KEF KEFLAVÍK AIRPORT

Airline Guide

Published February 2024

Welcome to Keflavík Airport

Welcome to Keflavik Airport, the primary gateway to Iceland.
Iceland is a country of sharp contrasts. A place where fire and ice co-exist and winters are offset by the summer's midnight sun. Icelanders are known for their warm welcome and hospitality and tourism is now Iceland's largest industry, in which Keflavik Airport plays a vital role.

In this guide, you will find general information about Keflavik Airport services and all the information needed for a start-up in Keflavik. This guide includes links to relevant documents, forms and contacts, as well as summaries of our operational processes.

If you have any further questions, please feel free to contact the Airline Relations & Route Development Team.

Grétar Már Garðarsson
Director of Airline Relations & Route Development

Adda Malín Vilhjálmsdóttir
Key Account Manager Airline Relations & Route Development

Stefanía Júlíusdóttir
Key Account Manager Airline Relations & Route Development

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1.0

Application and Authorisation

1.1 KEF Slot Application
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1.1

KEF Slot Application

Keflavik Airport is a fully coordinated Level 3 airport (SCR). Ref. IATA SSIM, IATA WSG and Regulation (EC) No 95/93 of the European Parliament and of the Council of 21 April 2004.

ACD is responsible for the slot allocation at Keflavik Airport. In order to obtain slot times at a fully coordinated airport, operators must apply for a slot by sending a request to the coordinator - in standard IATA SSIM format - to the following address:
scr@airportcoordination.com

or

SITA: KEFACXH
Office Hours, Monday – Friday
Winter: 08:00 – 14:00 UTC
Summer: 07:00 – 13:00 UTC
Office is closed on Saturdays, Sundays and public holidays.

Airport Coordination Denmark & Keflavik, Iceland
Vilhelm Lauritzen Alle 1
DK – 2770 Kastrup, Denmark
+ 45 32 31 42 82

For more information, please go to the website

See AIP Iceland App

1.2

Air Navigation

Isavia manages air traffic in the Icelandic control area, which covers 5.4 million km2 – making it one of the largest in the world. Isavia provides air navigation services for domestic and international flights covering a large area of the North Atlantic Ocean.

The Aeronautical Information Publication for Iceland (AIP Iceland) provides basic information on Icelandic civil aviation, radio navigation aids and aerodromes.
AIP Iceland can be found on the Isavia website and on the AIP Iceland app.
AIP Iceland

1.3

Security and Access

Applications for companies, organiSations and individuals
Before an individual is granted an access authorisation, the company/ organisation must be registered with Isavia's Access Office. This registration specifies the company's line of work and its contact persons. The company appoints its own ID Card Manager, who will be authorised to sign and submit applications for individuals.

Companies and organiSations

- Company registration
- Application form for access authorisation
- Application for background check

Temporary Permits
Individuals may be granted temporary access authorisations for shorter stays within the area.

- Temporary permit for individuals
- Temporary permit for groups

1.4

Safety

Keflavik Airport Safety Rules can be found on our website.
Questions and/or safety reports can be directed to safetykef@isavia.is or by using the form on our website.

2.0

Airport Charges and Terms of Services

2.1 Terms of Services

2.2 Airport and Air Navigation Charges

2.1

Terms of Services

The Terms of Services document for Keflavik Airport can be found on our website. These terms of services apply to air navigation services and airport services offered by Isavia at Keflavik Airport.

2.2

Airport and Air Navigation Charges

The operations of Keflavik Airport are divided into separate units, each of which is required to be financially sustainable. Each unit has a list of charges, including landing charges, aircraft parking charges, departure charges, airport security charges, terminal charges and PRM (persons with reduced mobility) charges.

Further details of airport charges for Keflavik Airport can be found on our website.

Air Navigation Charges
Keflavik Airport's operating costs are fundamentally covered by its users.

On the Keflavik Airport website, you will find proposed charges based on predicted air traffic and the cost of air navigation services and approach operations, which are levied according to the common charging scheme for air navigation services.

3.0

Terminal Operations

3.1 Terminal Services

3.1.1 Airline Signage and Branding

3.1.2 Check-in Counter Allocation

3.1.3 Self-Service Products

3.1.4 PRM Services

3.1.5 Fast Track

3.1.6 IT Services

3.2 Apron Services

3.2.1 Ground Handling and Service Partners

3.2.2 Aircraft Stand Allocation

3.1

Terminal Services

3.1.1 Airline Signage and Branding

To maintain a clean and orderly atmosphere, the following rules are laid down for airlines and handling companies to follow when branding themselves in the terminals.

General rules

- Branding material and equipment may be used at check-in and gate areas. See: Branding placement rules
- Airlines/handlers must remove and store all branding material and equipment when check-in closes, or when passenger processing is completed at the gate.
- The cost of all airline branding is borne by the airlines or their handling agents.
- Signage equipment (A4/A3 frames) is for common use and is provided by the airport. Airlines/handlers must handle all signage equipment with care.
- Branding may not be put on floors or placed on architectural elements, i.e. pillars or fixed interior elements, check-in or gate counters. The signs may not interfere with KEF signage or advertisements.

KEF branding placement rules

- The defined queue area are the poles located in front of the check-in desks. Where necessary, if no flight is allocated next to your airline, you may expand the queue area to avoid long queues into the hallway.
- Airlines are allowed to place a sign at the beginning of their queues to mark the entrance.
- Dangerous goods regulations (DGR) are the airlines' responsibility.
- An A4 laminated sign is allowed and may be stored in the drawers behind the check-in desks.
- If the airline has a priority lane, that queue may also be marked.
- Hand-baggage size gauges with airline branding are allowed at the beginning or end of the queue area.
- Any branding material an airline wishes to use must be within the defined area and only be present during operational hours.

Advertiser screens behind check-in counters

- For further information, please contact marketing@kefairport.is.

Retractable belt posts

- KEF provides retractable belt posts for queue management.
- Airline branded belt posts are not allowed.

Gates

- Hand-baggage size gauges with airline branding are allowed in certain areas by each gate. Handling agents should be aware of these placements. Hand-baggage gauges must be removed and stored when passenger processing is completed at the gate.
- DGR are the airlines' responsibility and an A4 frame is located by each gate.
- Priority and general boarding signs are available by each gate (where applicable). Airline branded signs by the gates are allowed only with certain restrictions. Please contact apoc@kefairport.is

Airline Logos on Kef Dynamic Signage

Check-in
Full HD images; Airline logo and/or passenger class information
size 1920 x 1080 in .jpg format

Service desks
Banner logo
size 970 x 190 in .jpg format

FIDS general pages
Tail-fin logo, based on .psd template to be returned in same .psd format.
Download PSD template

3.1.2 Check-in Desk Allocation

The check-in hall has 42 desks, of which 24 may be used as SSBDs. 4-8 desks are used consistently for SSBD every day. Allocation is based on SSBD needs and capacity available.

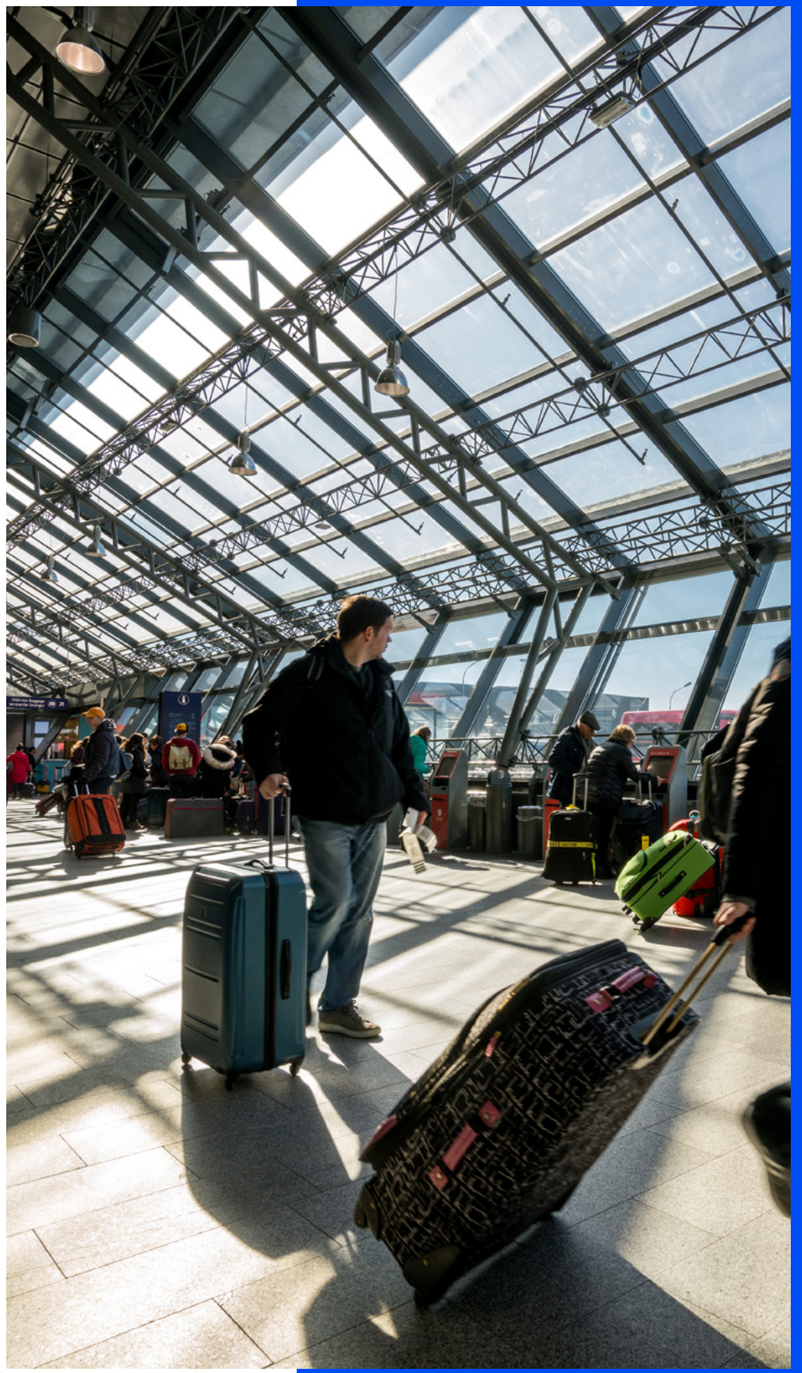
All check-in facilities are common use and in order to optimise the airport's infrastructure, check-in desks are allocated by Airport Operations Center (APOC) on a daily basis. We ensure necessary access for all airlines to carry out check-in operations and provide feedback on how to optimise the resources. APOC ensures equality and efficiency in allocation and it is continuously monitored and optimised by KEF airport optimisation – always in close dialogue with the ground handlers and airlines.

The general rule is two desks per flight, three if the airline has a priority line.

If there are more than two flights per airline the parameters below apply.
Counter hours and placement of check-in counters are decided upon on the basis of the following parameters:

- The expected passenger show-up profile for check-in
- Number of departures with simultaneous check-in
- Load of the aircraft

Information
Check-in desk allocation is sent by email before 10:00 the day before and all comments must be sent by the ground handlers before 14:00 that day. Questions and requests regarding desk allocation can be directed to apoc@kefairport.is.



3.1.3 Self-Service Solutions

Common Use Self-Service (CUSS)
Keflavik Airport offers a range of self-service solutions that all airlines are welcome to utilise. Isavia owns and operates all CUSS kiosks and they are supplied by Amadeus.
The kiosks are located in the airport's departure hall. Airline logos are displayed on the screens, but no airline-specific branding is allowed on the CUSS kiosks.
The CUSS service, including paper stock, is included in the terminal fee.

Isavia's responsibilities:

- Hardware maintenance and on-site support
- LAN connection for CUSS platform
- Provision of boarding pass paper and bag tags

CUSS service provider's responsibilities:

- Provision of CUSS platform for airline applications
- Deployment of airline CUSS applications
- Support and maintenance of CUSS platform

Airline's responsibilities:

- Provision of CUSS application
- Service and maintenance of airline application
- Network connection to CUSS platform for airline application

All questions regarding the CUSS service should be directed to cute.support@kefairport.is.

Self-Service Bag Drop (SSBD)
The self-service bag drop solution at Keflavik Airport consists of self-service bag drops on 24 check-in desks. Isavia owns and operates the SSBD equipment, and the solution is provided by Amadeus and based on (non-CUSS) web services.

The self-service bag drop service at Keflavik Airport is a two-step process:

Step 1
Passengers that have checked in online can print their bag tags at the Common Use Bag Tag kiosks. Other passengers can check in and print their bag tags at the airport using the CUSS kiosks.

Step 2
Bags are dropped off at the SSBD. The SSBD service is a fast and convenient solution which reduces passengers processing time through check-in. The SSBD service, including bag tags, is included in the terminal fee.
For further information or to request access to the SSBD, please contact cute.support@kefairport.is.

Self-Boarding gates (SBG e-gates)
Keflavik Airport has self-boarding gates at all gates. The gates are manufactured by dormaKABA and are equipped with boarding pass readers, NFC and magnetic stripe readers. They also have printers for seat change receipts, etc. The gates can be used in different modes depending on the capabilities of the departure control system (DCS) used. The airport encourages airlines to use SBGs. There is no cost associated with using the gates. For further information, please contact cute.support@kefairport.is.

Automatic Boarder Control gates (ABC gates)
Keflavik Airport has Automatic Boarder Control gates at the borders. Passengers crossing between Schengen and non-Schengen countries can use the ABC gates.

Boarding pass validation gates (BPV e-gates)
Before entering security, passengers must scan their boarding pass in BPV gates to validate their boarding pass. We request airlines submit a sample of their boarding passes to vardstofa@kefairport.is for the reference of airport security.

3.1.4 PRM services

Disability and Mobility Assistance
Passengers with reduced mobility (PRM) can book assistance online when they book a flight with their airline or travel agency at least 48 hours before departure.

Keflavik Airport can receive PAL and CAL messages up to six days before flight date. The earlier we receive orders within this time span, the better the service that our passenger services can provide.

It is important that airlines deliver PAL, CAL and PSM messages to **SITA address KEFPR7X** or in plain text to typebmsg@isavia.is according to IATA standard.
Messages are automatically processed via Isavia's Airport Management systems and generate an assistance order in the Passengers Services' booking system. Please note that no assistance order will be registered if it includes any IATA errors, typing errors, etc.

Isavia Passenger Services performs all disability and mobility assistance services required at the airport.
For more information, please go to our website.

3.1.5 Fast Track

Fast-Track Service at Keflavik International Airport
Keflavik Airport offers a Fast-Track Service through the airport security checks only for airlines and its eligible passengers.

This service is available to passengers who are members of certain airline loyalty membership or who have a specific class of ticket. This service enables passengers to bypass the queue at the security check when departing from Keflavik Airport.

Fast-Track Service passengers use the fast-track security lane along with other passengers, such as PRM passengers and families with young children.
This service does not prevent queueing but is generally faster than regular security lane. Opening hours are the same as for the regular security check at Keflavik Airport.

Questions and requests regarding the Fast-Track Service can be directed to marketing@kefairport.is.

3.1.6 IT Services and Support

It Services at Keflavik Airport for Airlines and Ground Handlers

Isavia provides various different IT solutions and services for airlines and ground handlers:

- ACUS (Common Use Terminal Equipment for check in gate counters)
- CUSS (Common Use Self Service check in Kiosks)
- SBD (Self-service Bag Drop)
- SBG (Self-service Boarding Gates)
- BRS (Baggage Reconciliation System)
- Common Use Bag Tag kiosk (Bag tag Self Service Kiosks for passengers with online check-in)
- Local area network (LAN) and wireless network (Wi-Fi)

For more information, please contact it@kefairport.is.

Common Use Terminal Equipment for Passenger Processing (ACUS)

Keflavik Airport offers Airport Common Use Service (ACUS), provided by AMADEUS, to airlines for passenger processing, Isaviás IT department provides local support to the ACUS Amadeus manages the site remotely.

Check-in desks and Service desks are equipped with:

- ACUS Workstations
- Telephone
- Bag Tag printer (some with RFID)
- Boarding pass printer
- Hand-held barcode scanner
- Keyboard with OCR and magnetic stripe reader

Boarding gates are equipped with:

- ACUS Workstation
- Telephone
- Bag Tag printer
- Boarding pass printer
- Keyboard with OCR and magnetic stripe reader
- Dot-matrix document printer
- Boarding Gate Reader (BGR)
- Self-service boarding gate (SBG)

Isavia's IT support ground handlers as single point of contact for ACUS. They also support Amadeus and airlines with scheduled changes and tests. For further information on ACUS, please contact: cute.support@kefairport.is.

Baggage Reconciliation System

Isavia provides a common-use BRS system for airlines and ground handlers at Keflavik Airport. The solution consists of Amadeus Baggage Reconciliation System and Zebra hand-held devices. For further information and to request access, please contact KEF baggage handlings systems at bhs@isavia.is.

3.2

Apron Services

3.2.1 Ground Handling and Service Partners

Handling Companies
Five ground-handling service providers operate at Keflavik Airport. They offer handling services for passengers, baggage and cargo.

A list of the ground-handling companies that airlines can choose from can be found on our website.

Service Partners
A list of service partners that airlines can choose from can be found on our website.

3.2.2 Aircraft Stand Allocation

KEF stand allocation
Aircraft parking stands are allocated by Airport Operations Center (APOC) in accordance with allocated slot times. Please note that in the event of a slot violation, aircraft operators may be obliged to move an aircraft from an allocated stand to another position.

APOC contact information:
+354 425 6200
apoc@kefairport.is

General principles for allocation of aircraft stands

Stand parameters
Aircraft parking stands have different dimensions (length/width) for accommodating different aircraft types (aircraft length, wingspan). Physical restrictions are taken into account when allocating stands.

Stand allocation planning
Allocation planning is performed twice a day:

- Allocation planning for the period 10:00 – 22:00 is carried out from 06:00 to 08:00.
- Allocation planning for the period 22:00 – 10:00 is carried out from 18:00 to 20:00.

Changes to the allocation plan may occur prior to a flight's arrival (min. 30 minutes) in order to provide for maximum efficiency based on available capacity.

Flights are allocated stands on the basis of best fit, i.e. narrow-body or wide-body aircrafts are allocated to a stand of the same category (Code C, D, E).

Towing
Tow events are always planned based on day-to-day operational needs and kept to a minimum during stand allocation planning. Ground handlers can request for new tow events based on operational needs.

Restrictions on towing are implementing during adverse weather. Tow events will be issued only if deemed absolutely necessary for operational needs whilst not reducing safety and/or for improving safety.

Facilities
Aircraft operators can expect to be assigned either a contact stand or remote stand (based on available capacity).

- Passenger boarding bridges are available on 12 contact stands.
- Passengers are bussed to/from remote stands.

Passenger boarding bridges cannot be used if wind gusts exceed 50 kts.

4.0

Incentives

4.1 Incentive Schemes

4.1

Incentive Schemes

There are three incentive schemes available at Keflavik Airport: **New Route Incentive**, **Growth Incentive** and **Off-peak Incentive**.

New Route Incentive offers discounts on charges for new routes, during both the winter and summer seasons.

Growth Incentive offers airlines who are able to increase passenger traffic to the airport an incentive in form of a fixed amount per each incremental passenger.

Off-Peak Incentive offers an intra-day off-peak incentive for airlines who are able to help us improving our operational efficiency during the day.

5.0

Contacts

5.0

Contacts

KEF Contacts
Route Development
airlines@kefairport.is

Isavia/Keflavik Airport
isavia@isavia.is

Airport Operations Center (APOC)
+354 425 6200 / apoc@kefairport.is

ID Office
+354 425 6028

Airport Parking
+354 4256400 / parking@isavia.is

PRM Service
+354 858-6018 / prm@kefairport.is

Passenger Service
+354 858-601 / customer.experience@isavia.is

Lost and found
Lost Items/Lost & Found
+354 425 6483 / lostproperty@securitas.is

Icelandair – Lost luggage
+354 425 022 / baggage@icelandair.is

Airport Associates – Lost luggage
+354 420 0752 / baggage@airportassociates.com

Ground handling
Icelandair ground handling
+354 425 0200

APA ground handling
+354 420 0700 / ops@airportassociates.com

Ace handling
+354 424 6400 / ops@bikf.is

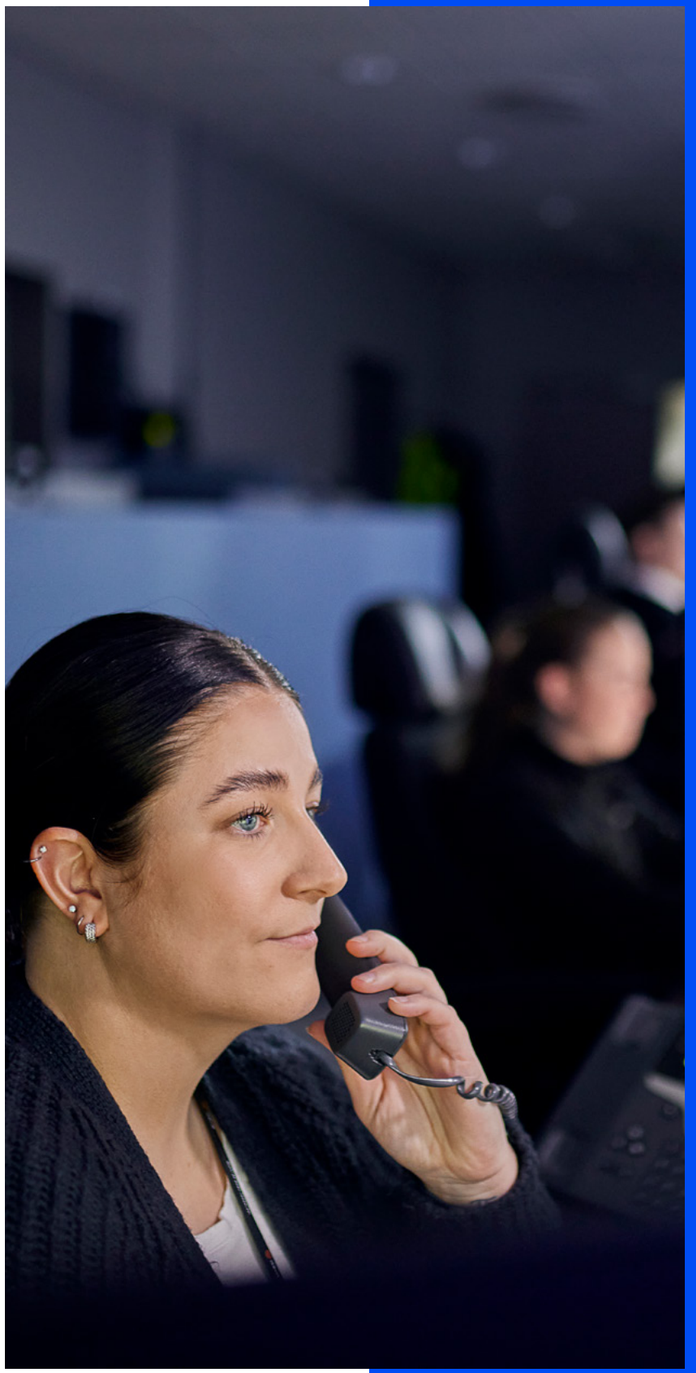
South Air
+354 425 0520 / ops@southair.is

Iceland Jet Centre
+354 425 0933

Other
Customs
+354 569 1750

Border Police
+354 444 2200

Police
+354 444 2200



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