

Service level agreements of infrastructures associated with the terminal and airport area

Introduction:

Imam Khomeini Airport City or in other word, Imam Khomeini deputy of airport operation department is a provider of all airport services to stakeholders. According to this agreement, Imam Khomeini Airport City is obliged to provide and operate infrastructures related to the dispatch and reception of passengers, airport equipment such as (counter, scale, cargo roller conveyors, escalator, elevator, road slope) and air bridges between the aircraft and the hall in order to provide optimal service to passengers, airlines and all stakeholders.

Scope:

The scope of this agreement is to emphasize the provision and management of related infrastructures of passenger dispatch and reception system, airport equipment such as (counter, scale, cargo roller conveyors, escalator, elevator, road slope) and air bridges between aircraft and hall by Imam Khomeini airport city to airlines and all stakeholders in accordance with national and international standards in order to provide facilities and welfare for passengers and all stakeholders.

Responsibility:

Imam Khomeini Airport City is committed to providing infrastructures management services related to the passenger reception system in the field of airport infrastructure and information technology such as: passenger reception counters, flight information displays in airport terminals, roller conveyors and so on...To establish a coordinated system of land services (handling) to respected passengers.

Mutual obligations of the service recipient and the executive body:

Airlines are obliged to refrain from any action that disrupts flight safety.

Imam Khomeini Airport City also undertakes to provide the necessary infrastructure and support facilities to provide uninterrupted service to airlines based at the airport. In addition, if the above service of Imam Khomeini airport city is not available, it will allow the use of an alternative system for the operation of airlines and other stakeholders.

* This agreement is valid until it is amended or replaced.

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