AVINOR

Service Catalogue

Valid from 01. January 2026

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1 SERVICE PROVIDER

Avinor maintains and manages a network of 43 airports.

Avinor airports:

Alta	Mosjøen (Kjærstad)
Andøya (Andenes)	Namsos
Bardufoss	Oslo (Gardermoen)
Bergen (Flesland)	Røros
Berlevåg	Rørvik (Ryum)
Bodø	Røst
Brønnøysund (Brønnøy)	Sandane (Anda)
Båtsfjord	Sandnessjøen (Stokka)
Florø	Sogndal (Haukåsen)
Førde (Bringeland)	Stavanger (Sola)
Hammerfest	Stokmarknes (Skagen)
Harstad/Narvik (Evenes)	Svalbard (Longyear)
Hasvik	Svolvær (Helle)
Honningsvåg (Valan)	Sørkjosen
Kirkenes (Høybuktmoen)	Tromsø (Langnes)
Kristiansand (Kjevik)	Trondheim (Værnes)
Kristiansund (Kvernberget)	Vadsø
Lakselv (Banak)	Vardø (Svartnes)
Leknes	Værøy
Mehamn	Ørsta-Volda (Hovden)
Mo i Rana (Røssvoll)	Ålesund (Vigra)
Molde (Årø)	

Avinor provides the aviation sector with flight operational information regarding Norwegian airspace and is designated by the Norwegian Civil Aviation Authority (CAA) as the AIP/AIM office (Aeronautical Information Publication/Aeronautical Information Management) for Norway. The AIPs of Norway, IPPC, publications, and related information can be found at the AIS section of the Avinor website – AIS-portalen.

2 APPLICATION AND VALIDITY

The service catalogue should be interpreted in accordance with the Norwegian legislation currently in force without reference to its choice of laws. The guidelines described in the service catalogue are applied to airport services and other services offered by Avinor at selected Avinor airports, unless otherwise agreed in writing between the customer and Avinor. The service catalogue is not intended to establish contractual obligations between the parties and should rather be regarded as a guiding document about the services provided by Avinor.

This service catalogue covers the following airports:

- Oslo Gardermoen Airport (IATA: OSL, ICAO: ENGM)

- Bergen Flesland Airport (IATA: BGO, ICAO: ENBR)
- Stavanger Sola Airport (IATA: SVG, ICAO: ENZV)
- Trondheim Værnes Airport (IATA: TRD, ICAO: ENVA)

In addition, there are information relevant for all Avinor airports (e.g. Operational hours (4.2), Slot coordination (4.3)).

The charges and prices listed in this service catalogue are up to date as of January 1st 2026, next planned update is January 1st, 2027. This document is version 1.1

3 CONDITIONS, REGULATIONS AND FURTHER INFORMATION

The customer must follow the valid airport conditions and regulations when using Avinor's services.

- The current Aeronautical Information Publication (AIP) can be found here: Avinor - eAIP Norge
- Further details on the operative regulations can be found here, on the Aeronautical Information Service AIS).
  - AIS-portalen
- Additional useful information for airlines can be found on Avinor's website:
  - Airlines
- Norwegian Aviation Act (Norwegian only):
  - Norwegian Aviation Act
- Regulations on charges for use of airports operated by Avinor AS (Norwegian only):
  - Norwegian Act on charges for use of airports operated by Avinor AS

4 AIRPORT OPERATIONS

4.1 Level of service

Avinor provides services in accordance with applicable laws and regulations. For service levels at the various airports, unless specifically stated in this document, please see AIP and AIS. The level of service varies based on the airport. Avinor reserves the right to change the level of service, and a breach will not result in any form of compensation, unless specified in separate agreements.

4.2 Operational hours

All relevant information regarding operating hours at Avinor's aerodromes are published in the AIP, Part 3 – Aerodromes (AD) AD 1, AD 1.1. The current Aeronautical Information Publication (AIP) can be found here: AIS-portalen

General use of aerodromes within published opening hours must be planned in accordance with information regarding available services and any special requirements applicable at the aerodrome, REF Part 3 – Aerodromes AD 2, ENxx. The opening hours of specific services at the aerodromes are published in AIP AD under the relevant AD and/or on the AIS portal.

The aerodrome operational hours can be extended, or extraordinary opening of the aerodrome can be agreed upon separately. The request for opening of the aerodrome outside of the published opening hours shall be requested at the appropriate control centre-unit or according to information provided in the AIP. If the aerodrome is opened or the operational hours extended, the requesting airline must pay any extra expenses incurred in

addition to the ordinary charges. For more information, please see: 2026 - Guide to extended and extraordinary opening hours at Avinor airports

4.3 Slot coordination

Airport Coordination Norway (ACN) is responsible for the slot allocation at Avinor's airports. For take-off or landing, the operator will have a slot allocated by ACN.

To obtain slot times at a fully Coordinated or Facilitated Airport, the operator must apply for slots by sending a request to ACN in IATA SSIM format. For applications and other messages to the airport coordination, please visit Nordic Airport Coordination.

General regulations:

- Airport users operating at Coordinated Airports are to adhere to Regulation 385 of 5 March 2024 introducing Council Regulation (EEC) No 95/93 on common rules for the allocation of slots at Community airports.as amended into Norwegian law as part of the EEA agreement. Coordinated Airports within the Avinor system of airports are Oslo (OSL), Stavanger (SVG), Bergen (BGO), Trondheim (TRD), Tromsø (TOS) and Harstad/Narvik Evenes (EVE).
- Svalbard Airport (LYR) is a Coordinated Airport with separate Local Rules as the archipelago is not covered by the EEA agreement.
- No airport user shall operate to or from a Coordinated Airport without first obtaining a slot from ACN.
- Airport users at a Schedule Facilitated Airport shall cooperate with ACN to facilitate the requested schedule. Facilitated Airports within the Avinor system of airports are Kristiansand (KRS), Ålesund (AES), Molde (MOL), Kristiansund (KSU), Bodø (BOO), Alta (ALF) and Kirkenes (KKN).
- The coordination committee at Coordinated Airports deals with slot performance issues and other issues related to slot allocation at the Coordinated Airports.

Airlines can also coordinate their schedules online using the Online Coordination System (OCS). This system provides all carriers with a set of "self-coordination" facilities. By using the OCS, all air carriers with a user account can undertake most of the routine work of coordination that is currently done by sending and receiving SSIM messages. Please see: Online Coordination System for more information.

4.4 Operational permit

The Norwegian Civil Aviation Authority (CAA) is the authorized regulator of civil aviation operations in Norway. Operators of commercial air transportation routes into Norwegian airports can find information and compliance forms at the Norwegian Civil Aviation Authority.

The Norwegian Transport Authority (Norwegian CAA) is the authority for civil aviation in Norway. You can find general guidelines on operating private or commercial flights in Norwegian territory, application for traffic rights and information on inspection of foreign aircrafts at the Norwegian CAA website.

For additional information for operators, please see: additional information for operators

5 ENVIRONMENT

Avinor offers airport services under the terms of the environmental permits granted for the operations. Avinor requires air carriers and other aircraft operators, as well as their supporting bodies, to comply with the orders and provisions issued by Avinor to reduce the adverse impacts of airport operation services on the environment.

5.1 Permitted aircraft noise emissions

The provision and use of the Avinor's airport services require that the aircraft meets at least the noise standards in accordance with Annex 16 to the Convention on International Civil Aviation (ICAO Annex 16), Volume I, Part II, Chapter 3.

5.2 Reducing noise and air emissions in flight operations

Aircraft noise and greenhouse gas emissions should be reduced, e.g., by using continuous descent operations (CDO) procedures, procedures for curved approaches and by simultaneously optimizing engine power, configuration, and speed. Air carriers should also familiarize themselves with the airport-specific conditions which have been published in the AIP, e.g., Part 3 – Aerodromes (AD) AD 2, AD 2.21.

5.3 Reducing environmental impacts at airports

At the airport, aircraft noise and greenhouse gas emissions should be reduced, e.g., by taxiing with one engine off and by always using ground power instead of the Auxiliary Power Unit (APU). Avinor issues airport-specific provisions on the use of ground power.

Air carriers must comply with Avinor's provisions, e.g., regarding de-icing.

5.4 Waste handling and recycling

Airlines can lessen their environmental footprint by using fewer materials during on-board operations. Waste-reduction strategies should be considered for passenger services.

The airline is expected to ensure that waste is sorted and properly recycled. Certified companies are available to provide cabin cleaning and support airlines with waste disposal. At all major Avinor airports facilities for residual waste, CAT1 food waste and bottle/can disposal are available as a basic service. In addition, Oslo Airport offers recycling of paper, plastic and glass. More detailed guidance on waste management at Oslo Airport is available here: Zero Waste 2030.

6 INFORMATION TO BE PROVIDED TO AVINOR

The airline must supply the information required in the AIP and in the requirements specified in this chapter to Avinor. The information provided will be used as a basis for charging, planning and developing operations.

We have developed a checklist to serve as a tool for facilitating effective data sharing between parties and ensuring smooth collaboration. Accurate and timely data submission is essential to avoid issues such as invoicing errors, system disruptions, and operational challenges that may affect passengers and stakeholders. You can find the checklist here: checklist-for-airlines-and-handling-agents.pdf

6.1 Data for airport operations, statistics and charges

The airline must at all times ensure that IATA messages are delivered in accordance with the Norwegian regulation on charges for use of airports operated by Avinor AS, also specified in Chapter 6.6 IATA messages and 6.7 Reporting of information. Details such as arrival/departure times, vessel details, passenger specifications and numbers, freight and mail must be provided for all flights, with all types of flights, to and from Avinor airports.

The airline must provide a contact (phone number and e-mail address) that can respond to inquiries regarding flights at all Avinor airports. If third parties perform the required data delivery on behalf of the airline, Avinor will also have access to the corresponding contact(s) with these parties.

6.2 Planned route and charter programme

The Airline must have forwarded the programme to Avinor in the agreed format – as specified in Chapter 6.6 IATA messages – a minimum of 3 weeks before the start-up of new flight programme.

6.3 Changes in reported programme

The Airline must keep Avinor updated on changes in the route programme. This applies, for example, to increases and reductions in the season programme, changes in frequency, ad-hoc assignments, change of type of aircraft and time shifts in the reported route programme. This list is not exhaustive.

6.4 Passenger forecasts and booking data

The airline should report passenger forecasts and booking data to Avinor.

The information should be reported such that it provides the best possible basis for planning and managing the airport services at all times. Technical details and reporting procedures are clarified and agreed with the individual airline.

Sample details in the report can include the fields that follow:

- Airline
- Flight Number
- Flight Suffix
- Date/Time
- Arrival/Departure
- A/C Type
- Routing
- Location
- Available Seats
- Expected Sold Seats
- Sold Seats
- Report Date
- IATA Service type

6.5 IATA messages

Basic rules for using IATA messages:

- All planned flights must be reported to Avinor using SSIM file or SSM/ASM format.
- All updated flight times must be reported to Avinor.
- All IATA messages must be sent to Avinor's central traffic information unit OSLNOYA.
- All IATA messages sent to OSLNOYA must be in accordance with the latest version of the IATA Airport Handling Manual (AHM) and the IATA Standard Schedule Information Manual (SSIM).
- The reporting must include correct data for the number of passengers and kilograms of freight and mail for all arrivals and departures. Data must be reported per flight leg and date

The following IATA format is supported, and the data will be used for the following purposes:

Route planning	SSIM (Standard Schedules Information Manual)	IATA file format for presenting complete seasonal schedules, including all flights, for an operator during a defined time period.	3 weeks before the change of season.
	SSM (Standard Schedules Messages)	IATA message format for reporting permanent additions and/or changes to original seasonal schedules.	No later than 24 hours before departure.
	ASM (Ad-hoc Schedules Message)	IATA message format for reporting temporary/time-limited deviations from the original seasonal plan	No later than 6 hours before departure.
Aircraft movement	MVT (Aircraft Movement Message)	IATA message format for reporting departure times, arrival times and delays.	Departure and arrival messages must be sent immediately after departure or arrival. Delay notices must be sent as soon as they are known.
	MVA (Aircraft Initiated Movement Message)	IATA message format for reporting departure times, arrival times and delays, automatically sent directly from the individual flight (e.g., ACARS).	Departure and arrival messages must be sent immediately after departure or arrival. Delay notices must be sent as soon as they are known.
	DIV (Aircraft Diversion Message)	IATA message format for reporting diversions from the original flight route.	Must be sent as soon as the change is known.
Passenger/freight	SLS (Statistical Load Summary)	IATA message format for reporting passenger numbers, baggage, freight and mail.	Immediately after departure.
	LDM (Load Message)	IATA message format for reporting passenger numbers and weighs	Immediately after departure.
	PTM (Passenger Transfer Message)	IATA message format for reporting transfer passengers.	Immediately after departure.

6.6 Reporting of information

6.6.1 DTS reporting form for calculating charges

The DTS is regarded by Avinor as the operator's confirmation of the number of passengers and the weight of cargo/mail transported on each individual flight movement. DTS is Avinor's primary source for billing and statistical data. All passenger reports have a deadline every week. Three working days after the week ended the passenger numbers must be reported by e-mail to dts@avinor.no or through our Avinor Daily Traffic Survey Service.

If passenger loads are not reported, the flight will be charged as if the flight was full. If a week is a single day, this has to be reported separately.

Reporting dates and deadlines can be provided on request to: billing@avinor.no

When the reporting services are not provided by the airline's ground handling agent, the airline has to report using the following documents:

- DTS reporting guideline:
  - Guidelines to Daily Traffic Survey (DTS) pdf (1 MB)
- DTS reporting form (.xlsx file):
  - Download the DTS form (.xlsx 25 KB)

In addition to Chapter 6.1 to 6.7, the following applies as general additions, clarifications or exceptions stated in the Norwegian Regulation on charges for use of airports operated by Avinor AS, § 43:

As the regulation is only available in Norwegian, we are including a brief summary:

Avinor determines when information must be provided and when it must be received. The required electronic report format is typically IATA messages, DTS format, or other formats offered by Avinor. The requirement for electronic reporting may be waived for companies with low traffic volume. Aircraft operators must adhere to Avinor's declaration forms and application regulations. Any changes in data formats will be communicated at least 30 days before the next deadline, while changes to delivery times and frequency will be communicated at least 60 days in advance.

Traffic information should be submitted as IATA messages to Avinor's system, following the specified requirements. If Avinor cannot interpret the messages, an error notification will be sent to an agreed SITA or email address, and the aircraft operator must correct and resubmit the data promptly.
Disputes between an operator and its agent regarding reporting issues do not affect the operator's obligations to Avinor.

7 AIRPORT CHARGES

The principles applicable to the setting and modifying of airport charges at all Avinor airports are governed by the Norwegian Act on charges for use of airports operated by Avinor AS.

7.1 Take-off charge

The take-off charge shall cover the service and infrastructure provided for aircrafts landing and taking off at one of Avinor's airports during its operational hours. The take-off charge is based on the aircraft's maximum take-off weight (MTOW).

Maximum allowed take-off weight: The maximum take-off weight an aircraft can have according to the national aircraft register, noise certificate, flight manual, airworthiness certificate or other equivalent official documentation. In cases where an aircraft is certified for multiple maximum take-off weights, the highest of these weights will be used as the basis for calculating the take-off charge. If the required documentation is not submitted by the aircraft operator, the weight of the heaviest known aircraft of the same type will be used.

For example, the take-off charge for aircraft with a maximum permitted take-off weight over 8000 kg, or in scheduled passenger traffic, irrespective of weight is calculated as follows:

A) Full charge shall be paid for every 1000 kg or aircraft weights between 6000 and 75,000 kg
B) 50 percent of the full charge shall be paid or every 1000 kg of aircraft weight between 75,001 kg and 150,000 kg
C) 20 percent of the full charge shall be paid or every 1000 kg for aircraft weight above 150,001 kg

Unit rate of charge per 1000 kg	NOK
Take-off charge	121

7.1.1 Services included in the take-off charge

This is a general description for information purposes. The details of the service included in the take-off charge may vary at Avinor's different airports.

The following services are included when applicable. This list is not extensive, but includes the most relevant services covered by the take-off charge, e.g.:

Airport apron, runways and taxiways:

- Apron area, runways, and taxiways
- Guidance and lighting systems
- Meteorological systems
- Navigation systems
- Airside maintenance (summer and winter)
    - Runway clearing etc.

Access to terminal:

- Follow Me services
- Aircraft parking
- Gate and remote allocation
- Slot coordination
- Docking facilities
    - Air bridge, electricity, guidance etc. when available
- Ground transportation/bus transportation

Fire and rescue services:

- Fire and rescue preparedness
- Fire and rescue vehicles and equipment
- Prevention of birds and animals

7.1.2 Service level specifications

Runway systems – runway clearing:
Oslo Airport:

- The scope of service covers clearing of runways (RWYs) with a sufficient number of exits between 15 October and 15 April

- No more than 15 minutes of clearing time per RWY with associated exits for relevant situations is planned for per month

Bergen, Stavanger and Trondheim Airport:

- The scope of service covers clearing of RWY with a sufficient number of exits between 15 October and 15 April
  - RWYs will be shut for no more than 30 minutes per ADD

Bus services:

Oslo Airport:

- The scope of service includes busing of passengers to/from remote stands for aircraft movements in active traffic. Busing passengers for aircraft changes is not included. A busing assignment can consist of several busing operations. Busing is defined here as a busing assignment.
  - Departure: Buses must always arrive at the pre-agreed time. STD/ETD -30 minutes. Exceptions apply for meet up at gates with pre-boarding options and code CP and C flights with a capacity of up to 80 passengers, for which STD/ETD -25 minutes applies.
  - Arrival: Buses must always arrive at the pre-agreed time. ATA +4 minutes. A second bus, if required, will be ready to take on passengers no later than ATA +6 minutes.
  - Meet up time is agreed separately for busing of code D and E flights (normally -60 minutes for code E departures).
  - At the earliest, buses can arrive 20 minutes after the airport receives a report of a change in ETD/ETA.

Bergen, Stavanger and Trondheim Airport:

- The scope of service includes busing of passengers to/from remote stands for aircraft movements in active traffic. Busing passengers for plane changes is not included. Busing of crew is not included. A busing assignment can consist of several busing operations. Busing is defined here as a busing assignment.
  - Departure: Buses shall at all times meet at the pre-agreed time: STD/ETD -30 minutes.
  - Arrival: Buses shall at all times meet at the pre-agreed time: ATA +4 minutes. A second bus, if required, will be ready to take on passengers no later than ATA +6 minutes.
  - Meet up time agreed is separately in the event of busing of code D and E flights.
  - At the earliest, buses can arrive 20 minutes after the airport receives a report of a change in ETD/ETA.

7.2 Passenger Charge

The passenger charge covers the basic services to handle passengers, with the exception of services where Avinor charges a separate fee per use. A passenger charge applies to all airlines with passenger traffic and is collected for each departing passenger.

Unit rate of charge per departing passenger	NOK
Passenger charge	99
Transfer passenger international	37
Transfer domestic	55

Passenger charges are not collected for:

- Transit passengers arriving at an airport by a commercial flight and continuing as scheduled on a flight with the same aircraft or flight number without leaving the airport
- Passengers departing with an aircraft after turning back to the airport of departure due to technical or weather circumstances, i.e. when no stopover has been made at another airport

- Passengers under the age of 2

For more information on exemptions from the passenger charge, please review paragraph 19 in the Norwegian Regulation on charges for use of airports operated by Avinor AS.

7.2.1 Services included in the Passenger Charge

This is a general description for information purposes. The details of the service included in the passenger charge may vary at Avinor's different airports.

The following services are included when applicable. This list is not complete but includes the most relevant services covered by the passenger charge, e.g.:

Passenger terminals:

- Passenger facilities
- Cleaning
- Arrival and departure halls
- Baggage facility
- PA systems
- Customs and border control
- Domestic transfer at Oslo airport

Passenger services:

- Departure Check in counters, except Oslo Airport ref 8.8.1, subject to availability
- Common Use Self Service Kiosks (CUSS)[1]
- Self Service Bag Drop[1]
- Airport information services
- Airport signage
- Baggage carts
- Lost and found
- VIP services for eligible passengers
- Assistance service (PRM)

Airport management:

- Airport surveillance
- Landside maintenance (summer and winter)
- Duty manager
- Coordinating operations
- Fire and rescue preparedness
- Operational control

7.2.2 Service level specifications

Outbound baggage system, baggage belts/Individual Carrier System (ICS):
Oslo Airport:

- The service scope of the outbound baggage system includes baggage belts/ICS Bag sorters and an integration belt between SBV (central building west) and SBØ (central building east) from where correctly checked-in baggage is set on the baggage belt at the check-in counter or inducted via SSBD until the baggage is delivered in loadcells, bins or carousels to airlines or their subcontractors in PMZ. The term baggage belt is defined as all baggage belts used in the processing of baggage from check-in to loadcells, bins or carousel.
    - The service is in force between 04:00 and 23:00 (uptime).

Bergen, Stavanger and Trondheim airport:

[1] Please see chapter 8.9 and 8.10 for more information related to CUSS and SSBD

- The scope of service for the outbound baggage system covers baggage belts from where correctly checked-in baggage is set on the baggage belt at the check-in counter (including staffed and self-service bag drops) until the baggage is delivered in bins/carousels to the airline's local handling agent. The term baggage system is defined as all baggage belts included in the processing of baggage from check-in to bins/carousel.
    - Agreed service hours are 2 hours before first departure to 23:00. The service is also available outside agreed service hours, but then without a requirement for maximum downtime as specified below. Within the agreed service hours, the outbound baggage system is planned with a continuous downtime of no more than 20 minutes.

Baggage belt arrival (Oslo Airport only):
The scope of service covers all baggage belts for arriving baggage delivered on carousels. Baggage belt arrival includes the baggage belt or ICS from loader in PMZs up to and including carousel in the arrival hall.

- The service is in force between 07:00 to 02:00 (uptime).

Assistance service (PRM):
The PRM service is in compliance with the regulation (EC) No 1107/2006. Service scope includes the time of arrival of the assistance service (PRM) at the aircraft on departure and arrival:

- **Arrival:** the assistance service will meet the aircraft for PRM missions within ETA +3 min if ETA is up to date.
- **Departure:** the assistance service will not delay the flight.

7.3 Security Charge

The security charge will cover the costs related to the authority-imposed requirements for security at the airport in accordance with the Security Regulation (EC) No 300/2008. The charge applies to all liable departing passengers. There is no security charge for transfer passengers.

Unit rate of charge per departing passenger	NOK
Security charge	75

7.3.1 Services included in the security charge

This is a general description for information purposes. The details of the services included in the security charge may vary at Avinor's different airports.

The following services are included when applicable. This list is not complete but includes the most relevant services covered by the security charge, e.g.:

Security screening:

- Screening of passengers, crew, and staff at the airport
- Screening of hold baggage and cabin baggage
- Screening of freight/cargo and operation of freight/cargo gates
- Screening of goods
- Security screening infrastructure (e.g., screening premises, x-ray equipment, handheld devices, mobile security devices, liquid analysers, explosive detection systems, ITV systems, alarm systems).
- Travel documentation control

Area and access control:

- Access control equipment and systems

- Monitoring, patrolling, and escorting
- Surveillance systems
- ID and access control
- Security functions in the operations centre

Preventive security:

- Security clearance and background checks
- Authorizations and vehicle permit

If the airport is opened or the operating hours are extended on request, Avinor has the right to collect any additional costs related to security from each operation for which the service was used.

7.3.1.1 Service level specifications

Waiting time in central security checkpoint:

- The scope of service includes waiting time in the central security checkpoint for passengers and hand baggage between the hours of 05:00 and 24:00 for Oslo Airport, and between the hours of 05:00 and 23:00 for Bergen, Stavanger, and Trondheim Airport
- Unless there is a force majeure situation or special situation beyond the airport's control, e.g.: the national threat level is increased, labour strike by external parties, delays or interruptions in the air traffic or ground transportation, the following level of service shall be provided:
    - At Oslo Airport: standard waiting time of 20 minutes
    - At Bergen, Stavanger, and Trondheim: standard waiting time of 20 minutes

7.4 Glycol Handling Charge

The glycol handling charge is paid for disposal of collected spent aircraft de-icing fluid. Disposal is defined as transport, intermediate storage, treatment, destruction, or other final disposal of used aircraft de-icing fluid after it has been collected by Avinor. Final disposal includes treatment of collected aircraft de-icing fluid in treatment plants, recycling to produce new aircraft de-icing fluid or pure glycol, and/or destruction by combustion, etc., ref Chapter 7 in the Norwegian Act on charges for use of airports operated by Avinor AS.

The glycol handling charge is determined as a specific amount of NOK per kilogram of de-icing fluid used (based on the glycol content in the de-icing fluids used in the de-icing operation of each aircraft) which is determined based on the operating costs and the capital costs at the applicable airports. Final invoices are based on reported actual use of aircraft de-icing fluid Type 1 and Type 2, and the calculation of content of pure glycol. Figures are reported by the Handling Companies performing de-icing of aircrafts at the airport.

OSL:

Unit rate of charge per kg (historical)	NOK
2020/2021	6,58
2021/2022	5,99
2022/2023	5,09
2023/2024	5,00
2024/2025	5,45
Budget price 2025/2026	4,88

BGO:

Unit rate of charge per kg (historical)	NOK
2023/2024	3,40
2024/2025	3,44
Budget price 2025/2026	3,40

NOTE: the charge is valid for Oslo Airport and Bergen Airport only. An administrative fee of 5% will be added to this rate.

7.5 De-ice coordination

In accordance with the requirements of EASA 139/2014 ADR.OPS Subpart D, Oslo Airport has implemented a dedicated service to ensure the safe and efficient operation of the deicing-pads. Apron management is responsible for the allocation of deice-bays and coordinates operational traffic on the deice-pads.

The costs associated with the Apron allocation service are invoiced biannually, based on a distribution key among the deicing-handlers at Oslo Airport.

The actual deicing procedures for aircraft are subject to regulation and agreement between the respective handling companies and their airline operators.

7.6 Terminal Navigation Charge (TNC)

The TNC is authorized through the Commission Implementing Regulation (EU) 2019/317 of 11 February 2019 which laid down a performance and charging scheme in the Single European Sky and repealed Implementing Regulations (EU) No 390/2013 and (EU) No 391/2013.

The TNC charge covers all the costs of air traffic control services at the airport and in the close airspace around the airport. The TNC charge cover the costs of services and facilities associated with controlled and uncontrolled towers at the airport, including a share of approach control.

Unit rate of charge	NOK
Terminal Navigation Charge	2996,42

Calculation of charge at regulated airports, OSL, SVG, TRD and BGO:

- (MTOW/50^0.7)xUnit rate

All other airports:

- (MTOW/50^0.9)xUnit ratex0.6

The unit rate for the regulated airports is set according to the reference period plan. All other airports have a discount of 40 percent on this unit rate. Please see the Norwegian Act on charges for air traffic control services for more information.

7.6.1 Services included in the TNC

This is a general description for information purposes. The details of the service included in the Terminal Navigation Charge may vary at Avinor's different airports.

The following services are included when applicable. This list is not complete but includes the most relevant services covered by the TNC charge, e.g.:

- Tower control
- Approach control
- Radar, WAM
- Flight plan (NAIS)
- Air traffic management (ATM)
- Communication, navigation and surveillance systems
- Meteorological services and tools (MET)

7.7 En-route charge

Avinor provides air traffic control services for en-route traffic in Norwegian airspace, and in large parts of the North Atlantic.

The en-route charge is authorized in accordance with Commission Implementing Regulation (EU) 2019/317 of 11 February 2019 which laid down a performance and charging scheme in the Single European Sky and is regulated in accordance with principles stated in (EU) No 391/2013 and (EC) No 550/2004.

Unit rate of charge	NOK
En-route charge	672,14

7.7.1 Services included in the en-route charge

This is a general description for information purposes. The details of the service included in the TNC may vary at Avinor's different airports.

The following services are included when applicable. This list is not complete but includes the most relevant services covered by the TNC charge, e.g.:

- En-route control
- Approach control
- Flight information services
- Alerting services
- Air traffic management (ATM)
- Flight plan services
- Communication, navigation, and surveillance systems
- Meteorological services (MET)

8 OTHER SERVICES

8.1 Lounge

8.1.1

At Oslo, Bergen and Stavanger airports, there are Common Use lounges in the international terminal. At Oslo airport there is also a common use lounge in the domestic terminal.

The Common Use lounges are operated on concession by third parties. For the time being, the common use lounges are operated by Select Service Partner (SSP), with which the airlines enter a bi-lateral agreement. Please contact SSP for enquiries about price and implementation:

- ***Katie Eriksen, Manager Lounge Operations SSP,*** katie.eriksen@ssp.no

At Oslo and Bergen airport, there is also an option to operate airline-specific lounges. The criteria to be eligible to establish such lounges is based on the overall profitability evaluation for Avinor and is dependent in available suitable areas in the terminal.

8.2 Fast track

Avinor offers a common use security fast-track product at the following airports:

- Oslo Airport
- Bergen Airport
- Stavanger Airport
- Trondheim Airport
- Tromsø Airport
- Bodø Airport
- Ålesund Airport

8.2.1 Price and delivery model

Implementation:
There is a one-time implementation fee of NOK 25 797 per airline which covers the system set-up and implementation on Avinor's side. The airlines have to cover their own implementation costs.

Use:
The cost per departing passenger is NOK 45,40

Waiting time in Fast Track security check point:

- Service level in accordance with current Fast Track agreement between Avinor and the airline.

Changes:
Cost in connection with changes in business rules, functionality etc. initiated by customer is invoiced at a price of NOK 1 032 per hour.

Please contact Avinor IT Partner (firmapost.itpartner@avinor.no) for more information on security fast track service.

8.2.2 Access configuration

The airline must ensure that the Fast Track indicator is set to "Y" or correct business rule (for example C-class) in the boarding pass string. The airline may also allow for Fast Track voucher access. This needs to be configured, and related work will be invoiced accordingly.

8.3 ID card

All the relevant information regarding ID card/security pass, including Price list, can be found here: ID card.

8.4 Crew transport

The scope of service includes busing of crew to/from remote stands for aircraft movements in active traffic. Crew transport is offered daily between 06:00 and 24:00. When the airport considers remote parking necessary based on the allocation of available parking stands,

crew transport to/from the remotely parked aircraft will be covered by the airport. For all other passenger flights and cargo flights, the service will be invoiced in accordance with applicable prices The cost per bus assignment is NOK 813.

For combined flights that require crew transport, Avinor may provide this service, provided it is not a determining factor and sufficient capacity is available. The service will be invoiced in accordance with applicable prices. If Avinor does not have capacity, the airline is responsible for arranging crew transportation, e.g. through ground handler.

For Oslo Airport: Crew busing is ordered through ground handling or directly from the service provider, by phonecall to the duty manager on 64821333 or 91677575.

8.5 Parking

For scheduled civil passenger flights parking is included in the take-off charge. A charge for long term parking may be imposed in a separate agreement.

For General Aviation (GA) and all other flights, please see: Charges

8.6 VIP services

Oslo Airport:
VIP service is offered from a separate VIP terminal, located apart from the main terminal. The service is available for passengers booked on scheduled flights and for organizers of chartered flights. The VIP terminal is used by Norwegian and foreign government officials, but is also available for other travellers. The VIP team is highly professional and has a duty of confidentiality, and the service is suitable for a high-end and business top level. Please find more information and prices at*: VIP-huset på Oslo lufthavn Gardermoen – Eksklusiv service*

- ***VIP-terminal:*** **vipservice@avinor.no**

Bergen Airport:
For more information, please contact:

- ***Terminal services,*** vipservice.bgo@avinor.no

Stavanger Airport:
For more information, please contact:

- ***Terminal services,*** informasjon.sola@avinor.no

Trondheim Airport:
For more information, please contact:

- ***Airport operations centre*****,** driftssentral.vaernes@avinor.no

8.7 Communication and IT services

Avinor can offer a wide range of Communication and IT services through Avinor IT Partner. At Avinor airports a common airport IT infrastructure has been established. The common airport IT infrastructure is based on a cabling infrastructure that binds the Airport together with a data network (LAN) and Wi-Fi infrastructure. The infrastructure covers the needs for IT communication at the Avinor airports. The infrastructure is mandatory for all who have a need for these services at an Avinor airport.

- LAN services
- Wi-Fi services
- IP Telephony

For more information, please contact firmapost.itpartner@avinor.no or visit Avinor IT Partner (Norwegian only).

8.8 Common Use Passenger Processing Services (CUPPS)

The CUPPS service allows the customer to use shared equipment for accessing their own applications for passenger processing and other operations. It also enables the airline/ground handler to run CUPPS compliant applications on back-office positions. The airline's/ground handler's CUPPS applications have to be certified by the contractor of the CUPPS service before the service is taken into operation.

Current provider:

- ACUS – Amadeus

Approximate lead time for deployment:

- 6 weeks

Price model:

Price Category	CUPPS check-in NOK per. minute logged on	CUPPS Gate NOK per minute logged on per gate	CUPPS Ramp office NOK per minute logged on	Airport Covered per Price category
Price Category 1	NOK 0,45	NOK 0,86	NOK 0,68	OSL
Price Category 2	NOK 0,45	NOK 1,81	NOK 0,83	BGO, TRD, SVG
Price Category 3	NOK 0,45	NOK 1,81	NOK 2,17	TOS, BOO, KRS, AES
Price Category 4	NOK 1,10	NOK 3,51	N/A	MOL, KSU, EVE, ALF, KKN
Price Category 5	NOK 2,53	NOK 7,69	N/A	BDU, LYR
Other services	Type		Price	
Establishing Avinor Back Office SaaS Citrix thin client		Onetime payment per SaaS Citrix thin client installed	NOK 2252,60	
Back Office Avinor SaaS Citrix Thin Client		Monthly subscription price	NOK 1644,40	
Back Office SaaS Citrix customer own PC		Monthly subscription price	NOK 1159,80	
OKI printer		Monthly subscription price	NOK 123,80	
Bag tag printer		Monthly subscription price	NOK 219,80	
Boarding pass printer		Monthly subscription price	NOK 219,80	
CUPPS mobile preboarding counter		NOK per. Minute logged on	NOK 1,88	OSL
CUPPS Arrival service		NOK per. Minute logged on	NOK 0,11	BGO

8.8.1 Check in Counter service*

General service description:
The Check-in counter service gives the airline/handler the possibility to offer served check-in at Oslo Airport Gardermoen (OSL). The check-in counter is fully equipped with the CUPPS check-in service and signage on the flight information display system (FIDS).

How to order:
The check-in counter service has a limited capacity in order of number of available counters. At OSL there is a counter allocation process. The airlines and handlers must register the counter need. A counter forum will assign check-in counters.

Price Category	Check-in counter service	Airport
Narrow body airplanes	**Every 4th hour in a continues use pr day, is free of charge ****	**OSL**
Narrow body airplanes	NOK 12,90 per 15min and per counter	OSL

Up to the first 2 counters		
Narrow body airplanes Counter no. 3 and 4	NOK 22,30 per 15min and per counter	OSL
Narrow body airplanes From counter no. 5	NOK 44,60 per 15min and per counter	OSL
Wide body airplanes	**Every 4th hour in a continues use pr day, is free of charge.****	**OSL**
Wide body airplanes Up to the first 5 counters	NOK 12,90 per 15min and per counter	OSL
Wide body airplanes Counter no. 6 and 7	NOK 22,30 per 15min and per counter	OSL
Wide body airplanes From counter no. 8	NOK 44,60 per 15min and per counter	OSL

*Ref 7.2.1: subject to availability.

**Example:

3 hrs = 12 x15 mins = 12 x 12,90 = 154,80

4 hrs = 16 x 15mins = 12 x 12,90 = 154,80

8.9 Common Use Self Service Kiosks (CUSS)

The CUSS services allow the airline to offer their passengers self-service check-in and print of travel documents on shared kiosks at airports – and off-site where provided.

Current provider:

- Materna and Amadeus (ICM). Ex Q1 2025 only Amadeus (ICM).

Approximate lead time for deployment:

- 8 weeks

Price model:

- No additional charge for usage

8.9.1 Bag tag service

The bag tag service is a CUSS application. It allows the airline to offer their passengers the use of the CUSS kiosks to issue baggage tags without the need to touch the kiosks. The process requires the passenger to be checked in with a valid boarding pass available. A scan of a boarding pass barcode will facilitate touchless bag tag issuance, within the passenger's baggage allowance. One bag tag per scan.

Current provider:

- Amadeus

Approximate lead time for deployment:

- 8 weeks

Price model:

- No additional charge for usage

8.10 Self Service Baggage Drop (SSBD)

The SSBD services allow the airline to offer their passengers self-served bag drop on shared bag drop points.

The airlines have to implement the interface with the contractors BAGS service and tested successfully before the SSBD service can be taken into operation.

Current provider:

- Avinor specific system – BAGS

Approximate lead time for deployment:

- 12 weeks

Price model:

- No additional charge for usage

8.11 Self Boarding Gates (SBG)

SBG services allow the airline to offer their passengers self-service boarding at gate.

This service includes automatic gate(s), connection to the Avinor CUPPS platform, local software, servers, network, reporting, service, and support.

Current provider:

- Dormakaba

Approximate lead time for deployment:

- 6 weeks

Price model:

Price Category	SBG Pr. boarded PAX	Airport
Category 1	NOK 0,66	OSL
Category 2	NOK 1,20	BGO, TRD, SVG
Category 3	NOK 1,59	TOS, BOO, KRS, AES, MOL, KSU, EVE, ALF, BDU
Category 4	NOK 2,63	KKN

8.12 Baggage Reconciliation System (BRS)

The BRS service allows the airline/ground handler to reconcile baggage and passenger. The automatic BRS receives information about each individual piece of baggage along with authorization to load it. This data is sent from the host (Departure Control System, DCS) of the dispatching airline to the BRS. Each piece of baggage can then be scanned during the loading procedure in accordance with the options available to the BRS in use.

Current provider:

- Amadeus

Approximate lead time for deployment:

- 1 week

Price model:

- BRS
  - NOK 0,28 per bag scanned
- Equipment – prices given in offer from Avinor IT Partner
  - Bag tag scanner
  - Service agreement
  - Accessories

8.13 GAP - Gate Automation Platform

GAP, Auto Gating module, is a service that allows for settings at both FIDS and GIDS. Ground Handling Personnel can access Boarding Control through CUPPS and manually set “Go to gate”, “Boarding”, “Closing” and “Closed”. It is possible to order an automatic setting of “Go to gate” at Oslo. This means that if “Go to gate” is not set manually at a set time before STD/ETD, the Boarding Control system will automatically initiate “Go to gate”. Ensures that passengers are prompted to approach the gate area even If a gate agent is preoccupied with other duties.

Current provider:

- Redok - Objective

Approximate lead time for deployment:

- 2 weeks

Price model:

- NOK 1651,- Monthly subscription fee (Oslo Airport)

8.14 Information Services

Avinor can make information available in requested formats. This could be as Power BI reports, API’s or other, as per specification. Approximate lead time for deployment and price is depending on request.

NOTE: All Common Use Products presented in the section 8.8 to 8.13 can be combined with Handler DCS or your own. For more information on Common Use services and Information Services please contact firmapost.itpartner@avinor.no.

9 INCENTIVE SCHEMES

Incentives for airlines:
The Avinor group may offer the following types of incentives:

- Start-up discounts for establishing new international routes
- Passenger growth bonus for the international short haul market
- Direct grants to finance marketing services
- Assistance in establishing a Route Development Fund (RDF)

The purpose of these incentive schemes is to stimulate traffic growth and give the passengers a better choice of destinations and flights. The financial assistance provided should reduce the financial risk associated with starting up new routes or adding capacity.

- Guidelines for start-up aid:
  - Avinor's incentives for new flight routes: Support and discounts
- Guidelines for passenger growth bonus (pdf):
  - passenger-growth-bonus-avinor---2025.pdf

10 PAYMENT, BANK GUARANTEE AND CREDIT

Payment of charges, as well as other fees authorized in these regulations, shall be made as payment after invoicing, unless Avinor agrees to another arrangement.

As a condition for another arrangement, Avinor may require a bank guarantee or other security for full and timely payment. Avinor has the right to require a figure for traffic volume to be submitted before such arrangements are granted.

Credit is conditional based on the operator of the aircraft providing information on, and paying for, all aircraft that use the operator's call sign.

When calculating the charges, the amount is rounded to the nearest whole Norwegian Krone.

All of the above are in accordance with the regulations stated in the Norwegian Act on charges for use of airports operated by Avinor AS.

10.1 Reactions in case of non-payment or no provision of guarantee

If a fee incurred in connection with landing, staying at or departing from an airport is not paid at the appointed time or if sufficient security is not provided, the aircraft, in accordance with Act 11 June 1993 No. 101 on aviation (Norwegian Aviation Act) § 13-2 is prevented from leaving the site until payment has taken place or sufficient security has been provided.

On the same basis as mentioned in the first paragraph, an aircraft can be refused access to Avinor's airports.

Fees determined in accordance with these regulations are compulsory grounds for attachment, cf. Act 11 June 1993 no. 101 on aviation (Norwegian Aviation Act) § 13a-8.

10.2 Interest on late payment

In the case of late payment of charges in accordance with regulations, late payment interest is due in accordance with Act 17 December 1976 No.100 in the Norwegian Act on late payment interest.

10.3 Value added tax

Value added tax for the state will be added to the charges as specified in the Norwegian Value Added Tax Act.

In accordance with the main rule in the Norwegian Value Added Tax Act, air traffic charges and other payments for services supplied to aircraft are subject to tax.

The supply of services to satisfy the direct needs of an aircraft or of its cargo for an entrepreneur who operates commercial air services mainly on international routes is exempt from tax.

The air carrier carries the burden of proof for showing that the airline mainly operates commercial air services on international routes.

11 PROCESSING OF PERSONAL DATA

When performing airport services in connection with situations where personal data is processed and Avinor acts as the controller (e.g., passengers personal data), the customer

discloses – from its personal data record – personal data to Avinor, and Avinor becomes the controller of such personal data.

For the execution and development of airport services, Avinor has the right to process personal data for which the customer acts as controller in situations where Avinor has an individual purpose for processing.

The customer is responsible for the lawfulness of the disclosure, transfer or other processing that precedes the delivery as well as for ensuring that the customer has the right to disclose the personal data in question to Avinor to produce airport services in accordance with these terms of services.

Both contracting parties are liable in the role of controller for the obligations set out in data protection law and should, for example, implement technical and organizational measures to safeguard the personal data from accidental, unauthorized, or unlawful processing.

When necessary, the contracting parties may agree on more specific rights and obligations and the relevant object, duration, nature, and purpose of the personal data processing at the time being.

For more information or queries regarding personal data protection and our processing of personal data, you may contact us at personvern@avinor.no, or send a letter to Avinor AS, attn.:

Data protection officer Mari Wiker, PO Box 150, 2061 Gardermoen

or visit: Privacy

12 AVINOR'S LIABILITY

Avinor is liable for direct damage according to general Norwegian Damage Act (Tort law), provided that the customer claiming compensation demonstrates that Avinor caused the damage by breaching these Terms of Services intentionally or negligently.

Avinor is not liable for damage or loss that it could not have reasonably avoided due to weather conditions, actions of third parties or other similar reasons even though it acted in accordance with applicable laws, authority regulations and with appropriate caution. Avinor is not liable for loss of profit or other consequential or indirect damage or loss. Avinor is neither liable for pure financial loss, loss of service life or loss of use of damaged property regardless of whether such loss is qualified as direct or indirect loss.

Compensation should be claimed from Avinor in writing within 60 days after Avinor's error was detected or ought to have been detected. If compensation is not claimed within this time limit, the right for compensation shall be forfeited.

Avinor is not liable for damage caused by third parties, such as, for example, ground handling companies, even if Avinor has announced the services of such third party or published its contact information.

The customer shall carry such consequences of damage that could have been avoided by maintaining the insurance cover required in this Terms of Service. If, in addition to Avinor, another party is responsible for the same damage, or the customer may receive compensation from insurance, Avinor is responsible for the damage only to the extent that the compensation cannot be collected from the other responsible party or based on the insurance.

13 FORCE MAJEURE

Avinor is released from its obligations and liability for damages if the breach of obligations or failure to meet them was due to specific grounds for release. As sufficient grounds for release from liability (force majeure) are considered such unusual events affecting the operations, which Avinor could not have foreseen, which are beyond Avinor's control, or the impact of which could not have been reasonably avoided or overcome. Such an event can be, e.g., war, riot, foreign exchange restrictions, legal provisions and orders from authorities, export prohibitions, natural catastrophe, interruption of general traffic, data communications or energy distribution, shortage of means of transport, general lack of material, limitations of power availability, labour dispute, fire, or other unusual event with similar effect beyond Avinor's control, including any error or delay in a subcontractor's delivery due to the above mentioned reasons.

If the performance of Avinor's obligations is delayed for one of the reasons mentioned above, the time for meeting the obligations is extended as far as considered reasonable with regards to all circumstances affecting the case.

14 SETTLEMENT OF DISPUTES

Any disputes arising from the provision of services mentioned in this document will be settled by Oslo Tingrett.