

NAPOLI  
SALERNO  
AIRPORTS  
GESAC



# Service Charter

**2023**

Aeroporto  
Internazionale  
di Napoli



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Naples Airport wishes you safe travels and a pleasant stay at our airport. We strive to make you want to come back again!



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# Service Charter 2023

Dear Passenger,

we are pleased to bring you our Service Charter 2023, which comes in an expanded and enriched format. The Charter transposes the relevant ENAC regulations and is intended to provide passengers and airport users with useful information on the companies, entities and carriers operating at the airport, the available infrastructure, the airport services, the quality levels achieved in 2022 and the targets for 2023.

Enclosed in this document is also the Services Guide, with information, details, links, maps and an overview of our services, that will make your travel experience with us even more enjoyable.

2022 was a great year for Naples Airport. Our strenuous efforts paid off and we managed to bring traffic volumes back to pre-pandemic levels. All the achievements featured in this Service Charter were only made possible by the engagement, commitment and trust of all airport operators, as part of a continuous improvement process that is the cornerstone of our management system.





# GE.S.A.C S.p.A

GE.S.A.C.S.p.A. - Gestione Servizi Aeroporti Campani - is the management company of Naples and Salerno airports, entrusted with a full management concession for both airports until 2045. Its main tasks include: the design, maintenance and development of airport infrastructures; the planning, coordination and development of commercial activities; airport security; customer service and airport operations management. GE.S.A.C. S.p.A. was established in 1980, with a public majority shareholding, on the initiative of the Municipality of Naples, the Province of Naples and Alitalia (the latter's share was later taken over by SEA Milan). In August 1997, the public shareholders each sold 35% of their shares to BAA, a British group and world leader in airport management.

With the acquisition of the majority stake by BAA, Naples Airport was the first Italian airport to be privatised. In December 2010, F2i - Fondi Italiani per le Infrastrutture-SGR acquired the majority shareholding of GESAC.

In February 2015, F2i signed an agreement to sell 49% of F2i Aeroporti S.p.A. to a consortium composed of Ardian (60%) and Crédit Agricole Assurances (40%). Following this sale, F2i Aeroporti changed its company name to 2i Aeroporti Spa.

24 October 2019 marked the signing of the deed of merger by incorporation of Aeroporto di Salerno S.p.A. into GE.S.A.C. S.p.A., which led to the creation of an integrated Campania airport system.





As of 20 December 2019, the shareholding structure of the single company that manages the two Campania airports of Naples-Capodichino and Salerno-Pontecagnano, whose share capital amounts to EUR 27,368,432 million, is composed as follows:

2i Aeroporti S.P.A.

83,13%

Naples Metropolitan City

11,88%

Consorzio Aeroporto  
Salerno Pontecagnano S.C.A.R.L.

5,00%

**2i Aeroporti SpA** is the holding company that also holds the following shareholdings in other Italian airports: 36.39% SEA Spa (Milan airports), 90.28% SAGAT Spa (Turin airport), 4.09% ADB Spa (Bologna airport) and 55% of the capital of Aeroporto Friuli Venezia Giulia S.p.A (Trieste); while F2i Aeroporti 2 SGR holds 71.25% of SO.GE.A.AL. Spa (Alghero Airport) and 80% of GEASAR SpA (Olbia Costa Smeralda Airport).





# Air traffic

After two years of struggling through the impacts of the pandemic, in 2022 Naples Airport has strengthened its connectivity with Italy and the rest of the world, with a network spanning **109 destinations of which 92 were international**.

The 37 airlines operating at the airport made it possible to bring traffic volumes back to pre-pandemic levels, contributing to closing 2022 with the following results:

**83.956**  
Movements  
(+1.7% compared to 2019)

**12.223**  
tonnes of freight  
and mail

**10.918.234**  
Passengers  
(+0.5% compared to 2019) broken down  
as follows:  
Domestic traffic: 36%.  
International traffic: 62%  
Charter flights: 2%



# The QSAE integrated management system

GE.S.A.C. uses an integrated Management System for Quality, Safety, Environment and Energy (QSAE), certified by a third party in compliance with UNI ISO 9001: 2015, UNI ISO 45001: 2018, UNI ISO 14001: 2015 and UNI ISO 50001: 2018.

Being based on the principle of continuous improvement, this instrument drives our management of airport processes, and it is part of our commitment to quality, safety, environment and energy.



## Quality, safety, environment and energy policies

**Achieving levels of excellence in airport management, the goal of all our efforts, finds fulfilment in fully meeting the needs and expectations of all passengers and airport users and safeguarding their safety.**

**This is achieved through an eco-friendly approach and in compliance with the laws and regulations that govern our industry.**

**Our commitment aims at continuous improvement through:**

- offering services at the highest quality levels aimed at meeting and exceeding passengers’ expectations, who are our core business;**
- ensuring the highest levels of safety and security in all airport processes, reducing accidental events and safeguarding the health and safety of passengers and airports users;**
- sustainable development integrated with the territory, starting from the reduction of energy consumption and GHG emissions and minimizing the impact of airport activities on the environment;**
- effective and efficient management that ensures profitability for shareholders and generates value for the territory;**
- maintaining relationships with regulators, airport operators, airlines, suppliers, and the surrounding communities, based on a shared and common vision of the way of operating.**

**Our managementsystemisinspiredbytheseprinciples,basedonourvisionand mission,aswellasonthevaluesofinnovation,accountability,essentialityand isinlinewiththebestInternationalStandardsforquality,safety,environmental and energy management. We are all required to operate according to this Policy, committing ourselves to its daily application, constantly seeking for every opportunity for improvement.**



## Airport Health Accreditation

Naples Airport achieved all health and safety requirements to ensure compliance with the best international standards for the protection of the health of passengers and airport operators. Notably, in 2020 it obtained the Airport Health Accreditation, an international certification by ACI (Airport Council International) that certifies the compliance of airport processes with the most relevant guidelines and standards. Cleaning, sanitation and sanitation activities are carried out on a planned basis, involving equipment, furnishings, areas and airport facilities, through the use of the most advanced technologies and devices (UVC rays, certified products, antimicrobial devices). Terminal Air conditioning and ventilation systems are constantly monitored to prevent microbiological contamination of aeraulic systems.



## Environmental sustainability

Flight safety and security, as well as environmental protection, are top priorities for GESAC. The Company has put in place a number of environmental protection measures at Naples airport and joined different international sustainable growth programmes, achieving the highest levels of environmental certification over time.



In December 2022 Naples airport was awarded the Level 4+ “Transition” of Airport Carbon Accreditation Programme by ACI Europe (Airport Council International), which is the highest recognition in the fight against carbon emissions.

To date, only 18 airport management companies in the world have achieved this certification.

ACA 4+ requires the airport to enter CO2 reduction agreements with airport operators, and the level achieved certifies that the airport has not only managed, reduced and finally neutralised CO2 emissions, but it has also played an active role in the reduction of GHG emissions by fostering third parties’ initiatives.

ESG (Environmental, Social, and Governance) policies are also at the heart of GE.S.A.C. activities, and all the actions put in place by the Company in this area are presented in its annual Sustainability Report. Moreover, a three-Year ESG Plan will be implemented from January 2023 to 2025 with the aim of addressing environmental, inclusion and social responsibility issues in the most appropriate way.

The Plan is based on the 17 United Nations Sustainable Development Goals, which are applied to the airport sector through 11 strategic pillars.

These pillars are centred on Gesac’s mid- and long-term strategy, and on 35 tangible themes - i.e., strategy implementation areas likely to have a social, economic or environmental impact. These themes are underpinned by 142 targets and concrete actions to be implemented during the three-year period, with a view to achieving the 10 SDGs that Gesac found to be more relevant for its activity.

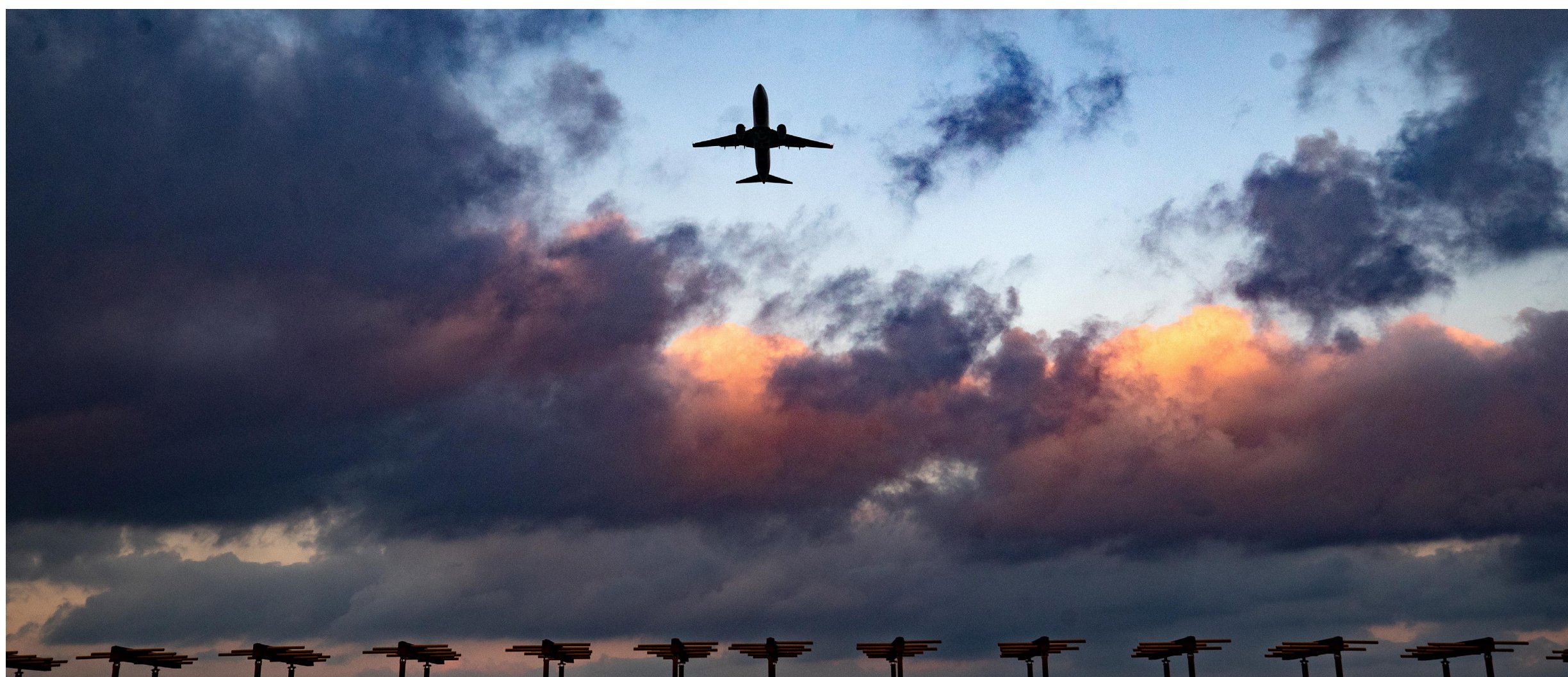


## Airport noise

Gesac has long been committed to reducing airport noise, and in 2005 it implemented a noise abatement operational procedure with a view to minimising noise levels on surrounding residential areas.

In addition to that, it is currently testing a new Northbound Initial Climb Procedure, which will be gradually implemented by the carriers and is set to provide a number of environmental benefits, such as:

- Flight time saving of about 4 minutes;
- Reduction of CO2 emissions;
- 30% reduction in noise-impacted population.



## Urban regeneration

In line with EU's Biodiversity Strategy for 2030, GE.S.A.C. has undertaken an urban forestation programme that will be beneficial both in terms of greenhouse gas emissions reduction and urban regeneration.

The project is jointly developed with the Municipal Governments of Naples and Casalnuovo and involves the redevelopment of disused urban areas and their conversion into public parks, and the redevelopment of green areas that already exist but are not easily accessible to citizens.

To find out about all current activities in the field of environmental sustainability and to download relevant documentation, go to: <https://www.aeroportoedinapoli.it/gesac/ambiente>.





# The airport in figures

4a.m.- 10.30 p.m.	Opening hours of the Terminal
8	Parking lots
2246	Parking spaces: cars/motorbikes
45	Free reserved parking spaces for disabled persons
133	Parking spaces for motorcycles
59	Check-in desks
9	Self check-in kiosks
20	Gates
11	Security Checkpoint lanes
16	Automated Passport Control lanes (eGates)
7	Baggage reclaim belts



# Airport Authorities

The following State Authorities operate at Naples Airport:

## ENAC

National Civil Aviation Authority (Campania Airport Directorate) regulates and supervises airport activities.

 +39 081 5951221

## ENAV

Ente Nazionale per l’Assistenza al Volo – is the Italian air traffic control service provider.

## CUSTOMS AND MONOPOLIES AGENCY

Customs is responsible for safeguarding the State’s rights by controlling the flow of items and goods in and out the Country, also when carried by passengers.

 +39 081 7896291

## GUARDIA DI FINANZA

Guardia di Finanza performs several institutional tasks, including customs supervision and law enforcement activities against illicit trafficking.

 +39 081 7803088

## CARABINIERI

 +39 081 7896691

## POLIZIA MUNICIPALE

 +39 081 7896300

## STATE POLICE

The State police carries out border police activities and guarantees public order and security.

 +39 081 5996111

Also operating at the airport are the **Forestry Corps, Airport and Veterinary Health Unit, Fire Service.**

# Handling Companies

Ground handling activities for passengers, baggage, mail, aircraft servicing on behalf of airlines at Naples Airport are provided by certified handling companies:

## AVIATION SERVICES

## GH NAPOLI



# Quality of services

Naples International Airport uses a number of indicators to monitor the quality of its services, both in terms of passenger satisfaction and of regularity and punctuality of its services.

The perceived quality is measured through passenger interviews carried out on a statistically relevant sample of passengers, aimed at grasping the overall perception of the travel experience.

The delivered quality is based on the measurement of objective parameters that characterise the various airport services.

The quality indicators shown in the tables below are the result of these monitoring activities. The tables include the performance during 2022 and the targets set for 2023.





# Quality indicators

INDICATOR	UNIT OF MEASUREMENT	PERFORMANCE 2022	TARGET 2023
1. TRAVEL SECURITY			
Overall perception of security screening of passengers and their carry-on luggage.	% of satisfied passengers.	98,2%	98%
2. SAFETY OF PEOPLE AND PROPERTIES			
Overall perception of the level of safety of people and properties at the airport.	% of satisfied passengers.	99,8%	99%
3. REGULARITY AND PUNCTUALITY OF SERVICE			
Overall punctuality of flights.	% of on-time flights out of the total number of departing flights.	61,7%	74%
Total bags mishandled on departure (not delivered on the baggage carousel at destination airport) falling under the terminal's remit.	No. of bags not delivered at destination airport / 1.000 departing passengers.	0,6	0,6
Waiting time prior to delivery of the first baggage since the aircraft block-on.	Time in minutes calculated from the aircraft block-on to the delivery of the first baggage in 90% of cases.	29'	26'
Waiting time prior to delivery of the last baggage since the aircraft block-on.	Time in minutes calculated from the aircraft block-on to the delivery of the last baggage in 90% of cases.	37'	34'
Waiting time on board prior to disembarking the first passenger.	Waiting time, in minutes, since block-on time in 90% of cases.	5' 06"	4' 55"
Overall perception of the regularity and punctuality of services delivered at the airport.	% of satisfied passengers.	99,7%	99,0%



INDICATOR	UNIT OF MEASUREMENT	PERFORMANCE 2022	TARGET 2023
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4. CLEANLINESS AND HYGIENE

Perception of hygiene level and working order of toilet facilities.	% of satisfied passengers.	94,8%	95,5%
Perception of the cleanliness level in the terminal.	% of satisfied passengers.	94,5%	97%

5. COMFORT WHILST AT THE AIRPORT

Perception of luggage trolley availability.	% of satisfied passengers.	95%	96%
Perception of passenger transfer system efficiency (lifts, escalators).	% of satisfied passengers.	100%	99,8%
Perception of air conditioning efficiency.	% of satisfied passengers.	96,8%	98,0%
Overall perception of comfort level.	% of satisfied passengers.	97,7%	96,0%

6. COMPLEMENTARY SERVICES

Perception of WiFi connection within the terminal.	% of satisfied passengers.	96,2%	98,5%
Perception of availability of recharging points for mobiles/ laptops in common areas.	% of satisfied passengers.	98%	98,5%
Compatibility of airport and bar opening times.	% of departing and arriving flights compatible with the opening times of bars in the respective areas.	100%	100%
Perception of available smoking areas.	% of satisfied passengers.	80,6%	-
Perception of potable water fountains availability.	% of satisfied passengers.	95%	96%
Perception of availability/ quality/ convenience of shops and newspaper stands.	% of satisfied passengers.	100%	99%
Perception of availability/ quality/ convenience of bars and restaurants.	% of satisfied passengers.	99,3%	99%
Perception of availability of drinks/coffee vending machines.	% of satisfied passengers.	97,3%	97,5%



INDICATOR	UNIT OF MEASUREMENT	PERFORMANCE 2022	TARGET 2023
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7. CUSTOMER INFORMATION SERVICE

Easy-to-browse and updated website.	% of satisfied passengers.	98,8%	99,0%
Perception of efficiency of operating infomation points.	% of satisfied passengers.	99,9%	99,0%
Perception of clarity and efficiency of indoor signs.	% of satisfied passengers.	99,9%	99,0%
Perception of staff professionalism (Info Points and Security Checkpoints).	% of satisfied passengers.	98,9%	99,0%
Overall perception of efficiency and availability of customer information services (monitor, speakers and indoor signals).	% of satisfied passengers.	99,4%	99,2%

8. CHECK-IN AND SECURITY SERVICES

Perception of ticket counter service.	% of satisfied passengers.	100%	95%
Queuing time at check-in.	Waiting time in 90% of cases.	11' 57''	15'
Perception of queuing time at check-in.	% of satisfied passengers.	96,1%	97%
Waiting time at security checks.	Waiting time in 90% of cases.	5'18''	6'10''
Perception of queuing time at passport control.	% of satisfied passengers.	98,1%	95%

9. INTERMODAL INTEGRATION

Perception of availability of clear and comprehensible road signage.	% of satisfied passengers.	93,5%	92%
Perception of the suitability of city/airport connections.	% of satisfied passengers.	82,40%	85%



# Passengers with reduced mobility or with disabilities GEN 02B

INDICATOR	UNIT OF MEASUREMENT	PERFORMANCE 2022	TARGET 2023
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## 1. EFFICIENCY OF ASSISTANCE SERVICES

<b>For pre-notified departing PRMs:</b> waiting time before receiving assistance, at one of the designated points in the airport, if pre-notified.	Waiting time in minute in 90% of cases.	5’	5’
<b>For not pre-notified departing PRMs:</b> waiting time before receiving assistance, at one of the designated points in the airport, after notifying one’s presence.	Waiting time in minute in 90% of cases.	5’	5’
<b>For pre-notified arriving PRMs:</b> waiting time on board before disembarking PRMs after disembarkation of the last passenger.	Waiting time in minute in 90% of cases.	3’06’’	3’50’’
<b>For not pre-notified arriving PRMs:</b> waiting time before receiving assistance, at the gate point/on the aircraft, after disembarkation of last passenger.	Waiting time in minute in 90% of cases.	1’	4’

## 2. PERSONAL SAFETY

Perception of the state and functionality of the available equipment.	% of PRM passengers satisfied.	97,4%	98%
Perception of the adequacy of staff training.	% of PRM passengers satisfied.	100%	100%

## 3. AIRPORT INFORMATION

Accessibility: range of essential information available to those with impaired vision, impaired hearing and reduced mobility compared to overall essential information.	% information and instructions available relative to the services offered.	100%	100%
Adequacy: range of information and instructions available relative to the services offered.	% of essential information in relation to the overall information.	100%	100%
Perception of efficiency and accessibility of information. Communication and signs inside the terminals.	% satisfied passengers.	99,3%	100%



INDICATOR	UNIT OF MEASUREMENT	PERFORMANCE 2022	TARGET 2023
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4. COMMUNICATION WITH PASSENGERS

Number of replies delivered within the established time-frame in relation to the total number of requests for information.	% replies respecting the established time-frame	100%	100%
Claims received against the total amount of assistance provided.	% number of claims received/ total assistance provided.	0,02%	0,02%

5. COMFORT INSIDE TERMINALS

Perception of ef ficiency of delivered assistance.	% satisfied passengers.	100%	100%
Perception of accessibility of airport infrastructures: parking, call system, dedicated lounges, toilets etc..	% satisfied passengers.	100%	99%
Perception of dedicated spaces (eg. “Sala Amica”).	% satisfied passengers.	100%	99%

6. ASPETTI RELAZIONALI E COMPORTAMENTALI

Percezione sulla cortesia del personale (infopoint, security, personale dedicato all’assistenza speciale).	% satisfied passengers.	100%	99%
Perception of staff professionalism.	% satisfied passengers.	100%	99%





# Air passenger rights

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The web page [www.enac.gov.it/passeggeri](http://www.enac.gov.it/passeggeri) contains information about air passenger rights in the event of denied boarding, flight delay or cancellation in accordance with EC Reg. 261/2004, missing or damaged baggage, and also about the rights of passengers with reduced mobility in accordance with Reg. 1107/2006.

Information regarding Air Passenger Rights is also available at the airport through:

**Information screens**  
located by the check-in desks.

**Information posters**  
located both in Departures and Arrivals

**Brochure display cases**  
located on the first floor, landside area.

**Leaflet (EN and IT language) with QR Code connected to ENAC web site**  
Inside Terminal



# Complaints and suggestions

We value your Complaints/Suggestions as they help us improve the services we deliver at the airport. If you have a complaint, a suggestion or a compliment, you have the following options:

**Go to Naples Airport website** and complete the form available at <https://www.aeroportodinapoli.it/info-and-services/your-suggestions/feedback>

**E-mail us** at [feedback@gesac.it](mailto:feedback@gesac.it)

**Reach out to the Customer Service desk** or use the form attached to this Service Charter;

**Write to us** at Gesac spa- Gestione Reclami, Uffici Direzionali GESAC Aeroporto di Capodichino 80144 Napoli – Italy

We will thoroughly investigate your complaint, and to this aim we suggest that you include any details that may help us in our investigation.

In accordance with EU Reg 2016/679 and in compliance with UNI 10600, GE.S.A.C. endeavours to address all complaints within 28 days of receiving them.

If your complaint is about services provided by a party other than GESAC SpA, such as flight delays/cancellations, lost luggage etc., we will refer you to the relevant office.





# Complaints/ suggestions form

Full Name

Telephone

E-mail\* (capital letters)

Address

Postal Code

City

State

## TICK AS APPROPRIATE

☐ Female

☐ Male

☐ Passenger

☐ Chaperon / Visitor


Date


STD


Flight no.

From - to

## YOU ARE WRITING A

☐ 

☐ 

☐ 

Compliment

Suggestion

Complaint

## WOULD YOU LIKE A REPLY?

☐ Yes

☐ No



## REMARKS

Thank you for your time. Your feedback is highly valued, as it helps us improve the quality of our services.

Pursuant to art. 13 GDPR - GESAC S.p.A., the data controller (“GESAC” or “Controller”), with registered office at the Naples Capodichino Airport, shall process your data in order to handle your complaint. The data shall be processed in compliance with the GDPR and Legislative Decree 196/2003 and subsequent amendments and additions, under the terms set out in the information notice on the processing of personal data available at:

Privacy policy (to download the form go to: <https://www.aeroportodinapoli.it/info-and-services/your-suggestions/feedback>

GESAC shall process your data in order to handle your complaint or report for the time necessary to fulfil the purposes described above, and in any event for a period not exceeding five years from receipt of the complaint, unless more time is needed if a dispute arises. The data shall be processed by the data controller’s authorized personnel, and by third-party companies carrying out instrumental activities on behalf of the Data Controller, acting as data processors.

GESAC does not manage all airport services, therefore, if necessary, for the same purpose, your data may be passed on to the companies that manage airport services, in their capacity as autonomous data controllers (Carriers, handlers, retailers). The data subject enjoys the rights provided under articles 15-22 GDPR, and the information notice available at the above web address illustrates how they can exert such rights.





# Services Guide

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# Services Guide

## Airport services

Our Services Guide is intended to provide our guests with all relevant information about the airport layout, the available services and who to contact in case of need. Further information is available on the airport website at <https://www.aeroportodinapoli.it/>.



### Information

#### Airport Call Centre

(+39)081.7896.259, operating daily from 8:00 a.m. to 8:00 p.m. at the number

#### N. 2 Information Desks

at the airport, one in the Arrivals landside area, the other in the baggage reclaim area.

#### E-mail:

[info@gesac.it](mailto:info@gesac.it)



### Lost and/or damaged baggage

If your baggage has been lost or damaged, before exiting the baggage reclaim hall go to the Lost & Found office, where a Property Irregularity Report (PIR) will be filed. To receive updated information, you can contact the numbers you find on the PIR, or reach out to the one of the following companies providing ground handling services for the airline you travelled with:

#### GH NAPOLI:

+39 081 7896 118 (10.00-18.00)

[lost&found@ghnapoli.it](mailto:lost&found@ghnapoli.it)

#### AVIATION SERVICES:

+39 081 190 20 565

[infobag@as-airport.it](mailto:infobag@as-airport.it)

AEGEAN AIRLINES - AEROFLOT - AIR CAIRO - AIR SERBIA  
- ALSIE EXPRESS - AMC AIRLINES - ATLANTIC AIRWAYS  
- AUSTRIAN AIRLINES - BLUE AIR - BRA BRAATHENS  
REGIONAL AVIATION - BULGARIAN AIR CHARTER -  
EASYJET - EASYJET EUROPE - EASYJET SWITZERLAND -  
EAT LEIPZIG - EGYPTAIR - EUROWINGS - FLY COMPASS  
SERVICE - FLYDUBAI - ITA AIRWAYS - JET TIME - JET2  
- LUFTHANSA - MISTRAL AIR - NEOS - NESMA AIRLINES  
- NORDSTAR - ORANGE2FLY - PEOPLES' - RED WINGS  
AIRLINES - S7 AIRLINES-SMARTWINGS - SWISS-THOMAS  
COOK AIRLINES UK - TITAN AIRWAYS - TUNISAIR -  
TUNISAIREXPRESS-TURKISHAIRLINES-UNITEDAIRLINES  
- VOLOTEA-WINGS OF LEBANON

AER LINGUS - AIR ARABIA MAROC - AIR FRANCE - AIR  
HORIZONTALBASTAR-ARKIAISRAELIAIRLINES-BRITISH  
AIRWAYS - BRUSSELS AIRLINES - EL AL-ENTER AIR -  
FINNAIR-IBERIAEXPRESS-KLMROYALDUTCHAIRLINES-  
LAUDAMOTION - LUXAIRRYANAIR - SAS SCANDINAVIAN  
AIRLINES - SKYUP AIRLINES - TAP PORTUGAL - TRADE AIR  
- TRANSAVIA - TRANSAVIA FRANCE - TUI AIRWAYS - TUI  
FLY BELGIUM - VUELING-WIZZ AIR



If after 5 days your luggage has not been found, you will have to contact the airline directly. Opening hours to collect your baggage at the Lost&Found office: 9:00 am – 8:00 pm. For further information go to: <https://www.aeroportoedinapoli.it/on-arrival/lost-luggage> For information see the Passenger Bill of Rights issued by ENAC, available at the airport and on the ENAC <https://www.enac.gov.it/en/passengers>.



### Lost property

Gesac handles all items that are lost and found at the airport. Online forms are available for passengers to complete at: <https://aeroportoedinapoli.findmylost.it>.

If you have lost an item on board the aircraft, you can contact the Lost & Found office by sending an email to [lost&found@ghnapoli.it](mailto:lost&found@ghnapoli.it)



### Luggage storage

A left luggage service is available on the first floor of the Terminal, adjacent to the security checkpoints, open daily (including holidays) from 04:30 am to 10:00 pm -(+39) 081/7896555.



### Baggage trolleys

Baggage trolleys are available at pick-up points located in Arrivals, Departures and Car Parks, with a refundable deposit of €1 or €2 coin.



### Ticket counters

There are two ticket counters whose operating hours are based on the flight schedules:

#### **ALISUD:**

Located in the Departure concourse, near Check-in desk no. 1 - [biglietteria@alisud.com](mailto:biglietteria@alisud.com)

#### **RYANAIR:**

Located in the Departure concourse, near Check-in desk no. 55 - call centre 895 589 5509





## TAX Refund

There are two customs offices dedicated to Tax Refund operations at the airport:

1. On the ground floor next to check-in desk no. 10 (for goods to be carried in checked baggage);
2. On the first floor in the Departure lounge, immediately after the security checkpoint (for goods to be carried in hand luggage).

VAT refund is not carried out by customs offices, but by the following authorised VAT refund points:

- **Global Blu,**

Alisud ticket office located in the check-in area;

- **Tax Free Service,**

Alisud ticket office located in the check-in area, and Forexchange, located at the arrivals and in the departure lounge;

- **Premiere,**

Alisud ticket office located in the check-in area, and Forexchange, located at the arrivals and in the departure lounge;

- **Tax Refund,**

Forexchange located at the arrivals and in the departure lounge

For further information go to: <https://www.aeroportodinapoli.it/on-departure/tax-free-refund>





## Parking areas

The following parking areas are available:

**P1:** LOW COST;

**P2, P3 and P4:** Short stay;

**Multilevel parking:** Long-stay Comfort parking. It includes 45 free parking spaces reserved for passengers with reduced mobility, as well as motorbike spaces on the ground floor;

**P Motocicli:** parking spaces for motorcycles;

**“Pick-up” Area:** in front of the arrivals, where you can park for 15 minutes free of charge (particularly suitable for accompanying persons).

**Pbus,** for tourist buses and coaches.

### Parking can be paid:

- directly at the exit runways with a credit card;
- at the automated payment machines located at car parks P1, P2, P4, Multi-level car park and inside the terminal building in Arrivals;
- with Telepass at the P1, P3 and Multi-level car parks;
- online as presale on the Naples Airport website - <https://www.aeroportoedinapoli.it/buyparking>;
- at the parking information booth, located on the ground floor of the Multilevel parking.

It is also possible to purchase parking tickets via the call centre, operating on weekdays, Monday to Friday from 10 a.m. to 12 noon and from 2.30 p.m. to 5.30 p.m.: (+39) 0817896.88

For assistance with online purchases: [parcheggi@aeroportoedinapoli.it](mailto:parcheggi@aeroportoedinapoli.it)



## Links and transport



### Alibus

Alibus provides fast connection between the Airport and Naples city centre, in particular the Central Station and the Port (Molo Beverello). Alibus bus stops are located on the access road to the Terminal building.

Tickets may be purchased:

- at the automated payment machines located on the ground floor in arrivals;
- online at: <https://www.aeroportoedinapoli.it/collegamenti-con-napoli-centro>;
- on board the bus.



### Coaches

PBus Parking is where the stops of the numerous bus lines connecting the airport with different suburban destinations are located.

See the updated list of bus lines: <https://www.aeroportoedinapoli.it/autolinee-altre-province>



### TAXI

A TAXI station is located in front of the arrivals. Predetermined fares are in force on predetermined routes, both urban and extra-urban (city centre, Molo Beverello, Mergellina, Pompei, Caserta, etc.), inclusive of any extra charge (to/from airport, night, holidays, luggage, animals, radio call).

The airport is served by a **COLLECTIVE TAXI** service, with stalls on the exit avenue, which connects Capodichino Airport with Stazione Centrale and Stazione Marittima/Molo Beverello.

Go to <https://www.aeroportoedinapoli.it/bytaxi> for more details on services and rates.



### Car Rental

Several car rental companies are located at the Terminal and at the P1 car park.

To reach the car hire companies from the Terminal, a free shuttle bus service is available from 7.30 a.m. to 11.30 p.m., with a stop located on the road out of the Terminal.

For more details see <https://www.aeroportoedinapoli.it/in-arrivo/autonoleggio-mappa>



## Curbside traffic

### ZTC

A Controlled Traffic Zone (ZTC) is active on the airport access road system. This is a **computerised airport road management system** that allows passengers and/or accompanying persons to transit for a maximum of **15 minutes** with their cars in the airport curbside area. A fine will be imposed to violators in accordance with law no. 33 of 22 March 2012. For stays longer than 15 minutes, it is possible to use one of the Naples Airport car parks, thus leaving the ZTC.

## Additional services



### Bank and ATM

There are 12 ATMs at the airport. Here's where they are located:

- Outside departures - car park P2 (1 ATM);
- Check-in concourse - ground floor (2 ATMs);
- Departures - first floor, before security check (2 ATMs);
- Departures - beyond security checkpoint (3 ATMs);
- Arrivals (4 ATMs);

A bank is located outside the Terminal building.



### Baggage wrapping

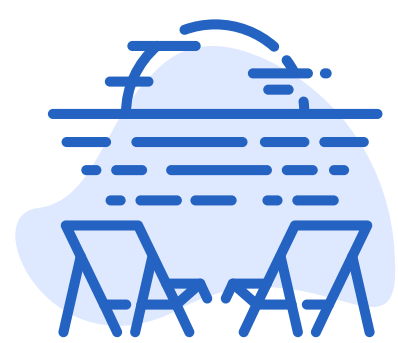
A luggage wrapping service is available for a fee at two stations in the check-in concourse.



### Fast track

A dedicated Fast Track lane provides faster access to the boarding area; the corresponding ticket can be purchased online at: <https://www.aeroportodinapoli.it/info-and-services/fast-track>, info-e-servizi/fast-track, or directly on the first floor of the terminal from the automatic cashiers.





### Travel agency

On the ground floor of the Terminal, in arrivals, there is a travel agency operating from Monday to Sunday, 10 a.m. - 6 p.m.

Telephone: (+39)081 2311281 - [biglietteria.dusila@alisud.com](mailto:biglietteria.dusila@alisud.com)



### Registry office

A registry office desk, operated by the Municipality of Naples, is located on the ground floor in departures. This service is reserved for passengers with same-day or next-day flight tickets.

Opening hours 9 a.m. - 1 p.m. Monday to Friday

Telephone: (+39)081 7950927- Fax (+39)081 795092



### Emergency medical service

An emergency medical service is located in Arrivals and provides 24-hour first aid and emergency assistance to passengers and airport operators, with medical and nursing staff and first aid equipment.



### VIP Lounge

A completely refurbished VIP lounge, the **‘Pearl Lounge’**, is available on the first floor of the departures lounge, open to the public from 05.00 am to 09.00 pm.

Admission can be purchased online at <https://www.aeroportodinapoli.it/info-and-services/vip-lounge> or directly in the lounge.



### FlyNap

FlyNap is the app of Naples Airport. It is available for Android and IOS and provides updated information on flights, offers and services.





## Wi-Fi and charging points

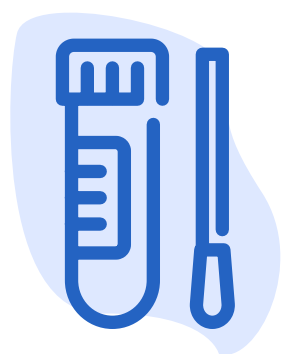
A free Internet connection, accessible in WI-FI mode, is available for passengers in all the terminal building. To use it, simply access the **“NAPLES\_AIRPORT\_FREE”** WI-FI network. Charging stations for mobile phones and electronic devices are available in the departure lounge beyond the security checkpoi



## Snack and drink vending machines

Vending machines dispensing snacks and hot and cold drinks are located in the boarding gates area, in the baggage reclaim hall, in arrivals and in the departures concourse before the security checkpoint.

There is also a drinking fountain on the first floor of the departures lounge after the security checkpoint for refilling water free of charge.



## COVID-19 Test Lab

Near “Sala Amica” there is a laboratory that performs COVID-19 tests.

Opening hours: Monday - Friday 8.00 am – 4.00 pm, Saturday and Sunday 8.00 am - 1.00 pm.

Info: (+39) 081 17866144 - [info@duty-health.com](mailto:info@duty-health.com).



## Services for families

- A security checkpoint lane reserved for families with infants and/or children located in departures, first floor;
- Family toilets in arrivals and departures (airside area) and changing tables available in all the restrooms;
- Play area outside the terminal building, arrivals side;
- Breastfeeding stations with ergonomic chairs in departures.





### Special Assistance

Passengers with disabilities or reduced mobility are entitled to special assistance free of charge. The request must be made to the airline, possibly no later than 48 hours before the flight, with an indication of the passenger’s specific needs. Further information can be found at: <https://www.aeroportodinapoli.it/info-and-services/prm1>

where a **Services Guide for Passengers with Reduced Mobility or Disabilities** is available, containing all useful information on the available services. Two Sala Amica (Special assistance points) are available at the airport, one before and one after security checkpoints, with reserved facilities and restrooms.

**Sala Amica land side area**  
(+39) 081 7896457  
email: [specialcare@gesac.it](mailto:specialcare@gesac.it)

**Customer Service**  
(+39) 081 7896259  
email: [service\\_customer@gesac.it](mailto:service_customer@gesac.it)

More information on Passenger Rights are available on <https://www.enac.gov.it/en/passengers/rights-of-passenger-with-reduced-mobility-prms>



### Ecumenical Chapel

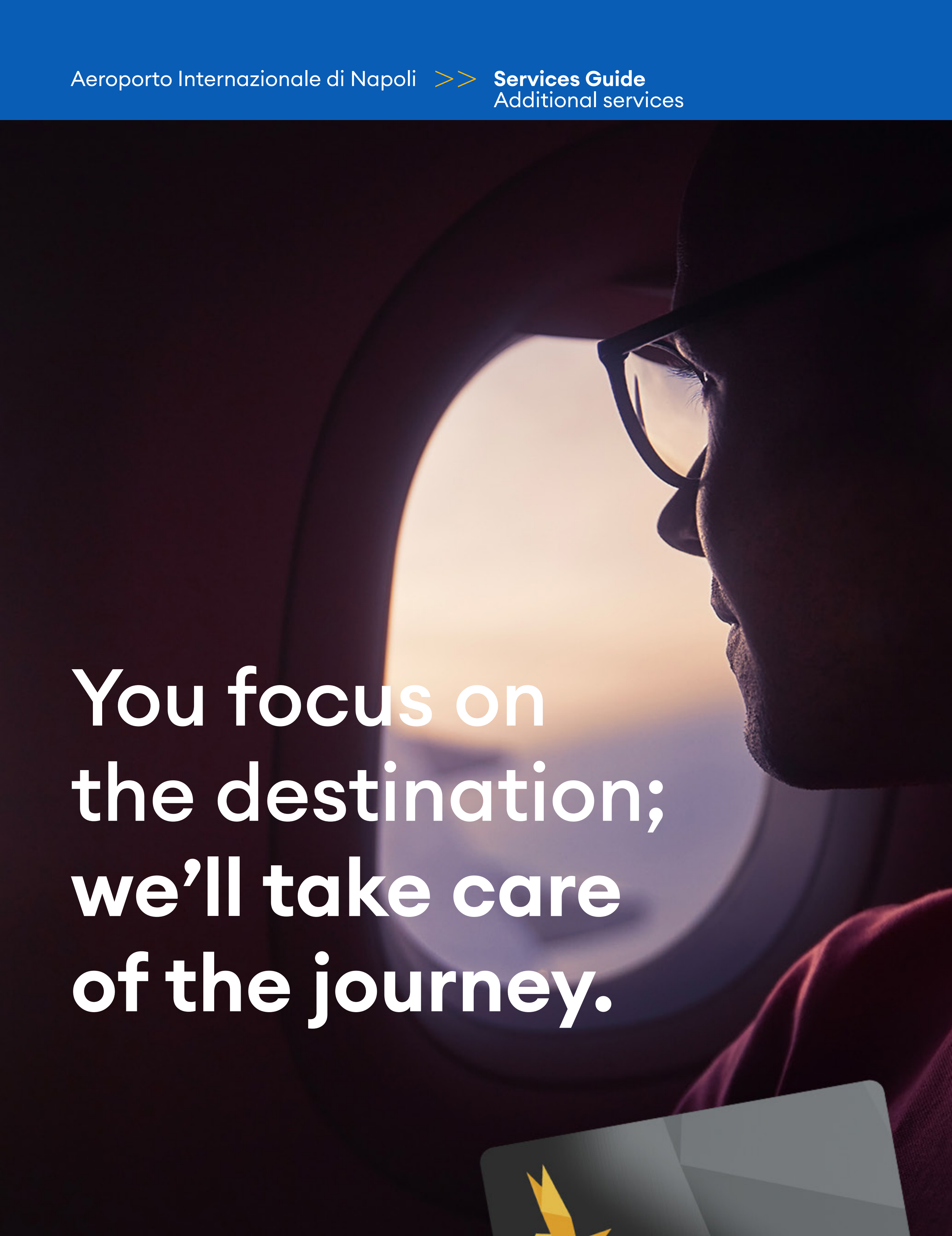
Ecumenical chapel for all Christian denominations, located in Viale Fulco Ruffo di Calabria, open daily from 8 am to 8 pm.



### Tourist information desks

There are two tourist information desks: in the baggage reclaim hall and in the departure hall on the first floor. They operate from 8.00 am to 8.00 pm and provide passengers with information and directions to places in the Campania Region.





You focus on  
the destination;  
we'll take care  
of the journey.

**Flyyou**, the loyalty programme for passengers departing from Naples is intended to provide discounts and benefits on Parking, Fast Track, VIP Lounge, and food and wine experiences.

Subscription to the programme is free, and a free Fast Track ticket is offered to new members. Choose the status you prefer, **Standard**, **Executive** or **Privilege**, and enjoy your stay at Naples airport.

For more information go to: <https://www.aeroportodinapoli.it/flyyou>





# Maps

## Terminal ground floor

- Departures (before security checkpoint)
- Departures (after security checkpoint)
- Arrivals



## Icon legend

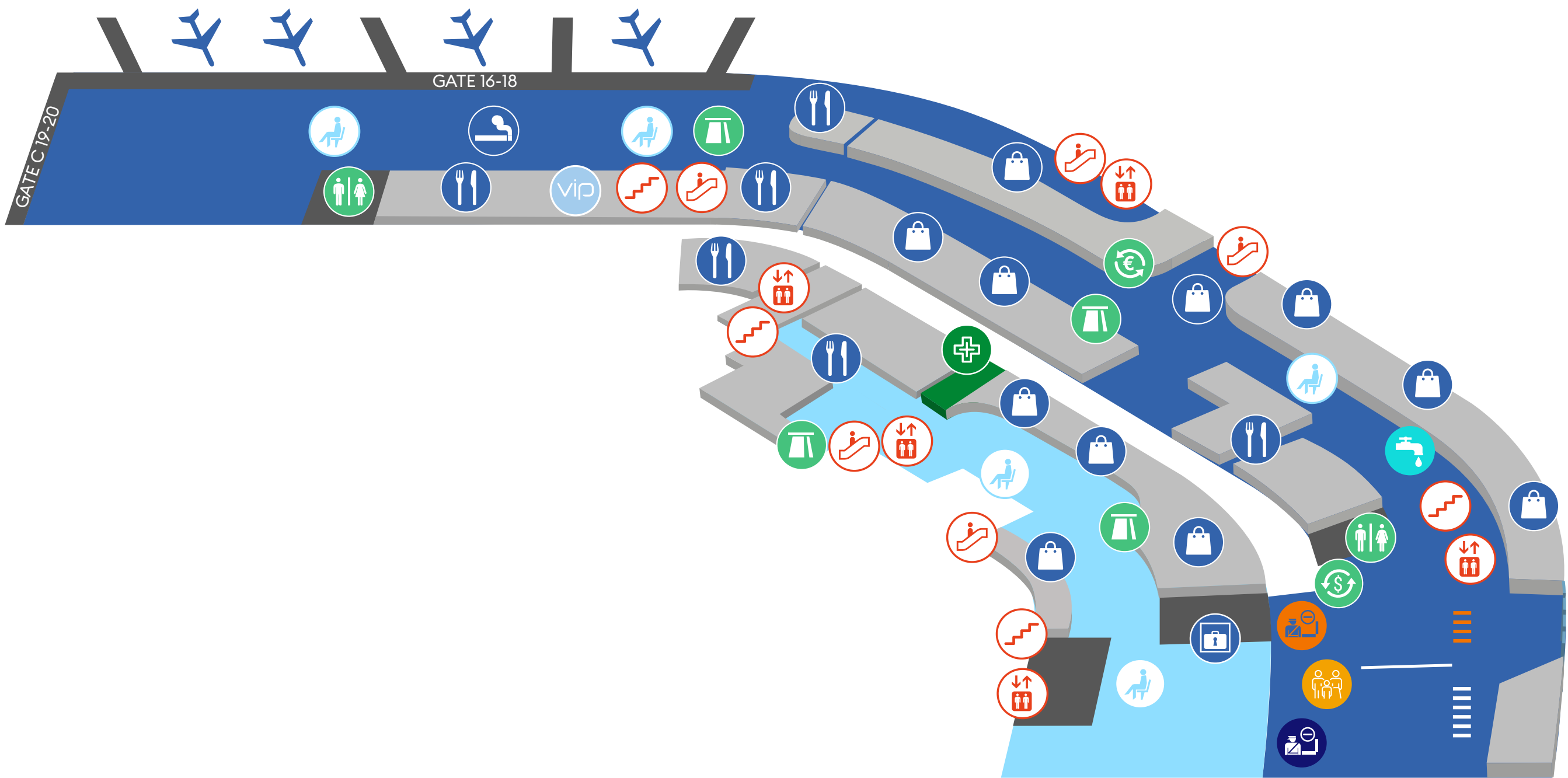
Information	Restrooms	Registry office	Ticket counter	Lost & Found	Sala Amica	Pharmacy/Drugstore	Medical service	Welcome Area	Waiting room
ATM	Bureau de Change	Tax Refund	Baggage claim	Oversized baggage drop off	Audio induction loop	Police	Passport control	Customs	Food & Beverages
Market	Shops	Rent Car	Newspapers and Tobacco	Travel agency	Elevator	Escalator	Stairs		



# Maps

## Terminal first floor

- Departures (before security checkpoint)
- Departures (after security checkpoint)



## Icon legend

ATM	Restroom	Bureau de change	Tax Refund	Police	Security checkpoint	Vip Lounge	Pharmacy/Drugstore	Water	Food & Beverage
Smoking room	Shops	Left luggage	Elevator	Escalator	Stairs	Fast Track	Waiting room	Security Family lane	















# Maps

## Airport services



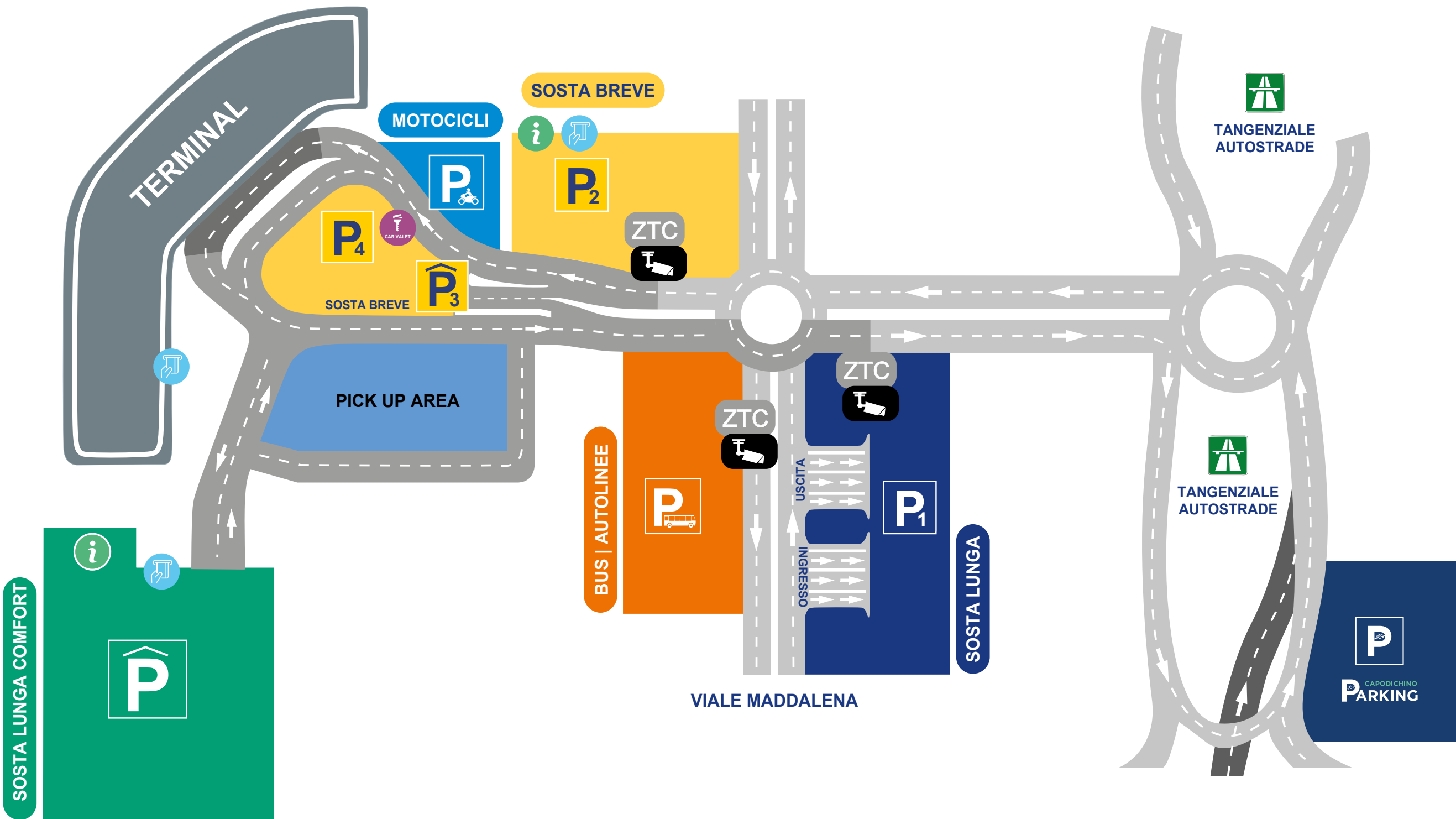
## Icon legend

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| Information   | Playground  | Hair salon  | Capsule Hotel   | ATM   | Sala amica  |
|  |  |  |  |  |  |
| Mail box  | Bank  | COVID-19 test lab   | Car Valet   | Ecumenical chapel   | Baggage trolleys  |



# Maps

## Roadway and parking areas



## Icon legend

P<sub>1</sub>

T

LONG STAY

P

BUSES AND COACHES

P<sub>3</sub>

T

SHORT STAY

P<sub>4</sub>

SHORT STAY

T

i

infopoint

P

MULTILEVEL PARKING COMFORT LONG STAY

P

MOTORCYCLES ONLY

ZTC

CAMERA-ENFORCED LIMITED STAY AREA

i

Parking information

T

Automated Parking Pay Station



# Maps

## Bus e Taxi





# Car Rental

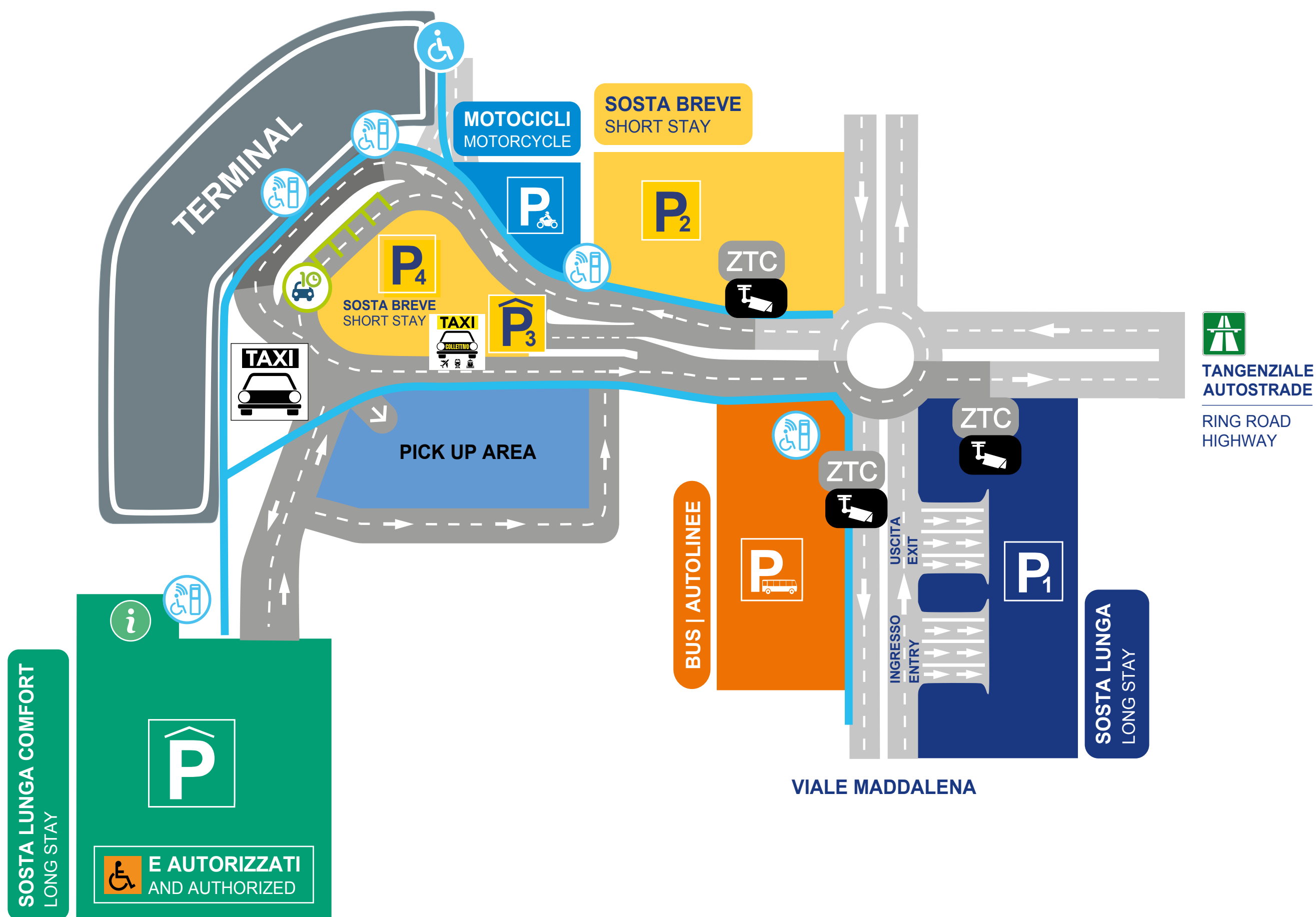


AVIS  
 Budget®  
 Maggiore  
 Europcar  
 Hertz®  
 DOLLAR  
 RENT A CAR  
 Thrifty  
 Car Rental  
 Sicily by Car  
 autoeuropea  
 Locauto  
 Rent a car  
 Alamo  
 Enterprise  
 RENT A CAR  
 National  
 Firefly™  
 CAR RENTAL  
 B·RENT®  
 DRIVALIA



# Maps

## Passengers with reduced mobility (PRMs) or with disabilities



## Legenda icone



## PUNTI DI CHIAMATA

### CALL POINTS



**PERCORSO ACCESSIBILE**  
PATH FOR DISABLED



**SALA AMICA**  
SPECIAL ASSISTANCE LOUNGE



**INFO POINT PARCHEGGI**  
INFO POINT PARCHEGGI



NAPOLI  
SALERNO  
AIRPORTS  
GSA/C

