

# INFORMATION CIRCULAR

## TERMINAL CHARGES IN CROATIA (Ref. LD 2022/01)

Effective from 1 JANUARY 2022

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 the 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), Brač (LDSB), Mali Lošinj (LDLO) and Osijek (LDOS) and are split in two charging zones.

The unit rates of charge applicable from 1 January 2022:

Zone 1	Zone 2
Zagreb (LDZA), Zagreb Lučko (LDZL)	Split (LDSP), Dubrovnik (LDDU), Zadar (LDZD), Pula (LDPL), Rijeka (LDRI), Brač (LDSB), Mali Lošinj (LDLO), Osijek (LDOS)
EUR 324.60*	EUR 335.74*

\*: Average exchange rate of September 2021 is 1 EUR=7.49002 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 2022 is **9.48% per annum**.

These rates are published in 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

### SUPPORTING EUROPEAN AVIATION

**Member States:** Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom.

**Comprehensive Agreement States:** Israel, Morocco.



NETWORK  
MANAGER



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).

**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. CEFA, the CRCO airspace users portal, allows airspace users to submit claims and follow up their status, to update fleet information, to check the latest financial situation and to view and download electronic documents related to the billing and collection of air navigation and communication charges. For contact details, please refer to the 'Billing and Customer Relations' unit of the CRCO (see item 7. below) or consult:

<https://www.eurocontrol.int/crco>

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

<https://www.eurocontrol.int/crco>

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

EUROCONTROL  
Central Route Charges Office (CRCO)  
Rue de la Fusée 96  
BE – 1130 Brussels (Belgium)

Billing and Customer Relations  
E-mail : [r3.crco@eurocontrol.int](mailto:r3.crco@eurocontrol.int)  
Phone : +32 2 729 38 38  
Fax : +32 2 729 90 93

Collection of charges  
E-mail : [r4.crco@eurocontrol.int](mailto:r4.crco@eurocontrol.int)  
Phone : +32 2 729 32 96

Accounting and Treasury  
E-mail : [r5.crco@eurocontrol.int](mailto:r5.crco@eurocontrol.int)  
Phone : +32 2 729 91 64

## 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 air navigation 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 in 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 in Croatia.

## **APPENDIX**

### **CONDITIONS OF PAYMENT**

#### **CLAUSE 1**

The amounts billed shall be 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.

The time granted to users for payment of the terminal charge, i.e. the interval between the bill date and the date for payment shown on the bill, shall be identical to the time granted to users for payment of the EUROCONTROL route charges.

#### **CLAUSE 2**

Payment shall be deemed to have been received by EUROCONTROL on the value date on which the amount due was credited into the banking establishment designated by EUROCONTROL, referred to in Clause 1 paragraph 1. 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 amounts in respect of bills paid and of any credit notes deducted.

#### **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. The interest between this date and the date of the bill shall be the same as for the EUROCONTROL route charges.

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 which has not been paid by the latest date for payment shall be increased by the addition thereto of interest. 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). The interest rate will be published by CCL.

**CLAUSE 6**

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