

Service level agreement of providing space and deployment location in passenger terminals

Introduction:

One of the tasks of Imam Khomeini Airport City company is to create and deploy airport locations and infrastructures to serve airlines, for sales offices, booths, restaurants and airport service centers.

Scope:

The scope of the agreement is to emphasize the provision of airport deployment locations and infrastructure such as: allocation of warehouses, ticket sales offices to airlines, booths and airport service centers in order to provide passenger facilities and welfare services to applicants.

Responsibility:

Imam Khomeini Airport City Company shall, in accordance with the provisions of the company's statute on transferable spaces at the airport, provide the service of the deployment location and infrastructures of the airport to the bodies, institutions and airlines based at the airport within a certain period of time and according to the contract between the parties.

Mutual obligations of the service recipient and the executive body:

The applicant to use the service of providing location and airport infrastructure is obliged to act according to the clauses of the concluded contract and refrain from any action that causes disturbance to the safety of the flight. Imam Khomeini Airport City also undertakes to provide the infrastructure facilities announced in the contract between the parties and the necessary support in order to provide services, without disrupting the bodies, institutions and airlines based at the airport.

* This 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>.