

## INFORMATION CIRCULAR

Effective 1 January 2018 (Ref. LD 2018/01)

### TERMINAL CHARGES IN CROATIA

1. The EUROCONTROL Organisation is entrusted with the billing and collection of terminal charges on behalf of Croatia Control Ltd (CCL). The annexed document presents the Rules governing terminal charges in Croatia.
2. The terminal charge is levied for each flight departing from the Airports Zagreb (LDZA), Zagreb Lucko (LDZL), Split (LDSP), Dubrovnik (LDDU), Zadar (LDZD), Pula (LDPL), Rijeka (LDRI), Brać (LDSB), Mali Lošinj (LDLO) and Osijek (LDOS) and are split in two charging zones.

The unit rates of charge applicable from 1 January 2018:

Zone 1	Zone 2
Zagreb (LDZA), Zagreb Lucko (LDZL)	Split (LDSP), Dubrovnik (LDDU), Zadar (LDZD), Pula (LDPL), Rijeka (LDRI), Brać (LDSB), Mali Lošinj (LDLO), Osijek (LDOS)
<b>EUR 230.63*</b>	<b>EUR 258.55*</b>

\*: Average exchange rate of September 2017 is 1 EUR=7.46152 HRK.

**The unit rate of charge shall be recalculated monthly by applying the monthly average of the 'Closing Cross Exchange Rates' calculated by Reuters based on daily BID rates, for the month preceding that in which the flight took place. The updated unit rates will be published monthly in a separate Information Circular.**

The rate of interest on late payment of terminal charges applicable from 1 January 2018 is **9.74% per annum**.

These rates are published by Croatia.

3. In accordance with Croatian VAT legislation, terminal charges are subject to VAT at a rate of **25%**, unless generated by a user meeting the following criteria:
  - a) The user is an airline **and**
  - b) operates on a revenue basis **and**
  - c) is predominantly engaged in international air transport
4. **Payment must be made only in euro (EUR).** Details of the Bank Accounts to which users should make their payments are printed on the EUROCONTROL Bills and Statements of Accounts. Users should not pay into any other bank account other than those printed on EUROCONTROL documents. For contact details in this regard, please refer to the 'Collection, Accounting and Treasury' unit of the CRCO (see item 7. below).

A facility for payment by credit card is also available. For further details please contact the 'Collection, Accounting and Treasury' unit of EUROCONTROL CRCO (see item 7. below).

**The CRCO draws the attention of users to fraudulent attempts whereby individuals pretend to come from EUROCONTROL to try to make you pay into their bank accounts.**

**EUROCONTROL does not plan to open new bank accounts in the foreseeable future - mistrust any communication that says that our bank accounts have changed. In all circumstances payments for charges must be made to the bank account numbers mentioned on EUROCONTROL documents. Users can contact the CRCO (see item 7. below – any service may be contacted) for confirmation.**

5. The CRCO makes available to users a secured Internet site providing the following services: download of monthly billing documents (pdf, txt, xls) for the verification of bills, consultation of financial situation, submission and follow up of claims, and notification and consultation of fleet information. This service - CRCO Extranet For Airspace users (CEFA) - is free of charge and is subject to the signature of a service level agreement between users and the CRCO. For contact details, please refer to the 'Billing and Customer Relations' unit of the CRCO (see item 6. below) or consult:

<http://www.eurocontrol.int/services/central-route-charges-office-extranet-airspace-users-cefa>

6. Comprehensive and up-to-date information on charges billed and collected by EUROCONTROL is available on the website at:

<http://www.eurocontrol.int/articles/what-are-route-charges>

7. The telephone and telefax numbers as well as e-mail addresses of the EUROCONTROL CRCO units concerned are as follows:

	Billing and Customer Relations ----- (1)	Collection, Accounting and Treasury (CAT) Collection of Charges ----- (2)	Collection, Accounting and Treasury (CAT) Accounting and Treasury ----- (3)
Telephone	+32.2.729.3838	+32.2.729.3865 +32.2.729.3801	+32.2.729.3856 +32.2.729.3801
Telefax	+32.2.729.9093	+32.2.729.9094	+32.2.729.9095
E-mail	r3.crco@eurocontrol.int	r4.crco@eurocontrol.int	r5.crco@eurocontrol.int
Address	EUROCONTROL Central Route Charges Office (CRCO) Rue de la Fusée 96 B – 1130 Brussels (Belgium)		

**ANNEX  
RULES GOVERNING TERMINAL CHARGES  
IN CROATIA**

**ARTICLE 1**

A charge shall be levied for each flight departing from the Airports Zagreb (LDZA), Zagreb Lucko (LDZL), Split (LDSP), Dubrovnik (LDDU), Zadar (LDZD), Pula (LDPL), Rijeka (LDRI), Brać (LDSB), Mali Lošinj (LDLO) and Osijek (LDOS).

The charge shall constitute remuneration for the costs incurred by Croatia Control Ltd in respect of terminal air navigation services.

**ARTICLE 2**

EUROCONTROL shall collect charges levied on users of terminal services, in accordance with the laws and regulations of Croatia.

These charges shall constitute a claim by EUROCONTROL.

The person liable to pay the charge shall be the person who was the operator of the aircraft at the time when the flight was performed. Where an ICAO designator is used in the flight identification, the identity of the operator of the flight shall be deemed to be that of the aircraft operating agency to whom the ICAO designator was allocated at the time of the flight. If the identity of the operator is not known, the owner of the aircraft shall be regarded as the operator unless he proves which other person was the operator.

**ARTICLE 3**

The terminal charge **R** shall be calculated in accordance with the following formula:

$$R = t \times N$$

where **t** is the unit rate of charge and **N** the number of service units corresponding to terminal services used or made available.

The unit rate of charge (**t**) shall be established in **euro (EUR)** with a maximum of two decimal points. The unit rate shall be recalculated monthly by applying the monthly average of the 'Closing Cross Exchange Rates' calculated by Reuters based on daily BID rates, for the month preceding that in which the flight took place.

The unit rate of charge **t** shall be published by Croatia.

**ARTICLE 4**

For a given departing flight, the number of service units in respect of terminal charges, designated **N**, expressed as a figure taken to two decimal places, shall be the quotient obtained by dividing by fifty the Maximum Take-off Weight (MTOW), to the power of 0.70. The Maximum Take-off Weight shall be expressed in metric tons as a figure taken to one decimal place and shall be the one used for calculating the EUROCONTROL route charge for the flight concerned.

#### **ARTICLE 5**

Flights exempted from payment of Terminal Charges shall be established and published in accordance with the laws and regulations of Croatia.

#### **ARTICLE 6**

The charge shall be payable at EUROCONTROL's Headquarters, in accordance with the conditions of payment set out in the Appendix. The currency of account used shall be the **euro (EUR)**.

#### **ARTICLE 7**

These Rules and the unit rate of charge shall be published by Croatia.

**APPENDIX**  
**CONDITIONS OF PAYMENT**

**CLAUSE 1**

The amounts billed are payable in euro (EUR) into the EUROCONTROL, Central Route Charges Office's bank account shown on the bill.

The amount of the charge is due on the date of performance of the flight. The latest value date by which payment must be received by EUROCONTROL shall be shown on the bill and is 30 days from the date of the bill.

**CLAUSE 2**

Payment shall be deemed to have been received by EUROCONTROL on the value date on which the amount due was credited by the bank of EUROCONTROL referred to in Clause 1 above. The value date shall be the date on which EUROCONTROL can use the funds.

**CLAUSE 3**

Payments shall be accompanied by a statement giving the references, dates and euro amounts in respect of bills paid and of credit notes deducted.

Where a payment is not accompanied by the details specified in the above paragraph to allow its application to a specific bill or bills, EUROCONTROL will apply the payment:

- first to interest, and then
- to the oldest bills unpaid.

**CLAUSE 4**

Claims against bills must be submitted to EUROCONTROL in writing or by an electronic medium previously approved by EUROCONTROL. The latest date by which claims must be received by EUROCONTROL shall be shown on the bill and is 60 days from the date of the bill.

The date of submission of claims shall be the date on which the claims are received by EUROCONTROL.

Claims must be detailed and should be accompanied by any relevant supporting evidence.

Submission of a claim by a user shall not entitle him to make any deduction from the relevant bill unless so authorised by EUROCONTROL.

Where EUROCONTROL and a user are mutually debtor and creditor no compensation payments shall be effected without EUROCONTROL's prior agreement.

#### **CLAUSE 5**

Any charge the amount of which has not been paid by the due date of the bill shall be increased by the addition thereto of interest at a rate to be published by Croatia. The interest, entitled Interest on Late Payment, shall be simple interest calculated from day to day on the unpaid overdue amount.

The interest will be calculated and billed in euro (EUR).

#### **CLAUSE 6**

Where a debtor has not paid the amount due, measures may be taken to enforce recovery.