

LEONARDO DA VINCI AIRPORT - FIUMICINO
G.B. PASTINE AIRPORT - CIAMPINO

SERVICE CHARTER AND AIRPORT GUIDE FOR PASSENGERS WITH REDUCED MOBILITY



Airline
Lounge



Check-in



VAT
refund



Smoking
room



Information



Baggage
claim



Left
luggage



Customer
service



Escalator



Lift



Oversize
baggage



Trolleys



Exchange



Post Office



ATM



WC



Disabled
WC



Prayer
room



Reserved
entrance



Disabled
access



Nursery



Eat&Drink



Shopping



Chemist's



Meeting
point



Customs



Passport
control



Security
control



Bank



Railway
station



Gate



Departures



Arrivals



Self
check-in



Flight
connections



Terminal 1-2-3-5



Ticket sale



Bus tickets



Tourist
information
Comune
di Roma



Special
assistance
lounge



Safety area



Rent a car

Dear Client,

Aeroporti di Roma would like to welcome you to Fiumicino and Ciampino airports, and is proud to present the first edition of the Service Charter and Airport Guide for Passengers with Reduced Mobility.

Aeroporti di Roma has delegated to its subsidiary ADR Assistance the service of assistance to passengers with reduced mobility, with the aim of making their time in the airport a positive experience and guaranteeing them levels of service superior to those required by European legislation, by applying special procedures, dedicated services and suitably trained staff.

In this document you will find details of the service levels guaranteed, in full compliance with the standards set in ECAC/30 and implemented by EC Regulation No.1107/2006 dated 5th July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

The Service Charter is available at Fiumicino and Ciampino airports at the ADR information desks, in the Special Assistance lounges and can be downloaded from the website www.adrassistance.it

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COMPANY PROFILE

ADR Assistance, a subsidiary of Aeroporti di Roma Group, was set up in compliance with EC Regulation no. 1107/2006, which defines new ground assistance regulations for passengers with reduced mobility in European Union airports. The regulation establishes that as of 26 July 2008 airport operating companies must be able to guarantee the service.

Since 2008, the company has assisted approximately one million persons, 276,000 in 2011, an increase of 8% versus 2010, with peak of 1,300 assistances in a sole day, during the summer season.

Furthermore, in 2010, ADR Assistance has obtained for Fiumicino and Ciampino airports certification of the Quality Management System in line with ISO 9001:2008 standard.

THE SERVICE

The service is provided free of charge. ADR Assistance staff are suitably trained to provide assistance to passengers with reduced mobility in the best and most comfortable way. Subjects taught include notions of physiology to enable staff to learn how to lift disabled passengers, first aid assistance and wheelchair operating techniques. Some operators are also able to use sign language.

The assistance service provided complies with safety standards and processing times, so as to make the flying experience more enjoyable.

MISSION

Guaranteeing ground assistance to outbound, inbound and transfer disabled passengers travelling through Fiumicino "Leonardo da Vinci" airport and Ciampino "Giovanni Battista Pastine" airport, with a view to improve airport accessibility and comfort through the provision of a specialized assistance service.

BEFORE DEPARTURE

In order to receive better care, passengers who require special ground assistance should inform the **airline** with which they are travelling at the time they make their reservation, within **48 hours** prior to the scheduled time of departure of the flight. The carrier must then book the assistance service using its own computer system or our Internet website www.adrassistance.it, filling in a form **within 36 hours** prior to the scheduled time of departure of the flight.

Passengers can also book the service through internet website www.adrassistance.it, **within 36 hours** from the scheduled time of departure of the flight. This booking procedure must not replace or change the reservation processed by the carrier.

PLEASE NOTE: passengers making online bookings should also inform the carrier, within 48 hours prior to the scheduled time of departure of the flight.

ADR Assistance will be unable to guarantee the levels of service agreed upon with trade and user associations according to EC Regulation no. 1107/2006, if the request for assistance forwarded either by the carrier or the passenger is not notified within 36 hours prior to the flight.

Where no booking has been made, airport assistance is still guaranteed through the help points available at Fiumicino and Ciampino airports.

If using **more than one airline**, passengers should contact the airline with which they are initially flying, so as to be guaranteed assistance throughout the entire length of their journey or during transfers.

Airlines should be made aware of the nature and degree of disability of the passengers travelling with them across the entire length of their journey.

ADR Assistance does not provide assistance to stretcher passengers, who must contact the airline with which they are flying.

As provided for by the international classification, an assistance code printed on the ticket details the passenger's specific needs, enabling the airline to provide a comfortable journey.

Regulations pertaining to guide dogs travelling with visually impaired passengers vary according to the carriers.

PASSENGER ASSISTANCE INTERNATIONAL CLASSIFICATION

WCHR (wheelchair ramp)

Passengers who, even with difficulty, are able to board or disembark the aircraft access stairs, and reach their seat autonomously.

WCHS (wheelchair steps)

Passengers who are unable to ascend or descend the aircraft access stairs, but are able to walk slowly to their seats in the passenger cabin.

WCHC (wheelchair cabin)

Severely disabled passengers who need special body support and help when boarding the aircraft and settling themselves in their seat. These passengers must be accompanied by attendants on all flights over three hours long.

BLND

Visually impaired passengers (blind or partially-sighted).

DEAF

Deaf passengers.

DPNA

Disabled passengers not autonomous.

LEONARDO DA VINCI AIRPORT

FIUMICINO

DEPARTING PASSENGERS

Fiumicino “Leonardo da Vinci” international airport can be reached by car, taxi, train, bus. Tips about how to reach the airport and make a better use of airport structures and facilities available to passengers with special needs are provided below.

BY CAR

Disabled parking spaces are available to permit holders for a maximum stay of 2 hours at Terminals 1 and 3, departures. The permits are issued by the place of residence. For longer stays, disabled parking is available to permit holders in the Multistorey Comfort car park, close to overhead pedestrian walkways, buildings B (levels 1 and 4), C (level 1), D (levels 1 and 4), E (all levels) and in the parking Economy. Disabled parking spaces are free, as established by the law. To take advantage of this service, the permit holder must keep the entry ticket and show it at the exit together with his/her parking permit (original copy) to the personnel of the Customer Assistance on the left - hand side at the exit of the Multistorey Comfort car park. Attendants to disabled passengers, in order to benefit from the exemption must show to the staff of the Customer Assistance the entry ticket as well as a copy of the permit holder's airline ticket.

BY TAXI

Taxis usually set passengers down in the parking areas opposite the departures Terminal required. Taxi drivers can be asked to accompany the passenger to the help points located outside the Terminals, where the tactile pathways for visually impaired passengers also begin.

BY TRAIN

Two railway lines serve Rome Fiumicino airport:

- **Leonardo Express** (Roma Termini - Fiumicino Aeroporto and vice versa, no intermediate stops);
- **Fr1 line trains** (Orte - Fara Sabina - Roma Tiburtina - Fiumicino Aeroporto and vice versa, with intermediate stops).

The disabled assistance service available to passengers using these links is guaranteed at the following stations:

- Orte
- Roma Tiburtina
- Roma Ostiense
- Roma Termini
- Fiumicino Aeroporto

The service must be requested from Sala Blu, reference point for disabled passengers of the Ferrovie dello Stato Italiane, at least 12 hours in advance, by calling the unique national helpline for disabled passenger assistance: 199 30 30 60 (from 7:00 to 21:00, including weekends and public holidays).

The following stations: Gavignano Sabino, Poggio Mirreto, Fara Sabina-Montelibretti, Piana Bella di Montelibretti, Monterotondo-Mentana, Settebagni, Fidene, Nuovo Salaria, Roma Nomentana, Roma Tuscolana, Roma Trastevere, Villa Bonelli, Magliana, Muratella, Ponte Galeria, Fiera di Roma, Parco Leonardo, are not equipped to provide the service, but have raised platforms to allow access to Fr1 line trains without the aid of a wheelchair lift, independently, or with the help of an attendant, provided arrangements are previously made with Sala Blu.

Roma Termini and Fiumicino Aeroporto stations are equipped with walkways for passengers with sensory disability. Fiumicino Aeroporto and the Terminals are connected to a covered overhead pedestrian bridge, accessible to passengers with reduced mobility and sensory disability. Leonardo Express train is a first class carriage train only, and has three seats reserved for wheelchair users and an equipped toilet.

A wheelchair lift facilitates access at Roma Termini station where the train arrives and departs from platform 24. The train leaves every 30 minutes:

from Roma Termini station

from 5:52 in the morning to 22:52 at night (with trains leaving every 22 and 52 minutes).

Fr1 line trains have a carriage reserved to wheelchair users and an equipped toilet. The train leaves every 15 minutes:

from Roma Tiburtina station

from 5:47 to 20:02 (with trains leaving every 02, 17, 32 and 47 minutes); other departures at: 20:32, 21:02, 21:32, 22:32.

BY BUS

Cotral provides bus service connections from Roma Tiburtina station to Piazza dei Cinquecento, where the Atac terminals are located. Departure times: 00:30, 1:15, 2:30, 3:45, 9:30, 10:30, 12:35, 17:30.

The buses are not wheelchair accessible.

For information and timetables about bus connections visit www.cotralspa.it

LEONARDO DA VINCI AIRPORT

FIUMICINO

AT THE AIRPORT

HELP POINTS

At the airport, passengers can ask for assistance at the **help points** consisting of totem-mounted intercom systems, which have a flashing light and a sensor that sends out a sound signal when detecting someone's presence, allowing customers to interact with the operators in charge of passenger assistance.

The **help points** are easy to spot and accessible to disabled/passengers with reduced mobility. Arrangements are made to meet the needs of disabled/passengers with reduced mobility starting from the time their request has been forwarded. Ground staff will assist passengers at any point during their time at the airport.

ADR Assistance staff, who use sign language to communicate in Italian, carry this identification symbol on their uniform.



The help points are located:

- in the departure areas of Terminals 1, 3 and 5, on the pavement, right outside the entrances;
- in the lower level of Terminal 2;
- on level 1 of the Multistorey Comfort car park, building E;
- at the railway station, platform 1.

INFORMATION DESKS AND INTERACTIVE HELP POINTS

The interactive help points are totem-mounted video terminals touchscreen through which the passenger contacts (audio and video) an operator. Staffed information desks and interactive help points are located inside the Terminals:

Terminal 1

departures/check-in: an information desk staffed from 5:00 to 24:00 and an interactive help point;

Terminal 1

arrivals, near the Post Office: an information desk staffed from 7:15 to 22:00 and an interactive help point;

Terminal 3

arrivals, near the exit, after baggage claim: an informa-

tion desk staffed from 7:15 to 24:00 and an interactive help point;
departures/check-in: an information desk staffed around the clock;

Terminal 5

an information desk staffed from 6:00 to 14:00 and from 18:00 to 24:00 inside the Terminal.

Additional interactive help points can be found in other Terminal areas.

Tactile pathways and maps for visually impaired passengers

Tactile pathways made with embossed elements can be found in the **departure area** of Terminals 1, 3, and 5 (the pathways start from the help points), in the "Terrazza Roma" shopping area of Terminal 3 and along the sheltered walkway linking the air terminal to Fiumicino Aeroporto station.

Furthermore tactile pathways are now available at **arrivals** of Terminals 1 and 3. They start from the exit of the baggage claim area and lead, outside the Terminals, to the taxis and, through the lifts, to the railway station.

TERMINAL 1

The pathway starts on the pavement, right outside the terminal, near the help point, which can be reached by taxi upon request, and ends near:

- the lift linking the upper floor to the roofed walkway;
- the bar;
- the toilets;
- the chemist's;
- the bank.

TERMINAL 3

The pathway starts on the pavement, right outside the terminal, near the help point, which can be reached by taxi upon request, and ends near:

- ADR information desk;
- the Special Assistance lounge (the sole accessible without any boarding card);
- the lift and the staircase leading to the upper floor (Terrazza Roma), where a tobacconist/news stand, a chemist's, refreshment areas, a library and toilet facilities are located;

- a lift and a staircase outside the Terminal, leading to the sheltered walkway linked with Terminal 1 and with the railway station.

TERMINAL 5

The pathway starts on the pavement, outside the terminal, near the help point, which can be reached by taxi upon request, and ends near:

- ADR information desk;
- the Special Assistance lounge.

The tactile pathways are shown on the **tactile maps** located:

- on the upper floor (Terrazza Roma) of Terminals 1 and 3;
- by the entrance of Terminals 1 and 3 (departures) and 5.

SPECIAL ASSISTANCE LOUNGES

The lounges are designed to assist passengers with special needs. All passengers with an assistance code shown on their ticket can use the lounges.

The Special Assistance lounges, operated by ADR Assistance can be found:

- at Terminal 1, in the departures area, right after the staff and authorized categories passage, on the right;
- at Terminal 3, in the departures area by the information desk, sole lounge accessible without any boarding card; near the exit D1, by the lifts and the access staircase; near the Sky Bridge station by the security checkpoint;
- in the boarding area G, near the stairs and the lifts leading to the Sky Bridge station;
- at Terminal 5, near the airline desks.

WHEELCHAIR-ACCESSIBLE TOILETS

They can be found in all the Terminal toilets and Special Assistance lounges.

LIFTS

They are all wheelchair-accessible. Most lifts are equipped with panels that incorporate Braille characters.

SAFETY AREAS

Safety areas located at Terminal 1, departure area where it is possible to wait to be rescued, are shown in the map at page 36 and 37.

Other safety areas are located at boarding areas B, C, D, G, H.

Aeroporti di Roma and ADR Assistance staff are trained to assist passengers with special needs during the evacuation, in case of emergency.

LEONARDO DA VINCI AIRPORT

FIUMICINO

TRANSFER PASSENGERS

Passengers who require special assistance should inform the airline with which they are travelling at the time they make their reservation, or fill out the form available online, so that arrangements can be made for passengers to be assisted on aircraft arrival. Transit passengers are transferred to their connecting flight in case the aircraft is scheduled to depart within one hour after the arrival of the previous flight. In case they have to wait more, passengers will be accompanied to one of our Special Assistance lounges and then transferred to their connecting flight. Assistance should be requested in advance also for connecting flights.

LEONARDO DA VINCI AIRPORT

FIUMICINO

ARRIVING PASSENGERS

Based on the information received by the airline, arrangements can be made for passengers to be assisted on aircraft arrival, through passport control and baggage claim. Passengers are then accompanied to meet the attendants waiting for them, or to the vehicle chosen (car, taxi, train, bus).

BY TAXI

There is a taxi rank at the exit of each Terminal. It is advisable to use only white cars with taximeter.

Fixed rate 48 euros to/from Rome (Aurelian walls) for city of Rome taxis; €60 for Fiumicino city taxis. Taximeter cost for other destinations. Surcharges are applied for baggage, night runs, on Sundays and holidays. For information: www.agenziamobilita.roma.it

BY TRAIN

To Roma Termini station (no stop): from 6.38 to 23.38 every 30'.

To Roma Tiburtina station: from 6:28 to 21:28 (with trains leaving every 13, 28, 43 and 58 minutes); other departures at 5:58, 21:58, 22:28, 22:58. During night time connection service is operated by Cotral.

A raised roofed pathway accessible to reduced mobility passengers links the railway station to Terminals.

Visually impaired passengers can reach the railway station using tactile pathways starting from Terminal 1 and 3.

For further information:

unique national helpline for disabled passenger assistance **Trenitalia: 199 30 30 60**

The reference point for the needs of disabled passengers of Italian railway is the Sala Blu (7.00 - 21.00 including weekends and public holidays).

Railway Information

Trenitalia 892.021 (24h)

Call charges inclusive of VAT: fixed-line calls: 54.5 eurocent/minute + 30.3 eurocent/minimum call charge
- mobile calls: rates according to calling plan.

BY BUS

Day and night service to city centre and to Termini station. Ticket desk at Terminal exits.

Bus to Roma Tiburtina station from 1:15 to 5:00.

For information please contact:

Cotral - 800.1744.71 (buses are wheelchair accessible);

Schiaffini - 06.7130531 (buses are not wheelchair accessible);

Sitbus shuttle - 06.5923507 / 06.5916826 (buses are not wheelchair accessible);

Terravision - 06.97610632 (some buses are accessible to wheelchair passengers, provided they communicate it with anticipation);

Tirreno Azienda Mobilità - 06.65047426 (Ostiense railway station).

LEONARDO DA VINCI AIRPORT

FIUMICINO

USEFUL NUMBERS

Airport operator and flights information (ADR)

06.65951 (24h)

**ENAC - Italian Civil Aviation Authority - Airport
Superintendent**

06.65953139

(8.00 / 17.00)

LOST & FOUND

Alitalia CAI

06.65434956

(7.00 / 23.00)

ATA Italia S.r.l.

06.659527712

(8.00 / 20.00)

**Aviapartner Handling
S.p.A.**

06.65957249

(9.00 / 17.00)

**Aviation Services
S.p.A.**

06.65954255

(24h)

Consulta S.p.A.

06.659525660

(8.00 / 20.00)

**Flightcare Italia
S.p.A.**

06.65954252/6777

(24 h)

**Globeground Italia
S.r.l.**

06.659530964

(7.00 / 23.00)

In case the baggage has been lost, please report immediately to the handling operator indicated on the screen above baggage claim belt.

Carabinieri

06.65954040 (24h)

Customs - External Relations

06.65954342

(Mon / Fri - 8.00 / 14.00)

Guardia di Finanza

06.65954848 (24h)

Police

06.65953595 (24h)

City Police

06.65954030

(7.00 / 14.00)

Fire Brigade

06.65954444 (24h)

Towed vehicles park

06.65955175 (24h)

Airport medical office (vaccinations)

06.65011438 (24h)

First aid

06.65953133 / 4 (24h)

Chemist's - Terminal 1

06.65010974

(7.00 / 22.00)

Chemist's - Terminal 3

06.65010840

(7.00 / 22.00)

Lost property office

06.65955253

(9.00 / 13.00)

Left luggage

06.65953541 (6.30 / 23.30)

Railway information

Trenitalia 892.021 (24h)

**Porter service
(booking)**

06.65958364 - 8349 (24h)
Fax 06.65955133
supervisoriterminal@adr.it

For information and
bookings 06.88981981
(call charges according to
calling plan). The service
is available every day
from 8.00 to 22.00.

ADR Mobility

Parking Information
06.65953558 (24h)

RENT A CAR

Avis

06.65957885

Maggiore

06.65047565

Budget

06.65954074

Europcar

06.65761211

Sixt

06.65953547

Locauto

06.65048215

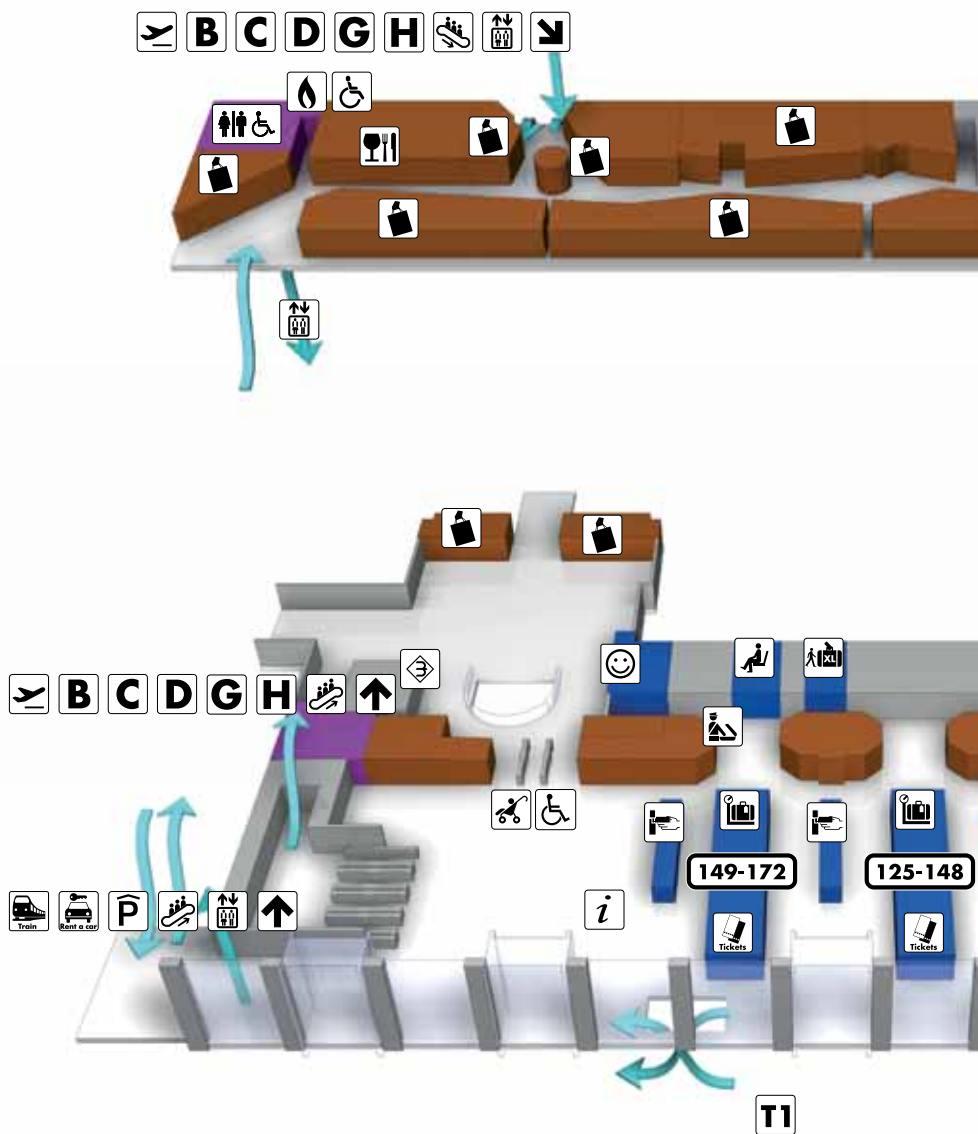
Hertz

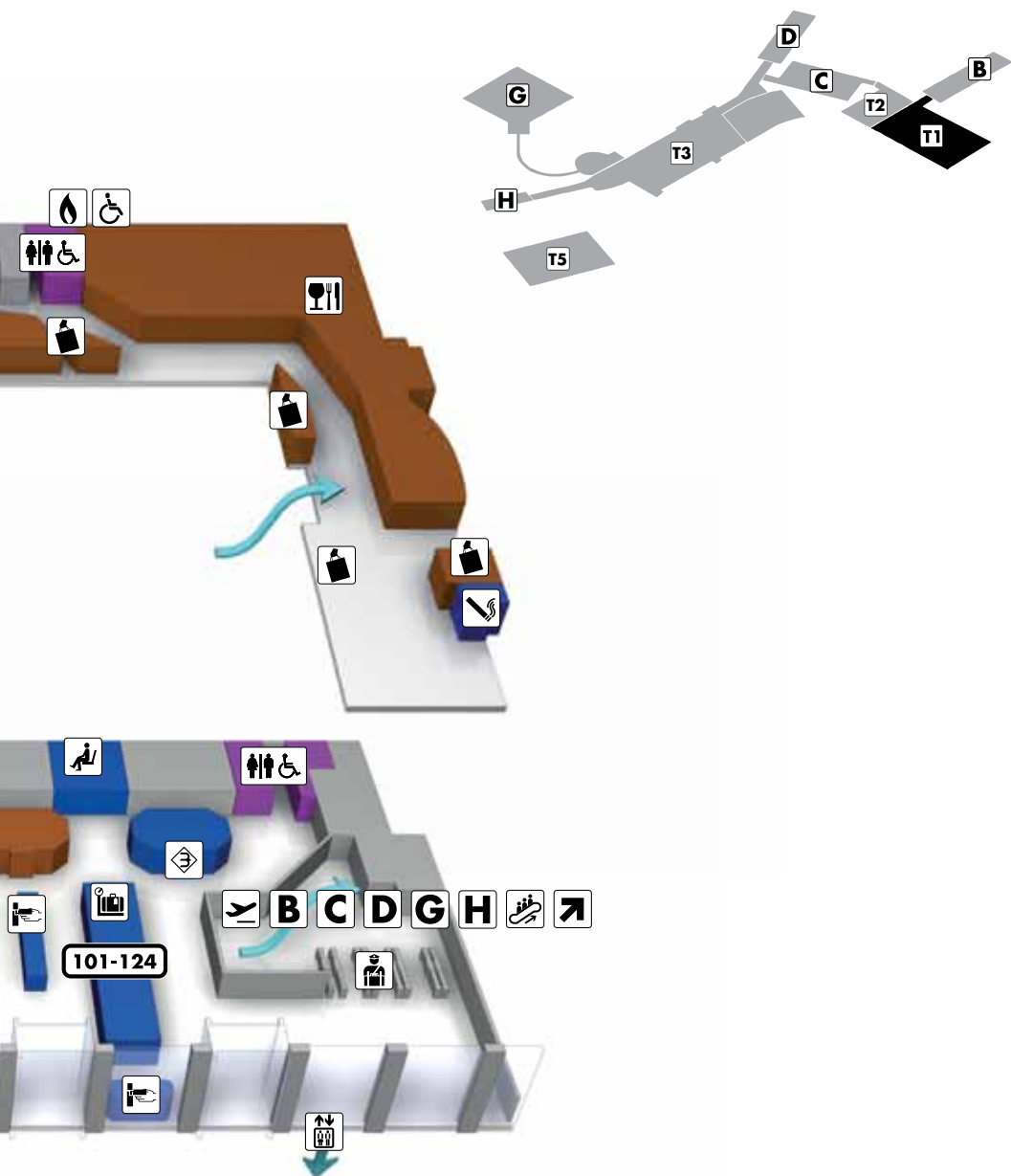
06.65955842

Sicily by Car

06.65017450

TERMINAL 1 - DEPARTURES

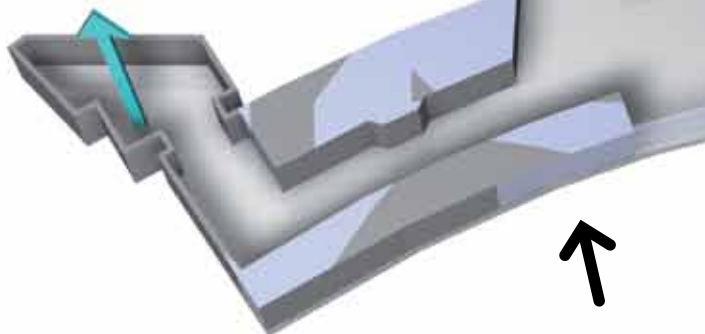


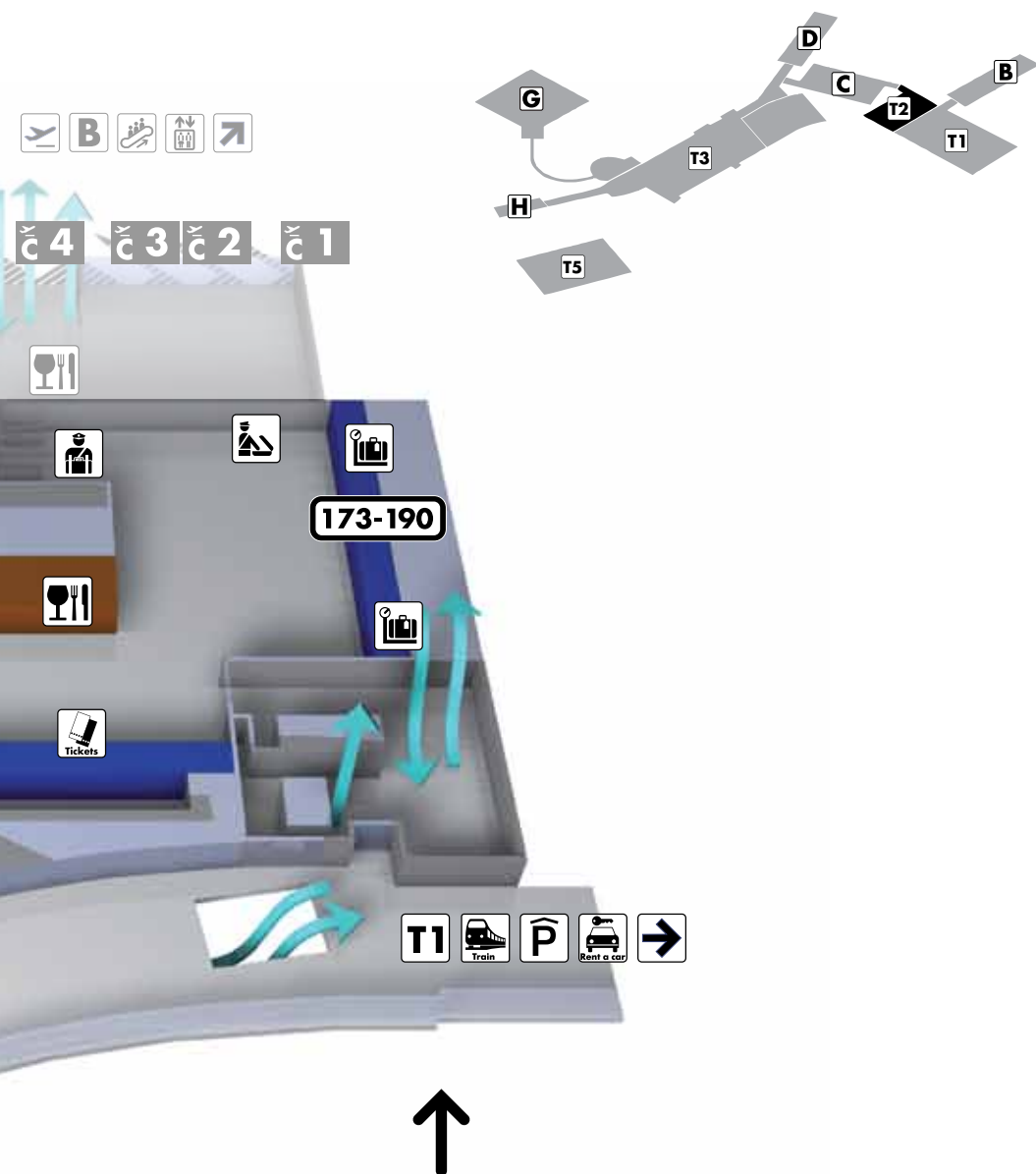


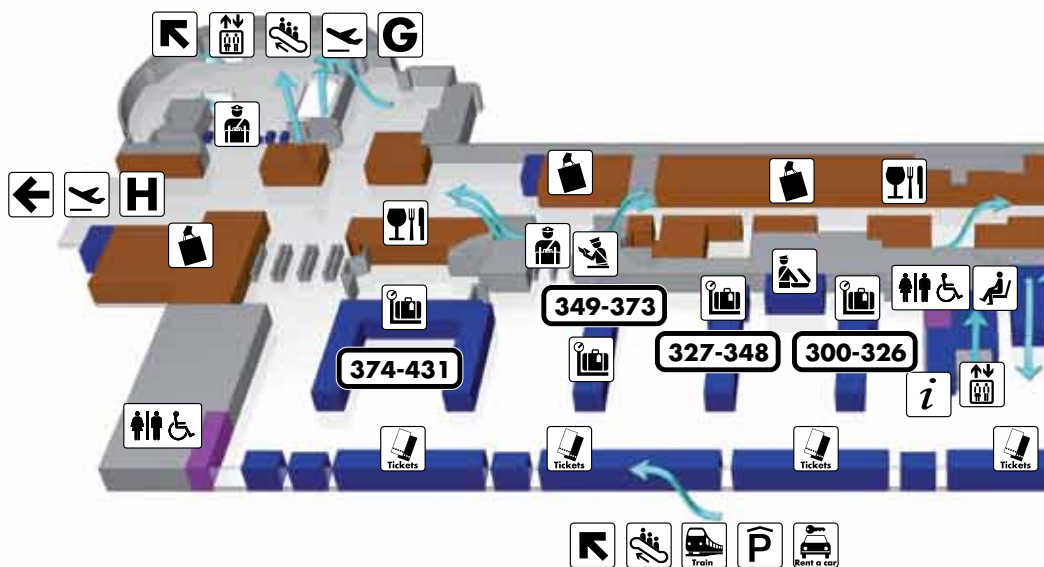
TERMINAL 2 - DEPARTURES

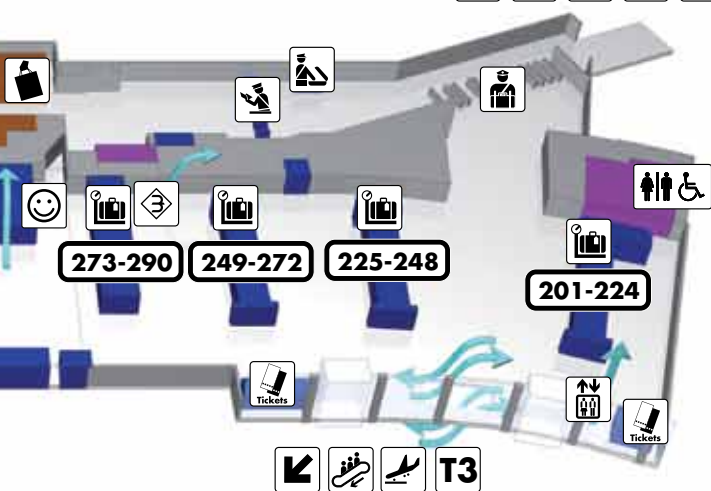


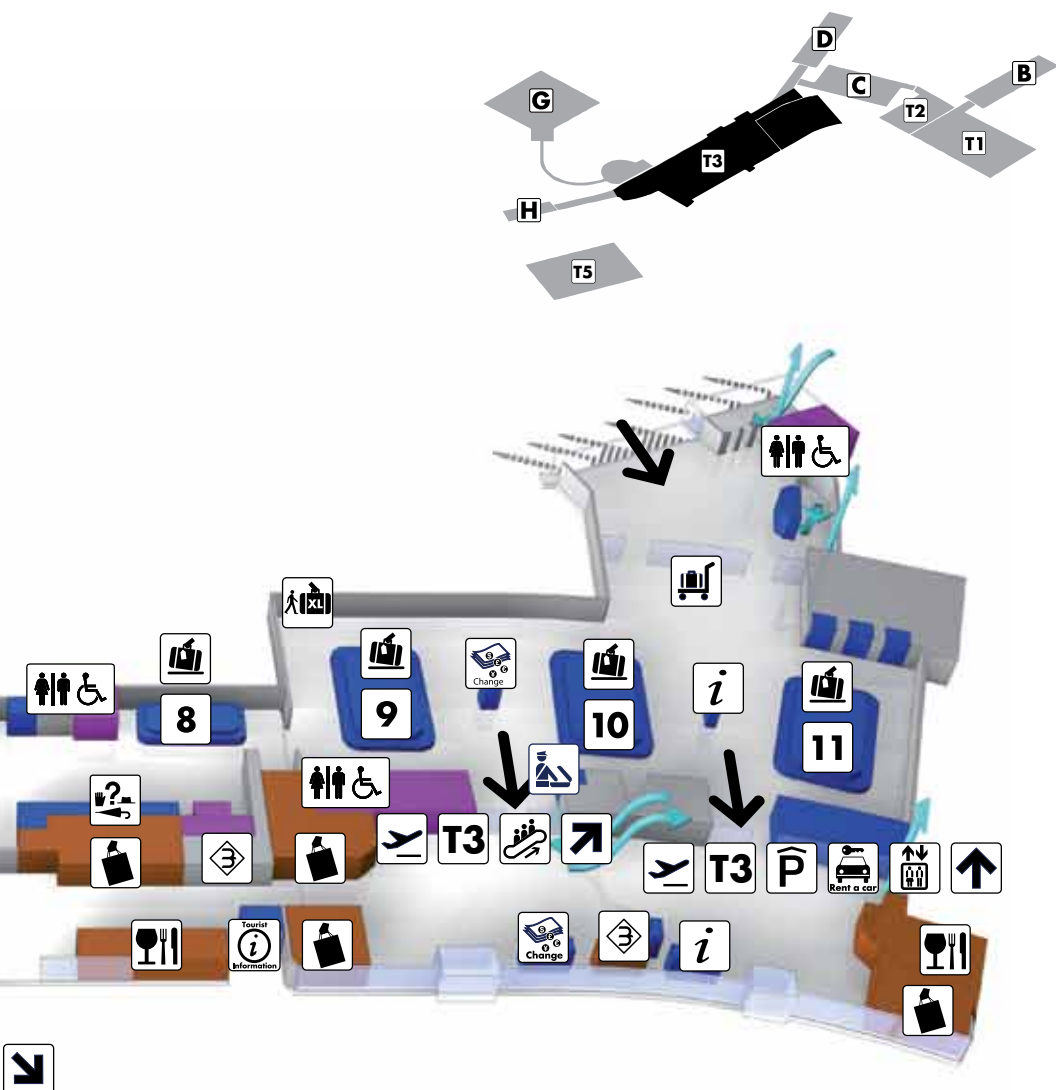
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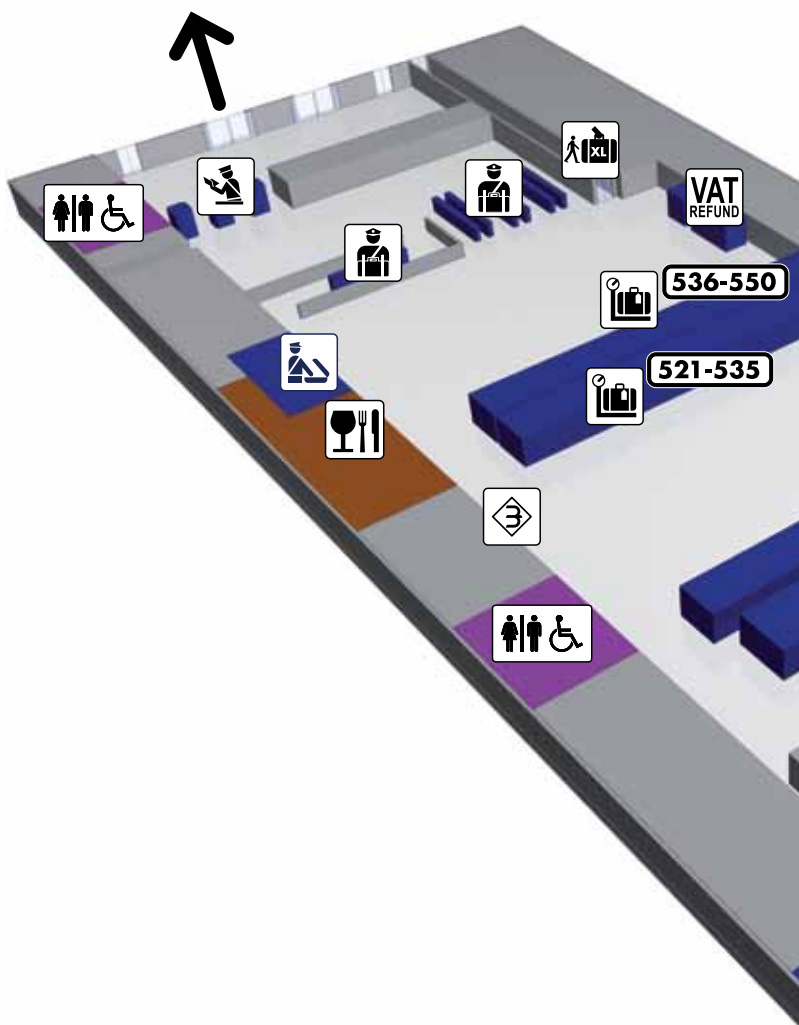


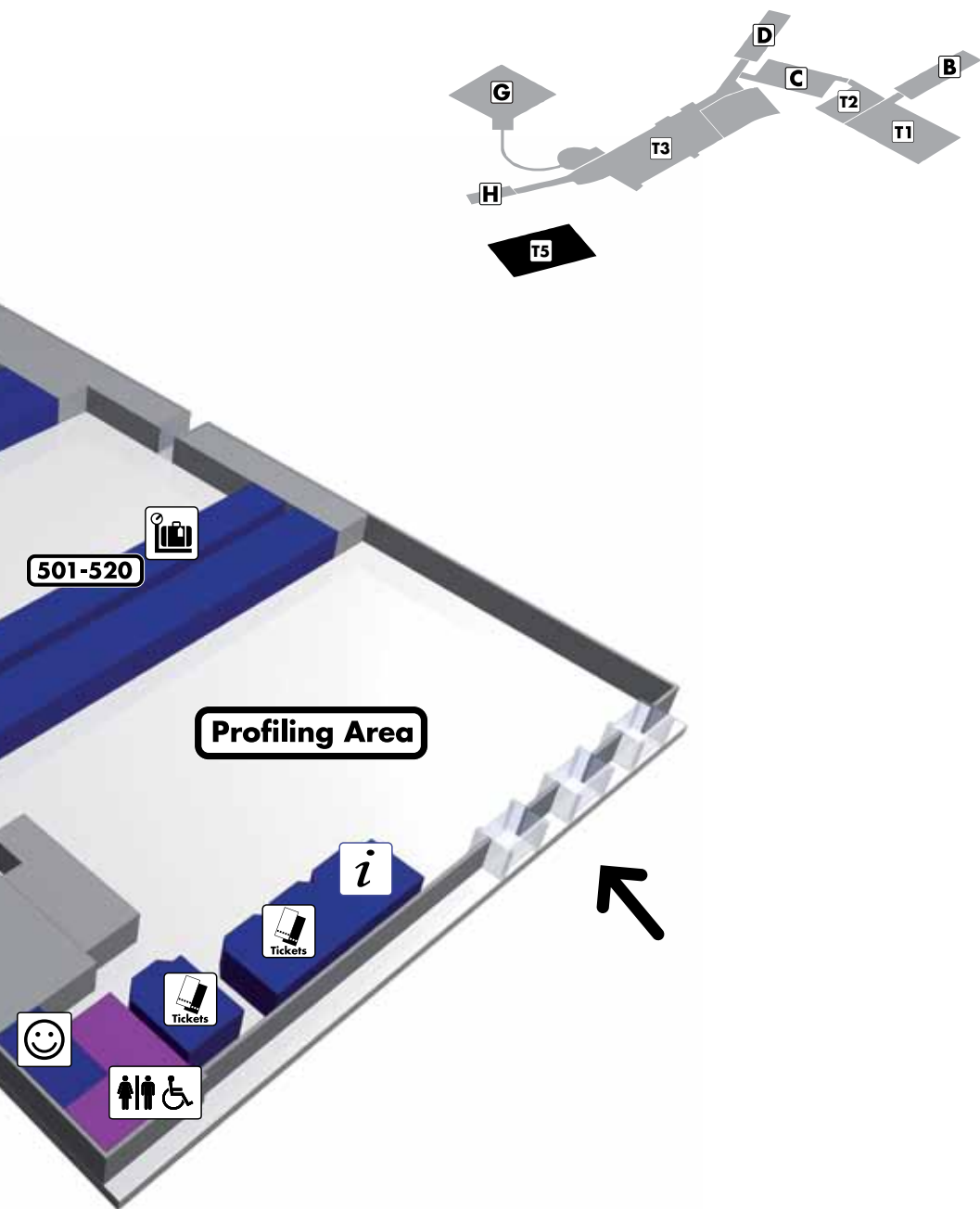




TERMINAL 5

To boarding area G





GIOVAN BATTISTA PASTINE AIRPORT

CIAMPINO

DEPARTING PASSENGERS

Ciampino "G. B. Pastine" international airport can be reached by car, taxi, bus, train.

BY CAR

Disabled car parks are available to permit holders in the car park P3 located in front of the Terminal. The permits are issued by the place of residence. Disabled parking spaces are free, as established by the law. To take advantage of this service, the permit holder must keep the entry ticket and show it at the exit together with his/her parking permit (original copy) to the personnel of the Customer Assistance located in the arrival area of the Terminal. Attendants to disabled passengers, in order to benefit from the exemption must show to the staff of the Customer Assistance the entry ticket as well as a copy of the permit holder's airline ticket.

BY TAXI

Taxis usually set passengers down in the parking areas opposite the departures Terminal. Taxi drivers can be asked to accompany the passenger to the help points located outside the Terminal, where the tactile pathways for visually impaired passengers also begin.

There is a taxi rank in front of arrival Terminal. It is advisable to use only white cars with taximeters. Fixed rate 30 euros to/from Rome (Aurelian walls) for city of Rome taxis; taximeter cost for other destinations. Sur-charges are applied for baggage, night runs, on Sundays and holidays.

For information: www.agenziamobilita.roma.it

BY TRAIN

Ciampino station can also be reached by train from Rome Termini station; Atral operates a bus service to the airport that serves also the final stop of Rome underground, line A (Anagnina station).

- **FROM ROME TERMINI STATION**
from 5.28 to 23.12 every 15'.
- **FROM CIAMPINO RAILWAY STATION**
from 5.24 to 23.20 every 15'.

BY BUS

ATRAL - GRUPPO COTRAL

www.atral-lazio.com - 800.174.471

- CIAMPINO RAILWAY STATION - CIAMPINO AIRPORT
- ANAGNINA UNDERGROUND - CIAMPINO AIRPORT
- ROMA TERMINI STATION - CIAMPINO AIRPORT

Buses connecting Ciampino airport to Ciampino railway station and underground line A final stop, Anagnina, are wheelchair accessible whereas buses to and from Roma Termini station are not.

SCHIAFFINI - www.schiaffini.com - 06.7130531

- ROMA TERMINI STATION - CIAMPINO AIRPORT
- ANAGNINA UNDERGROUND - CIAMPINO AIRPORT
- CIAMPINO RAILWAY STATION - CIAMPINO AIRPORT

Buses are not wheelchair accessible.

**SITBUS SHUTTLE - www.sitbusshuttle.it -
06.5923507 / 06.5916826**

- ROMA TERMINI STATION - CIAMPINO AIRPORT

Buses are not wheelchair accessible.

**TERRAVISION - www.terravision.eu -
06.97610632**

- ROMA TERMINI STATION - CIAMPINO AIRPORT

Some buses are accessible to wheelchair passengers.

RENT A CAR

Rent a car company offices and parking are located in Viale Mameli near P8 parking reachable by the rent a car shuttle bus. The shuttle stop is in front of arrival Terminal (see page 61 useful numbers).

RENT A CAR WITH DRIVER

Concora - office located in the arrival area
06.79340812 - www.concora.it

**GIOVAN BATTISTA
PASTINE AIRPORT**
CIAMPINO

AT THE AIRPORT

HELP POINTS

At the airport, passengers can ask for assistance at the **help points** consisting of totem-mounted intercom systems, which have a flashing light and a sensor that sends out a sound signal when detecting someone's presence, allowing customers to interact with the operators in charge of passenger assistance.

The totems are easy to spot and accessible to disabled/passengers with reduced mobility. Arrangements are made to meet the needs of disabled passengers starting from the time their request has been forwarded. Ground staff will assist passengers at any point during their time at the airport.

The help point is located close to the disabled car park, opposite the terminal.

INTERACTIVE HELP POINTS

These interactive help points located at departures and arrival areas are totem-mounted video terminals touchscreen through which the passenger contacts (audio

and video) an operator. The info points provide information regarding flight departures and arrivals, and about the location of the services and facilities available at the airport.

Tactile pathways and maps for visually impaired passengers

A tactile pathway made with embossed elements can be found in the departure area of the Terminal. The pathway starts on the pavement right outside the Terminal and ends near:

- Police and Carabinieri stations;
- toilets;
- security check points;
- the newsstands, the tobacconist's, the bookshop;
- food areas.

WHEELCHAIR-ACCESSIBLE TOILETS

They can be found in all toilets of the Terminal.

FIRST AID

It is located in the international departure area.

LIFTS

They are all wheelchair-accessible.

EMERGENCY EVACUATION PROCEDURES

Passengers can be evacuated from access ramps and boarding gates. Aeroporti di Roma and ADR Assistance staff are trained to assist disabled/passengers with reduced mobility during an emergency evacuation.

ARRIVING PASSENGERS

Arrangements can be made for passengers to be assisted on arrival from the aircraft through to baggage claim. Passengers are then accompanied to meet the attendants waiting for them, or to the vehicle chosen (car, taxi, train, bus).

GIOVAN BATTISTA PASTINE AIRPORT

CIAMPINO

USEFUL NUMBERS

Airport operator (ADR)

06.65951 (24h)

**ENAC - Italian Civil Aviation Authority - Airport
Superintendent**

06.79348322 (8.30 / 16.00)

**Flight information
(ADR)**

06.65959515 (5.00 /
23.00)

06.65951 (24h)

Lost & Found

Flightcare Italia

06.65959225

(7.00 / 24.00)

Carabinieri

06.65959215 (24h)

**Customs - External
Relations**

06.79494544 (24h)

Guardia di Finanza

06.79494340 (24h)

Police

06.65959444 (24h)

City Police

06.79341670

(7.00 / 20.00)

First Aid

06.65959350 (24h)

**Airport medical office
(vaccinations)**

06.65959420 (24h)

Fire Brigade

06.65959359 (24h)

Railway information

Trenitalia 892.021 (24h)
Call charges inclusive of
VAT: fixed-line calls: 54.5
eurocent/minute + 30.3
eurocent/minimum call
charge – mobile calls:
rates according to calling
plan.

Lost property office

06.65959327
Mobile 335.7275507
(Mon / Fri - 9.00 / 13.00
15.00 / 20.00)

ADR Mobility

Parking Information
06.65959353
(6.00 / 24.00)
06.65953558 (24h)

For information and
bookings 06. 88981981
(call charges according
to calling plan). The
service is available every
day from 8.00 to 22.00.

RENT A CAR

Auto Europa

06.79340689

Avis

06.79340195

Europcar

06.79340387

Hertz

06.79340095 / 616

Maggiore

06.79340368

Sixt

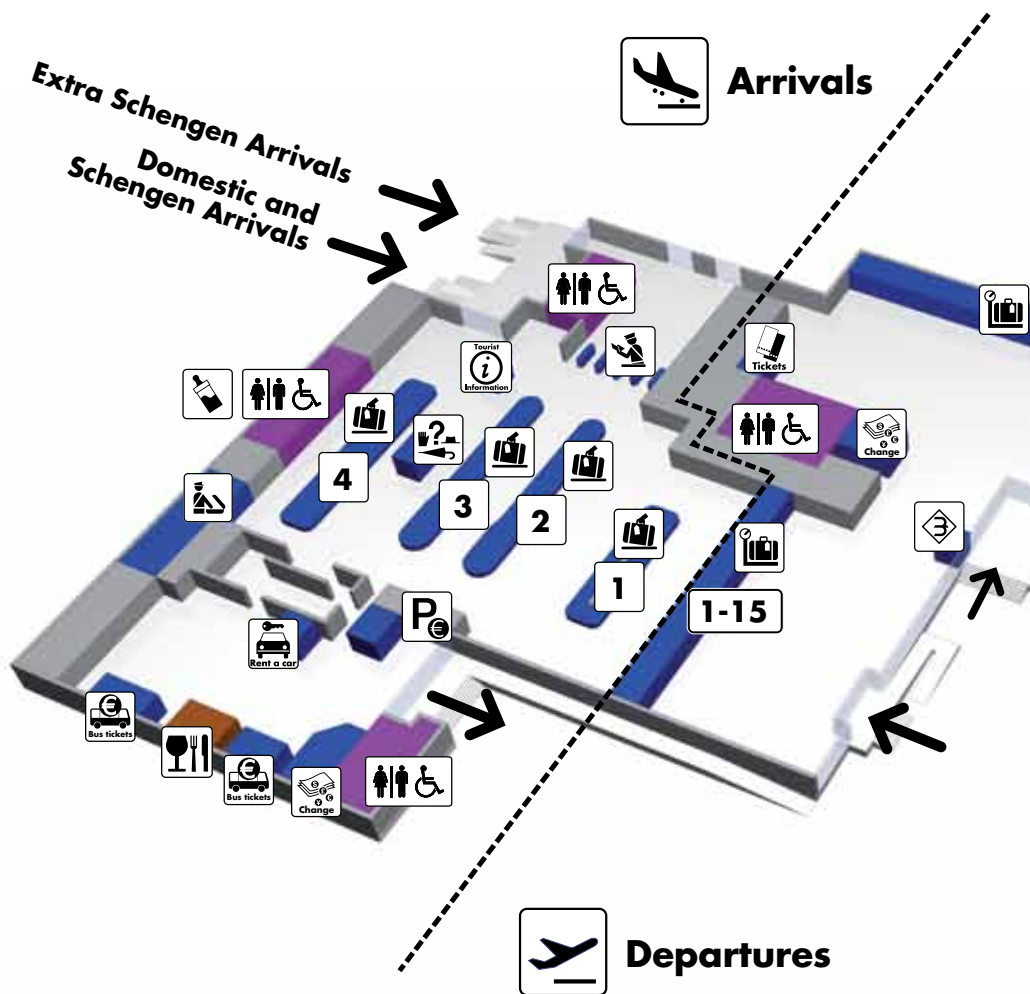
06.79340718

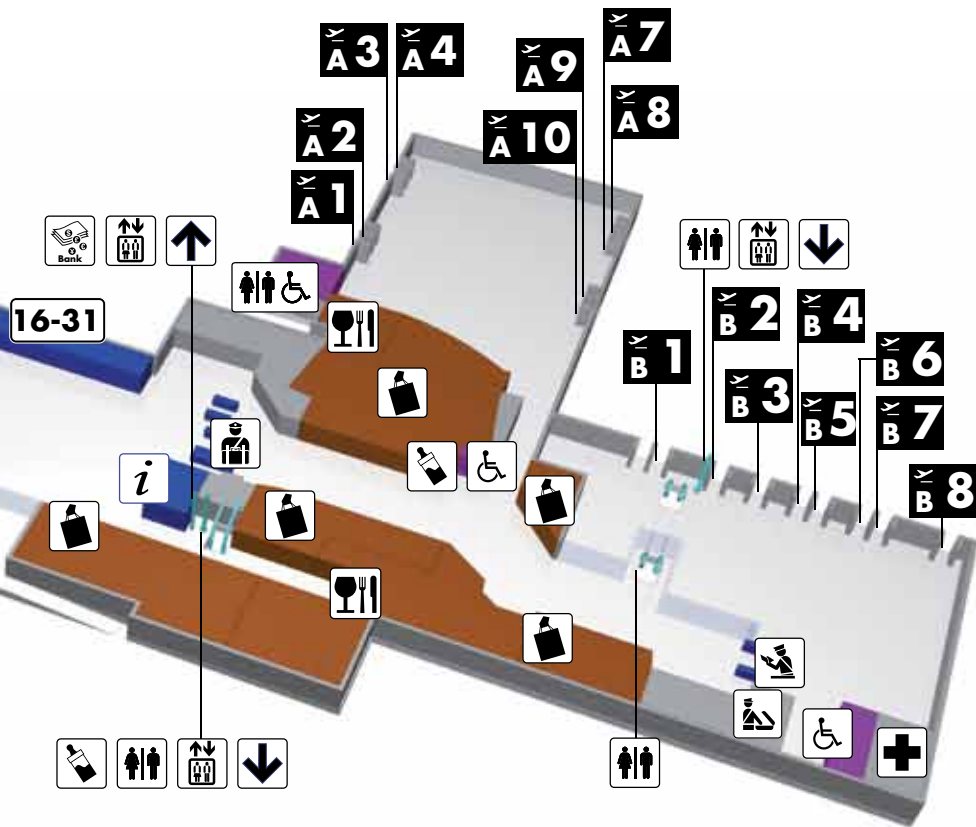
Targarent

06.79340079

Thrifty (Italy by car)

06.79340137





SERVICE QUALITY

The service provided by ADR Assistance complies with pre-given and shared quality standards that are set out in partnership with Associations for disabled and persons with reduced mobility*, and with the airport users' committee, which groups carriers and operators.

Service quality standards extend to all assistance activities that the structure is in charge of. As provided for by annex 1 of EC Regulation no. 1107/2006, passengers should be guaranteed:

- to be able to communicate their arrival at the airport and request assistance at the help points located inside and outside the Terminals;
- to move from the collection point to the check-in desk;
- to check-in and register their baggage;

* The list of some associations for disabled and persons with reduced mobility with which ADR collaborates includes the following:

CND - Consiglio Nazionale sulla Disabilità

FAND - Federazione delle Associazioni Nazionali dei Disabili

FISH - Federazione Italiana per il Superamento dell'Handicap

- to go from the check-in desk to the aircraft, with completion of emigration, customs and security procedures;
- to board onto the aircraft by lift, wheelchair or other specific mobility aid, as may be required;
- to move from the aircraft door to the passenger seat;
- to stow away or retrieve carry-on baggage;
- to move from the passenger seat to the aircraft door;
- to deplane by lift, wheelchair or other specific mobility aid, as may be required;
- to go from the aircraft to baggage claim, through immigration and customs controls;
- to move from baggage claim to an arrival point;
- to catch flight connections to other destinations within the same Terminal and between Terminals, with onboard and ground assistance, based on passengers' specific needs;
- to move to the toilet facilities if required.

Quality standards refer to passengers holding a reservation, which must be made with the airline with which they are flying.

Failing that, passengers are nonetheless entitled to assistance from the staff, although waiting time may vary, but in compliance with predefined quality standards.

The service is provided upon the passenger's arrival at the airport, from the car parks, the railway and bus station.

LEONARDO DA VINCI AIRPORT

FIUMICINO

PASSENGER ASSISTANCE

DEPARTURES

Waiting time for passengers from the time the assistance service has been requested at the arrival points located inside the airport

Service standards for pre-booked passengers	Service standards for non pre-booked passengers
10' for 80% of passengers	20' for 80% of passengers
15' for 90% of passengers	30' for 90% of passengers
25' for 100% of passengers	35' for 100% of passengers

ARRIVALS

Onboard waiting time	
Service standards for pre-booked passengers	Service standards for non pre-booked passengers
5' for 100% of passengers from the time the last passenger leaves the aircraft	20' for 100% of passengers from the time the last passenger leaves the aircraft
	15' for 90% of passengers from the time the last passenger leaves the aircraft

GENERAL PERCEPTION

General perception of assistance

Service standards for all passengers

81% of passengers satisfied

**GIOVAN BATTISTA
PASTINE AIRPORT**
CIAMPINO

**PASSENGER
ASSISTANCE**

DEPARTURES

Waiting time for passengers from the time the assistance service has been requested at the arrival points located inside the airport

**Service standards
for pre-booked
passengers**

10’ for 80% of
passengers

**Service standards
for non pre-booked
passengers**

15’ for 80% of
passengers

ARRIVALS

Onboard waiting time	
Service standards for pre-booked passengers	Service standards for non pre-booked passengers
5' for 100% of passengers from the time the last passenger leaves the aircraft	10' for 100% of passengers from the time the last passenger leaves the aircraft

GENERAL PERCEPTION

General perception of assistance

Service standards for all passengers

81% of passengers satisfied

CUSTOMER FEEDBACK

All suggestions, requests for information or any complaints concerning the indicators contained in this Service Charter will be considered promptly, with the greatest attention.

To communicate with us:

- www.adrassistance.it or www.adr.it;
- filling in the form at ADR information desks;
- e-mail to: adrforclient@adr.it;
- fax to: +39 06 6595 3000.

Anonymous communications will not be taken in consideration.

Your personal data will be treated pursuant to Legislative Decree 196/03.

ADR will reply within 30 days of receiving the comments, to inform you of the outcome of the checks made and of the measures taken.

For more complex investigations, a reply may take up to 60 days. In such cases, however, you will be informed of the status of the inquiry.

