KEF KEFLAVÍK AIRPORT

Terms of services

Keflavik Airport

Valid from January 2023

DEFINITIONS (FOR THE PURPOSE OF THIS DOCUMENT ONLY)

Aircraft includes fixed wing aircraft and helicopters plus any parts and accessories, equipment, and stores.

Airline includes aircraft operator, alliance / codeshare partner, franchisee, and a subsidiary carrier of operator.

Airport refers to Keflavik International Airport.

Airport Operator refers to Isavia Ltd.

Airport Management System (AMS) refers to Airport 2020

ATC Air Traffic Control.

Controller (GDPR) natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data

Customer Airline or other aircraft operator (Aircraft operator, operator, air operator, air carrier, airline)

Handling agent Any person, firm or company appointed by an operator to perform any or all the ground handling service provisions or an aircraft operator who performs self-handling.

Landing An aircraft landing.

Maximum take-off weight (MTOW) The maximum allowed and registered take-off weight of the aircraft. If the aircraft has a variable maximum take- off weight or several registered maximum take-off weights, only the highest registered MTOW will be considered.

NOTAM Notice to airmen (part of the Integrated Aeronautical Information Package).

Operator The person, firm or company that for the time being manages an aircraft.

Parking time The time during which an aircraft is parked at the airport.

Passenger Terminal passengers (including transfer passengers) and transit passengers.

PRM Services Assistance to Passengers with reduced mobility

Processing (GDPR) any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction

Processor (GDPR) natural or legal person, public authority, agency, or other body which processes personal data on behalf of the controller.

Route Any route from the airport to a final destination airport.

Summer refers to the season May-Sep.

Terminal passenger A passenger joining or leaving an aircraft at the airport. Terminal passengers include transfer passengers.

Transfer passenger A passenger identified by a handling agent who arrives at the airport by one aircraft and departs the airport on another aircraft on a different flight number.

Transit passenger A passenger who arrives in and departs from the airport on the same aircraft with the same flight number. This includes passengers who change aircraft because of technical or operational issues but continue a flight with the same flight number.

Winter Refers to the season Jan-Apr and Oct-Dec.

1. TERMS OF SERVICES: APPLICATION AND VALIDITY

The terms of services shall be interpreted in accordance with Icelandic law.

These terms of services apply to air navigation services and airport services offered by Isavia at Keflavik International Airport, unless otherwise agreed in writing between the customer and Isavia.

The terms of services and amendments made thereto are published on Isavia' s website, www.isavia.is. Isavia reserves the right to amend these terms of services.

2. FURTHER INFORMATION

More detailed information on and conditions for Isavia's services can be found in the Aeronautical Information Publication (AIP Iceland), http://eaip.samgongustofa.is/, and on Isavia' s website, www.isavia.is. The information and conditions published in the AIP and airport regulation form one entity with these terms of services. Should these terms of services conflict with the information and conditions contained in AIP, these terms of services shall prevail.

3. AIRPORT OPERATIONS

3.1. LEVEL OF SERVICE

Service levels for airports are published in AIP Iceland, http://eaip.samgongustofa.is/. Isavia reserves the right to change the level of service.

3.2. AIRPORT OPERATING HOURS

Keflavik Airport is open 24/7 all year round. Any unforeseen changes to operating hours are published in NOTAM.

Aviation security service for departing passenger are open during check-in as co-ordinated with airlines or their agents.

Airport operating hours and service hours for security and control are published in the Aeronautical Information Publication (AIP Iceland), http://eaip.samgongustofa.is/.

3.3. SLOT COORDINATION AT KEFLAVIK INTERNATIONAL AIRPORT

Keflavik International Airport is a coordinated airport (Level 3) in accordance with Article 193 of the Aviation Act No 80/2022 and regulation No 858/2014 which implements Regulation (EEC) No 95/93 (Slot regulation).

For take-off or landing, the customer shall have a slot allocated by the coordinator, except for state flights, emergency landings and certain humanitarian flights. Further information on slot coordination can be found at the airport's home page: https://www.isavia.is/aviation/airport-information.

Isavia may reject a flight plan filed by the customer, if it intends to land at or depart from Keflavik International Airport without having a slot allocated by the coordinator.

3.4. ALLOCATION OF PARKING STANDS

Aircraft parking stands are allocated by Airport Operations Center (APOC) in accordance with allocated slot times. In cases of slot violations, aircraft operators may be subject to moving an aircraft from an allocated stand to another position (as per paragraph 3.7.1).

3.5. LICENSES AND INSURANCE REQUIRED

The provision and use of Keflavik International Airport requires that the aircraft and its operator have all valid licenses and approvals required by law and regulations for flight operation. The aviation regulatory authority in Iceland is the Icelandic Transport Authority (ICETRA), see further information at http://www.icetra.is/.

3.6. RIGHT TO PREVENT AIRCRAFT DEPARTURE FOR FLIGHT SAFETY REASONS, ENVIRONMENTAL REASONS AND IN CASES OF DEFAULT IN PAYMENT OF CHARGES.

An aircraft can be prevented from departing if:

- There is reason to believe that the aircraft is not airworthy, does not have the appropriate crew or it will be used in an unlawful manner.
- Airport charges or other charges related to that aircraft, or its operator have not been paid or an acceptable guarantee for payment has not been provided in line with Art. 198. of the Aviation Act.
- Charges related to the greenhouse gas emissions of the aircraft have not been paid or an acceptable guarantee for payment has not been provided

3.7. REMOVAL OF AIRCRAFT

3.7.1.

The Airport Operator may at any time instruct an aircraft operator either to move a parked aircraft to another position or remove it from the Airport. Failure to comply with the order, within the period specified, will render the Operator liable to a special charge. The charge is equivalent to eight times the daily parking charges, set out in Chapter 7 of these terms, for every hour or part of an hour during which the aircraft remains in position after the period specified in the order has expired.

3.7.2.

In the case of disabled aircraft, which blocks a runway or a taxiway or in other ways disturbs the airport operations, the Airport Operator can order the removal of the aircraft at the aircraft owner's or operator's cost in accordance with the Airport Operator's procedures on Removal of disabled Aircraft.

4. ENVIRONMENT

Isavia offers airport services under the terms of the environmental permit granted by the local environment and health authorities. Isavia requires the customers to comply with the orders and provisions issued by it to reduce the adverse impacts of airport operation on the environment. In addition, aircraft carriers must actively seek to reduce environmental impacts in their own operations.

4.1. PERMITTED AIRCRAFT NOISE EMISSIONS

The provision and use of Keflavik International Airport requires that the aircraft meets as a minimum the noise standards required by Regulation (EU) No 2018/373.
Rules on Noise Abatement Procedures are published in AIP Iceland, BIKF AD 2.21.
Standard Instrument Departures (SID) have been implemented at BIKF. The procedures are among other designed to minimize noise disturbance in the area surrounding the airport. Maps of these procedures are published in AIP Iceland, BIKF AD 2.24. These procedures shall always be followed unless otherwise approved or instructed by ATC.

4.2. REDUCING ENVIRONMENTAL IMPACTS AT THE AIRPORT

At the airport, aircraft noise, air pollution and emissions can be reduced e.g., by taxiing with one or more engine off where applicable and using ground power (GPU) instead of the Auxiliary Power Unit (APU) when possible.

To further reduce the environmental impact of the airport, air carriers using the airport shall comply with Isavia' s provisions as regards de-icing of aircraft, at any given time.

5. INFORMATION TO BE PROVIDED TO ISAVIA

The customer shall provide to Isavia the information required in AIP Iceland and in paragraphs 5.1-5.4. below. This information will be used as basis for charging of fees as well as for the planning and development of the airport operations. Isavia subscribes to FlightGlobal's Fleet Information data services from where aircraft information is retrieved. To update fleet information, please send information to dataupdates@flightglobal.com.

5.1. BASIC DETAILS OF THE CUSTOMER

Before operating the following basic details about the customer must be submitted to Isavia at address aocc@kefairport.is:

- Name and full address of the Aircraft Operator
- Aircraft type, nationality, and registration markings and callsign
- Copy of the noise certificate, indicating the aircraft noise values and the highest maximum certified take-off weight (MTOW)
- Contact details for invoicing and operations:
  - Name of the debtor
  - Postal address
  - E-mail address
  - Business ID of the debtor
  - Contact responsible for operative/commercial issues

The customer is responsible for the correctness of the information provided. If the customer fails to submit this information in due time or if the information is inadequate, Isavia will use the best available information as the basis for charging.

5.1.1. CALLSIGN

The Customer must provide accurate call sign information per flight number. The customer must also inform changes to call signs 7 days before changes take effect If above requirements cannot be met, the customer is responsible for providing call sign information via E-mail to apoc@kefairport.is.

5.2. IATA (INTERNATIONAL AIR TRANSPORT ASSOCIATION) TYPE B MESSAGES FOR THE FLIGHTS

Airlines shall send the following IATA type B messages for arrivals and departures operated at Keflavik International Airport. The messages shall be sent either via plain text e-mail or as SITA messages, not both. Messages will automatically be registered into the airport's operational database (AODB).

Because the messages are handled automatically, it is essential that they comply with IATA standards, which are specified in the IATA Standard Schedules Information Manual, IATA Airport Handling Manual and IATA Passenger Services Conference Resolutions Manual, Recommended Practices.

Message	SITA code	e-mail address
MVT *Aircraft Movement* *Message*	KEFPR7X	typebmsg@isavia.is
LDM *Load Message*	KEFPR7X	typebmsg@isavia.is
PTM *Passenger* *Transfer Message*	KEFPR7X	typebmsg@isavia.is
PSM *Passenger* *Service* *e Message*	KEFPR7X	typebmsg@isavia.is
PAL *Passenger* *Assistance* *List*	KEFPR7X	typebmsg@isavia.is
CAL *Change* *Assistanc* *e List*	KEFPR7X	typebmsg@isavia.is

5.3. PRM SERVICE REQUESTS

Requests for PRM Services must be received by the Airport at least 36 hours before flight´s departure, but not more than 144 hours. Requests must be submitted with appropriate messages, PAL CAL and PSM.

If messages are not received within time limits the airport can´t guarantee service in timely manner and passenger may have to wait.

5.4. ACTUAL PASSENGER AND FREIGHT INFORMATION

Passenger and cargo information must be submitted to Isavia for statistics and invoicing purposes, using IATA Type B message as follows:

- LDM: number of departing and arriving passengers (DOM, INT) and amount of cargo
- PTM: number of transfer passengers (DOM-INT, INT-INT, INT-DOM, DOM-DOM).

For any enquiries about the information, please contact us at apoc@kefairport.is.

Any technical problems and anomalies in messaging must be reported to Isavia without delay using the address apoc@kefairport.is. If a customer is unable to submit a message; he or his ground handler is responsible to manually enter the required data into the airport's management system (AMS).

Isavia reserves the right to request airlines to submit information on total passenger numbers afterwards, and to make calculations to review the number of departing passengers.

5.4.1. PASSENGER INFORMATION

The customer is responsible for sending the required messages. The invoicing on departing passengers (INT DOM) is based on the number of passengers reported in LDM messages. If no LDM message has been received the number of departing passengers for invoicing will be calculated using the number of passenger seats according to data provided by FlightGlobal Fleet Information services or best information available.

The invoicing on transfer passengers (DOM-INT, INT-INT) is based on the number of transfer passengers reported in PTM messages for arriving flights. If PTM messages are partly or entirely missing invoicing will be based on the number of departing passengers.

If unable to provide all required messages, the customer´s handling agent is responsible for ensuring that all passenger information is correct in the AMS within 24 hours after flight´s departure. Failure to comply may result in passenger information being calculated based on the aircraft´s maximum capacity.

5.4.2. INFORMATION ON AIRCRAFT MAXIMUM CERTIFIED TAKE-OFF WEIGHT

Where aircraft maximum take-off weight has not been reported using noise certificate and the FlightGlobal Fleet Information service does not have the information available for the specific aircraft registration, the maximum certified take-off weight specific to each aircraft type will be used as basis for invoicing.

5.5. SANCTIONS FOR FAILING TO PROVIDE INFORMATION

If an air carrier or any other aircraft operator fails to provide the information listed above as required in these terms of service within the times specified, Isavia may restrict the services available or refuse to provide services until the aircraft operator has provided the requested information to Isavia.

The customer submitting the information is responsible for ensuring that the information used for determining the charges is correct.

6. INFORMATION TO BE PROVIDED TO ICELANDIC BORDER CONTROL AUTHORITIES

According to Law on border control, customs etc., as well as rules set out by the National Commissioner of the Icelandic Police, the person or operator in charge of an aircraft coming from abroad or going abroad shall provide the Border Control Authorities at the Keflavik Airport Police and Customs with the list of passengers and crew members. See further regulation No 1072/2019 stipulating the scope of the obligation to provide information and the submission of information to Customs, including form, timing, and management thereof, according to the Customs Act. For detailed technical information for airlines and carriers regarding the transferring of PNL (Passenger Name List) and ADL (Additional List) as stipulated in the PNRGOV standard. see Annex I

For further information contact:

Sudurnes District Police
Keflavik Airport Division
e-mail: sudurnes@logreglan.is
tel. 354-444-2200

7. AIRPORT CHARGES

The principles applicable to the setting and modification of airport charges at Keflavik International Airport managed by Isavia are governed by provisions in Article 12. of Act No 102/2006 on the incorporation of CAA air navigation and airport operations and articles 195 to 197 of the Aviation Act No 80/2022. These provisions implement the EU Directive No 2009/12 on airport charges into Icelandic law. These charges are set out here: https://www.isavia.is/aviation/charges-and-terms-of-service

8. OTHER CHARGES

8.1. DE-ICING FEE

Not applicable.

8.2. SPILL RECOVERY CHARGE

Isavia will charge the responsible party, or its insurer, for any expenses caused by oil spills and chemical spills due to aircraft overfilling or technical malfunctions. The spill recovery charge is per hour or part thereof.

8.3. TEST FLIGHT CHARGE

Charging is based on preparation costs and number of landings see: https://www.isavia.is/media/1/airline-guide.pdf Contact APOC for further information on test flights.

8.4. INCIDENTAL CHARGES

Keflavik International Airport is entitled to charge the customer for any reasonable extra costs that are incurred as a result of the air carrier's negligent or non-compliant activities. Examples of such charges include extra rounds made by passenger buses, disposing of litter from aircraft or moving incorrectly parked ground vehicles. The Airport Operator may also charge the customer for other costs for provided service which is not detailed in these terms, such as manual coding of bags.

9. PAYMENT OF CHARGES AND VALUE ADDED TAX (VAT)

9.1. METHODS OF PAYMENT

The customer shall agree on the method of payment with Isavia.

Unless otherwise agreed with Isavia, payment of charges will be due immediately after the service has been provided and shall be paid to Isavia before departure from Keflavik International Airport.

Isavia only accepts payments via a Ground Handling Agent in cases where such payments are based on a formal agreement between Isavia and the Agent.

Isavia may require advance payment or a bank guarantee from all air carriers who have not been Isavia's customers for the last 12 months or who have had an earlier disruption of payment. In that case the advance payment or bank guarantee must be delivered to Isavia before the operations are started.

To ensure the payment of charges, Isavia may decide to require an advance payment or acceptable guarantee.

9.1.1 PAYMENT ON INVOICE

Air traffic charges can be paid afterwards by invoice, if agreed in advance with Isavia.

The invoices will be sent by email or other means decided by Isavia to the address provided by the customer. The payment must be made to Isavia's bank account by the due date, which is 30 days from the date of the invoice, see 9.1. Any remarks on invoices must be made within 6 months of the date of the invoice.

9.1.2 ADVANCE PAYMENT

The advance payment must cover all air traffic charges for the series of flights. Note that prepayment is only an estimation of the future charges. In case the advance payment does not cover all charges, an additional payment is required. Overpayments will be credited to the operator after the series of flights have ended. The invoices are sent to the operator for book-keeping. Isavia pays no interests on advance payments.

9.1.3 BANK GUARANTEE

The bank guarantee must cover all air traffic charges for the series of flights. If the duration of the series of flights is more than three months, the guarantee must cover air traffic charges for at least three months. Moreover, the bank guarantee must be valid for at least three months after the series of flights ends. If the series of flights continue for an undetermined time the bank guarantee covering the charges for three months must be valid for at least one year from the beginning of the flight series. Isavia may, at its own discretion, also require that the guarantee must be valid for an undetermined time.

Isavia's specific acceptance for the bank guarantee must always be obtained before the flight or series of flights begin. The bank guarantee must be irrevocable, i.e., first demand guarantee, and the issuing bank must be accepted by Isavia. Isavia reserves the right to accept or reject the guarantee offered. When Isavia has received an acceptable bank guarantee, air traffic charges can be paid afterwards by invoice.

9.2 PENALTY INTEREST ON LATE PAYMENT

In case of late payment, penalty interest may be charged from the due date to the date of payment. Claims in Icelandic krónur (ISK) shall carry penalty interest pursuant to the decision of the Central Bank of Iceland at any time on basic penalty interest and default supplements, as provided for in the first paragraph of Article 6 of Act No 38/2001 on Interest and Indexation. Unpaid penalty interest shall accrue to the principal every 12 months, for the first time 12 months after the first date of penalty interest.

9.2.1 CLAIMS IN EUR

Claims in EUR shall carry penalty interest corresponding to one-month EURIBOR interest, as determined at any time, with a default supplement of 7.5% (seven point five per cent) of the amount due, from the due date to the date of payment. EURIBOR (the European Interbank Offered Rate) interest refers to interest on the interbank market in the Member States of the European Monetary Union as posted at 11:00 a.m., local time, in Brussels on the Reuters EURIBOR01 screen.

9.2.2 CLAIMS IN FOREIGN CURRENCY OTER THAN EUR

Claims in foreign currencies other than EUR shall carry penalty interest corresponding to monthly LIBOR interest, as determined for the currency in question at any time, with a default supplement of 7.5% (seven point five per cent) of the amount due, from the due date to the date of payment. LIBOR (the London Interbank Offered Rate) interest refers to the London Interbank Market as posted at 11:00 a.m., local time, in London on the Reuters BBA screen.

9.2.3 CONVERSION FROM FOREIGN CURRENCIES

Isavia may, without obligation, convert default claims in foreign currencies into Icelandic krónur (ISK) on the due date of the claim or later. Such conversion shall be based on the buying price posted by the Central Bank of Iceland at 11:00 a.m. on the day of settlement.

9.2.4 OVERDUE PAYMENTS COSTS

In the event of default by the customer, the customer undertakes to pay to Isavia, in addition to the interest and/or penalty interest, all costs incurred by Isavia because of the default, litigation costs or other court costs, counsel's fees or other expenses payable by Isavia.

9.3. VALUE ADDED TAX (VAT)

Value added tax for the state will be added to the charges where applicable in accordance with Act No 50/1988 on Value Added Tax.

10. PERSONAL DATA PROTECTION

According to Data Protection Act No 90/2018, which implements Regulation EU 2016/679 (GDPR) into Icelandic law, a Data Processing Agreement must be adopted between the Controller and the Processor (or two Controllers where applicable) for any processing of personal data. Therefore, each customer of the Airport must sign a Processing Agreement with Isavia regarding data gathering and processing for PRM Services, AMS, Security boarding pass validation and other processing of personal information as applicable.

11. ISAVIA'S LIABILITY

Isavia is liable for any direct damages resulting from the provisions of services listed in this document, which can be demonstrated to have been caused by Isavia's intentional or serious negligent acts, in accordance with Icelandic law.

Isavia is not liable for any consequential or indirect damage resulting from the provision of services, nor for pure economic losses or any damage that Isavia could not have reasonably anticipated.

Compensation for damage must be claimed from Isavia in writing within three months of detecting the error on which the claim for compensation is based or within one month of the time when error should have been detected.

12. LAW AND JURISDICTION

These terms of services are governed by Icelandic law. Any dispute arising from or because of these terms shall be settled by Reykjavik District Court (Héraðsdómur Reykjavíkur).

13. CONTACT DETAILS

Isavia ohf.
Dalshraun 3
220 Hafnarfjörður
Iceland

e-mail: isavia@isavia.is

14. USEFUL INFORMATION

Rules on Ground Handling at Keflavík Airport: https://www.isavia.is/media/1/rules-on-ground-handling-services-at-keflavik-airport.pdf

User charges: https://www.isavia.is/en/corporate/business/user-charges

Airline-guide: https://www.isavia.is/media/1/airline-guide.pdf

Noise monitoring system: http://webtrak5.bksv.com/kef2

TECHNICAL DESCRIPTION OF THE PNL STANDARD AS USED BY ICELANDIC LAW ENFORCEMENT

1. PURPOSE

The main purpose of the datasheet is to provide detailed technical information to airlines or other carriers, who are traveling to and from Iceland. The information is for automatic transfer of data (PNL, Passenger name list / ADL, Additional List). The automatic data is received by Icelandic law enforcement by secured e-mail.

PNL/ADL – Passenger Name list/additions is a standard message sent from a reservation system to a ground handling system detailing the passengers booked (or changes to the passengers booked) on a particular flight.

2. SYMBOLS

The PNL/ADL list is separated into sections, and each section is to be formatted in a certain way. These formats are shown in symbols, which are explained in the following table.

- A is to be replaced by exactly 1 alphabetic letter
- B is to be replaced by 0 or 1 alphabetic letter
- C is to be replaced by 0 or more alphabetic letter
- D is to be replaced by 0 or more alphabetic letter, possibly along with a space (i.e. in names – "Jean Paul")
- E is to be replaced by 0 or more alphabetic and/or numeric letters
- 7 is to be replaced by 0 or 1 numeric letter
- 8 is to be replaced by exactly 1 numeric letter
- 9 is to be replaced by 0 or more numeric letters
- **.** is not to be replaced or omitted
- / is not to be replaced or omitted. Note the direction of the slash (no backslashes)
- - is not to be replaced or omitted.
- [] is to be replaced by exactly one space.
- () means that the symbols inside the ( ) is optional

3. MAIL CONTENTS

The chapter contains a precise description of the contents of each line in the passenger list email.

Only the body of the e-mail is processed, the subject is dismissed. It is suggested that the subject is descriptive, for increased comfort for the user.

- The e-mail should not contain anything other than what is listed here
- Each line must be correctly placed in the e-mail's body – that is, if the line number 1 must be the first line in the e-mail body.
- Lines should not start with their line number though, the line number is only here to symbolize the line's position in the e-mail body.
- Lines are to be separated by an "invisible enter symbol"

Line no.	Contains	Description of format	Format in symbols	Example
1	Address element	The contents of this line is not used.	-	AMSKM KL MANDAX H
2	Communi-cations reference	The contents of this line is not used.		.KEFGKS K 071700
3	Nature of list - PNL means original Passenger list - ADL means Addition to previously sent list	"PNL" or "ADL" Should contain exactly this and nothing else.	AAA	PNL
4	Departure information	One line containing four values. See description	See description	
5	Destination information	One dash (-) then a three alphabetic letter code for arrival airport. Following that is information on the total number of passengers, service class and more, but only the arrival airport code is used.	-AAAE	-KEF164M-PAD10
6 →X	Passenger lines	One line per passenger. See description.	See description.	
X+1	Symbol for end of this part of the passenger list	"ENDPART" – followed by the part no.	ENDPART89	ENDPART1

4. DEPARTURE INFORMATION LINE

This chapter describes line no 4. The line contains information on flight number, departure date, boarding point, flight list part.

Departure information line example:

AEU152/08AUG STN PART1

Departure information line description:

[flight no]/[departure date] [boarding point] [part no]

Departure information line format in symbols:

AAB8887/88AAA[]AAA[]AAAA89

For table reference:

{1}/{2} {3} {4}

Field no.	Contains	Description of format	Format in symbols	Example
{1}	Flight number	Two or three alphabetic letters for airline, three or four numeric letters for flight number. No space.	AAB8887	AEU152
{2}	Departure date	Two numeric letters for the day, three upper case alphabetic letters for the month. No space	88AAA	08AUG
{3}	Boarding point	Three alphabetic letter code for boarding airport	AAA	STN
{4}	Number of flight list part	The word "PART" and then the number of the part (a flightlist is sometimes sent in more than one part)	PART89	PART1

5. PASSENGER LINES

This chapter contains a precise description of the contents of each passenger line in the e-mail.

5.1. COMMENT LINES

If a passenger line starts with a period (**.**) it is not processed. A period in the beginning of a passenger line means that the line contains a comment from the list creator.

5.2. SINGLE OR MULTI- PASSENGER LINES

A passenger line can contain one or more passengers. The number of passengers in a line is represented by one or more numeric letter at the start of the line. All passengers in a multi-passenger row have the same last name, which comes directly behind the number, followed by a slash. The first and middle names of each passenger follow the last name, passengers separated by slashes. See examples.

5.3. EXAMPLES, FORMAT, DESCRIPTION

Passenger line with single passenger - example:

1JONSSON/JONMR-Y16 .R/RQST HK1 15DN

Passenger line with two passengers - example:

2PROVOST/ALAINMR/BERNADETTEMRS -E12

Passenger line description:

[no of passengers][lastname]/[first and middle names]/([first and middle names]/…)(– and some more that the system doesn't use, but is referenced and used in police investigations)

Passenger line format:

89D/D/(D/)E

For table reference:

{1}{2}/{3}(/({3})({4})

Field no.	Contains	Description of format	Format in symbols	Example
{1}	Number of passengers in this line	One or more numeric letters.	89	2
{2}	Last name	Alphabetic letters, with spaces between names. Max 50 letters.	D	PROVOST
{3}	First and middle names	Alphabetic letters with spaces between names. Max 50 letters. Possibly followed by MR, MRS, MISS etc.	D	ALAINMR
{4}	Other information, such as group id, place of purchase etc.	Starts with a dash (-), followed by any kind of letters and/or symbols.	-E	-Y16 .R/RQST HK1 15DN

ADL LISTS

When passengers are to be added to passenger lists already sent, line 3 should contain the code ADL instead of the usual PNL code.

Passengers in the original PNL list are not to be repeated, this list should only contain the additional passengers.

The system uses no lists for deleting passengers who have cancelled. The original PNL list can, however, be updated and sent again, and that updated list will then overwrite the original.