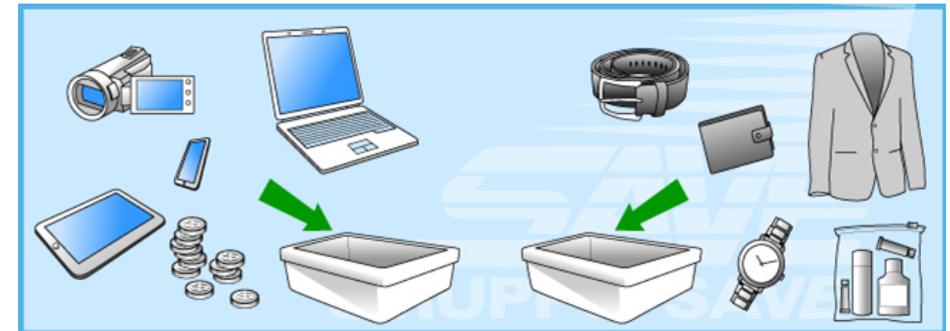
Some of these security gates may be closed due to the pandemic.

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.

Going through security

- 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 thing you are wearing (e.g. shoes) and to manually inspect hand bags or backpacks.
- Remember to pick up all your belongings from the trays at the end of the inspection process.



Checks for liquids, aerosols and gels

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

Remember that:

- 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 pressurized containers, including shaving foam, other
- foams and deodorants;
- paste substances, including toothpaste;
- mixtures of liquids and solids;
- mascara;
- any other product of similar consistency.

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

- medicines (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 your baggage with the following information: name, surname, address, telephone number/email.

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

If checked-in baggage exceeds the permitted dimensions, it is defined as oversized baggage and in this case it can 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 (at the side of 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 for the hold and for the cabin directly on the website of ENAC.

Weapons transport

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

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

Non-EU documents

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



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

For travellers arriving in Italy

On your arrival at 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.viaggiasesicuri.it edited by the Crisis Unit of the Ministry of Foreign Affairs.

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

Further information is available on the ENAC website.

How to speed up border checks

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

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



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

What you can import

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

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

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

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 reclaim 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 2020, the Lost and Found office hours changed. To be sure of the opening hours, please see the page on our website: [VolareInSicurezza](#).

Assistance and services for passengers with disabilities and/or reduced mobility

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.

For this purpose the Airport Operator has equipped Verona 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 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 go long distances but who can go up and down stairs and are self sufficient in moving (code WCHR);
 - persons unable to go long distances and unable to go up or down stairs; self-sufficient on board aircraft (code WCHS)
 - persons who are completely immobile and not self-sufficient; needing total assistance (code WCHC).
- passengers with hearing disabilities (code DEAF);
- passengers with cognitive or behavioural disabilities (code DPNA);

Dedicated, free parking

Passengers who hold the badge referred to in Presidential Decree 151/2012 are entitled to free parking in the reserved spaces in all car parks at 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 terminal 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 PRM assistance

Assistance for PRM passengers is totally free of charge.

PRM assistance must be requested from your airline when booking your flight, or at least 48 hours before departure, to allow the staff to provide the service in the best possible time and manner.

The airline will inform all airports on the itinerary.

The airline may request further information about the type of assistance required, any transport/use of medical equipment and/or mobility aids,

and the possible need to travel with recognised assistance dogs.

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

Special assistance for departing passengers

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

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 before your flight departure time:

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

Please arrive at the check-in counter

at these times before your flight's departure:

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

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

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

PRM Complaints

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

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 with the collaboration of the sector associations and the airport management company.

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

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

- download the booking form from www.aeroportoverona.it/en/;
- 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 servizioprm@aeroportoverona.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 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 women

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

Baby food and liquids

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

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

Strollers

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

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

From then on, your stroller will no longer be at your disposal until your

baggage is returned at your arrival airport.

If Verona 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: Polizia di Stato.

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

Some of the women's toilets at Verona airport have baby changing facilities.

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.



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

Other services



Below is a list of services that may be temporarily unavailable due to the current situation. For up-to-date information on current availability and service schedules, visit www.aeroporto.verona.it/en/ and [Fly Safely](#).

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 on 045 8095555.

Defibrillators

Verona airport has 4 Automated or Semi-automated External Defibrillators for safely performing heart de-fibrillation. 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 de-fibrillation 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. Staff there provide information on flights and other services in the Airport terminal.

Hall of Worship

Verona airport has a hall of worship on the first floor of the Departures terminal. It is shared and open to all.

VIP Lounge

The VIP Lounge is the ideal place to relax or to get work done while waiting for your flight. The welcoming, elegant lounge is on the first floor of the Departures Terminal and features a refreshments area, free wi-fi, Italian and international newspapers, and TV.

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 certain 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 are allowed to stay in the lounge for up to 2 hours.

If you are a frequent traveller, you might like to sign up for the special "Club For You" card, which entitles you to privileged treatment when you fly from Verona airport.

How to buy entrance to the VIP Lounge

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

Prices

Adults (over 12) €20.00

Children (2 - 11 years) €16.00

Infants (0 - 2 years old) free of charge



Due to the pandemic, the opening of the VIP Lounge in 2020 was affected; please check the availability of the service on our website: [Fly Safely](#).

Fast Track

The Fast Track is a reserved passage that gives you direct access to the security control area via a dedicated and facilitated route.

This exclusive service is available to all passengers with business-class tickets, to Aeroporti del Garda's "Club for you" card-holders, and to frequent-flyer card holders of the main airlines operating at Verona airport. The service can also be bought at a cost of €6.00 per passenger from the airport ticket office.

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 <https://www.aeroporto.verona.it/en/>.

Wi-Fi

Verona airport allows you to connect to the wi-fi internet network free of charge without time limits and in total freedom.

Charging station for electronic devices

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

Baggage trolleys

Baggage trolleys are free and available at all the car parks.

Baggage wraps

The baggage wrapping service is found at the check-in area of the Departures area.

Bank and ATMs

The bank is found in the middle of the Departures area. There are 5 ATMs inside Verona airport:

- 2 at Departures, in the check-in area (2 counters);
- 1 at Departures, after Security, in the Schengen boarding area;
- in the Arrivals terminal;
- in the car-rental building.

Cargo forwarding

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

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

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

How to reach the airport

By car

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

From Brescia

Take the exit of Sommacampagna, then follow the signs for the airport.

From Vicenza, Mantua, Trento and Bolzano

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

Taxis

At the airport, taxis are available at the exit of the Arrivals Terminal. To see its location, consult 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 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. You can see the timetable at: [Verona Airlink timetable](#)

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

The bus is equipped to cater to 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 easily reach Verona airport 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 to Verona the possibility to buy one combined ticket to travel between Verona 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 go to: <https://www.aeroportoverona.it/en/parking.html>.

Car-parks map



Car rental

Car-rental paperwork and car pick-up

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.

Car drop-off

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

Agency	Number
AUTOVIA	+39 045 8600858
AUTOEUROPA / SICILY BY CAR	+39 045 8601276
AVIS / BUDGET/ MAGGIORE	+39 045 987571
BUCHBINDER	800995500
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

Body	Number
STATE FORESTRY SERVICE. MON-FRI: 8:00 - 4:00 SAT: 8:00 - 14:00	+39 045 8600838
CUSTOMS	+39 045 8095761 +39 045 8095774
FINANCE POLICE	+39 045 8095727
BORDER POLICE	+39 045 8605811

Information

Office	Number
FLIGHTS INFORMATION	+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

Verona  Aeroporto

Garda Aeroporti