



AERONAUTICAL CONDITIONS OF USE

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1 CONDITIONS OF USE

- 1.1 These *Conditions of Use* set out the terms and conditions under which you may use our *Airport* and the *Facilities and Services* at the *Airport*. By using the *Airport* or *Facilities and Services* you agree to be bound by these *Conditions of Use*, as amended from time to time in accordance with clause 1.3.
- 1.2 These conditions take effect from **1 November 2022** and continue in force until we replace or waive them.
- 1.3 We may change, replace or waive any of these Conditions of Use (including the charges at Schedule 3) at any time;
- (a) By giving you at least 30 days prior written notice of the change, replacement or waiver;
 - (b) After consultation with you or *Relevant Industry Bodies*, where required by law, under the *Pricing Consultation Documents*, or where we consider such consultation is reasonably necessary or desirable in the circumstances;
 - (e) By entering into a variation agreement in writing with you; or
 - (f) With immediate effect if,
 - I. a change to *Legislation* occurs;
 - II. a mandatory direction is issued by any *Authority*; OR
 - III. to give effect to any specific corrective or preventative action in relation to hazards,to the extent necessary to give effect to such legislative change, direction or action.
- 1.4 These *Conditions of Use* will also be deemed to be varied to the extent necessary to give effect to any restrictions, instructions, directions or orders published from time to time in the New Zealand Aeronautical Information Publication.
- 1.5 Italicised terms used in these *Conditions of Use* have the meaning set out in the dictionary at clause 21. Clause 21 also sets out other rules of interpretation of these *Conditions of Use*.

2 USING OUR FACILITIES AND SERVICES

- 2.1 When using our *Facilities and Services* at the *Airport*, you must comply with:
- (a) all *Legislation*, including the Health and Safety in Employment Act 1992 and associated regulations;
 - (b) all directions from any *Authority*;
 - (c) these *Conditions of Use*;
 - (d) the *Aerodrome Operations Manual*;
 - (e) the *Queenstown Aerodrome Safety & Compliance Regulations*;
 - (f) the *Aerodrome Security Programme*;

- (g) the *Aerodrome Emergency Plan*;
 - (h) Biosecurity Rules and Regulations;
 - (i) all directions related to pavement restrictions;
 - (j) local flying restrictions;
 - (k) noise management procedures and or regulations in place from time to time by the relevant *Authority*; and
 - (l) other conditions, instructions, orders, procedures and directions issued by us which are necessary for the safe or efficient day to day operation of activities at the *Airport*.
- 2.2 You must not do anything that puts us in breach of any *Legislation* or in contravention of a direction by an *Authority*.
- 2.3 In the event of an inconsistency between these conditions and any *Legislation* or direction by any *Authority*, the *Legislation* or direction by any *Authority* will prevail. In the event of an inconsistency between these conditions and any written agreement we have entered into with you, the provisions of such agreement will prevail to the extent of any inconsistency.

3 ACKNOWLEDGEMENTS

- 3.1 You acknowledge and accept that:
- (a) Use of the *Facilities and Services* is subject to the demands of other users of the *Airport*, space constraints and *Airport* planning requirements;
 - (b) You will not in any manner obstruct or cause interference to the movement of equipment owned, leased, licensed and operated by other users at the *Airport*;
 - (c) We have the sole right to determine the priority of use of the *Airport* or, subject to any other specific agreement between us and you, any parts of the *Airport* by you and others;
 - (d) We have the sole right to determine the priority of use of the *Airport* or, subject to any other specific agreement between us and you, any parts of the *Airport* by you and others;
 - (e) You have read and understood our *Aerodrome Operations Manual*; and
 - (f) We are not responsible for the security of aircraft or your other property.

4 EXCLUDED SERVICES

- 4.1 For the avoidance of any doubt, the *Facilities and Services* we provide do not include the following:
- (a) Air traffic services;
 - (b) Air Navigation Services;
 - (c) Meteorological Services;

- (d) Engineering Services;
 - (e) Hangar Facilities;
 - (f) Biosecurity Waste Disposal;
 - (g) *Apron and Ground Handling Services*;
 - (h) Passenger control between the terminal, other buildings or access points and parked aircraft.
- 4.2 Our charges do not include fees for these services or fees for things we provide outside the scope of these conditions.

5 INFORMATION WE REQUIRE BEFORE YOU USE OUR FACILITIES AND SERVICES

- 5.1 If you conduct *Regular Air Transport Operations* at the *Airport* you must provide us with all of the information set out in Schedule 8.
- 5.2 You must provide us with the details of any changes made to information described in clause 5.1 within 30 days of such change.
- 5.3 For non-*Regular Air Transport Operations* and *General Aviation* operations with aircraft that exceed 5700kg *MCTOW*, you must submit a movement request to us by email or website prior to operating. We or our nominated schedule facilitator will review the request and allocate a parking position if the movement can be facilitated.

6 FLIGHT SCHEDULE INFORMATION

- 6.1 Queenstown is classified as a Schedules Facilitated Airport (Level 3) in accordance with the airport levels classifications contained in the IATA Worldwide Scheduling Guidelines.
- 6.2 If you conduct *Regular Air Transport Operations* at the *Airport*, you must provide us and our nominated schedules facilitator with your schedule information in accordance with the IATA Worldwide Scheduling Guidelines for Level 3 airports. Information must be provided and maintained using the Schedule Movement Advice (SMA) message type.
- 6.3 We and our nominated schedules facilitator must be advised by you of any amendments to the flight schedule data you provide us under this clause as soon as practicable after any such amendment. We reserve the right to decline any such amendment where we reasonably believe it impacts upon the safe or efficient operation of the *Airport*.

7 PROVISION OF INFORMATION RELATING TO CHARGES

- 7.1 If you provide *Regular Air Transport Operations* at Queenstown Airport, then you must provide to us, and in the format directed by us (as set out in Schedule 3 Part 4), within 10 days of the month in which you used our *Facilities and Services*, the following information for the purposes of calculating the charges payable by you:
- (a) the number of *Embarking Passengers* and *Disembarking Passengers* on your Turboprop, Domestic Jet or International Jet aircraft operating at Queenstown Airport for the previous month;
 - (b) any further disaggregation of passenger numbers we reasonably require to

- determine charges payable by you under Schedule 3 (Part 1);
- (c) details of the type of each aircraft which you use at Queenstown Airport, if you have not already done so; and
 - (d) Information required to apply the formula, assumptions and process outlined in Schedule 3 – (Parts 1 and 2); and
- 7.2 If you provide *Regular Air Transport Operations* at Queenstown Airport and you do not comply with clause 7.1(a) to 7.1(d) (inclusive), then you agree that we may charge you for use of our *Facilities and Services* for that month on the basis that each seat on aircraft operated by you over that period was in fact occupied by a passenger.
- 7.3 You acknowledge that we may verify from time-to-time information you have provided to us by means including, but not limited to:
- (a) reference data collected by the New Zealand Customs Service;
 - (b) allowing us (or our agents or accountants) on reasonable notice, to audit, inspect and copy your records and systems relating to your use of the *Facilities and Services*; and
 - (c) directly counting passengers embarking or disembarking aircraft operated by you.
- 7.4 You must use your best endeavours to assist us to identify the reason for any differences between the information provided to us under clauses 7.1 or 7.3 as applicable and the information collected by us under clause 7.4.
- 7.5 If requested by us, you must within 45 days of our request, give us certified quarterly statements from your independent auditors verifying the accuracy of information you have given to us under this clause 7.
- 7.6 If we find we have:
- (a) overcharged you, we will within 10 days of becoming aware of the error and on the basis of supporting documentation provided by you, refund the amount of the overpayment or, at our discretion, allow that amount as a credit on subsequent account; and
 - (b) undercharged you, we may include an amount and appropriate supporting documentation in a subsequent invoice to recover the amount of the undercharge.
- 7.7 If the amount of an undercharge equals to, or is more than, 5% of the actual charges due for the relevant month and the undercharge was caused by a discrepancy or error in the information provided by you for that month, you must reimburse the full costs of any audit conducted by us.
- 7.8 We will use our best endeavours to maintain the confidentiality of any information that you provide to us, which you advise is commercially sensitive, subject to the following:
- (a) we may use the information for the purpose of *Airport* capacity planning and forecasting (including disclosing the information to our professional advisers on a confidential basis for this purpose);
 - (b) we may use the information for aggregation into 'total domestic passenger' or 'total international passenger' data for the *Airport*, which we may disclose into the public domain. In using the information for this purpose, we will not release any other data in relation to the *Airport* which will enable the information you provide us to be disaggregated from the 'total domestic passenger' and 'total international passenger' data; and
 - (c) we may disclose information if we obtain your consent to do so in writing, or if we are required to do so by law.

8 CHARGES

- 8.1 If you:
- (a) conduct *Regular Air Transport Operations* at Queenstown Airport, then you must pay us charges for using our *Facilities and Services* which, subject to any written agreement to the contrary, are calculated in accordance with:
 - I. Schedule 3 (Part 1) for the Base Aeronautical Charges, as varied from time to time; and
 - II. Schedule 3 (Part 2) which contains the formula, assumptions and process for calculating the charges for *BHS*; and
 - III. the *Pricing Consultation Documents* when *Development Assets* are commissioned, which contains the formula, assumptions and process for calculating the *Development Assets Charges* (as applicable);
 - (b) conduct *General Aviation* and *Helicopters* at Queenstown Airport, then you must pay us charges for using our *Facilities and Services* which, subject to any written agreement to the contrary, are calculated in accordance with Schedule 3 (Part 3) as varied from time to time.
- 8.2 The charges for using our *Facilities and Services* at the Airport:
- (a) accrue from day to day; and
 - (b) are payable in New Zealand dollars.
- 8.3 Subject to clause 10, you must pay the charges shown on the invoice as owing within the time stated for payment in the invoice by one of the methods shown on the invoice.
- 8.4 In the event that further costs are incurred by us on account of your operations, we reserve the right to include such further costs in the charges payable by you.

9 GST

- 9.1 Unless otherwise indicated, all consideration for a supply under these *Conditions of Use* is quoted exclusive of any GST imposed on the supply.
- 9.2 If GST is imposed on a supply under these *Conditions of Use*, the recipient of the supply on receipt of a tax invoice will on request pay to the supplier an additional amount equal to the GST imposed on the supply.
- 9.3 GST applicable to the charges must be paid at the same time the charges are paid under these *Conditions of Use*.

10 LATE PAYMENTS AND NON-PAYMENT

- 10.1 If you do not pay any amount you owe on time that is not the subject of a bona fide dispute, we may do any one or more of the following (without limiting any other remedies we may have):

- (a) Charge you interest on the amount payable from and including the day the amount becomes payable to and including the day you pay the amount, at the rate of 18% per annum, capitalising on the first day of each calendar month; and/or
 - (b) refuse to allow any or all of your aircraft to use our *Facilities and Services* at the *Airport*; and/or
 - (c) require payment in one or more instalments of outstanding amounts as a condition of your further use of the *Facilities and Services*; and/or
 - (d) use any reasonable means to detain any of your aircraft until you have paid all due charges and interest provided that:
 - I. we have first sought to negotiate in good faith any dispute about charges in accordance with clause 10.2;
 - II. we have first sought to recover any outstanding charges from you; and
 - III. we have given you 7 days notice in writing either during or after the 21 day period that we intend to do this;
 - (e) commence proceedings against you for all money due and payable, in which case you must pay all our costs on a full indemnity basis.
- 10.2 If you notify us in writing that you dispute any charge shown in an invoice within 14 *Business Days* of receiving that invoice, and in our reasonable opinion you have grounds to dispute it, then the parties will use reasonable endeavours to negotiate a resolution to the dispute, provided that:
- (a) If you do not dispute any amount shown in an invoice within 14 *Business Days* after receiving that invoice, you cannot thereafter dispute that amount; and
 - (b) any undisputed amounts, or portions, are to be paid within the time required by the invoice.
- 10.3 Unless we give you express written consent you are not permitted to make any set-off against or deduction from any amount payable.

11 INFORMATION GENERALLY

- 11.1 You can contact us at the addresses and by any of the means set out in Schedule 1.
- 11.2 We prefer to receive information electronically where possible. You must let us know as soon as practicable if there is any change to the information you have given us.
- 11.3 The following details are available from us upon request:
- (a) *Aerodrome Operations Manual*;
 - (b) *Aerodrome Emergency Plan* and associated procedures;
 - (c) which of our *Facilities and Services* at the *Airport* are available for you to use; and
 - (d) ICAO Type A Obstacle Chart
- 11.4 We may charge a reasonable fee for the supply of copies of ICAO Type A Obstacle Charts, and for multiple copies of any other publications of information requested by you under these conditions.

- 11.5 If we provide you with information and ask that you hold it on a secure basis and only disclose it to authorised persons, you must comply with our request.

12 AIRPORT CLOSED OR SERVICES UNAVAILABLE

- 12.1 We will endeavour to keep our *Facilities and Services* at the *Airport* available for you to use, however we may limit, restrict or prevent your access or use of the *Airport* or any *Facilities or Services* at any time where we consider this necessary:
- (a) for operational purposes;
 - (b) for maintenance purposes;
 - (c) for development works;
 - (d) for special events;
 - (e) in the event of any circumstances beyond our reasonable control; or
 - (f) where we are required to do so by any *Legislation*.
- 12.2 To the extent reasonably possible, we will endeavour to notify you before we make any service or facility at the *Airport* unavailable and we will use our reasonable endeavours to identify alternative *Facilities and Services* which might be available for use by you. Any use by you of such alternative facilities or services shall be at your sole discretion. You acknowledge that, in doing so we will need to balance all the needs of the affected parties so far as we reasonably can.

13 PASSENGER PROCESSING FACILITIES

- 13.1 Subject to any agreement we have entered into with you to the contrary, if you use our *Passenger Processing Facilities* for checking in or processing passengers you must comply with our common user conditions, as contained in Schedule 7.

14 GROUND HANDLING

- 14.1 You are required to nominate a licensed *Ground Handling Agent(s)* for the provision of *Ground Handling Services* for your aircraft at the *Airport* if you are parking on the main apron area.
- 14.2 We may require you to nominate a licensed *Ground Handling Agent(s)* for the provision of *Ground Handling Services* for your aircraft at the *Airport* regardless of where you are parking.
- 14.3 Any person or company that provides *Ground Handling Services* to your aircraft at the *Airport*, must be licensed by us in accordance with our standard Ground Handling License.

15 MOVING AIRCRAFT

- 15.1 We may, (subject to air traffic clearances and any operational guidelines issued by us for the use of our *Facilities and Services*) direct you to:

(a) move an aircraft to another position at the *Airport*; or

(b) remove an aircraft from the *Airport*;

at your cost and within a specified time, being a period that we consider, in all the circumstances, to be reasonable.

- 15.2 If you do not comply with our order within the specified time, and provided we have made all reasonable efforts to contact you, we may move or remove the aircraft in accordance with the procedures at Schedule 5 and:
- (a) you must pay our reasonable costs of having the aircraft moved or removed and any costs incurred by us as a result of having the aircraft moved or removed; and
- (b) you are liable and you indemnify us, our officers, employees and agents against any personal injury, death, loss or damage caused or contributed to by your failure to comply with our order.

16 BREACH OF THESE CONDITIONS OF USE

- 16.1 In addition to clause 10, we may, subject to our obligations under any *Legislation*, give you 7 days notice in writing not to use our *Facilities and Services* at the *Airport* if you do not comply with these conditions.
- 16.2 If you do not comply with any of the safety or security requirements, we may give you notice in writing requiring you to comply with the relevant obligation or stop using the *Facilities and Services* immediately and refuse to allow you, or limit your access to the *Airport* or any *Facilities and Services*.
- 16.3 We may stop you from using our *Facilities and Services* at the *Airport* if you do not comply with any notice given to you by us pursuant to this clause.
- 16.4 Nothing in this clause limits our right to take any other action that may be available to us, including our right to seek injunctive relief to stop you using the *Airport* or our *Facilities and Services*.

17 LIABILITY AND INDEMNITIES

- 17.1 You will be liable for and indemnify us, our employees, officers, agents and contractors against:
- (a) any damage caused to our property or the property of any other person at the *Airport*;
- (b) any costs we incur in detaining of your aircraft under clause 10.1(d);
- (c) any claim for personal injury or death to employees of ours or any other person at the *Airport*;
- (d) any loss of use of property in connection with damage, injury, death or loss referred to in (a) or (c) of this clause, arising wholly or in part by reason of any act or omission by you or your employees, officers or agents, or a related body corporate of yours, or its employees officers or agents.
- 17.2 You agree that we are not liable for, and to the full extent permitted by law you release us, our employees, officers, agents and contractors from all liability in connection with:
- (a) damage caused to any aircraft, its load, equipment or other property of yours or

your crew or passengers at the *Airport*; or

- (b) claims for personal injury or death to your employees, air or ground crew, contractors or passengers at the *Airport*;
- (c) any loss of use of property in connection with damage, injury or death referred to in (a) or (b) of this clause, or
- (d) subject to clause 19.2, any breach of any warranty, representation, obligation or other provision of these *Conditions of Use* by QAC;

unless, and then only to the extent, caused by our gross negligence, wilful default or fraud.

17.3 You agree that we are not liable for, and to the full extent permitted by law you release us, our employees, officers, agents and contractors from all liability in connection with:

- (a) any loss you suffer, or any person claiming through you suffers, as a result of closure of the *Airport* or any part of it or as a result of any of the *Facilities and Services* being unavailable; or
- (b) any loss you suffer, or any person claiming through you suffers, as a result of delays in the movement or scheduling of aircraft; or
- (c) any indirect, special or consequential loss in connection with the use or the closure of the *Airport* or any part of it referred to in (a) or (b) of this clause.

17.4 You indemnify and hold us harmless against all claims, actions, losses and expenses of any nature which we may suffer or incur or for which we may become liable in respect of or arising out of a breach by you of any *Legislation*.

18 WARRANTIES AND CONDITIONS

18.1 Subject to this clause, we do not make any representation or warranty in connection with the use of the *Airport* or the *Facilities and Services*.

18.2 If a warranty or condition is implied under any *Legislation* in connection with the goods and services we provide and it can be excluded, we exclude to the maximum extent possible and if we cannot exclude it, then our liability for breach of that warranty or condition is limited to:

- (a) in the case of goods, and or more of the following:
 - I. the replacement of the goods or the supply of equivalent goods;
 - II. the repair of the goods;
 - III. the payment of the cost of replacing the goods or of acquiring equivalent goods;
 - IV. the payment of the cost of having the goods repaired; or
- (b) in the case of services:
 - I. the supplying of the services again; or
 - II. the payment of the cost of having the services supplied again.

18.3 You acknowledge that any goods or services supplied by us are for business purposes and that the provisions of the *Consumer Guarantees Act 1993* shall not apply.

19 INSURANCE

- 19.1 You must at all time have and maintain current insurance in accordance with the minimum insurance requirements set out in Schedule 4. These minimum requirements are not a limit of your liability but merely the reasonable minimum amount of insurance we require you to maintain.
- 19.2 You must upon request produce evidence to our reasonable satisfaction of the insurances required under clause 19.1.

20 MISCELLANEOUS

- 20.1 These conditions constitute an agreement between the parties as to its subject matter.
- 20.2 These conditions are to be governed by and construed in accordance with the laws of New Zealand. Both parties irrevocably and unconditionally agree that the Courts of New Zealand have jurisdiction to hear and determine any proceedings brought in relation to these conditions.
- 20.3 These conditions do not create any lease, tenancy or interest in the *Facilities and Services* at the *Airport*.

21 DICTIONARY AND RULES OF INTERPRETATION

- 21.1 In these *Conditions of Use*:

Airport means Queenstown Airport, Queenstown, New Zealand.

Aerodrome Emergency Plan means the manual that forms part of QAC's certification documentation, which prescribes the procedures for the preparation, response and recovery in regards to *Airport* emergencies.

Aerodrome Operations Manual means the relevant components of QAC's manual as required under Civil Aviation Rule Part 139 in regards to the operations of the *Airport* as amended, as made available or otherwise provided to you, from time to time.

Aerodrome Security Programme means the document that prescribes the security procedures for compliance with the provision of the National Aviation Security Programme in order to protect the security, regularity and efficiency of the *Airport*.

Airside means:

- (a) that part of the *Airport* which is used for the surface movement of aircraft, which includes the *Apron*; and
- (b) any other areas designated as such by us in accordance with any relevant *Legislation*.

Queenstown Aerodrome Safety & Compliance Regulations means the *Queenstown Aerodrome Safety & Compliance Regulations* issued by QAC from time to time, which forms part of QAC's certification documentation, required under Civil Aviation Rule Part 139.

Apron means that part of the aerodrome used to accommodate aircraft for the purpose of loading or unloading passengers & cargo, refuelling, parking and maintenance.

Authority means and includes every governmental, local, territorial and statutory which has legal authority pursuant to *Legislation* from time to time in relation to the *Airport* or which provides a service at the *Airport*.

Baggage make-up or "BMU" means the area used to perform baggage make-up from the *BHS* but does not include transport of the baggage to aircraft.

BHS means the physical baggage handling system which transports baggage from check-in counters along conveyor belts to the *Baggage make-up* area, but does not include the transport of baggage to aircraft.

Base Aeronautical Assets means those terminal and airfield assets as set out in the Pricing Consultation Documents, but excludes *BHS* and *Development Assets*.

Base Aeronautical Charges means the charges payable by *Regular Air Transport Operations* at Queenstown Airport to gain access to, and use, the *Base Aeronautical Assets*, as set out in Schedule 3, Part 1.

Business Day mean every day except Saturdays, Sundays or a public holiday in Otago.

Certificate of Registration means for an aircraft the certificate of registration.

check-in counter equipment means the baggage injectors, baggage scales, PA system, CUSS and FIDS equipment.

Child means a passenger 12 years of age or younger, but excludes *Infants*.

Development Assets means substantial aeronautical terminal and airfield assets at Queenstown Airport, that we may, in consultation with the airlines conducting *Regular Air Transport Operations* at Queenstown Airport, develop in accordance with the principles, assumptions and process specified in the *Pricing Consultation Documents*.

Development Assets Charges means the charges payable by *Regular Air Transport Operations* at Queenstown Airport to gain access to, and use, the *Development Assets* (as applicable) that are set in accordance with the principles, assumptions and process specified in the *Pricing Consultation Documents*.

Disembarking Passengers means all passengers on board an arriving aircraft. This includes *Transit Passengers*, *Transfer Passengers*, *Children*, *Infants*, *Domestic-On-Carriage* and *Positioning Crew*, but excludes *Operating Crew*.

Domestic-On-Carriage (DOC) means a passenger on an international flight who travels from one New Zealand port to another.

Embarking Passengers means all passengers on board a departing aircraft. This includes *Transit Passengers*, *Transfer Passengers*, Children, Infants, *Domestic-On-Carriage* and *Positioning Crew*, but excludes *Operating Crew*.

Facilities and Services means our facilities and services set out in Schedule 2 Part 1 in respect of Queenstown Airport (as applicable), except to the extent that those facilities are provided to you under a separate contract, lease, license or other authority from us.

FIDS means our flight information display system.

General Aviation means any air operation other than *Regular Air Transport Operations*.

Ground Handling Agent means an operator licensed by us to provide *Ground Handling Services* at the *Airport* in accordance with our standard ground handling licence.

Ground Handling Services means those services that are listed in Annex A of the *IATA* standard ground handling agreement, 30th Edition, date January 2010, or such later edition as may be approved by QAC and notified to licensed ground handlers from time to time.

GST means any goods and services tax levied under the Goods and Services Tax Act 1985.

IATA means the International Air Transport Association.

Infant means a child seated on another passenger's lap who has not paid to occupy a seat on an aircraft.

Legislation means all Acts of Parliament, regulations, rules, orders, by-laws, ordinances and any other order, or directions of any government or statutory body relevant generally or determination specifically to the *Airport*, or aircraft or vehicles or equipment using it, as amended, re-enacted or replaced from time to time.

MCTOW means for an aircraft the lower of its maximum certified take-off weight as specified by the manufacturer (or as approved by the Civil Aviation Authority) and the maximum authorised operating weight as specified by us.

Operating Crew means your employees operating as flight or cabin crew on an arriving or departing aircraft.

Our Equipment means any equipment (including without limitation counters) supplied by us under these conditions but does not include the terminal equipment supplied by the airline, aircraft operator or *Ground Handling Agent*.

PA system means our public address system throughout the *Airport* terminal.

Passenger Processing Facilities means *Our Equipment* and facilities as set out in Schedule 2 except to the extent that those facilities are provided to you under a separate contract, lease, license or other authority from us.

Per Passenger Charge means the charges listed in Item 1 of Schedule 3 Part 1 (as applicable).

Personnel includes an employee, officer, agent or contractor of either party as the case may be, and anyone else under the control or direction of such party (other than a passenger or a member of the public).

Positioning Crew means your flight and cabin crew, other than *Operating Crew*, arriving into, or departing from, the *Airport* on company duty travel for the purpose of positioning for, or returning from, crewing duties.

Pricing Consultation Documents means QAC airline pricing consultation documents.

QAC means Queenstown Airport Corporation Limited.

QLDC means the Queenstown Lakes District Council.

Regular Air Transport Operations means a flight forming part of a series of flights performed by aircraft for the transport of passengers, cargo, or mail between the *Airport* and one or more points in New Zealand or in any other country or territory, where the flights are so regular and frequent as to constitute a systematic service, whether or not in accordance with a published timetable, and which are operated in such a manner that each flight is open to use by members of the public.

Relevant Industry Bodies means a body listed or described in Schedule 6.

Season means, in each year;

- (a) for the Northern Summer *Season*, the period commencing on the last Sunday in March and ending on the last Saturday in October;
- (b) for the Northern Winter *Season*, the period commencing on the last Sunday in October and ending on the last Saturday in March.

Schedules Facilitated Airport (Level 2) means an airport where there is potential for congestion at some periods of the day, week or scheduling period, which is amendable to resolution by voluntary cooperation between airlines and where a schedules facilitator has been appointed to facilitate the operation of airlines conducting services or intending to conduct services at that airport.

Transfer Passenger means a passenger who connects from one international flight to another without being processed by the New Zealand Customs Service at the *Airport*.

Transit Passenger means a passenger whose origin and destination is another port, serviced by the same flight.

we or **us** or **ours** means Queenstown Airport Corporation Limited and includes our successors and assigns.

website means our world wide web page at the URL www.queenstownairport.co.nz.

you or **yours** means, in the case of *Regular Air Transport Operations* aircraft, the holder of the *Air Operator Certificate* at the time our *Facilities and Services* at the *Airport* are used or in the case of *General Aviation* and other non *Regular Air Transport Operations* aircraft, the person identified as “Owner” in the movement request form or if no one is identified the holder of the *Certificate of Registration* at the times our *Facilities and Services* at the *Airport* are used and includes your executors, administrators, successors and assigns.

- 21.2 The singular includes the plural and the plural includes the singular.
- 21.3 Except where a contrary intention is expressed, a reference to:
- I. A document or agreement, or a provision of a document or agreement, is to that document, agreement or provision as amended, supplemented, replaces or novated;
 - II. Anything (including a right, obligation or concept) includes each part of it
 - III. “include” (in any form) or “such as” when introducing a list of items does not limit the meaning of the words to which the list relates to those items or to items of a similar kind;
 - IV. the singular includes the plural and the plural includes the singular; and
 - V. a party or a body is a reference to that party’s or body’s successor or permitted assign.
- 21.4 If you are, at any time, made up of more than one person or company, then an obligation of those person or companies is joint and several and a right of those persons or companies is held by each of those persons or companies separately, so that (for example) a representation, warranty or undertaking is given by each of them separately.
- 21.5 If any part these conditions are unenforceable, these conditions are taken to be modified to remove that part. The rest of these conditions are not affected by that part being removed.
- 21.6 If an example is given of anything (including a right, obligation or concept), such as by saying it includes something else, the example does not limit the scope of that thing.

SCHEDULE 1

(clause 11.1)

Contact Information

Address for service of notices on QAC:

By post:

Head of Operations, Compliance &
Safety
Queenstown Airport Corporation Ltd
1 Sir Henry Wigley Drive
Queenstown 9300
New Zealand

By e-mail:

infodesk@queenstownairport.co.nz

By telephone:

+64 (3) 450 9031

SCHEDULE 2 – PART 1

Facilities and Services

Queenstown Airport - Airside movement facilities and services

- Airside grounds, runways, taxiways and *Aprons*, and associated markings
- Airside roads/access routes, airside lighting
- Airside safety as prescribed in our *Aerodrome Operations Manual*
- Aerodrome serviceability inspections and reporting
- Rescue and Fire Fighting (CAT 7 provided 20mins either side of all aircraft engaged in regular air transport operations. Other times by arrangement with QAC.)
- Aircraft parking areas
- Visual navigation aids
- Wind direction indicators
- Information published in the Aeronautical Information Publication New Zealand
- Aviramps

Queenstown Airport - Passenger processing facilities

- Passenger queuing areas
- Common-user self-service kiosks
- Common-user bag-drop
- Check-in Counters
- Departure Gate counters
- Terminal lounges and holding lounges (but excluding commercially important persons lounges)
- Immigration, customs and biosecurity areas
- Public address systems, closed circuit surveillance systems and security systems
- *Baggage make-up*, baggage handling systems and baggage reclaim
- Public areas in terminals, public amenities, public lifts, escalators and moving walkways
- Flight information display systems
- Landside roads, landside lighting and covered walkways.

- To confirm the use of these Facilities & Services, please contact QAC Operations prior to arrival or departure.

SCHEDULE 3 – PART 1

(clause 8)

Charges for *Regular Air Transport Operations* (Queenstown Airport)

The following *Base Aeronautical Charges* will apply for *Regular Air Transport Operations* (Queenstown Airport). Charges for the *BHS* will be made by the principles, assumptions and process specified in Part 2 of this Schedule. Further *Development Assets Charges* may apply (if applicable).

1. Per Passenger Charge

Subject to Item 2 of this Schedule 3 Part 1, the charges noted below are payable per each *Disembarking and Embarking Passenger* (excluding *Transit Passengers, Transfer Passengers, Infants and Positioning Crew*) on Turboprop, Domestic Jet or International Jet (as applicable) arriving or departing through the Queenstown Airport terminal:

Type of Aircraft	Turboprop	Domestic Jet	International Jet
Charges per passenger (excluding GST)	\$8.58	\$9.64	\$19.57
Charges per Embarking Passenger (excluding GST)	\$0.391	\$0.391	\$0.391

2. Review of Per Passenger Charge

The *Per Passenger Charge* is reviewed in accordance with the principles, assumptions and process specified in the *Pricing Consultation Documents*.

3. Incentive Scheme

Regular Air Transport Operations at Queenstown Airport may be entitled to rebates of the *Per Passenger Charge* (if applicable) in accordance with the principles, assumptions and process specified in the *Pricing Consultation Documents*.

SCHEDULE 3 – PART 2

(clause 8)

Charges for BHS

1. This part 2 of Schedule 3 specifies how charges for the use of the BHS and BMU area will be made. The charges for the use of the BHS and BMU area that are specified in this Part 2, Schedule 3 have been agreed with the airlines and other users of the BHS and BMU area. The method of calculating the charge, the basis for revising the charge, the overall level of the charge and the basis on which specific operating expenses will be allocated and invoiced to the users of the BMU area have been negotiated with the users of the BHS and BMU.

Specific Operating Expenses

4. Specific operating expenses will be allocated between, and invoiced to, the users of the BMU facility on the basis of a moving 12 month total of departing passenger numbers. Specific operating expenses will include, but are not limited to, expenses directly identifiable with the BMU facility like periodic cleaning, electricity and BHS maintenance. The allocation of specific operating expenses between users will be on the basis of a simple percentage calculated as:

$$\text{Percentage Cost Allocation for User A} = \frac{X}{Y}$$

Where:

- $X = \frac{\text{Total of User A's departing passenger numbers over the preceding 12 months.}}{\text{The number of months User A has operated at Queenstown Airport over the preceding 12 months.}}$
- $Y = \text{the sum of the Xs for all users of the BMU facility.}$

5. Users of the facility will be invoiced monthly.

SCHEDULE 3 – PART 3

(clause 8)

Charges for General Aviation (Queenstown Airport) and Helicopters (Queenstown Airport)

Subject to written agreement to the contrary, the following charges apply to the use of *Facilities and Services* by *General Aviation* and *Helicopters* at Queenstown Airport.

1. Landing Charge – General Aviation Fixed Wing (Queenstown Airport)

A landing charge is payable in respect of each arriving aircraft that is not on a *Regular Air Transport Operation*, based on the MCTOW of the aircraft as set out in the table below.

Aircraft MCTOW (kg)	Charge (excl GST)
0 to 1,500	\$21.25
1,501 – 2,000	\$32.00
2,001 – 4,000	\$69.25
4,001 – 5,700	\$111.75
5,701 – 8,000	\$191.50
8,001 – 10,000	\$244.75
10,001 – 15,000	\$372.50
15,001 – 20,000	\$521.50
20,001 – 25,000	\$681.25
25,001 – 40,000	\$904.75
40,001 – 45,000	\$1011.25
45,001 and greater	\$2022.25

2. Landing Charge – General Aviation Helicopters (Queenstown Airport)

For each rotary wing aircraft arriving on any part of Queenstown Airport, including leased and licensed premises, a charge per landing is payable based on the helicopter's MCTOW as set out in the table below.

Helicopter MCTOW (kg)	Charge (excl GST)
0 to 1,100	\$21.25
1,101 – 1500	\$32.00
1,501 – 2000	\$42.50
2,001 – 4,000	\$69.25
4,001 – 5,700	\$111.75
5,701 – 8,000	\$191.50
8,001 – 10,000	\$244.75
10,001 – 15,000	\$372.50
15,001 – 20,000	\$521.50
20,001 – 25,000	\$681.25
25,001 and greater	\$904.75

3. Aircraft Parking Charge – General Aviation (Queenstown Airport)

For each aircraft parked in a designated aircraft parking area for a period of excess of three hours (aircraft with MCTOW greater than 5700kg) or twenty-four hours (aircraft with MCTOW at or below 5700kg), an aircraft parking charge based on the aircraft MCTOW is payable per calendar day or part thereof as set out in the table below.

Aircraft MCTOW (kg)	Charge (excl GST)
0 to 1,500	\$20
1,501 – 2,000	\$30
2,001 – 4,000	\$55
4,001 – 5,700	\$90
5,701 – 10,000	\$250
10,001 – 20,000	\$500
20,001 – 30,000	\$1,000
30,001 and greater	\$1,500

For the purposes of this schedule 3, “designated aircraft parking area’ means an aircraft parking area owned or leased by QAC other than an aircraft parking area which is subject to a current lease or license granted by QAC.

SCHEDULE 3 – PART 4

Information Required

Information Requirements

If you are subject to passenger-based charges under this Schedule 3, you must provide the following information under Clause 7.1 of these conditions in accordance with the data submission format below.

File name should be XXXXX_YYMM_LOCAL.csv (where “XXXXX” represents your account number and “YYMM”: the year and the month), e.g. **12345_200904_LOCAL.csv**

Data files can be submitted to flightdata@queenstownairport.com.

Field Name	Description of Field	Format Comments
DEBTOR	Your account number	XXXXX e.g. 12345
CARRIER_CODE	Two letter flight code	The two/three letter code assigned by IATA for you. e.g. NZ
FLIGHT_NUMBER	The number the flight operated under	Excludes flight code – e.g. 639
AC_CODE	Aircraft Type	ICAO code – e.g. B733 for Boeing 737-300
TYPE	International or Domestic	I or D (one letter)
MOVEMENT_TYPE	Landing or take-off	L or T (one letter)
AVAILABLE_SEATS	Total number of seats made available for sale on segment.	Number
ORIGIN	Origin Airport	ICAO 4 letter code
DEST	Destination Airport	ICAO 4 letter code
DATE (LOCAL)	Date of movement	DD/MM/YYYY (Local Date (NZST/NZDT))
TIME (LOCAL)	Time of movement	24hr – HH:MM (Local Time NZST/NZDT)
AC_REGO	Aircraft Registration	e.g. ZKABC
PASSENGER_COUNT	The total number of passenger on the flight, including transfers, positioning crew, children and infants.	Number
ADULT_COUNT	Total number of people over 12 years of age	Number
CHILD_COUNT	Total number of people 12 years of age or under, excluding infants	Number
INFANT_COUNT	Total number of people not occupy a seat	Number
TRANS_COUNT	Number of passengers moving onto further destinations	Number
POSCREW_COUNT	Number of positioning crew on the flight (excluding operational crew)	Number

SCHEDULE 4

(clause 19)

Minimum public liability insurance requirements

You must maintain insurance with a minimum single limit for third party liability for any one accident/incident occurrence being of no less than:

- | | | |
|----|------------------------------------|-----------------|
| 1. | 10,000 kg <i>MCTOW</i> or less | NZD\$2,000,000 |
| 2. | 10,001 kg – 28,000 kg <i>MCTOW</i> | NZD\$10,000,000 |
| 3. | 28,001 kg <i>MCTOW</i> and greater | NZD\$50,000,000 |

SCHEDULE 5

(clause 15.2)

Procedure for moving/removing Aircraft by QAC

In the event that we are required to move/remove an aircraft as a result of a failure by you to comply with an order issued to you under these conditions:

1. We will, where applicable, follow procedures for the recovery of disabled aircraft set out in our *Aerodrome Operations Manual*.
2. In other circumstance, we will provide you with as much notice as is, in all the circumstances, reasonably practicable:
 - (a) that we intend to move/remove the aircraft;
 - (b) of the proposed location to which the aircraft is to be relocated;
 - (c) of the means by which we intend to move/remove the aircraft; and
 - (d) of any conditions which may apply to the recovery of the aircraft.
3. In the event that the notice referred to in clause 2 above is not practicable, we will notify you as soon as possible that:
 - (a) we have moved/removed the aircraft;
 - (b) the location to which the aircraft has been moved; and
 - (c) any conditions which may apply to your recovery of the aircraft.

SCHEDULE 6

Relevant Industry Bodies

Industry bodies referred to in these conditions include:

- Board of Airline Representatives New Zealand
- Queenstown Milford User Group
- Aviation Industry Association
- International Air Transport Association

and any other organisation that we agree, in writing, is to be considered an industry body for the purposes of this document.

SCHEDULE 7

(clause 13.1)

Common User Conditions

These common user conditions apply to the *Passenger Processing Facilities* at the *Airport*. If you use our *Passenger Processing Facilities* for checking in or processing passengers you must comply with the conditions in this Schedule 7.

Ground Handling Agents

Where you have an agreement with a *Ground Handling Agent*, the terms of that agreement must not be inconsistent with any terms of these *Conditions of Use* and you must inform them of your obligations under these conditions.

Repairs and Maintenance

You must pay us for any repairs to our *Passenger Processing Facilities* or any other property due to neglect, misuse or damage by you, your employees, agents or contractors.

We will repair and maintain our *Passenger Processing Facilities* at our own expense in circumstances other than those set out in this Schedule 7.

You or your handling agent must:

- (a) take proper care of our *Passenger Processing Facilities* and follow our reasonable direction for their use; and
- (b) tell us immediately if any of our *Passenger Processing Facilities* are faulty, inoperative, or damaged so we can arrange for repair/replacement as soon as practicable; and
- (c) not allow any person except our employees, contractors or agents to repair or modify our *Passenger Processing Facilities*; and
- (d) give our employees, contractors or agents reasonable access to inspect and or repair the *Passenger Processing Facilities*; and
- (e) prevent your employees, contractors and agents from using any unserviceable or unsafe *Passenger Processing Facilities*.

Allocation of our *Passenger Processing Facilities*

We will:

- (a) allocate our *Passenger Processing Facilities* to you in accordance with our allocation rules and these conditions; and
- (b) use our best endeavours to allocate your requested *Passenger Processing Facilities* having regards to your flight schedules and to historical load factor information available to us.

The allocations will be at our absolute discretion to achieve efficient operation of the *Airport*.

General conditions

You, or your handling agent must:

- (a) take proper care of our *Passenger Processing Facilities*, and follow our reasonable directions for their use; and
- (b) leave our *Passenger Processing Facilities* in a tidy condition; and
- (c) ensure rubbish is put in the bins provided and is not dropped or left on our *Passenger Processing Facilities*; and
- (d) if required by us, remove your equipment or stationery at the end of a period of use; and
- (e) not do anything, which may adversely affect the efficiency of our *Passenger Processing Facilities*; and
- (f) take all reasonable precautions when using our check-in counters to prevent unauthorised entry into the check-in counter area and the baggage handling system; and
- (g) comply with the baggage handling system operational requirements as notified by us; and
- (h) ensure that the last employee or agent ensures that the baggage handling system is switched off and the baggage shutters are down; and
- (i) ensure that your *Personnel* operating our *Passenger Processing Facilities* are trained to operate them safely and in a manner to avoid damage to it, to other property and persons; and
- (j) accept responsibility for the training of your *Personnel* or your *Ground Handling Agent's Personnel* in the use of our *Passenger Processing Facilities*; and
- (k) must act reasonably in the use of the public address system and, without limitation, restrict announcements to whatever is operationally required; and
- (l) ensure that any check-in counter or kiosks in use by you, whether temporarily or at the end of a period of use, is left in a secure condition.

Termination

We may terminate your right to use our *Passenger Processing Facilities* immediately:

- (m) by giving you written notice if you omit or fail to observe a material condition and do not remedy the breach within 14 days of receiving a written notice from us to do so; or
- (n) when you cease to conduct or provide *Regular Air Transport Operations* at the *Airport*.

SCHEDULE 8

(clause 5)

Information We Require From You Prior to Use

1. Your name, address and contact details;
2. Evidence that you have a security programme that meets the requirements of our security arrangements and any relevant requirements of the Civil Aviation Authority;
3. Reasonable evidence that you have emergency procedures that comply with *Airport* emergency requirements and applicable laws;
4. Certification confirming that you have in place a safety management system to ensure the health, safety and welfare of all persons who may be affected by your operations at the *Airport*;
5. The names, addresses, telephone numbers, facsimile numbers, e-mail addresses and all other contact details of your key *Personnel* we can contact any time about emergencies, security, operational or financial matters in connection with your use of the *Airport*;
6. Evidence of insurance policies you hold that are consistent with the requirements of Schedule 7 and confirmation that these policies will remain current at all times when you are using the *Facilities and Services* at the *Airport*;
7. Ground handling arrangements;
8. Arrangements for the removal of disabled aircraft;
9. Details of the type, registration and MCTOW of each aircraft, which you intend to use at the *Airport*.

SCHEDULE 9

Schedule of Amendments

Version	Effective Date	Nature of Amendment
Version 1.0	1 July 2012	New Issue.
		Reflecting updates of manuals, minor wording changes, updating facilities, removing references to Wanaka Airport
Version 2.0	1 November 2019	
Version 2.1	1 November 2022	Minor amendments
Version 2.2	1 July 2024	Minor amendments