

Service level agreement " providing airport welfare and facilities services "

1. Introduction

Imam Khomeini airport city or in other words, Imam Khomeini deputy of airport operation department provides aviation ancillary services such as air navigation services, providing airport deployment location and infrastructures to all airlines and handling companies and provision and management of passenger reception system infrastructures, issuance of access permit to classified areas and flight notification in accordance with international instructions and aerodrome manual.

2. Scope

The scope of this agreement is to emphasize the provision of quality welfare services that are agreed by the service recipients, so the provision of services by the operational and airport units should be agreed on the basis of the MOU (Memorandum of understanding) concluded on the basis of structural and manual regulations and duties with all stakeholders.

3. Responsibility

- Facilitating the provision of welfare services in the public and private transport sector with vehicles such as train, subway, taxi and car rental is accessible and used 24/7.

The Imam Khomeini airport parking lot complex with a capacity of more than 13,000 cars at 5 points welcomes respected passengers and customers. According to the parking tariffs, multi-story parking (roof) is recommended for short-term stopovers and unroofed parking No.3 & 4 for long-term stopovers.

- Welfare services such as banks and exchange, elderly, emergency and first aid border health care services, animal quarantine, plant quarantine, hotel, CIP services, lounge, prayer room, restaurant & coffee shop, internet cafe, shops, as well as cargo tracking services, luggage unit, cargo deposit, cargo packing and lost & found unit for the welfare of passengers and customers.

4. Performance period

- This service level agreement is valid until it is amended or replaced.

To communicate and report a complaint, you can contact the complaints section and follow up complaints through the link <https://www.ikac.ir/complaints>.