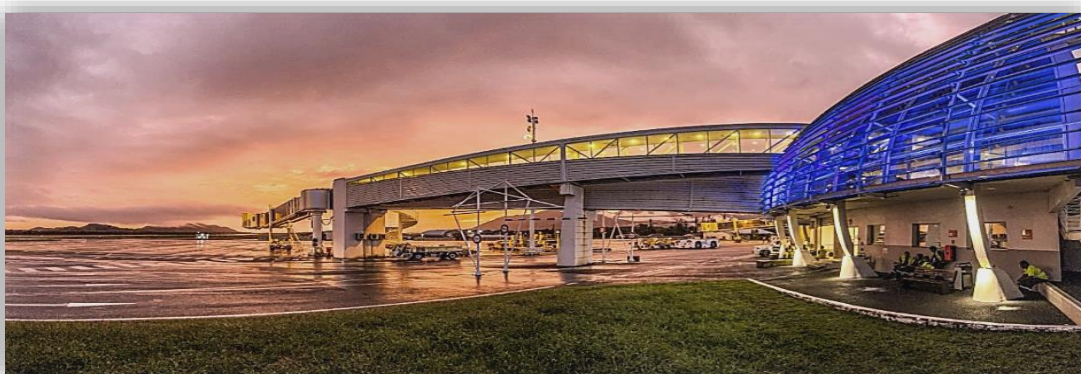




## CUSTOMER GUIDE - 2024



Effective Date :  
01/01/2024



The services and fees detailed in this document are provided for information purposes only.  
This is not a contractual document.

All fees indicated in this guide are inclusive of all taxes.

*Note: As a public establishment of an administrative character, the CCI-NC (Airport Authority of the international Airport of Nouméa – la Tontouta) is not subject to the local TGC tax (Article LP 478-4 de la Loi du Pays 2016-14 du 30 septembre 2016).*



### **Contacts**

#### **Service des Opérations Aéroportuaires :**

✉: [soa-tta@cci.nc](mailto:soa-tta@cci.nc)

☎: +687 35.25.15

#### **Service Gestion Relation Client :**

✉: [grc-tta@cci.nc](mailto:grc-tta@cci.nc)

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## ✓ GENERAL PRINCIPLES

### A – EXTRACT FROM THE GENERAL CONDITIONS OF SALE

Invoices issued by the international airport of Nouméa - La Tontouta are to be settled within 30 days of the invoice date.

The fees, for which the terms and fees are defined in the following chapters, are due for the use of the installations, buildings and equipment.

Should an invoice remain unsettled by the aircraft operator, the Airport Authority is allowed to demand from the Civil Aviation Authority that the aircraft be held until full payment of the amount due (cf. Civil Aviation Code Art. 224.4).

Clients of the international airport of Nouméa - La Tontouta may be required to provide guarantees by means of a deposit check or bank guarantee upon request by the Administration department.

In the event of late payment:

- The Airport Authority reserves itself the right to demand immediate payment for all invoiced services, which are not the subject of an ongoing claim.
- Overdue sums shall be subject to interest on arrears equal to 1,5 times the legal interest rate.

### B – METHODS OF PAYMENT

Invoices may be settled as follows:

1. By bank or postal check in Pacific Francs made out to « **CCI Aéroport** » and mailed to:

**CCI Aéroport International of Nouméa - La Tontouta**  
**Service Administratif**  
**B.P. 2**  
**98840 Tontouta**  
**New Caledonia**

2. By bank transfer to any of the 3 accounts below (the client account number and invoice references must be indicated on the transfer form):

<b><u>SOCIETE GENERALE</u></b>	<b>IBAN : FR76 1831 9067 0118 0072 0101 779 - SWIFT/BIC : SOGENCNN</b>
	<i>Code banque : 18319 – Code agence : 06701 – Compte n° 1800721017 – Clé RIB : 79</i>
<b><u>BNP PARIBAS</u></b>	<b>IBAN : FR76 1793 9091 1203 9008 0012 849 - SWIFT/BIC : BNPANCNX</b>
	<i>Code banque : 17939 – Code agence : 09112 – Compte n° 03900800128 – Clé RIB : 49</i>
<b><u>BNC</u></b>	<b>IBAN : FR76 1488 9000 8101 4003 2046 895 – SWIFT/BIC : CEPANCNM</b>
	<i>Code banque : 14889 – Code agence : 00081 – Compte n° 01400320468 – Clé RIB : 95</i>

3. In cash or by credit card, at the Information Center located in the terminal Departure all of the airport terminal.

## **C – CLAIMS**

Claims will only be examined if sent in writing to address mail indicated : [grc-tta@cci.nc](mailto:grc-tta@cci.nc)

Claims have a suspensive effect on settlement only on the sums that are the subject of said claim and should be lodged no later than one year following the issuance of the invoice.

In order to ensure the rapid processing of claims, please make sure to systematically indicate the following information when reaching out to us :

- The complete invoice number;
- The nature of the claim (type of service(s) involved);
- The amount and precise motive of the claim.
- The date and number of the flight, if applicable;

## **D – INVOICING METHOD FOR AIRCRAFT OVER 6 TONS**

No modifications will be made to the issued invoices should the airlines subsequently bring forward the relevant documentation.

The aeronautical fees to be paid for the use of airport infrastructure, facilities and equipment are:

- Billed by the ground handler, in the case of private flights.
- Billed by the Airport Authority, in the case of scheduled airlines' flights.

## **Billing documentation to be submitted by scheduled airlines**

For any aircraft that has not previously been registered into the airport's invoicing system, the following documents are to be submitted to the Airport Authority within 30 days prior to its arrival, either by mail or via email ([soa-tta@cci.nc](mailto:soa-tta@cci.nc)):

- The Air Operator' Certificate, in the absence of which, flights will systematically be charged under the private aircraft regime.
- The Certificate of Airworthiness, in which the weight of the aircraft is specified.
- The aircraft's Noise Certificate, in the absence of which, invoicing will be based on the heaviest weight and highest noise category for the aircraft type (order dated 26/02/2009).  
All documents notifying a change of aircraft weight are to be accompanied by the appropriate Noise Certificate.

**It is the airline's responsibility to provide the above-mentioned documentation, essential to the classification and billing of the corresponding movements, to and from the International Airport of Nouméa – la Tontouta.**

## **E – INVOICING METHOD FOR AIRCRAFT 6 TONS AND UNDER**

- This regards the general aviation, predominantly recreational flying (aeroclubs, private local aircraft, helicopters and ultralight aircraft), and well as business aviation.
- Nouméa – la Tontouta being an international platform, the operators of aircraft 6 tons and under wishing to stopover are to contact the Airport Authority (**+687 35 25 15 or [soa-tta@cci.nc](mailto:soa-tta@cci.nc)**) **at least least 24 hours ahead of their arrival** in order to enquire about parking availability and required documentation.
- These flights do not have priority;
- The invoices are payable in full on service delivery.

## Aeronautical fees

- Landing and ground assistance for transborder formalities (immigration, biosecurity and customs) are facilitated and billed by the Airport Authority (**cf. § LANDING – aircraft 6 tons and under**).
- The remainder of the applicable aeronautical fees (runway lighting, parking and passenger service fees) are calculated and billed according to the invoicing method in effect for international commercial flights.

## Other fees

- Other services (luggage handling, passenger-related, etc.) are facilitated and billed by the ground handler.

## **F – SPECIAL CASE: MILITARY AND STATE AIRCRAFT**

The invoicing method regarding the flying activity of French and foreign military aircraft and state aircraft's is specified in the *Convention particulière*, signed between the Airport Authority and the French Ministry of Defence.



### ✓ **LANDING – aircraft over 6 tons**

The landing fee is to be paid for every landing of an aircraft over 6 tons.

- It is calculated based on the aircraft's Maximum Take-Off Weight (MTOW), rounded up to the next complete ton.

AIRCRAFT WEIGHT	FEES
6 to 25 tons	189 XPF /ton
26 to 75 tons	381 XPF /ton
over 75 tons	455 XPF /ton

- It is then adjusted according to the acoustic group the aircraft belongs to.

### **In compliance with Article 7, page 255 of the *Journal Officiel*, Dec. 28, 1983:**

- The acoustic coefficient of an aircraft (ranging from 0.9 to 1.2) determines its belonging to one of the 5 acoustic groups, as defined by Article 7.
- Those groups characterize the noise level of any given aircraft; Group 1 defines the noisiest aircraft, and Group 5 defines the quietest aircraft.



**In compliance with the decree of May 23<sup>rd</sup>, 1989:**

- Jet planes are classified under the five noise groups in reference to Annex 16 of the Chicago Convention.
- Propeller aircraft and helicopters are usually classified in Group 4; should the operator or owner of the aircraft be able to provide the appropriate Noise Certificate or equivalent documentation, the aircraft may then be classified in Group 5.
- It is the responsibility of the operator or, failing that, the owner of the aircraft, to provide the Airport Authority the documents needed in order to classify the aircraft in one of the 5 noise level groups.

The classifying method is the following:

NOISE LEVEL GROUPS	1 : >100 dB	2 : <100 dB	3 : <90 dB	4 : <80 dB	5 : <70 dB
Acoustic coefficient	1,20	1,10	1,05	1,00	0,90

- A correction coefficient of 1.10 is subsequently applied in order to obtain the final landing fee.

**DISCOUNTS AND EXEMPTIONS**

- Training flights: flights performed to train an airline's flight crew or for post-maintenance aircraft testing and calibration.

For the latter, a **75%** discount is applied to the landing fee.

- QRF or Quick Return flights: very short flights performed by an aircraft which, shortly after take-off, finds itself in difficulty and must therefore return to its departure point. Are only considered as QRFs those flights that must turn around due to technical problems or unfavourable weather conditions and which have declared themselves as such to the control tower upon landing.

The landing fee is to be **waived entirely** for departing flights which must subsequently perform a QRF.

**✓ LANDING – aircraft 6 tons and under**

DESCRIPTION	FEES
Landing	1 250 XPF /landing
Assistance for transborder formalities	5 238 XPF /H

**✓ RUNWAY LIGHTING**

- This fee is due for any arriving or departing flight to/from an airstrip open to public traffic, for which the runway lighting has been switched on. This may be for arrivals or departures at nighttime or due to poor visibility at daytime:
- either at the aircraft captain's request;
  - or for safety reasons, at the request of the authority responsible for the runway lighting.

DESCRIPTION	FEE
All aircraft	2 951 XPF /U

## **EXEMPTIONS**

- The runway lighting fee is to be waived entirely (for the original departure and the return) for departing flights which must subsequently perform a QRF.

### **✓ FUEL**

- The fee to be paid is based on the number of hectoliters (=100 liters) taken by the airline.

<b>FUEL TYPE</b>	<b>FEE</b>
Jet A1	28,43 XPF /hectoliter

### **✓ AIRCRAFT PARKING**

- This fee is due for all aircraft parking on the airport apron, including on maintenance areas and garages.
- It is calculated according to the aircraft's length of stay (in hours) and Maximum Take-Off Weight, as indicated in the aircraft's Airworthiness Certificate.
- Any hour commenced is due in full.
- A two-hour parking franchise is allowed on any of the parking areas, free of charge.  
Franchises may not be cumulated.

<b>PARKING STANDS P1 and P2 – Gate parking positions</b>	
All aircraft	25,88 XPF /ton /hour
<b>PARKING STANDS P3, P4, P5, and P6 – Remote positions</b>	
All aircraft	25,88 XPF /ton /hour

### **✓ PASSENGER SERVICE**

- This fee is due for the use of installations and terminal buildings made available for the boarding, disembarking and arrival of passengers. It is only due for **flights departing from Tontouta**.
- The fee is based on the number of passengers disclosed on the activity reports (CRA) that are sent to the Airport Authority weekly by the airline or its representative.  
Should the number of transported passengers be missing for any given flight, the passenger service fee will be billed on the basis of the aircraft's seat capacity.
- The Airport Authority may at any time carry out checks to verify the exactitude of the information given on the activity reports by means of the various documents used by the airline during operations. Airlines are thus requested to provide the load messages (LDM).

<b>PASSENGER TYPE</b>	<b>FEES</b>
International	3 393 XPF /PAX
Domestic	737 XPF /PAX



## **EXEMPTIONS**

- Crew members;
- Direct transit passengers (arrival and departure under the same flight number and with the same aircraft);
- Passengers traveling with an aircraft which was forced to return to the airport due to technical difficulties or unfavourable weather conditions (QRF);
- Children under two years old;
- Passengers traveling on private aircraft operating a medical evacuation (MEDEVAC / EVASAN).

### **✓ FREIGHT**

- ➔ The freight fee is based on the weight (in kilos) of freight treated at the airport, as per the declaration form filled out by the airline or the ground handling company.
- ➔ It is billed on a quarterly basis.

DESCRIPTION	FEES
Arrival	10,02 XPF /kilo
Departure	4,92 XPF /kilo
Transit	4,92 XPF /kilo

## **2 / FEES FOR THE USE OF AIRPORT INFRASTRUCTURE & FACILITIES**

### **✓ COUNTERS (check-in counters, boarding counters and boarding gates)**

DESCRIPTION	FEE
Use of the counters for departing flights (the first 15 minutes are free)	206,9 XPF /15 minutes

- ➔ For operational reasons, the Airport Authority may modify the counters' assignments ahead of departing flights.

### **✓ BAGGAGE PROCESSING**

- ➔ This fee is due for the processing of every piece of luggage checked-in on departing flights (securing, conveyance and tracking).

DESCRIPTION	FEE
For departing flights	9,94 XPF /piece of luggage

### **✓ PASSENGER BOARDING BRIDGES**

- ➔ Boarding bridges are used for the boarding and disembarking of passengers. This fee is to be paid by the owner or operator of the aircraft
- ➔ For operational reasons, The Airport Authority may ask for an aircraft to be removed in order to regain access to the boarding bridge and parking area.

DESCRIPTION	FEES
Turnaround = 1 arrival / 1 departure	14 699 XPF (6H package)
Arrival only	9 799 XPF (1H30 package)
Departure only	11 759 XPF (2H package)
Stop over	53 522 XPF (21H package)

## ✓ WASTE DISPOSAL

### A – CABIN WASTE

→ According to local legislation (*arrêté n° 2014-333/GNC du 13 février 2014*), all food and food-related cabin waste that can potentially represent a health hazard must be destroyed in order to destroy any harmful organisms.

→ The destruction cost is to be paid per aircraft processed.

The rate is calculated by multiplying the weighted unit of **603 XPF** by the aircraft's coefficient.

The coefficients associated to the different aircraft types are the following:

AIRCRAFT TYPES	Coefficient
→ Beach C90, Cessna 310, 411, Citation I, II	1
→ HS125, Cessna Citation III, Fairchild 400, Learjet 25, 36,55 Corvette	2
→ Gulfstream II, III, IV, Jet Star II, Mystère Falcon 50	3
→ F27, F28, P3 Orion, ATR42, ATR72	4
→ DC9/30, Bac 111	5
→ A320/N, B727, B737, DC9/50, Caravelle	6
→ MD82, DC9/30F, E3, EC135, KC135, Nimrod	8
→ B707, DC8, DC8/62/72, A321/N, Convair Coronado, C130, VC10	10
→ DC8/61/71, DC8 62/72	13
→ B767	15
→ A310, A330, SST, B707F, DC8 55F, DC8 62/72F, CL44, C135	16
→ DC10/30, DC8 61/71F, DC8 63/73F, C141, A340, B777/200	17
→ B747/200, B747/300, B777/300	22,5
→ B747/200C 7 PAL	25
→ B747/300C 7 PAL	26
→ B747/300C 11 PAL, B747F, C5A Galaxy, A380	27

## **B –FREIGHT PRESENTING A HEALTH HAZARD**

- The destruction cost of any freight presenting a health hazard remains at the expense of the importing entity.

To this end, the importing entity or the designated freight forwarded must provide all relevant documentation necessary to the invoicing of said destruction.

DESCRIPTION	FEE
Destruction of freight presenting a health hazard	500 XPF /kilogram

### **✓ ID BADGES FOR RESTRICTED AREAS**

DESCRIPTION	FEES
Airport identification badge (TCA) <i>First ID or ID renewal</i>	11 900 XPF /U
Replacement of an airport identification badge <i>Following loss, theft, damage to a badge or the need for updated restricted area access</i>	4 900 XPF /U
Magnetic key (excl. restricted areas)	3 000 XPF /U
Airside driving authorization renewal	1 000 XPF /U
Vehicle pass	2 500 XPF /U

- PASSING THE AVIATION SECURITY TRAINING COURSE IS MANDATORY TO BE GRANTED AN ID BADGE.

Training fees are discussed in **§3. SAFETY AND SECURITY TRAININGS DISPENSED BY THE AIRPORT AUTHORITY.**



### 3/ SAFETY AND SECURITY TRAININGS PROVIDED BY THE AIRPORT AUTHORITY

Unit price	FEES
Safety training (3h)	10 000 XPF /person
Airside driving training – service roads, apron (3h)	10 000 XPF /person
Airside driving training – maneuvering area, use of radio (6h)	15 000 XPF /person
Airside driving training (continu, complementary and local)	7 000 XPF /person
Group trainings (5 people and over)	FEES
Safety training (3h)	50 000 XPF /group
Airside driving training – service roads, apron (3h)	50 000 XPF /group
Airside driving training – maneuvering area, use of radio (6h)	75 000 XPF /group
Airside driving training (continu, complementary and local)	30 000 XPF /group

- The form to be filled out (**“Formulaire de demande ou de modification de titre de circulation aéroportuaire soumis à habilitation”**) in order to apply for an ID badge includes a section regarding airside driving, in order to easily identify the concerned individuals.
- Requests for airside driving authorizations must be submitted in writing using the form entitled **« Demande de formation à la conduite en ZCP »**.

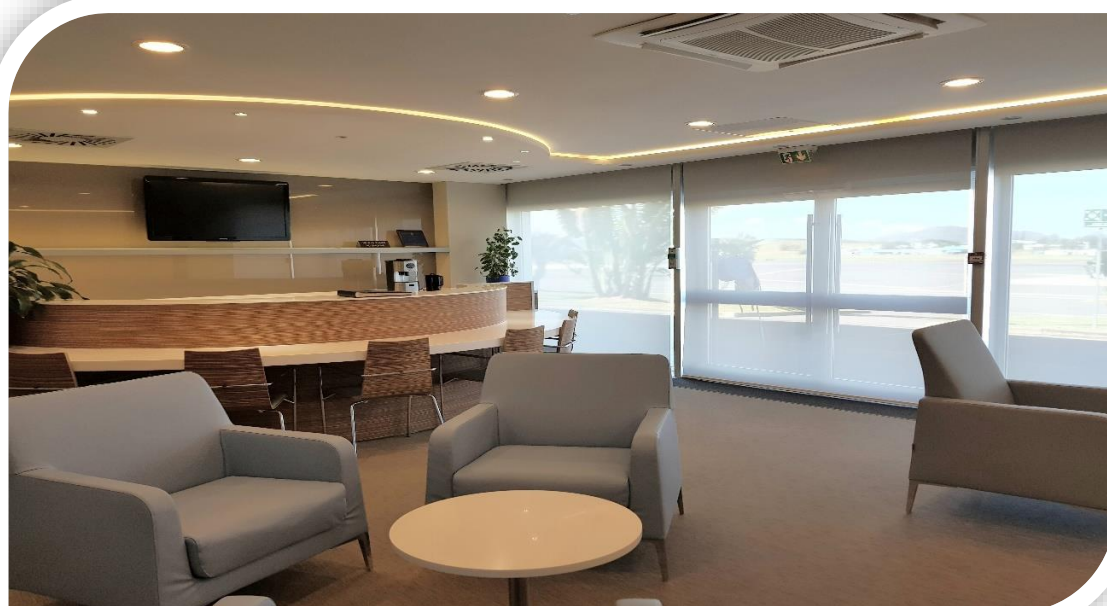




## 4 / PASSENGER SERVICES & OTHER SERVICES

### ✓ VIP LOUNGES

- ➔ Access to the Airport Authority's VIP lounges by privileged passengers is subject to specific rules and procedures (PDUR-SALHON / FORM-RESVIP).
- ➔ A flat rate applies for access and use of the VIP lounge for personal purposes. This fee includes refreshments and the presence of one or several attendants.
- ➔ For any information, please contact the Airport Authority's **Operations department** – [soa-tta@cci.nc](mailto:soa-tta@cci.nc)



DESCRIPTION	FEE
Lounge access	25 000 XPF /U

### ✓ ACCOMPANIMENT SERVICES

- ➔ Please contact the Operations department at [soa-tta@cci.nc](mailto:soa-tta@cci.nc) at least 1 week ahead of time to obtain the required authorizations for temporary access to restricted areas.
- ➔ For access to public areas only, approval from the Airport Authority alone is sought and the procedure is therefore simplified.

DESCRIPTION	FEE
Filming on location – Photography - Visits	10 000 XPF /hour

## ✓ CAR PARKS

- ➔ A public car park is at the visitors' disposal.

Parking rates vary according to the length of stay and payment can be made by credit card, check or in cash.

For more information please visit our website at [www.cci.nc](http://www.cci.nc)

- ➔ A dedicated parking lot is made available to all airport staff (P6, 160 parking spaces).



## ✓ MEETING ROOMS

DESCRIPTION	FEES
Room <b>DC 10</b> (sits approx. 12 people)	12 500 XPF /day
Room <b>B 777</b> (sits approx. 24 people)	25 000 XPF /day
Conference room <b>A 380</b> (sits approx. 35 people)	36 000 XPF /day



## 5 / STATE FEES

### ✓ GENERAL PRINCIPLES

- These fees are to be paid in exchange for the occupancy of premises located on the public airport property.
- The fees are expressed in XPF/m<sup>2</sup>/month and vary across the different airport areas and buildings.
- In the case of extra-aeronautical activities, state fees consist of a fixed rate (see below), as well as a variable fee; the latter is calculated based on the sales revenue generated by the occupant within the airport.

### ✓ PASSENGER TERMINAL

DESCRIPTION	FEES
Offices	2 788 XPF /sq. m /month
Counters (public halls)	4 067 XPF /sq. m /month
Basement storage	1 395 XPF /sq. m /month
Airline counters	18 556 XPF /U /month

### ✓ BUS AND SHUTTLE STATION

DESCRIPTION	FEES
Counters	18 556 XPF /U /month
Car rental offices	2 119 XPF /sq. m /month

### ✓ FREIGHT TERMINAL

DESCRIPTION	FEES
Offices (freight area)	2 009 XPF /sq. m /month
Offices (freight forwarders' area)	1 464 XPF /sq. m /month
Freight dock	757 XPF /sq. m /month

### ✓ TECHNICAL DOCKS

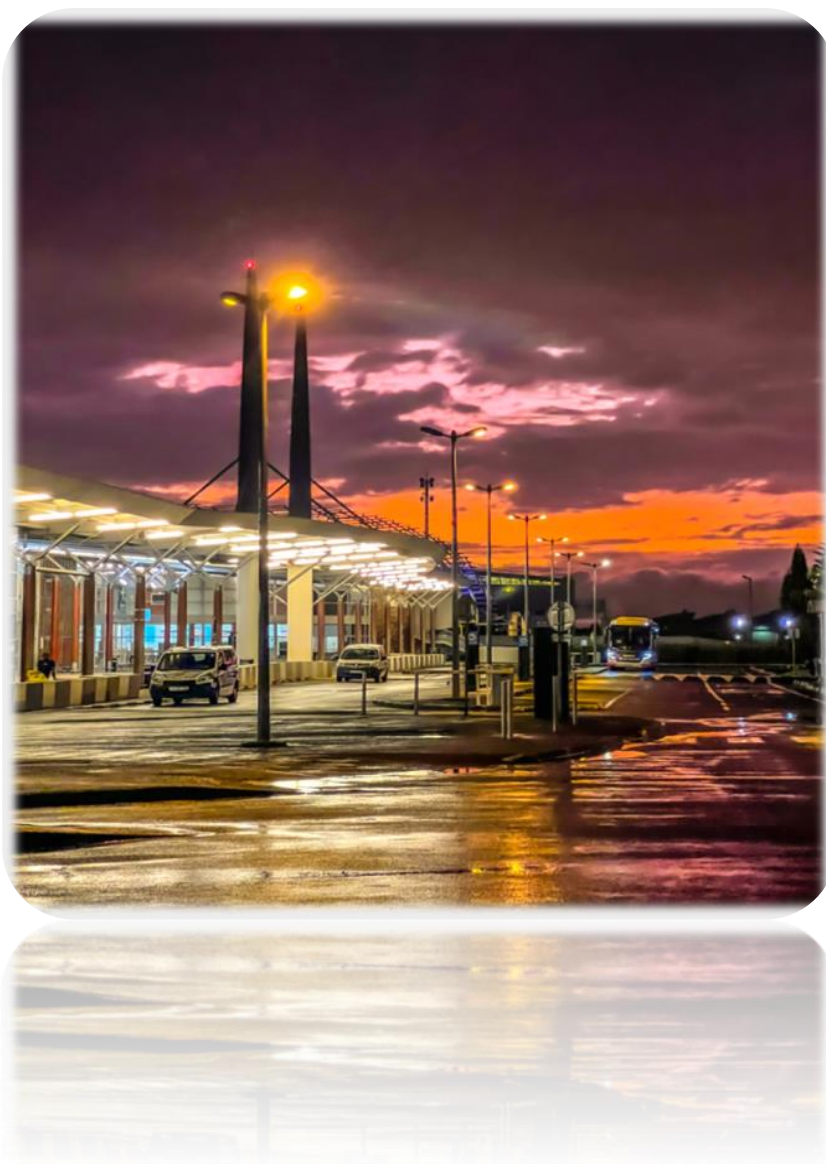
DESCRIPTION	FEES
Offices	1 133 XPF /sq. m /month
Storage area	747 XPF /sq. m /month

## ✓ GROUND LEASES

DESCRIPTION	FEES
Bare grounds	33 XPF /sq. m /month
Sealed grounds	226 XPF /sq. m /month

## ✓ CAR PARKS

DESCRIPTION	TARIF
<b>Car rental companies</b> <ul style="list-style-type: none"> <li>Fixed rate (parking spot rental)</li> </ul>	52 533 XPF /U /year
<b>Shuttles with reservation access P1</b>	5 000 XPF /month
<b>Shuttles with reservation access P3</b>	15 000 XPF /month
<b>Taxis</b>	3 372 XPF /month





## 6/ INDUSTRIAL SERVICES

### ✓ POWER SUPPLY

- Billing of electricity consumption (all purposes): meter, estimation, pro rata of the occupied surface.
- Billing of electricity consumption (air conditioning): meter, estimation, pro rata of the occupied surface.

### ✓ PHONE MAINTENANCE

The basic phone maintenance service package includes:

- Connection to the PBX phone system;
- Supply of a basic telephone set;
- Package for internal communications;
- Preventive and corrective maintenance of supplied equipment (exclusive of equipment failures caused by unsuitable use).

DESCRIPTION	FEES
Autocom maintenance	2 232 XPF /U /month
Changes made to an existing phone set ( <i>user information update, redirection, international calls, etc.</i> )	800 XPF / change

### ✓ TELEPHONE USAGE

- In addition to phone maintenance costs, telephone communications will be billed separately monthly based on the OPT rates.

### ✓ AIR CONDITIONING INSTALLATION AND MAINTENANCE

The air conditioning maintenance service package includes:

- The rental cost of air conditioning units;
- Preventive maintenance (including the quarterly cleaning of filters) and corrective maintenance of supplied equipment (exclusive of equipment failures caused by unsuitable use);
- Replacement of defective equipment.

DESCRIPTION ENTRETIEN CLIMATIQUE	FEES
Passenger terminal and technical dock	1 339 XPF /installed kW /equipment /month
Freight area	2 702 XPF /installed kW /equipment /month
Bus and shuttle station area	2,1013 XPF /installed watt /equipment /month

#### ✓ AIR CONDITIONING SUPPLY – PASSENGER TERMINAL ONLY

- The passenger terminal is equipped with a central water chiller equipped with a separate meter.
- Billing of air conditioning consumption: meter, estimation, pro rata of the occupied surface.

#### ✓ CLEANING

DESCRIPTION	FEES
Cleaning of freight and terminal areas	7 times /week: 501 XPF /sq. m /month 5 times /week: 480 XPF /sq. m /month 3 times /week: 458 XPF /sq. m /month 2 times /week: 440 XPF /sq. m /month 1 times /week: 422 XPF /sq. m /month  Cleaning upon request: 317 XPF /sq. m /intervention
Cleaning of the counters (bus and shuttle station)	1 039 XPF /month

#### ✓ PROVISION OF CHANGING ROOMS

DESCRIPTION	FEES
Locker rooms with showers	5 045 XPF /user /month
Rental of lockers	737 XPF /locker /month

- This fee includes the following charges: water, electricity, air conditioning, cleaning, the purchasing of lockers, the provision of benches and coat hooks.

#### ✓ WATER SUPPLY

- The water consumption will be charged quarterly based on actual consumption.

#### ✓ CARDBOARD COLLECTION

DESCRIPTION	FEES
Freight area	3 445 XPF /month
Terminal basement	41 090 XPF /month

## ✓ IT AND NETWORKS

DESCRIPTION	FEES
Optical fiber	< 1500 mL : 88XPF /mL /month > 1500 mL : 50% discount
Provision of unit(s) for electronic equipment that need to be installed in a network distribution rack	1 U (0.5 ampere): 7 340 XPF /month 1 U (1 ampere): 11 101 XPF /month 1 U (2 amperes): 19 283 XPF /month
Use of the CREWS license	18 109 XPF /U /month
Use of CREWS back-office computers	23 651 XPF /U /month
<b>IT department intervention</b> <i>Level 1 interventions / accompagnement</i>	6 500 XPF /hour
<b>IT department intervention</b> <i>Level 2 interventions: engineering, technical supervision</i>	10 000 XPF /hour
Studies and specific projects	Custom quote on demand

**Any hour commenced is due in full**

## ✓ FIRE SAFETY (AIRPORT AUTHORITY)

- Intervention upon the inadvertent triggering of a fire alarm = 15 000 XPF /U  
(diagnostic, dispelling doubt, equipment verification)

## ✓ SSLIA INTERVENTIONS (AIRPORT FIRE SERVICE)

DESCRIPTION	FEES
<b>ASSISTANCE TO PASSENGERS WITH REDUCED MOBILITY</b>	
SSLIA assistance to disabled passengers for boarding/disembarking aircraft	10 000 XPF /U
SSLIA intervention for loading/unloading stretchers onto aircraft	22 000 XPF /commercial flight
<b>TREATMENT OF ACCIDENTAL DISCHARGES IN RESERVED AREAS</b>	
SSLIA intervention using absorbing products	52 600 XPF /U
SSLIA intervention using firefighting foam	118 000 XPF /U



## ✓ TECHNICAL MAINTENANCE

DESCRIPTION	FEES
<b>Housekeeping personnel</b>	
Hourly rate	3 000 XPF
<b>Technical maintenance personnel</b>	
Hourly rate A <i>Mon through Sat, from 5am to 10pm, excl. holidays</i>	4 875 XPF
Hourly rate B <i>Other time slots</i>	9 750 XPF
<b>Accompanying technical staff</b>	
Tarif horaire / Hourly rate	8 000 XPF
<b>Sweeper – Aerial bucket – Forklift</b>	
Hourly rate A incl. driver <i>Mon through Sat, from 5am to 10pm, except holidays</i>	10 000 XPF
Hourly rate A incl. driver <i>Other time slots</i>	15 000 XPF
Hourly rate without driver <i>Subject to conditions</i>	7 000 XPF
<b>Supplies / Spare parts</b>	
Price of supplies	Subject to a 40% surcharge
<b>Validation ability to driving boarding bridges</b>	
By a verified agent	24 000 XPF
<b>Studies and specific projects</b>	
Visits, quotes tailored to customer's specific needs, etc.	Custom quote on demand

**Any hour commenced is due in full**

## ✓ CLEANING OF PARKING STANDS

- The aircraft operator is required to ensure the proper cleaning of the stand allocated to him/her. Should the parking stand need cleaning once the aircraft has departed, the operator will therefore be liable for payment of an outright sum (refer to fees indicated in **§TECHNICAL MAINTENANCE**).





## APPENDIX I

### Adoption of Incentive Measures for aeronautic fees

**Starting January 1st, 2019**, Nouméa – La Tontouta Airport will apply incentive measures on its aeronautic fees as part of an effort to support airline development, as well as part of tourism promotion efforts of New Caledonia.

#### A / DEFINITION

These measures aim at encouraging any willing airline from the air transport industry to:

- Set up new, regular routes departing from Nouméa – La Tontouta;
- To charter planes from Nouméa – La Tontouta to currently unserved destinations.

These measures are non-discriminatory, applied transparently and limited in time.

#### B / ELIGIBILITY AND CONDITIONS

##### 1. NEW ROUTE SETUP

Airlines creating new flight routes may benefit from certain reduced aeronautic fees for a limited time, under the condition that they meet the requirements detailed below as well as seek the approval of the Airport Authority.

The airport's obligation to control its financial viability implies that the creation of a new route must generate an overall beneficial effect for the platform to be eligible for an incentive measure.

The airline applying for incentive measures will provide the airport with the elements of its study, business case, analysis of the non-competitive influence of the emitting or receiving catchment area, as well as any element proving that **traffic generated by the new service will not impact an existing service**.

During the Covid 19 recovery phase, the analysis of the creation of additional traffic will be made with reference to the year 2019.

In the event of a disagreement, the airline may implement the service in question but will not benefit from the airport's incentives.

A « **NEW FLIGHT ROUTE** » SHALL MEET THE FOLLOWING CONDITIONS TO BE CONSIDERED AS SUCH AND QUALIFY FOR REDUCED FEES:

- Flight type : « **regular flight route** », as defined by the Civil Aviation Code (Article D213-1-1);
- Minimum schedule : The new flight route must be operated uninterrupted at least **once per week for 3 consecutive months**, provided the remaining of the airline's flight program is stable. In case of a discontinuous program of several 3-month (minimum) operational periods, an adapted support will be possible on a case by case basis;
- Prior period without traffic : The flight route must serve a **destination that was not regularly served from Tontouta** over the 12 months preceding its creation;
- Fees eligible for a rebate : Passenger, Landing, Runway lighting and Parking
- Degression : Discount rates **decrease** as a function of the number of turnaround flights;

- Scheduled vs Operated : The airline will **lose the benefits** of the incentive measures in the event of **significant modifications to the minimum schedule**. As such, operating **less than 95%** of scheduled flights on the eligible route may lead to the suspension of support measures. However, these incentives will apply to **all additional flights on the eligible route**;
- Geographical area : no restriction
- Time limitation : this discount scheme for the setup of new flight routes is limited to **24 months maximum**.

Since January 1<sup>st</sup> 2019, the **aeronautic fees which qualify for a discount are**: the Passenger Service charge, Landing fees, Runway lighting fees, and Parking fees;

TURNAROUND FLIGHTS THRESHOLD	FEE Passenger service	FEES Landing, Runway Lighting, and Parking
Under 50 turnarounds Or Year 1 of the new flight route	-50%	-75%
Over 50 and under 100	-25%	-50%
Over 100	0%	-25%

## 2. FLIGHT CHARTERING

The commercialization by an airline of a so-called « **charter** » flight, i.e. an unscheduled commercial flight that is not part of regular airline routing, which meets the requirements detailed below, will qualify for time-limited discounted aeronautic fees.

TO QUALIFY FOR THOSE INCENTIVE MEASURES, THEY SHALL:

- Flight type :
  - So-called « **event charters** »: flights chartered on the occasion of large, recurring public events (e.g. the Pacific Games). Within this context, the Nouméa – La Tontouta airport will position itself as a “sponsor” of the above-mentioned event and will apply discounted fees as detailed below;
  - So-called « **exploratory charters** »: their objective is to enable the discovery of a new destination to a group of passengers, departing from Nouméa. The destination station shall not be served by a scheduled route departing from Nouméa.

FEES	DISCOUNT
Passenger Service charge, Landing, Runway lighting, Parking, Luggage processing, Waste disposal, Check-in counters, Boarding bridges (exclusive of fuel)	-75%

- Flights chartered for **private events** such as company or associations (e.g. conferences, seminars) are **ineligible** for the incentive measures.
- Geographical area :
  - **Currently unserved countries**: the discount will be applied over a 36-month period (maximum) for charter flights serving this new country (regardless of the destination station within the country). This incentive measure is limited to a **maximum of 6 charter flights per year**.
  - **Countries currently being served** the discount will be applied to a **maximum of 3 charter flights** per new destination served.

- Should the chartered flight's route be converted into a scheduled route, the Nouméa – La Tontouta airport will pursue the incentive measures on the basis of the New route setup terms for incentive measures.

## C / GENERAL CONDITIONS

Any airline wishing to benefit from the above-mentioned incentive measures shall apply in writing. Applications will be submitted to the Airport Authority for **preliminary review** and shall mention:

- The flights scheduling;
- The purpose of the flights;
- Documents supporting the airline's respect of the terms, as previously detailed.

Applications shall be submitted no later than **2 months prior** to the setup of the new flight route, or the charter flight.

The discounted rates will be applied starting on Day 1 of the new route' being operated.

THIS TARIFF MODULATION APPLIES TO ALL CONCERNED FLIGHTS, INCLUDING THOSE WHICH WERE NOT PART OF THE INITIAL FLIGHT PROGRAM.

THE DISCOUNT MAY BE APPLIED ON THE MONTHLY INVOICES OR ISSUED IN THE FORM OF A CREDIT NOTE, THE CHOICE OF WHICH DEPENDS ON THE SITUATION AND IS LEFT TO THE DISCRETION OF THE AIRPORT AUTHORITY.

The flights in question are operated by a passenger airline that has previously settled all invoices within the specified deadlines, as per the general terms and conditions of sale.

IN CASE OF NON-COMPLIANCE WITH THE TERMS OF ELIGIBILITY AT THE END OF ANY IATA TRAFFIC SEASON, THE MODULATION DISCOUNT GRANTED BY THE AIRPORT AUTHORITY WILL HAVE TO BE REIMBURSED IN FULL BY THE AIRLINE.



## APPENDIX II

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Contact PACIFIC AIRPORT ENGIE : [ops.pae@engie.com](mailto:ops.pae@engie.com)



### Public rates for ground handling assistance and catering services

The rates for ground handling assistance activities with exclusivity may not exceed the following public flat rates. These rates are published in the current airport customer guide. Specific commercial contracts with airlines can be established.

Ground handling assistance rates are subject to annual revision on January 1st, based on a revision formula. Public tariff grids are established according to the following rules:

- **For public handling tariffs:** a flat rate based on the Maximum Takeoff Weight (MTOW) of the assisted aircraft, as well as hourly rates for "labor" and "equipment" for additional services outside the flat rate scope, such as special assistance requests, preparation time, and provision of qualified personnel.
- **For public catering services tariffs (excluding meal tray preparation):** a flat rate based on the number of seats offered on the assisted aircraft, along with hourly rates for "labor" and "equipment" for additional services outside the flat rate scope, such as special assistance requests, preparation time, and provision of qualified personnel.  
As the preparation of the meal tray depends on the nature of the services requested by airlines, it is not possible to provide a flat rate for this service.

Public tariffs will be adjusted through surcharges based on notice periods, flight schedules, transit times, required staff, and the concurrence of flights affecting team availability. Surcharges are cumulative.

Surcharge Night, Sunday, and public holidays:	+30%
Surcharge Notice period less than 24 hours:	+50%
Surcharge Notice period less than 6 hours:	+100%
Surcharge Transit time less than 2hrs 30mins (wide-body) and 1hr 45mins (narrow-body):	+75%
Surcharge Concurrence of flights less than 45 minutes (applicable to each concerned flight):	+75%
Surcharge Special flights (diversion, medical evacuation, special means, etc.):	+200%



**Ground handling tariffs – Public / Handling assistance part**  
**Base flat rate excluding surcharges**

MTOW	2024
<9t	200 000
9T to 24T	350 000
25T to 49T	600 000
50T to 74T	900 000
75T to 99T	1 200 000
100T to 133T	1 500 000
134T to 166T	1 800 000
167T to 200T	2 100 000
200T to 249T	2 400 000
250T to 299T	2 700 000
300T to 349T	3 000 000
350T to 499T	3 300 000
+ 500T	3 600 000

**Ground handling tariffs – Public / Catering services part**  
**Base flat rate excluding surcharges**

Seats offered	2024
0 to 79 pax	30 000
80 to 119 pax	50 000
120 to 159 pax	110 000
160 to 199 pax	170 000
200 to 250 pax	220 000
250 to 300 pax	270 000
+ 300 pax	350 000

**PERSONNEL SERVICES**  
Maximum approved hourly rates

SERVICE	CATEGORY OF PERSONNEL	Amount
		2024
Ground	Ground Handling Station Manager	26 000
Operations	Agent	11 000
Passenger Services	Passenger Services Manager	15 000
	Manager	10 000
	Agent	9 000
Ramp	Ramp Manager	12 000
	Driver	9 000
	Forklift Operator	9 000
	Handler	6 000
Maintenance	Maintenance Technician	9 000
	Aircraft Assistant	9 000
	Laborer	6 000
Catering Services	Inflight Catering Services Manager	15 000
	Supervisor	10 000
	Warehouse Keeper	9 000
	Laborer	6 000
Cargo	Cargo Services Manager	15 000
	Agent	9 000
	Warehouse Keeper	9 000
	Laborer	6 000

**EQUIPMENT RENTAL**  
Maximum approved rates

Equipment		Amount 2024
Air start unit	Per start	43 000
Ground power unit (GPU)	Per hour	41 000
Towed passenger stair	Per hour	15 000
Self-propelled passenger stair	Per hour	44 000
Catering truck	Per hour	66 000
Handling tractor	Per hour	19 000
Self-propelled conveyor belt	Per hour	30 000
Drinking water truck	Per operation	25 000
Toilet emptying truck	Per operation	28 000
Bulk baggage cart	Per hour	4 000
Cart pallet loader	Per hour	9 000
Cart pallet loader 20 ft	Per hour	19 000
Cart container loader	Per hour	8 000
Cargo loader medium carrier	Per hour	81 000
Cargo loader big carrier	Per hour	107 000
Forklift (5 tonnes)	Per hour	21 000
Forklift (+ 5 tonnes)	Per hour	24 000
Pallet/container storage rack	Per hour	6 000
Aircraft pushback tug	Per operation	107 000
Disabled passenger loading/unloading truck	Per elevation	31 000