مطارات دبي
DUBAIRPORTS

CONDITIONS OF USE FOR GENERAL AVIATION

Airport : Al Maktoum International Airport - Dubai World Central (DWC)

Category : General Aviation

Effective: Northern Winter 2026

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1. DEFINITION OF TERMS AND INTERPRETATION

1.1 In these Conditions of Use, the following words shall have the following meaning:

'ACL' means Airport Coordination Limited, the slot coordinator appointed by us.

'Airport' or **'DWC'** or **'OMDW'** means Al Maktoum International Airport - Dubai World Central;.

'**Airport Charges**' are charges levied by us in connection with landing, parking and other services offered to the GA Operator.

'**Airport Slot**' means the permission given by ACL for a planned operation to use the full range of Facilities and Services necessary to arrive or depart at the Airport on a specific date and time.

'**AOCC**' means the Airport Operations Control Centre.

'**Arriving Passenger**' means an inbound Passenger whose final destination is the UAE.

'Aviation Fuel' means any fuel supplied or intended to be supplied for use in an aircraft at the Airport, including conventional aviation Jet-A1 fuel, sustainable aviation fuel and any approved blend thereof.

'**Cargo**' means any goods carried on an aircraft and covered by an air waybill, including mail.

'**Chapter 2 Aircraft**' means those aircraft with noise standards described in Chapter 2 of Annex 16 to the 1944 Convention on International Civil Aviation.

'**Conditions of Use**' means these Conditions of Use for General Aviation.

'**DCAA**' means the Dubai Civil Aviation Authority.

'**Departing Passenger**' means a Passenger whose final destination is a place outside the UAE.

'**Dubai Airports**' or '**DA**' means Dubai Airports Corporation.

'**DXB**' means Dubai International Airport.

'**Effective Date**' means the date on which these Conditions of Use become effective, as set out in the front page.

'Facilities and Services' means the aircraft movement, passenger processing and other general facilities and services provided by us at the Airport, except to the extent that those facilities and services are provided under separate contractual arrangements and/or separate authority provided by us.

'**FBO**' or '**Fixed Based Operator**' is the primary provider of aeronautical services to GA Operators at the Airport.

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'Fuel Reseller' means any person or entity that sells, resells, markets, brokers, arranges, facilitates or otherwise contracts for the supply of Aviation Fuel to an aircraft operator at the Airport but does not itself undertake the physical delivery of such Aviation Fuel into aircraft.

'GA' or 'General Aviation' means any air services operations other than RPT, cargo or military. GA flights range from light propeller to large/wide-body aircraft, including private, ambulance, rescue relief and diplomatic flights.

'GA Operator' means a person/entity operating an aircraft for GA operations.

'GCAA' means the UAE General Civil Aviation Authority.

'HSE Laws' means all applicable laws, statutes, decrees, regulations, ministerial decisions and/or by-laws (including any DA's and/or the Airport's health, safety and environmental regulations and policies and all applicable operational rules and/or directives of any relevant authority or department within DA and/or the Airport) of the Emirate of Dubai, other emirates, the United Arab Emirates and/or international laws, judgements, decisions and injunctions of any court or tribunal and legally binding codes of practice and guidance notes to the extent they relate to or apply to the environment or to the health and safety of any person.

'IATA' means the International Air Transport Association.

'ICAO' means the International Civil Aviation Organisation.

'Inadmissible Passenger' means a person who is refused admission to the UAE by the competent authority and/or a Passenger who is refused onward carriage through the UAE due to improper documentation (such as, but not limited to: no visa, expired travel documents, etc.) and who does not possess a valid transit or entry visa to legally remain in the UAE, resulting in their declaration as an inadmissible passenger (INAD) by the relevant authorities.

'Legislation' means all UAE federal or Dubai laws, decrees or ordinances and any rule, order, regulation, notice, policy, direction, bye-law, permission and plan from time to time issued by any federal or local authority or body having jurisdiction over the activities of the Airport or aircraft using it.

'MTOW' means Maximum Take-Off Weight and refers to the maximum take-off weight of an aircraft as specified in the aircraft noise certificate (or equivalent documentation issued by the competent regulatory authority).

'Non-scheduled (charter) flight' refers to an air transport service other than Scheduled flights that do not operate on a published timetable to issue a ticket to the Passenger. These flights are generally arranged for specific or private purposes, such as group travel, tours, or specialized transport.

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'**Passenger**' means the occupant of an aircraft (of any age), other than the flight or cabin crew.

'**Regular Public Transport Operations**' or '**RPT**' means air service operations where, for a fee, the aircraft is operated according to fixed schedules over specific routes and is available to the general public on a regular basis.

'**Season**' refers to the IATA scheduling seasons and means, in each year, (i) for the Northern Summer season, the period commencing on the last Sunday in March and ending on the last Saturday in October; and (ii) for the Northern Winter season, the period commencing on the last Sunday in October and ending on the last Saturday in March.

'Scheduled flight' refers to an air transport service undertaken between two or more places, that operate for remuneration on a published timetable, or with flights that are frequent and regular that they constitute a clear and recognisable systematic series, and these flights are open for the use by the members of the public.

'**Schedule of Charges**' refers to the charges applicable to the use of our Facilities and Services at the Airport by GA Operators as listed in Annex 3 of these Conditions of Use and published by us on our official website at https://dubaiairports.ae/corporate/business-opportunities/airlines.

'**Supplementary Documents**' means the documents listed in Annex 1 of these Conditions of Use, as amended from time to time.

'**Transfer Passenger**' means a Passenger arriving at, and departing from, the Airport on a different aircraft or on the same aircraft bearing a different flight number.

'**Transit Passenger**' means a Passenger arriving at the Airport on a through flight and subsequently departing from the Airport on the same aircraft, or on a replacement aircraft in the event that the aircraft on which the passenger arrived has been declared unserviceable.

'**UAE**' means the United Arab Emirates.

'**we**' or '**us**' or '**our**' means Dubai Airports Corporation and includes our successors and assigns.

1.2 The singular includes the plural and the plural includes the singular.

1.3 Any phrase introduced by the expressions "including", "include", "in particular" or any similar expression, shall be construed as illustrative only and shall not limit the sense of the words preceding those terms.

1.4 Headings used in these Conditions of Use are for convenience only and shall not affect the interpretation of the relevant provisions in these Conditions of Use

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2. THESE CONDITIONS OF USE

2.1 The Conditions of Use set out the terms and conditions that apply to and govern the relationship between a FBO/GA Operator and us and that apply to and govern the use of the Facilities and Services by a FBO/GA Operator. A copy of these Conditions of Use is provided to FBOs and, in addition, is made available on our website.

2.2 These Conditions of Use take effect from the Effective Date and replace all previous editions of the Conditions of Use.

2.3 Prior to the first use of the Facilities and Services following the Effective Date, FBOs shall provide to us (by email to airline.relations@dubaiairports.ae) with a copy of these Conditions of Use signed for acceptance. In addition, the FBOs shall procure GA Operators to sign a copy of these Conditions of Use for acceptance. However, if we are not provided with signed copies of these Conditions of Use, by the use or continuing use of the Facilities and Services the FBOs and the GA Operators shall be deemed to:

2.3.1 have agreed to, and be legally bound by, these Conditions of Use; and

2.3.2 have waived any and all rights to challenge the validity and enforceability of these Conditions of Use on the basis that these Conditions of Use have not been signed by the GA Operator and/or their appointed FBO.

2.4 Nothing in these Conditions of Use shall:

2.4.1 confer or be deemed to confer to FBOs/GA Operators the right to use the Facilities and Services without our permission and consent; and

2.4.2 waive or be deemed to waive (or otherwise limit) any power, right or authority conferred on us by the Legislation.

2.5 These Conditions of Use apply only to GA operations. For passenger and cargo operations, separate Conditions of Use, available on https://dubaiairports.ae/corporate/business-opportunities/airlines, apply.

3. SUBMISSION OF INFORMATION

3.1 Prior to using our Facilities and Services, FBOs/GA Operators shall provide us with:

3.1.1 It is the responsibility of the FBOs to maintain up-to-date valid Trade/Commercial license (or other similar document copy- issued by the competent authority at home country), contact information of all GA Operators including names, IDs, addresses,

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telephone numbers, valid power of attorney and email addresses of key personnel to be contacted for operational, emergencies, security and financial matters. FBOs need to ensure this information is readily available to be shared with Dubai Airports as and when requested.

3.1.2 Evidence of obtaining required landing permit approval through the relevant authorities (DCAA) by email to aocc@dubaiairports.ae

3.1.3 Evidence that the FBO/GA Operator have obtained the required Airport Slots from ACL *by email to* aocc@dubaiairports.ae only if not visible on ACL's Online Coordination System (OCS).

3.1.4 Evidence of compliance with the insurance obligations set out in Clause 15 by email to insurancemanagment@dubaiairports.ae

3.1.5 FBOs are required to ensure that they have and maintain up-to-date recovery plans for all aircraft operated by the GA Operators they handle at their facilities. These recovery plans must be made available upon request to DA or any third-party, engineering or aircraft recovery teams designated by DA. This is critical to ensure timely and effective response in the event of incidents requiring aircraft recovery. Copy of their aircraft recovery plans and their aircraft recovery manual/documents setting out the arrangements for the removal and/or recovery of stationary and/or disabled aircraft *by email to emergency.planning@dubaiairports.ae*

3.1.6 MTOW/Noise certificates for the operating aircraft by email to aerobilling@dubaiairports.ae and AOCC.Integration@dubaiairports.ae

4. USE OF THE FACILITIES AND SERVICES

4.1 When using our Facilities and Services, FBOs/GA Operators must at all times comply with:

4.1.1 These Conditions of Use;

4.1.2 The Legislation;

4.1.3 The Supplementary Documents;

4.1.4 Any instructions, orders, directives, notices, rules and policies issued by us from time to time, which may supplement, vary, or discharge any of the terms and conditions set out in these Conditions of Use; and

4.1.5 All rules, guidelines and codes of practice applicable to Airport Slots and their allocation.

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4.2 FBOs/GA Operators acknowledge and accept that access to our Facilities and Services is subject to the demand of other users of the Airport and may be constrained by the Legislation. We will manage and regularly review the access to our Facilities and Services having regard to their availability, capacity constraints and efficient use.

4.3 We, in coordination with the competent local authorities, have the right to inspect any aircraft or facilities at the Airport as per the HSE Laws to ensure compliance with the rules and regulations.

5. LANDING PERMISSION AND SCHEDULE COORDINATION

5.1 No GA Operator is permitted to operate to or from the Airport without first obtaining landing permit approval from the DCAA and an Airport Slot from ACL.

5.2 Applications for landing permissions (scheduled, extra, and/or charter) must be submitted through a designated online portal. All airlines/operators/agents are required to sign up at the following official link: www.dcaa.gov.ae to submit their requests. Moreover, if DCAA requires, applications must also be submitted via email. These should be directed, along with, but not limited to, the proposed schedules and Aircraft Operators Security Program (AOSP), to the DCAA at the following address:

Air Transport & International Affairs Sector
Dubai Civil Aviation Authority
Dubai International Airport – Terminal 1
P.O. Box 49888 Dubai, UAE
Tel: 00971 4 777 0440
Mobile: 00971 56 686 9128
Email: air.transport@dcaa.gov.ae

Traffic rights should also be confirmed by DCAA on a season-by-season basis. All operators are required to check the Conditions of Use submitted by Dubai Airports.

The setting of policy and negotiation of traffic rights is undertaken by the DCAA in cooperation with the GCAA. Before granting an operating permit for scheduled flights, the DCAA ensures that the services are undertaken in accordance with the traffic rights and conditions provided under the air service arrangements, which the UAE and the Emirate of Dubai has agreed with the state where the airline is registered. In the case of non-scheduled (charter) flights, the DCAA will consider the application on case-by-case basis, at its discretion.

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The DCAA levies fees on the issuance of some landing permits according to the type of operation. For further information please contact the DCAA directly.

5.3 Requests for GA movements at DWC must be processed by GA Operators' appointed FBOs. The GA Operators are responsible for ensuring that handling and parking arrangements at the Airport are confirmed with their FBOs.

5.4 ACL's working hours are Monday to Friday (excluding public holidays in the United Kingdom), from 0730 Hrs to 2000 Hrs local time in Dubai. During this period, requests for movements should be sent in IATA SSIM Chapter 6 format to slots@acl-international.com (tel: +44 (0) 208 564 0626 or +971 58 546 4873).

5.5 Outside of ACL's working hours, requests must be directed to the AOCC, using IATA SSIM Chapter 6 format to aocc@dubaiairports.ae (tel: +971 (0) 4 504 5001).

5.6 GA Operators using "code F" aircraft must apply for schedule clearance at least seventy-two (72) hours prior to the intended arrival at the Airport.

5.7 In the event an GA Operator intends to make changes to a schedule that has already been approved by the DCAA, the GA Operator shall obtain prior landing permit approval from the DCAA as per the amended schedule, and Airport Slots should be modified by sending change request, cancellation request or a new request in IATA SSIM chapter 6 format to slots@acl-international.com or via the online coordination system (OCS). OCS may be unavailable periodically due to maintenance of the system.

5.8 ACL will manage the submitted schedules within the identified capacity levels at the Airport's facilities. In periods where the submitted schedules result in over-capacity of the Airport's facilities, GA Operators/FBOs are expected to work constructively with ACL to reduce demand in those periods to levels below capacity limits through the accommodation of their schedules in less busy periods.

5.9 Further details on the schedule coordination process for GA movements can be obtained from ACL by email to current_season@acl-uk.org.

5.10 GA Operators' performance is monitored according to the confirmed coordinated slot times. Poor performance or the intent to operate in a manner other than agreed with ACL may be investigated and action taken in line with the Airport Slots enforcement rules (identified above). All GA Operators are required to cooperate and provide any information requested by ACL during investigation.

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6. OPERATIONAL REQUIREMENTS

6.1 GA Operators acknowledge that, in the prevailing ambient conditions, their aircraft must meet the published minimum climb gradients for departure from the Airport and undertake to adjust its payload accordingly to ensure that these requirements are met.

6.2 Upon request, GA Operators shall supply to us and/or to the DCAA/GCAA evidence that their aircraft do not exceed the MTOW. The load manifest, trim sheet and load plan relating to each flight shall be left with the FBOs and may be subject to random checks.

6.3 FBOs shall offer services solely to GA flights.

6.4 GA Operators are responsible for ensuring that flight plans submitted by them/their FBOs are in accordance with ICAO Annex 2 requirements as specified in the UAE AIP Part 2 ENR 1.10 and ENR 1.11

6.5 GA Operators' aircraft must be able to fly Standard Arrival Routes and Standard Instrument Departures to the required degree of accuracy, in accordance with UAE AIP charts "OMDW-AD-2-41" to "OMDW-AD-2-46" and be equipped in accordance with the Legislation governing the use of the UAE airspace.

6.6 ExecuJet, DC Aviation-Al Futtaim, Jet Aviation, Falcon Elite and Jetex flight support are fixed base Operators (FBOs) who provides ground handling services for General Aviation aircraft at Dubai World Central. GA Operators shall contract with one of them for the provision of ground handling services prior to the use of our Facilities and Services. Please refer to Annex 2 for the FBOs' contact details

6.7 In accordance with our safety and security standard, GA Operators are prohibited from purchasing inflight catering from food outlets at the Airport or from third-party suppliers. Emirates Flight Catering is the inflight catering provider at the Airport. For any in-flight catering requirements or support GA Operators shall contact and contract with Emirates Flight Catering prior to the use of our Facilities and Services.

Inflight catering services are provided by Emirates Flight Catering in accordance with its standard terms and conditions, unless otherwise agreed in writing between GA Operator and Emirates Flight Catering.

Please refer to Annex 2 for Emirates Flight Catering's contact details.

6.8 Transit Passengers and Transfer Passengers arriving at the Airport on a GA flight and continuing their journey to another destination by a commercial airline or any other GA flight must hold

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appropriate documentation to enter the UAE (including, but not limited to, connecting tickets, visa, etc.).

6.9 By agreeing and accepting to handle a GA Operator's asset/aircraft, a FBO acknowledges and accepts full liability for such asset/aircraft throughout its stay at the Airport, and beyond in case of outstanding Airport Charges.

6.10 Aviation Fuel Resellers

6.10.1 Within thirty (30) days of the Effective Date of these Conditions of Use, FBO/ GA Operator shall notify us in writing of any existing arrangement under which FBO/ GA Operator procure Aviation Fuel at the Airport through a Fuel Reseller and shall provide such information and supporting documentation relating to the Fuel Reseller and the relevant arrangement as we may reasonably require.

6.10.2 Following its review of an existing Fuel Reseller arrangement, we may at our sole discretion:

(a) approve the arrangement;

(b) approve the arrangement subject to such conditions or requirements as we may specify; or

(c) require FBO/ GA Operator to discontinue the arrangement and transition to an alternative arrangement acceptable to us.

6.10.3 Where we require an existing Fuel Reseller arrangement to be discontinued, we will provide reasonable prior written notice, and FBO/ GA Operator shall take all necessary steps to implement an alternative arrangement within the period specified by us and confirm the same in writing to us.

6.10.4 Where FBO/ GA Operator proposes to procure Aviation Fuel at the Airport through a Fuel Reseller, FBO/ GA Operator shall notify us in writing of the identity of the proposed Fuel Reseller and obtain our prior written approval before entering into or commencing any such arrangement.

6.10.5 FBO/ GA Operator shall not procure Aviation Fuel at the Airport through any Fuel Reseller unless that Fuel Reseller and the relevant fuel supply arrangement have been approved in writing by us.

6.10.6 FBO/ GA Operator shall provide such information and supporting documentation relating to the proposed Fuel Reseller and fuel supply arrangement as we may

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reasonably require for the purposes of assessing the Fuel Reseller and the proposed arrangement.

6.10.7 We may establish, amend and apply such approval criteria, conditions and requirements in respect of Fuel Resellers and fuel supply arrangements as we consider appropriate from time to time.

6.10.8 Any approval granted by us in respect of a Fuel Reseller or fuel supply arrangement shall not:

(a) constitute any representation, warranty or endorsement by us of the Fuel Reseller or the relevant arrangement;

(b) create any contractual relationship between Dubai Airports Corporation and the Fuel Reseller;

(c) impose upon or transfer to us any responsibility or liability in connection with the Fuel Reseller, the Aviation Fuel supplied by it or the relevant fuel supply arrangement; or

(d) relieve FBO/ GA Operator of any responsibility or liability in relation to the Fuel Reseller or fuel supply arrangement, including responsibility for ensuring the suitability of the Fuel Reseller and compliance with all applicable laws, regulations and Airport requirements.

6.10.9 FBO/ GA Operator shall at all times maintain adequate Aviation Fuel procurement arrangements for GA Operator's operations at the Airport and shall be responsible for ensuring that any failure, disruption or inadequacy in such arrangements does not adversely affect GA Operator's aircraft operations or operations at the Airport.

6.10.10 Upon request by us, FBO/ GA Operator shall provide, within the timeframe specified by us, such information and supporting documentation as we may reasonably require in relation to:

(a) FBO/ GA Operator's Aviation Fuel procurement arrangements at the Airport;

(b) any Fuel Reseller used or proposed to be used by FBO/ GA Operator;

(c) the Aviation Fuel uplifted by FBO/ GA Operator at the Airport; and

(d) the Aviation Fuel uplift practices applicable to GA Operator's operations at the Airport.

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7. RESTRICTIONS ON THE USE OF THE AIRPORT

7.1 We shall have the right, at any time, to close the Airport, in its entirety or any portion thereof, to air traffic, to delay or restrict any flight or other aircraft operations, to refuse take-off or landing permissions, to deny the use of the Airport or any portion thereof to any specified class of aircraft or to any individual/entity, when any such action is considered necessary or appropriate to avoid endangering persons or property and/or to ensure the safe operation of the Airport.

7.2 We may prohibit or restrict the operation at the Airport of certain types of aircraft during noise sensitive hours, or for other operational reasons, subject to prior notification to FBO/GA Operator.

7.3 We shall not be liable for any damages, losses, costs and/or expenses whatsoever incurred by the FBO and/or the GA Operator as a result of actions taken by us under Clauses 7.1 and 7.2 above.

7.4 Parachute jumping / sky diving, ultra-light aircraft and tow banner pick-up or drop-off at the Airport are prohibited unless expressly authorised by us, the GCAA and the DCAA.

7.5 Chapter 2 Aircraft are prohibited from operating at the Airport.

7.6 GA Operators and FBOs are prohibited from parking or storing at the Airport any non-airworthy aircraft for a period in excess of ninety (90) calendar days without prior written permission from us, the DCAA or the GCAA. Such prohibition does not apply to aircraft under construction in fully enclosed and leased premises or to aircraft under repair/maintenance by a maintenance provider authorised by us.

7.7 We do not provide facilities for defueling at the Airport. Aircraft-to-aircraft fuel transfer may be approved on a case-by-case basis, provided that all the necessary documentation, including associated procedures, and an operator's risk assessment is provided.

8. MOVING OF AIRCRAFT

8.1 We may instruct GA Operators and their appointed FBOs to move an aircraft parked or stored at the Airport to another position at the Airport or to remove an aircraft from the Airport.

8.2 GA Operators shall have an agreement in place with their appointed FBOs covering the prompt towing of an aircraft on their behalf on receipt of an instruction from us. Any such agreement shall cover the provision of equipment and personnel required for the towing operations.

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8.3 In case of failure to comply with such instruction, we shall have the right to move or remove the aircraft and:

8.3.1 GA Operators and their appointed FBOs shall be jointly and severally liable to reimburse to us any and all costs incurred by us as a result of having the aircraft moved or removed; and

8.3.2 GA Operators and their appointed FBOs shall be jointly and severally liable for and indemnify us, our officers, employees and agents against any personal injury, death, loss or damage (including loss or damage to the aircraft) caused in the course of such operations.

8.4 GA Operators and their appointed FBOs shall be responsible to promptly remove (and, if applicable, dispose of) any disabled or abandoned aircraft, and any and all parts thereof, subject to any requirements or direction by the GCAA to delay such removal or disposal pending an accident investigation.

8.5 GA Operators and their appointed FBOs acknowledge and agree that, in the event of failure to comply with Clause 8.4 above or if the circumstances so require, we shall have the right to take any and all necessary action to promptly remove, or dispose of, a disabled or abandoned aircraft (and any parts thereof) and:

8.5.1 GA Operators and their appointed FBOs shall be jointly and severally liable to reimburse to us any and all costs incurred by us as a result of having the aircraft (and any parts thereof) removed or disposed of; and

8.5.2 GA Operators and their appointed FBOs shall be jointly and severally liable for and indemnify us, our officers, employees and agents against any personal injury, death, loss or damage (including loss or damage to the aircraft or any parts thereof) caused in the course of such operations.

8.6 GA Operators and their appointed FBOs acknowledge, agree and undertake to cause any owner, lessor, or any other party having an interest in any aircraft operated to the airport, to agree to be bound by, and be jointly and severally liable for the obligations under this Clause 8.

9. AIRPORT CHARGES

9.1 Scope

This section of the Conditions of Use and the Schedule of Charges set out the charges, and the conditions thereof, which apply to the GA Operator's use of our Facilities and Services, unless specifically exempted under these Conditions of Use. The charges listed in the Schedule of

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Charges are exclusive of VAT and GA Operator shall pay the VAT where required in accordance with the applicable laws and regulations in force in the UAE from time to time.

9.2 Types of Charges

9.2.1 Policing

(a) Where a GA Operator is, or the origin/destination of a flight operated by the GA Operator is, identified as being at significant or high risk, the GA Operator shall pay an additional charge, as notified by us, equating to the cost of any policing services additional to the services normally provided to operators and/or for flight origins/destinations at lower levels of risk.

9.2.2 Charges on landing

(a) Charges on landing apply to each landing and the subsequent take-off of an aircraft and are collected by the GA Operator's appointed FBO.

(b) These charges are calculated, in accordance with the Schedule of Charges, based on the aircraft MTOW set out in the MTOW certificate issued by the aircraft manufacturer/competent civil aviation authority above, rounded up to the nearest metric tonne.

(c) Should the GA Operator/FBO fail to submit evidence of the MTOW of the relevant aircraft prior to operation, the charges on landing shall be calculated on the basis of the highest level of MTOW for the relevant aircraft type which shall not be challenged.

9.2.3 Charges on parking

(a) Parking at the designated FBO parking area is subject to parking charges levied by the FBO.

(b) For parking outside of the designated FBO parking area, parked at DWC airside premises, charges are levied by us (and collected by the GA Operators appointed FBOs) in accordance with the Schedule of Charges,

9.2.4 Security Charges

(a) Security Charges are levied, in accordance with the Schedule of Charges, on each GA flight departing from DWC and on each flight requiring additional security at the gate.

9.2.5 Fire Coverage Charge

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(a) A Fire Coverage Charge is levied, in accordance with the Schedule of Charges, whenever fire services are required to be on standby during aircraft refuelling.

9.3 Charges increase and inflation

We shall have the right to adjust the rates of any of Airport Charges by providing sufficient notice to FBO/GA Operator. Increases pertinent to inflation in particular shall be communicated on a yearly basis.

9.4 Payment of Airport Charges

9.4.1 Payment

(a) All payments of GA Operators are arranged and made by their appointed FBOs. All invoices shall be paid within thirty (30) calendar days of their issuance.

(b) All invoices must be paid in full without any deduction and we shall not bear any charges on account of bank transfer, exchange difference, etc. It is the FBO responsibility to provide full remittance details of the payments made to us. All remittances should be emailed to: creditcontrol@dubaiairports.ae. If no payment allocation is provided within ten (10) calendar days of payment, the payment will be allocated to the oldest open invoice on the account.

(c) Credit on settlement of Airport Charges is granted only if an FBO successfully meet our credit terms and conditions. We must secure our accounts receivable by obtaining either a cash deposit or bank guarantee valid for one (1) year with an automatic renewal clause from a designated bank operating in the UAE before a GA Operator is entitled to use our credit facilities.

(d) FBOs should specify the services which they require access to on a credit basis. The required collateral will be determined by us. Total estimated three months' charges will be monitored, re-calculated and re-evaluated at the end of each quarter, thus a FBO may need to provide additional collateral if the total estimated three months' charges have been increased.

(e) For the submission of the bank guarantees, FBO/GA Operator are kindly requested to approach their designated bank to issue the bank guarantees in Dubai Airports Corporation favour to our advising bank Emirates NBD, Swift Code EBILAEADXXX in the format approved by us.

(f) We shall have the full right to stop any credit facilities and encash the collateral if one or more of the following scenarios occur:

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(i) The total outstanding or overdue amount is not settled by the FBO within the specified credit period.

(ii) The total outstanding amount exceeds the collateral amount and the FBO intentionally or unintentionally does not settle the difference.

(iii) The total expected three-month charges exceed the collateral amount and the FBO intentionally or unintentionally does not increase the collateral amount within a specific period set out by us.

(iv) The FBO intentionally or unintentionally does not respond to our notification of renewal of the pertinent collateral before one (1) month of the collateral's expiration date.

(g) The FBO can request to withdraw a collateral if it stops using credit facilities. In this instance, the collateral will be handed over by us after two (2) months from the request date, in order for us prepare all pending invoices and settle pending amount related to the FBO/GA Operator.

9.4.2 Late Payment Policy

(a) Any payments due to us which are not paid by cheque, or bank transfer in cleared funds by the due date, shall carry interest at the rate of 3% above EIBOR per annum or 8% per annum (whichever is higher) to be charged on a daily basis from the day that any amount becomes due until clear funds are received into our bank account.

(b) In the event of continued payment delays by the GA Operator/FBO, the penalty rate shall escalate as follows: (i) where payment delays for four (4) consecutive billing cycles, the penalty rate will be increased to twice the rate specified in Clause 9.4.2(a); and (ii) where payment delays for eight (8) consecutive billing cycles, the penalty rate shall be increased to three times the rate specified in Clause 9.4.2(a). The revised rate will apply to all outstanding overdue amounts at our sole discretion.

(c) We will invoice the GA Operator/FBO for any such interest, without prejudice to any other rights we may have. The waiver of interest shall be at our sole discretion and for exceptional circumstances only.

9.4.3 Disputes

(a) Any disputes on our invoices will be considered only if accurate information, along with supporting data/documents, is provided and within the timeframe set out below.

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(b) Any disputes must be raised (by email to aerobilling@dubaiairports.ae) within 30 calendar days of receipt of the relevant invoice, along with a copy of the relevant invoice, the disputed amount, the reason of the dispute and supporting documents, such as noise certificate, passenger manifest, load sheet and/or other relevant documents. Disputes which are raised beyond this time period or without the supporting documents will not be considered as validly submitted.

(c) GA Operators/FBOs shall not, without our express written consent, be entitled to set off, deduct or hold from the outstanding charges any amount in respect of which the FBO/GA Operator have raised a dispute. The GA Operators/FBOs shall pay all charges in full pending resolution of any such dispute.

9.4.4 Queries

Any queries in relation to payments must be addressed to our finance team:

Tel: +971 (0)4 504 5376 Email: billing@dubaiairports.ae

Tel: +971 (0)4 504 5437 Email: creditcontrol@dubaiairports.ae

9.5 Exemptions

9.5.1 Royal, diplomatic, and state aircraft are exempted from landing and parking charges only.

9.5.2 The GA Operators are responsible to provide to our AOCC and Finance Department (by email to aocc@dubaiairports.ae and aerobilling@dubaiairports.ae) with all relevant documents justifying the exemption prior to operation.

9.5.3 Diverted flights are not exempted from Airport Charges. All relevant Airport Charges are applicable as set out in the Schedule of Charges.

10. DATA SUBMISSION

10.1 General

10.1.1 Any query concerning submission of data must be set to the AOCC at aocc@dubaiairports.ae Full contact details can be found in Annex 2.

10.1.2 For the purpose of data submission, an aircraft movement shall be considered as any movement occurring at the aerodrome, including but not limited to movements to/from hangars and stand/aprons.

10.2 Reference Data

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10.2.1 GA Operators shall submit, or procure that their appointed FBOs submit, to us on demand and in a format prescribed by us from time to time:

(a) Fleet details including aircraft type and registration, number of seats, MTOW (in kilograms), engine specifications of each aircraft owned or operated by the GA Operator;

(b) New and amended ownership or registration details to be advised before the 20th of the month preceding the first usage of an aircraft;

(c) Scheduled time of operation in (UTC) of all flights from point of origin to DWC with flight duration;

(d) Flight plan call signs matching the flight number.

10.3 Payload Data

10.3.1 GA Operators shall submit, or procure that their appointed FBO submit, to us within twenty-four (24) hours of each movement and in the prescribed format:

(a) Information about the total number of passengers originating, terminating, transiting or transferring (male, female, children, infant, crew and split by travel class), baggage and the total weight of cargo and mail (expressed in kilograms) embarked and disembarked at the Airport;

(b) Details of the MTOW of the aircraft operated; and

(c) The name, postal address, phone and fax numbers, IATA/ICAO prefix and SITA address of the GA Operator who is to be invoiced by us.

10.3.2 GA Operators shall submit the Passenger Name List (PNL) twenty-four (24) hours prior to the scheduled flight departure, through the appointed FBO at the Airport, in the agreed format to: SITA:HDQKMEK

10.4 Operational Data

10.4.1 GA Operators shall provide, or procure that their appointed FBOs provide, to us in a timely manner, in a format conforming to IATA messaging and communication standards, and where possible by automatic electronic means:

(a) Aircraft type and registration;

(b) GA Operator's name and address;

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(c) Purpose of operation;

(d) Details of the appointed FBO;

(e) Planned schedule (including flight number, aircraft type, number of seats, route and scheduled time of operation);

(f) Actual schedule (including flight number, aircraft type, number of seats, route and actual time of operation);

(g) Estimated times of operation;

(h) Actual times on and off-stand (including stand departure delays greater than fifteen (15) minutes);

(i) Turnaround linked flight numbers and registration (including changes);

(j) Arrival and Departure Passengers Transfer Manifest, including crew (via PTM messages);

(k) Arrival and departure load distribution messages (via LDM messages);

(l) Movement messages (via MVT messages);

(m) Baggage messages (via BSM/BPM messages) where possible

(n) Delay notice, aircraft change, flight cancelation notification, route change (prior to the scheduled and approved operations); and

(o) Emergencies, security threats, technical flights, etc.

10.5 Emergency Services

GA Operators/FBOs shall contact our AOCC on +971 (0)4 504 5000 for any type of emergencies, including any medical emergency. GA Operators/FBOs acknowledge that any failure to report an emergency will delay our action and response time and therefore acknowledge that we will not be liable for any damages, losses, costs and/or expenses whatsoever suffered or incurred by a GA Operator/FBO as a result.

11. INADMISSIBLE PASSENGER POLICY

11.1 It is the responsibility of the appointed FBO to make sure that all Passengers travelling on a GA flight have the required travel documentation to enter the UAE or to transit through the UAE. This includes but not limited to, where a Transit or Transfer Passenger's onward journey is on a

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separate ticket, departs from a different terminal at the Airport, or from any other airport in Dubai or in the UAE, and requires the Passenger to pass through UAE immigration control, the appointed FBO ensuring that such Passenger has the required documentation to enter the UAE, including a valid UAE entry visa where applicable.

11.2 It is the sole responsibility of the appointed FBO to arrange, and cover any cost thereof, for any Inadmissible Passenger to either travel (i) to his/her country of origin, or (ii) to any other country where he/she is admissible within twenty-four (24) hours of receiving an inadmissible passenger form (or equivalent documentation) from the relevant immigration authorities. The FBO shall inform us as soon as possible of the travel arrangements for the Inadmissible Passenger.

11.3 During the waiting time at the Airport the FBO shall be responsible to ensure adequate welfare for the Inadmissible Passenger in the terminal. If the Inadmissible Passenger's waiting time exceeds three (3) hours, the FBO shall provide him/her with meals and refreshments free of charge, commensurate to the waiting time. If the Inadmissible Passenger's waiting time exceeds eight (8) hours or, in any event in case of overnight stay, the FBO shall provide hotel accommodation in the Airport's airside facilities.

11.4 If a Passenger is denied entry at his/her destination who originally travelled from Dubai, then he/she should only be returned to Dubai if he/she is allowed to enter Dubai. If he/she is not admissible into Dubai either, he/she must be sent to a location where he/she is permitted to enter.

11.5 We shall impose on the FBO a fine of AED 5,000 for each Inadmissible Passenger in accordance with the DA Inadmissible Passengers policy. The policy is available upon written request via airline.relations@dubaiairports.ae. We shall also impose a further fine of AED 1,000 for each Inadmissible Passenger for every twenty-four (24) hours exceeding the initial period of twenty-four (24) hours set out in Clause 11.2 above.

11.6 Any disputes related to invoices must be formally submitted through our Inadmissible Passenger Portal - https://dainadairlines.dubaiairports.ae/. This process ensures that all cases are properly logged, tracked, and reviewed by the appropriate departments. Disputes submitted outside the portal will not be considered officially registered.

11.7 The above provisions are without prejudice to any right of recourse which the FBO may have against the GA Operator.

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11.8 The fines shall be calculated and invoiced by us to the FBO upon receiving the final date of departure of the Inadmissible Passenger from the FBO and the deportee advice form from the immigration authorities, along with:

11.8.1 A copy of the Inadmissible Passenger's passport and visa

11.8.2 Name of the airline transporting the Inadmissible Passenger out of the UAE, flight number and date of operation of the flight

11.8.3 A copy of the flight ticket endorsed by the airline

11.9 FBO are invited to contact our Aviation Business Management team for more details the on Inadmissible Passengers policy and billing procedures.

12. OTHER POLICIES AND PROCEDURES

12.1 Emergency Planning and Response

12.1.1 To ensure an effective emergency response and management at the Airport, GA Operators shall ensure appropriate coordination with our Emergency Planning Department and shall:

(a) Appoint a representative(s) with responsibility and authority to plan for and respond to an emergency at the Airport;

(b) Appoint a representative(s) to represent the GA Operator in the emergency operations centre in the event of an emergency involving that operator at the Airport. In the event that the GA Operator does not have a representative present to fulfil this duty, the GA Operator shall contract this service to its FBO and shall notify us of such arrangements;

(c) Establish a timeline of actions to be taken in response to an emergency and identify which actions are to be taken by the GA Operator directly and by its contracted agents and notify our Emergency Planning Department accordingly; and

(d) Establish a family assistance plan compliant with the regulatory requirements set out from time to time by the GCAA.

12.1.2 Should the GA Operator fail to comply with the above requirements and/or fail to adequately coordinate with us in responding to an emergency, we reserve the right to procure (or cause to be procured) the required urgent/imminent emergency response,

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which shall include the appointment of an agent to assist passengers, crew and family members in accordance with our Aerodrome Emergency Plan (see Annex 1, item 8). The GA Operator shall reimburse to us, upon demand, any and all costs incurred by us a result.

12.2 Airport Security Pass

12.2.1 Regardless of its category (including: temporary, permanent, vehicle, special, equipment, escorted, car, controlled area, driving permit), the issuing of an airport security pass to individuals and/or equipment is a process solely governed by us, in liaison with the competent authorities.

12.2.2 Any request to issue an airport security pass shall be submitted to

(a) Our Aviation Business Management team (by email to airline.relations@dubaiairports.ae) for airside access relevant to airport familiarisation, aviation business management activities or inaugural flights;

(b) Our Deputy CEO (by email to Malika.Sabih@dubaiairports.ae) for airside access for government or civil aviation delegations, community groups and suppliers;

(c) The relevant pass office directly for any other requests. Please refer to the airport security pass issuance terms and conditions available with our Aviation Business Management team.

12.2.3 We reserve any and all rights to withhold the issuing of a pass in the event that:

(a) The documentation required in support of an application is incomplete and/or is not submitted in a timely manner;

(b) Any other reason deemed by us, in our sole discretion, to be appropriate in the relevant circumstances without any obligation for us to disclose the details of any such reason.

12.2.4 We reserve the right to withdraw, in part or in full, access to the Airport's airside area without notice when we, in our sole discretion, consider it necessary to do so.

12.2.5 In the event that a pass granted to GA Operators/FBOs' employees, representatives and/or agents is withdrawn, cancelled, expired or is no longer required, it is the responsibility of GA Operators/FBOs to return such pass to us within two (2) working days of any such event.

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12.3 Safety, Health and Environment and Sustainability

12.3.1 GA Operators and FBOs shall use a proactive approach in ensuring that all employees and customers have an environment that is free from recognised safety and health hazards that could lead to accidents and injuries. GA Operators and FBOs shall comply with all applicable internationally recognised safety and health standards as well as the safety and health standards set by us.

12.3.2 We are committed to the local government's environmental and sustainability targets, which are mainly measured through four main indicators including but not limited to: a) percentage of treated waste (or averted from land fill); b) air quality; c) percentage of clean energy to the total; and d) water scarcity. We are committed to taking climate change adaptation measures to prevent harm, and to ensure that a sustainable airport business environment is achieved. GA Operators and FBOs are requested to coordinate with our Environment Department (by email to environment@dubaiairports.ae) for all environmental and/or sustainability queries, to ensure alignment of plans and efforts and/or prevention of accidental risk transfers or other potential harmful impacts.

12.4 Safety Management System

12.4.1 To ensure the highest level of operational safety and a continuous improvement of safety performance at the Airport, GA Operators and FBOs (as well as their agents, contractors and sub-contractors) shall maintain and operate a Safety Management System (SMS) that meets the relevant national regulatory requirements and industry best practices. GA Operators and FBOs shall also ensure collaboration and adherence to our policies. In particular, GA Operators and FBOs shall:

(a) Participate in and adhere to our SMS, as detailed in Part 6 of our Aerodrome Manual (see Annex 1, item 7);

(b) Adhere to our Aerodrome Safety and Quality Assurance Policy, detailed in Part 2 of our Aerodrome Management System Manual (see Annex 1, items 6 and 7);

(c) Ensure that incidents and accidents airside are reported to the Senior Duty Manager Airside (SDMA) on +971(0)56 7882374 or to the Aerodrome Operations Base Operations on +971 04-8133551;

(d) Nominate a representative to act as the focal point for any aerodrome safety concerns. This representative is required to liaise with the Senior Manager

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Aerodrome Safety DWC, to actively participate in safety forums and coordinate its organisation's participation in safety campaigns;

(e) Proactively identify hazards, assess risks and implement controls to lower risks to "As Low As Reasonably Practicable (ALARP)" within the organisation's operations;

(f) Perform internal investigations of all serious incidents and accidents pertaining to the organisation and provide reports to our OMDW Aerodrome Safety unit upon request;

(g) Employ trained, qualified and competent staff, and provide evidence of such training and qualifications to us upon request; and

(h) Receive and disseminate as appropriate to all relevant personnel (as well as any relevant agent, contractor and sub-contractor), all our safety and operational instructions and notices.

12.4.2 We reserve the unconditional right to conduct third party safety management and quality assurance audits of all stakeholders of the GA Operators and FBOs operations in accordance with our Aerodrome Management System. The primary purpose of these audits is to ensure that safety, compliance and conformance standards are present, suitable, operational and effective. The audit process shall follow a structured process and as such all stakeholders shall make relevant evidence available upon request.

12.4.3 For the continued safety of all personnel and operations, FBO/GA Operator shall subscribe to the 'Aerodrome Temporary Notices' and 'Aerodrome Safety Alerts' disseminated by Dubai Airports. Subscription requests can be submitted by contacting the Aerodrome Standards & Compliance Unit team via email at Aerodromestandards.compliance@dubaiairports.ae

12.4.4 GA Operators and FBOs shall participate unreservedly in any/all aerodrome safety investigations and aerodrome safety/quality assurance audits conducted by us.

12.4.5 In the event that a GA Operators/FBO operate outside the requirements provided in our Aerodrome Manual (see Annex 1, item 7), it shall submit to our Aerodrome Safety Unit evidence of its aviation management processes for review and oversight.

12.4.6 Any GA Operator/FBO contracting and/or subcontracting organizations involved in delivering aviation products and services on the airside must ensure that they have:

(a) an established SMS or equivalent system to manage safety.

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(b) performed a risk assessment or job safety analysis to identify the risks associated with the aviation product or service being delivered on the airside.

(c) an established incident reporting system and investigation process.

(d) specified Key Safety Performance Indicators (KSPIs) within their agreements.

(e) adequately trained the contracted and subcontracted employees to perform the activities safely on the airside.

(f) periodic oversight over the contracted and subcontracted organizations to monitor the safety performance.

12.5 Aviation Security Requirements

12.5.1 The FBO/ GA Operator shall ensure that aircraft under its control are protected against unauthorized access or interference in accordance with the national and airport security program requirements. This shall include but not limited to:

(a) aircraft access control

(b) protection while parked.

(c) reporting of suspected tampering

(d) aircraft security check/searches (maintain records)

(e) control of persons approaching /boarding the aircraft.

12.5.2 Weapons, explosives, and other prohibited articles shall not be introduced into restricted areas or on board an aircraft except where permitted and duly authorized by the relevant competent authority, in accordance with the applicable legislation. Any authorized carriage must comply with the Airport security program requirements. GA Operators must immediately report discovery of suspicious/ prohibited article.

12.5.3 Dubai Airport Aviation Security Department shall conduct inspections, audits, or other compliance monitoring activities to verify adherence to application of aviation security standards.

12.5.4 We may impose additional or enhances security measures where required by the prevailing threat level, security risk assessment, national requirements and security directives. The GA Operator/FBO shall comply with such measures as a condition of continued use of the Airport.

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12.5.5 As per CAR VII the GA Operator/ FBO shall designate an accountable person responsible for the implementation and coordination of aviation security requirements and shall ensure compliance by its employees, contractors, crew, passengers and other persons under its control.

12.5.6 The FBO/ GA Operator may contact Dubai Airports Aviation Security Department at dasecurity@dubaiairports.ae

12.6 Spillage of Fuel, Hydraulic or other Dangerous substances

12.6.1 A spillage fee of AED 7,850/- ("**Spillage Fee**") shall be imposed on the responsible GA Operator for each confirmed incident involving spillage of fuel, hydraulic fluid, or other hazardous substances from the aircraft for the cost of remedial actions, emergency response, and environmental investigation.

12.6.2 Spillages shall specifically refer to hydraulic, fuel and dangerous incidents only, and shall exclude water or other non-hazardous leaks. The Spillage Fee will be applied based on the findings of the incident investigation log to ensure accountability of the responsible party.

12.6.3 Where the spillage is determined to have been caused by the GA Operator, the relevant GA Operator shall be liable to pay the Spillage Fee.

12.6.4 Notwithstanding any provision contained in any agreement, lease or permit, GA Operators irrevocably agree and consent to us taking any and all necessary actions to affect the prompt clean-up of an aircraft, and/or vehicle, and/or other equipment or infrastructure, fuel and hydraulic/dangerous goods spillage and the disposal of contaminated materials required for the clean-up.

12.6.5 We further reserve the right to recover any additional costs or damages incurred by us (or on our behalf) beyond the Spillage Fee, in accordance with the "polluter pays" principle.

12.7 Foreign Object Debris (FOD)

We operate according to a 'zero-tolerance FOD policy'. GA Operators/FBOs shall abide by the principle of 'zero-FOD' in all operations at the Airport and comply with the provisions of any relevant operational notification issued by us.

12.8 Airside Operations

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12.8.1 Airside driving standards are governed by our Airside Driving Regulations (see Annex 1, item 11). Possession of a valid Airside Driving Permit is mandatory for all airside vehicles/ground services equipment.

12.8.2 GA Operators/FBOs are responsible for Passenger control between the terminals and remote parking bays and vice-versa and are responsible for ensuring the secure process of Passenger transfers between an aircraft parked on a remote bay and the terminal buildings.

12.8.3 Transit/Transfer Passengers on GA flights arriving to DWC and continuing their journey to another destination by commercial airline or any other GA flights must hold proper travel documentations to enter the UAE, including connecting tickets, visa, etc. The GA Operator/FBO shall coordinate all Transit Passengers with our Senior Duty Manager-Passenger prior to the transfer/transit process. The Senior Duty Manager-Passenger, in coordination with the Airport Duty Manager retain the right to audit documents and transit processes by inspecting the FBO at any time to ensure compliance).

12.8.4 Access to the Airport's passenger terminal buildings by Passengers/crew for shopping purposes shall be coordinated and allowed through the Senior Duty Manager-Passenger.

12.8.5 Operators of limousines and non-emergency ambulance vehicles must check-in at the designated Customer Service Counter – General Aviation Terminal, where they will be directed to a designated parking area.

12.8.6 Areas marked as "No Parking/Stopping" and "Fire Lane" can be used by emergency vehicles only.

12.9 Relocation of Vehicles and Equipment

We reserve the right, at any time and without prior notice where circumstances require, to relocate, or arrange for the relocation of, any of FBO/GA Operator vehicle, ground support equipment, or other operational equipment located within the Airport where required for safety, security, operational efficiency, stand utilization, maintenance or infrastructure works, emergency response, or any other operational necessity, and we shall not be liable for any associated costs or consequences arising from such relocation.

12.10 Refusal of Carriage and No-Show Passengers

In the event that GA Operator refuse carriage to a Passenger already located in a secured area, or after a boarding pass has been issued, or if a Passenger is a "no-show" for a scheduled

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departure, the FBO/GA Operator shall immediately report the case directly to the General Directorate of Residency and Foreigners Affairs (GDRFA) and Terminal Service Delivery. To officially report the case, the FBO/GA Operator must ensure a gate no-show/offload form is completed and handed over to the Authorities.

12.11 Landside Operations

12.11.1 All ground transportation vehicle operations on the Airport's premises, including its terminal buildings, roadways, parking facilities, curb frontages, and any other landside ground transportation facilities, are governed by the Airport and its parking policy. The Airport provides designated areas for all ground transportation and parking activities, ensuring an efficient, safe, and orderly parking and ground transportation system for the traveling public and users of the Airport's facilities. The Airport has the authority to institute revenue collection or traffic monitoring systems, or other systems, and can require all commercial and private vehicles to take necessary actions to comply with such changes implemented at the Airport.

12.12 Smoking

Smoking (including the use of cigarettes, e-cigarettes and vaping devices) is not permitted at the Airport except in areas that have been designated and approved as smoking areas. FBO and the GA Operator must ensure compliance with our Smoke Free Environment Policy (please refer to Annex 1, item 20).

12.13 Fire Protection

12.13.1 All GA Operators/FBOs, contractors, and persons occupying space at the Airport shall ensure that trained fire wardens are in place, maintenance of their fire prevention systems are completed and recorded, an emergency evacuation plan is provided, and the evacuation diagrams are displayed in prominent locations, as per the UAE Fire and Life Safety Code of Practice and the applicable NFPA Codes & standard (see Annex 1, items 18 and 19). All GA Operators/FBOs, contractors, and persons occupying space at DWC shall ensure that a fire emergency/evacuation drill exercise is conducted at least once in a year to verify the efficiency of the emergency evacuation plan.

12.13.2 Fire extinguishing equipment shall be maintained in accordance with the UAE Fire and Life Safety Code of Practice and the applicable NFPA Codes & Standards. Fire extinguishing equipment shall be inspected and serviced at regularly scheduled intervals and as required by the UAE Fire and Life Safety Code of Practice. An inspection tag or sticker that shows the last date of inspection shall be attached to each piece of

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equipment. If a tag or sticker that shows the status of equipment cannot be attached, a records retention method that is recognized and accepted by the Airport Fire Service may be used.

12.13.3 All GA Operators/FBOs, contractors, and lessees of hangars, aircraft maintenance buildings, or shop facilities shall supply and maintain an adequate number of fire extinguishers, that meet, at a minimum, the performance criteria required by the UAE Fire and Life Safety Code of Practice and the applicable NFPA Codes & Standards.

12.14 Housekeeping

12.14.1 All GA Operators/FBOs, contractors, and persons occupying space at the Airport shall keep the space allotted to them clean and free from debris and materials that could create slip, trip and fall hazards and fire hazards.

12.14.2 No GA Operator/FBO, contractor, or person shall dispose of any fill, building, or waste materials at the Airport. No construction debris may be deposited in any dumpster or trash receptacle at the Airport.

12.14.3 All outside trash containers and receptacles must be kept covered at all times. All lids must be tight fitting to prevent wildlife from getting to the contents of the container. Lids must also be attached to the container in such a way as to prevent them from being lost or becoming FOD.

12.14.4 No GA Operator/FBO, contractor, or person shall operate an uncovered vehicle to haul trash, construction materials, dirt, gravel or any other materials at the Airport without prior permission from us.

12.14.5 All solid and liquid material spills at the Airport shall be contained, reported to us, and cleaned up immediately. All spills of hazardous materials shall be handled in accordance with AFS (Refer to AOR link on Annex 1), as may be modified from time to time. A spill report shall be completed for each spill.

12.14.6 All passageways, aisles, docks, exits and work areas shall be kept free of debris and materials that could create a hazard to employees/customers who may be required to exit facilities in the event of an emergency.

12.15 Aircraft Maintenance Providers

12.15.1 An aircraft may be serviced or repaired at the Airport by an authorised airframe and power plant mechanic or avionics technician, with or without inspection authorisation,

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who meets certain standards described by GCAA. To meet those standards a mechanic/technician shall:

(a) Have in their possession a current and appropriate license;

(b) Agree to hold DA and its staff harmless from any injury;

(c) Secure an annual permit and possess any applicable business license; and

(d) Meet any applicable liability insurance requirements.

12.16 Animals

12.16.1 No GA Operator/FBO, contractor, or person shall enter any part of an Airport with an animal, domestic or otherwise, unless such animal is kept restrained by a leash or is so confined as to be completely under control. Any person bringing an animal on the Airport shall be liable for damages or injuries to property and/or third persons or their property caused by their negligence. Any person bringing an animal (domestic or otherwise), on the Airport agrees to indemnify fully, defend and save and hold harmless, DA, its officers, agents, and employees from and against all losses, damages, claims, liabilities, and causes of actions of every kind or character and nature, as well as costs and fees, connected therewith and expenses of the investigation thereof based upon or arising out of damages or injuries to third persons or their property caused by their negligence.

12.16.2 Except authorised employees/contractors, no person shall hunt, pursue, trap, catch, injure or kill any animal.

12.16.3 No person shall feed or commit any act that encourages the congregation of birds/other animals on the Airport.

12.16.4 All tenants and GA Operators/FBO are required to actively discourage the presence of birds, animals, insects and pests at all times. Contractor providers shall be utilised if/when necessary.

12.17 Commercial Photography, Film and Recording at the Airport

12.17.1 Unless authorised in writing by us and the Dubai Police, FBO/GA Operator shall not take still, motion, sound motion pictures, sound records or recording of voice for commercial, training or educational purpose, nor use electronic amplification devices in public areas of the Airport. Additional permits may be required from the Dubai Film &

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TV Commission, in respect of which FBO/GA Operator shall coordinate with our Aviation Business Management team.

12.17.2 We, our authorised representative and agents reserve the right to photograph and/or film airline facilities, vehicles, equipment, personnel and/or aircraft in the context of general airport operations as part of our efforts to create communication support materials to establish the context of our international operations and client base for use on our website, newsletters and internal and/or international communication media. Any independent media or third-party requests to film or take pictures of the FBO/GA Operator's brand and operations will be referred directly to the FBO/GA Operator for review and approval as required.

12.18 Media and Other Commercial Activity at the Airport

12.18.1 Unless authorised in writing by us, FBO/GA Operator shall not post or distribute commercial signs, advertisements, literature, circulars, pictures, sketches, drawings, handbills or any other form of printed or written commercial matter or material at the Airport.

12.18.2 Any media related activity must be submitted for the approval of our Corporate Communication department through our Aviation Business Management team.

13. BREACH OF THESE CONDITIONS OF USE

13.1 In addition to the specific remedies available to us under these Conditions of Use or the Legislation, the FBO/GA Operator acknowledge that we shall have the unconditional right to prevent the FBO/GA Operator from using the Airport in the event of a breach, or threatened breach, of these Conditions of Use.

13.2 If we do not exercise or if we delay exercising a right, power or remedy provided by these Conditions of Use or by the Legislation, this shall not constitute a waiver of that right, power or remedy. If we grant a waiver in respect of a breach of any term of these Conditions of Use, this shall not operate (or be deemed to operate) as a waiver of a subsequent breach of that term or as a waiver of a breach of any other term of these Conditions of Use.

14. LIABILITY

14.1 Neither we, nor our officers, employees, servants or agents shall be liable for:

14.1.1 Any loss or damage, caused for any reason, to an aircraft (including its parts or any property contained therein), ground equipment, property of passengers, crew or other personnel, at the Airport (or in the course of landing at or taking-off from the Airport);

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14.1.2 Personal injury caused for any reason to a passenger, crew or other personnel at the Airport

unless, and then only to the extent, caused by an act or omission done by us, our officers, employees, servants or agents, with intent to cause damage or recklessly and with knowledge that damage would probably result.

14.2 Neither we, nor our officers, employees, servants or agents shall have any liability to FBO/GA Operator or be obliged to indemnify the FBO and/or the GA Operator in respect of any:

14.2.1 Indirect loss;

14.2.2 Consequential losses;

14.2.3 Loss of profits;

14.2.4 Loss of revenue;

14.2.5 Loss of goodwill;

14.2.6 Loss of opportunity;

14.2.7 Loss of business;

14.2.8 Increased costs or expenses;

14.2.9 Wasted expenditure.

15. INSURANCE

GA Operators (as well as their agents and sub-contractors) shall, at all times while using our Facilities and Services, maintain adequate passenger, baggage, cargo, property and third party liability insurance meeting the minimum insurance requirements set by the Legislation.

16. SEVERABILITY

Each condition (including a sub-condition or part thereof) of the Conditions of Use shall be construed as a separate and severable term. If one or more condition is held to be invalid, unlawful or otherwise unenforceable, the remaining conditions shall remain in full force or effect. If any invalid, unenforceable or illegal condition would be valid, enforceable or legal if some part of it were deleted, the provision will apply with whatever modification is necessary to make it valid, enforceable or legal.

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17. ENTIRE AGREEMENT

These Conditions of Use (together with the documents referred to herein) constitute the entire agreement between FBO/GA Operator and us in relation to the GA Operator's use of the Facilities and Services at the Airport. These Conditions of Use supersede any prior understanding or agreement between FBO/GA Operator and us and any prior condition, warranty, indemnity or representation imposed, given or made by a party, other than as expressly set out in these Conditions of Use.

18. GOVERNING LAW AND JURISDICTION

18.1 The Conditions of Use shall be governed by, and construed according to, the laws of the Emirate of Dubai and the federal laws of the UAE.

18.2 The parties to any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with these Conditions of Use or its subject matter or formation shall endeavour to amicably settle such dispute or claim. If the parties fail to amicably settle such dispute or claim within thirty (30) days from the date of the first communication given by either party to the other party, a party may refer such dispute to the exclusive jurisdiction of the Dubai Courts.

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ANNEX 1 - SUPPLEMENTARY DOCUMENTS

GA Operators and FBOs shall be bound by, and ensure that all of their personnel familiarize and fully understand the requirements set out in, the following Supplementary Documents, as amended from time to time:

1	Dubai Airports Corporation Safety & Environment Policy	https://dubaiairports.box.com/v/DA-SafetyandEnvPolicy2021
2	Dubai Airports Contractors Health Safety Guidelines	https://dubaiairports.box.com/s/9azp6rzw57b4m67s1vzgttwn3p8nxtwy
3	Dubai Airports - Health and Safety guidelines for storage and disposal	https://dubaiairports.box.com/s/820fu33g7uby4fbzybn2ulp7y0arcvrz
4	Dubai Airports Health and Safety – Code of Practices	https://dubaiairports.box.com/s/i1dz09i0vob9kllpv3j4kwbltooqgflr
5	FOD Policy	https://dubaiairports.app.box.com/v/DA-FODPolicy
6	Aerodrome Safety and Quality Assurance Policy	https://dubaiairports.box.com/v/AerodromeSafety-QualityPolicy
7	Aerodrome Manual	https://dubaiairports.box.com/v/OMDW-Aerodrome-Manual
8	Aerodrome Emergency Plan (AEP)	https://dubaiairports.box.com/OMDW-Aerodrome-Emergency-Plan
9	Aerodrome Management System Manual (AMSM)	https://dubaiairports.box.com/v/AerodromeMgt-SystemManual
10	Airside Operating Regulations (AOR)	https://dubaiairports.box.com/v/Aerodrome-Operating-Regulation
11	Airside Driving Regulations (ADR)	https://dubaiairports.app.box.com/v/DA-AirsideDrivingRegulations
12	Dubai Airports Emotional Support Animal Policy	Available on request: airline.relations@dubaiairports.ae
13	Terminal Operations Advisory Notices, distributed by email.	Please contact to subscribe. aocc@dubaiairports.ae
14	Airside Temporary Notices (ATN)	https://dubaiairports.box.com/v/OMDW-Aerodrome-Temp-Notice Please contact safe-guarding-aim@dubaiairports.ae to subscribe

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15	Dubai Airports Dangerous Goods H&S Guide	https://dubaiairports.box.com/v/DA-DangerousGoods-HandS-Guide
16	Airside Safety Alert (ASA)	https://dubaiairports.box.com/v/OMDW-Aerodrome-Safety-Alert Please contact safe-guarding-aim@dubaiairports.ae to subscribe
17	Hot Works Permit	https://dubaiairports.box.com/s/4cq137n35khiute5t6eexslv8golms3x
18	Link to UAE Fire Code	https://www.dcd.gov.ae/portal/preventive-safety/uae-fire-and-life-safety-code-of-practice.jsp
19	NFPA Code & Standards	https://www.nfpa.org/en/For-Professionals/Codes-and-Standards/List-of-Codes-and-Standards#aq=%40culture%3D%22en%22&cq=%40tagtype%3D%3D(%22Standards%20Development%20Process%22)%20%20&numberOfResults=12&sortCriteria=%40computedproductid%20ascending%2C%40productid%20ascending
20	Smoke Free Environment Policy	https://dubaiairports.app.box.com/s/8i90hsmpbexjac9vsr2nqgku226nkh47

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ANNEX 2 - CONTACT LIST

[to be updated and supplied by DA]

DUBAI AIRPORTS	Tel	Email
Airline Business Management		airline.relations@dubaiairports.ae
Airport Operations Control Centre (AOCC) (24/7)	+971(0) 4 5045001	aocc@dubaiairports.ae
Corporate Communication		media@dubaiairports.ae corporate.communications@dubaiairports.ae
Emergency Services (AOCC 24/7)	+971(0) 4 504 5000	
Finance (Billing)	+971(0) 4 504 5376	aerobilling@dubaiairports.ae
Finance (Credit control)	+971(0) 4 504 5437	creditcontrol@dubaiairports.ae
Finance (Cash office)	+971(0) 4 2162142	central.cashoffice@dubaiairports.ae
Health & Safety Aerodrome Safety		DA-Safety@dubaiairports.ae smsdwc@dubaiairports.ae
Catering queries	Tel	Email
Emirates Flight catering	+971 4 208 6858 / 6726 Mobile: +971 56 994 8112	viporders@ekfc.ae
Senior Duty Manager Aerodrome (SDMA)	+971(0)567882374	SMA-DWC@dubaiairports.ae

FBO FACILITIES AT DWC:

EXECUJET MIDDLE EAST Tel. +971 (0)4 601 6053 Fax. +971 (0)4 299 7818 fbo.omdb@execujet-me.com	JET AVIATION Tel. +971 (0)4 887 9670 /01 Fax. +971 (0)4 887 9473 pah@jetaviation.ae
DC AVIATION - AL FUTTAIM	JETEX FLIGHT SUPPORT

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Tel. +971 (0)56 225 7675 Fax +971 (0)4 887 9285 operations@dc-aviation.ae FALCON ELITE Tel. +971 (0)4 801 6600 fbo@falconelite.com.	Tel. +971 (0)4 212 4900 Fax +971 (0)4 212 4950 fbo-dwc@jetex.com

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ANNEX 3 – SCHEDULE OF CHARGES

- Value Added Tax (VAT)

  All charges specified in these Conditions of Use are exclusive of VAT. FBO/GA Operator shall pay the VAT where required in accordance with the applicable laws and regulations in force in the United Arab Emirates from time to time.

- Aircraft Landing Charges - The charges will be collected by the appointed handling agent/FBO.

Landing charges	
Up to 4.5 tonnes	AED 12.10 per tonne
4.5 – 45 tonnes	AED 14.08 per tonne
Over 45 tonnes	AED 15.34 per tonne

- Aircraft Parking Charges

  The charges will be collected by the appointed FBO.

  Unless parked at a dedicated leased stand area, in which case charges for parking must be obtained from the relevant FBO, the charges for parking GA aircraft at DWC are based on the number of hours on ground occupying a parking bay as follows:

Narrow body aircraft (including rotary wing aircraft)	
0-6 Hours	Free parking period
6- 24 Hours	AED 20 per hour
24- 48 Hours	AED 30 per hour
48- 72 Hours	AED 40 per hour
72- 96 Hours	AED 50 per hour
Beyond 96 Hours	AED 60 per hour
Wide body aircraft	
0-6 Hours	Free parking period
First 3 hours after end of free period	AED 300 per hour
Each additional hour	AED 550 per hour

- Other Charges - The charges will be collected by the appointed handling agent/FBO.

Security Charge	
Per service for flights requiring extra security	AED300
Screening per departing flight	AED300
Fire Coverage Charge (per service)	AED200

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ANNEX 4 – DUBAI AIRPORTS ACCOUNT DETAILS

Account Number	AED 1012001079602
Account Name	DUBAI AIRPORT CORPORATION - AMANAT
IBAN	AE670260001012001079602
Registered Address	P.O. Box 2525, DUBAI, UAE
Account Type	CURRENT ACCOUNT
Account Opened Date	14-02-2020
Branch Name	GROUP HEAD OFFICE BRANCH
Swift Code	EBILAEAD

Account Number	AED 1012001079604
Account Name	DUBAI AIRPORT CORPORATION - REVENUE
IBAN	AE130260001012001079604
Registered Address	P.O. Box 2525, DUBAI, UAE
Account Type	CURRENT ACCOUNT
Account Opened Date	14-02-2020
Branch Name	GROUP HEAD OFFICE BRANCH
Swift Code	EBILAEAD

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