



General terms of air navigation services
2020 for air carriers
and other aircraft operators including air
traffic charge

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Definitions

Air carrier A company operating air services with a valid operator's certificate or equivalent document

Airport operating hours ATS unit operating hours published by Finavia for each airport.

ATC Air Traffic Control. The purpose of air traffic control service is to prevent collisions between aircraft and in the manoeuvring area between aircraft and obstructions, and to expedite and maintain an orderly flow of air traffic.

ATS Air Traffic Service. A generic term meaning variously, flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service or aerodrome control service).

AFIS Aerodrome Flight Information Service. The purpose of AFIS is to provide information necessary for flight safety to aircraft operating at an uncontrolled aerodrome.

Certified noise levels Noise levels in accordance with the aircraft noise certificate, measured at sideline, take off and approach noise measurement points as determined in Annex 16 to the Chicago convention (ICAO Annex 16).

Commercial air service An air service performed by aircraft for the transport of passengers, cargo or mail for remuneration or hire.

Customer Air carrier or other aircraft operator.

Estimated off-block time (EOBT) The estimated time at which the aircraft will commence movement associated with departure.

GAT flights (General air traffic) All flights conducted in accordance with the rules and procedures of ICAO.

International air service An air service crossing a state border. An aircraft operated in international charter services shall be considered to be operating international air services also when flying collecting flights between domestic airports.

Landing An aircraft landing or touch-and-go landing (TGL)

Landing time The time recorded by air traffic control or flight information services or entered in the aircraft flight log, at which the aircraft lands on the runway.

Maximum certificated take-off weight (MTOW) The maximum allowed and registered take-off weight of the aircraft, which must be reported in a noise certificate. 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.

Off-block time (OBT) The time at which the aircraft commences movement associated with departure.

Parking time The time during which an aircraft is parked at the stand assigned to it.

Service provider Air Navigation Services Finland Corporation

Take-off time The time recorded by air traffic control or flight information services or entered in the aircraft flight log, at which the aircraft takes off from the runway.

1 SERVICE PROVIDER

Air Navigation Services Finland Corporation (hereinafter referred to as ANS Finland) provides services that facilitate fluent en route air traffic and international connections to and from Finland. We maintain and develop air navigation system which covers the entire country. Uncompromised safety and customer orientation are the core of our operations. We aim for efficient operations that also help save costs. We work according to the principle of minimum environmental load.

ANS Finland offers ATS services at following airports:

Helsinki Airport	Kemi-Tornio	Pori
Enontekiö	Kittilä	Rovaniemi
Halli	Kokkola-Pietarsaari	Savonlinna
Ivalo	Kuopio	Tampere-Pirkkala
Joensuu	Kuusamo	Turku
Jyväskylä	Maarianhamina	Utti
Kajaani	Oulu	Vaasa
Lappeenranta		

ANS Finland provides air traffic services in the above mentioned airports in the form of air traffic control service (ATC) or aerodrome flight information service (AFIS). Any associated terminal navigation service charges in the airports shall be collected from the customer by the aerodrome operator.

2 TERMS OF SERVICE: APPLICATION AND VALIDITY

The terms of service shall be interpreted in accordance with the Finnish legislation currently in force.

These terms of service are applied to air navigation and airport services offered by the service provider (hereafter referred to as ANS Finland) in Finnish airspace and at Finnish airports, unless otherwise agreed in writing between the customer and ANS Finland.

The terms of service and amendments thereto are published on ANS Finland's website.

The charges listed in the terms of service shall enter into force as of 1.1.2020.

ANS Finland reserves the right to amend these terms of service.

3 LEVEL OF SERVICES AND OPENING HOURS

Service levels for airports are published in the Aeronautical Information Publication (AIP Finland), www.ais.fi. The level of service varies according to the airport. The airport operator determines the level of service in each individual airport.

ANS Finland's capability to provide services to commercial civil aviation is restricted at Halli and Utti airports.

ANS Finland reserves the right to change the level of service.

4 GENERAL TERMS OF SERVICES

More detailed information on and conditions for ANS Finland's services can be found in the Aeronautical Information Publication (AIP Finland) www.ais.fi and on our internet site www.ansfinland.fi. The information and conditions published in the AIP and airport regulations form one entity with the terms of service contained in this document. Where the terms mentioned in this document are in conflict with the information and conditions contained in the AIP or with airport regulations, the terms of this document shall prevail.

4.1 Slot coordination at Helsinki-Vantaa

Helsinki Airport is a coordinated airport under the terms of EU Slot Regulations 2009, Regulation (EC) No 545/2009 of The European Parliament and of the Council of 18 June 2009 Amending Council Regulation (EEC) No 95/93 on common rules for the allocation of slots at Community airports.

For take-off or landing, the customer shall have a slot allocated by the coordinator, except for flights by state aircraft, emergency landings and humanitarian flights. Further information on slot coordination can be found on the website www.airportcoordination.com.

The airport operator and/or ANS Finland may reject a flight plan filed by the customer, if it intends to land on or depart from a coordinated airport without a slot allocated by the coordinator.

4.2 Schedules coordination at other airports

The air carrier shall submit the schedules information in accordance to the airport operator's terms of service.

4.3 Licences and insurance required

The provision and use of ANS Finland's air navigation services requires that the aircraft and its operator have all valid licences and approvals required by laws, regulations or aviation authorities for that type of flight operations. The aviation regulatory authority in Finland is the Finnish Transport and Communications Agency (Traficom), further information www.traficom.fi.

For the use of an aircraft without third party liability insurance, or an aircraft insured for a smaller amount than required by law, ANS Finland has the right to collect the air navigation charges tenfold.

4.4 Right to prevent aircraft departure for flight safety reasons

The airport manager, any person employed by the airport operator, or anyone having duties in air navigation services or in a maintenance organisation or ground handling organisation have the right to prevent an aircraft from departing:

- 1) when there is reason to believe that the aircraft at the time of its departure is not airworthy or properly manned;
- 2) when there is reason to believe that the provisions of the Aviation Act or any regulations issued by virtue of it and governing the flight have otherwise not been complied with; or
- 3) when the use of the aircraft for aviation is otherwise prohibited on the basis of the Aviation Act and the deficiencies referred to above may seriously endanger flight safety.

4.5 Information to be provided by the customer

The customer shall supply the information required in the AIP and in accordance to the airport operator's terms of service. This information will be used as a basis for charging and for the planning and development of operations.

Where aircraft maximum take-off weight has not been reported using noise certificate, the maximum certificated takeoff weight specific to each aircraft type will be used as a basis for invoicing.

4.6 Environment

ANS Finland offers air navigation services under the terms of environmental permits granted for the airports. ANS Finland requires air carriers and other aircraft operators to comply with the orders and provisions issued by it so as to reduce the adverse impacts of airport operation and air navigation services on the environment. In addition, air carriers must actively seek to reduce environmental impacts in their own operations.

4.6.1 Permitted aircraft noise emissions

The provision and use of airport and air navigation services requires that the aircraft meets at least the noise standards in accordance with Annex 16 to the Convention on International Civil Aviation (ICAO Annex 16), Volume I, Part II, Chapter 3. On an exceptional basis, however, services can be provided at airports other than Helsinki Airport also to those aircraft not meeting the standards, provided that the Finnish Transport and Communications Agency has granted an exemption for the flight.

4.6.2 Reducing noise and air emissions in flight operations

Aircraft noise and atmospheric emissions can be reduced e.g. by using continuous descent approach (CDA) procedures and by simultaneously optimising engine power, configuration and speed. Air carriers shall also familiarise themselves with the airport-specific provisions.

5 AIR NAVIGATION SERVICES AND CHARGES

Air navigation charges collected for aircraft operating in Finnish airspace are based on EC Regulations on the common charging scheme and performance for air navigation services and on the Conditions of Application of the Route Charges System and Conditions of Payment as published by Eurocontrol.

The air navigation services consist of terminal navigation services and en-route services as specified below and any auxiliary services supplementing them.

The level of air navigation services provided by ANS Finland and any changes thereto are published in the Aeronautical Information Publication (AIP Suomi-Finland) and other aeronautical information service (AIS) publications.

5.1 Terminal navigation service

Terminal navigation service covers the following services:

Terminal navigation service

Service	Description	Airspace
Aerodrome Control Service	Air traffic control service for aerodrome traffic.	Control Zone
Approach Control Service 1	Air traffic control service for arriving and departing controlled flights.	Terminal Control Area
Aerodrome Flight Information Service (AFIS)	Service with the purpose of providing information necessary for flight safety to aircraft operating at an uncontrolled aerodrome.	Flight Information Zone

¹ The costs arising from approach control services are divided in the cost basis for the terminal navigation charge and en-route charge as described in the performance plans for Finland.

A terminal navigation charge is collected for each approach of an aircraft to an airport during its hours of operation. The charge is based on the aircraft maximum take-off weight (MTOW) rounded up to the nearest 1000 kg. Aircraft MTOW must be reported to ANS Finland within the time limit specified in these terms of service. If no report is submitted, invoicing will be based on the maximum take-off weight for the aircraft type in question.

The charge is calculated according to the formula:

$$T = w \times p,$$

where T is the charge in euros and w is the weight factor with an accuracy of two decimals. The weight factor w is calculated using the formula:

$$w = \left(\frac{MTOW_{ton}}{50} \right)^{0,7}$$

The category of an airport providing terminal navigation services and the unit price p are determined on the basis of service level as follows:

Airport category and the unit price

Service level	Airport category	Unit price p EUR	Airports
Air traffic service is provided in the form of aerodrome and approach control services based on the use of ATS surveillance systems	ATS1	123,64	Helsinki Airport
Air traffic service is provided depending on air traffic needs either in the form of: 1. combined aerodrome and approach control service; or 2. aerodrome control service, and approach control service based on an ATS surveillance system	ATS 2	157,86	Halli, Jyväskylä, Kittilä, Kuopio, Oulu, Pori, Rovaniemi, Tampere-Pirkkala, Turku, Vaasa
Air traffic service is provided in the form of Aerodrome Flight information Service.	ATS 3	138,40	Ivalo, Joensuu, Kemi-Tornio, Kokkola-Pietarsaari, Kuusamo, Maarianhamina, Utti
Air traffic service is provided in the form of Aerodrome Flight Information Service.	AFIS	86,50	Enontekiö, Kajaani, Savonlinna and ATS 2/3-airports, when served with AFIS

ANS Finland reserves the right to change the airport category during the charging period. Lappeenranta Airport charges are decided and informed by Lappeenranta airport.

Example 1: Landing at Helsinki Airport by an aircraft, with an MTOW of 16 100 kg.

MTOWtons = 17 and p = 123,64 EUR

$T = (17/50)^{0.7} \times 123,64 \text{ EUR} = 0.47 \times 123,64 \text{ EUR} = 58,11 \text{ EUR}$.

Example 2: Two practice approaches to Helsinki airport by Diamond 42, MTOW 1900kg.

MTOWtons = 2 ja p = 123,64 EUR

$T = (2/50)^{0.7} \times 123,64 \text{ EUR} = 0.11 \times 123,64 \text{ EUR} = 13,60 \text{ EUR} \rightarrow 13,60 \text{ EUR} \times 2 = 27,20 \text{ EUR}$

The airport operator will charge the Terminal navigation charge.

5.1.1 Upgrade of service level from AFIS to ATC

At an airport with a mixed AFIS/ATC system, if the operator needs ATC service at a time specified as AFIS time, the operator must agree on the provision of ATC service with the airport sufficiently in advance.

5.2 Charges for en-route services

En-route services

Service	Description	Airspace
Area Control Service	Air traffic control service provided to controlled flights operated under ICAO Rules of the Air (GAT flights) in Control Areas.	Controlled airspace, excluding certain control zones and terminal control areas where service is provided by the aerodrome control tower or approach control office in question.
Airspace Management Service	Handling of airspace reservations. Reservations of airspace. Information service on airspace reservations.	Controlled airspace Danger areas Restricted areas Temporary Segregated Areas Temporary Reserved Airspace
Air Traffic Flow Management Service	Optimisation of air traffic control capacity. Management of air traffic flow with regard to the capacity available.	Specifically defined part of controlled airspace.

A route charge is collected for each aircraft operated under instrument flight rules (IFR) in the flight information region of Finland, determined by the following formula:

$$\text{charge} = t \times d \times p,$$

where t is the unit rate of charge and d is the distance factor and p is the weight factor.

Route charge unit rate (t) per service unit	EUR
National charge	43,53
Eurocontrol's administrative charge	0,13
Route charge total	43,66

The distance factor d is obtained by dividing by one hundred (100) the great circle distance (km) between:

- the aerodrome of departure or the point of entry into the flight information region of Finland; and
- the aerodrome of first destination in Finland or the point of exit from the flight information region of Finland.

The great circle distance is reduced by twenty kilometres (20 km) for each take-off from and landing in Finland.

The weight factor p is the square root of the quotient obtained by dividing by fifty (50) the number of metric tons in

the maximum take-off weight of the aircraft as shown in the certificate of airworthiness, the flight manual or any other equivalent official document.

$$p = \sqrt{\frac{MTOW_{ton}}{50}}$$

Route charges are collected by Eurocontrol on behalf of ANS Finland.

5.3 Services complementary to air navigation services

ANS Finland provides airspace users with the following services complementary to terminal navigation services and en-route services, included in the terminal navigation charge and route charge:

1. Alerting service
2. Aviation search and rescue service
3. Briefing service
4. Aeronautical information service
5. Flight information service
6. Aeronautical meteorological service ²
7. Technical air navigation services, e.g. navigation systems

5.4 Exemptions and reductions

5.4.1 Exemptions from TN charges

TN charges are not collected for:

1. search and rescue flights authorised by the appropriate competent body;
2. aircraft returning to the airport of departure for technical reasons or due to adverse weather conditions;
3. aircraft registered as
 - a. sailplanes or powered sailplanes (aircraft register),
 - b. hot air balloons (aircraft register) or
 - c. vintage aircraft (aircraft register, M = vintage / museum aircraft);
4. paragliders or hang gliders. NOTE: Glider operations at aerodromes defined in section 2(16) of the Finnish Aviation Act or within their control zones require a permit from the aerodrome manager or his/her representative. If the nature or scope of flight operations changes from that originally permitted, the terms must be agreed separately before the operations are commenced. 6
5. aircraft holding a valid season card for the airport in question.

Exemptions 3., 4. and 5. do not apply at Helsinki Airport.

Note: For the exemption of a vintage aircraft from charges, the aircraft operator must submit a specific notification to Finavia using the address airtrafficinginvoices@finavia.fi.

5.4.2 Exemptions from route charges

In accordance with the common charging scheme for air navigation services, Eurocontrol will not collect route charges for the following flights in the flight information region of Finland:

² Aeronautical meteorological services are provided by the Finnish Meteorological Institute. The costs arising from aeronautical meteorological services are charged from customers as a part of air navigation charges in accordance with the performance plan for Finland.

1. flights performed by aircraft of which the maximum take-off weight authorised is less than two metric tons;
2. mixed VFR/IFR flights in the charging zones where they are performed exclusively under VFR and where a charge is not levied for VFR flights;
3. flights performed exclusively for the transport, on official mission, of the reigning Monarch and his immediate family, Heads of State, Heads of Government, and Government Ministers. In all cases, this exemption must be indicated by an appropriate status notification or remark on the flight plan;
4. search and rescue flights authorised by the appropriate competent body;
5. military flights performed by military aircraft of an Eurocontrol state;
6. training flights performed exclusively for the purpose of obtaining a licence, or a rating in the case of cockpit flight crew, where this is substantiated by an appropriate remark on the flight plan. Such flights must be performed solely within the airspace of the Member State concerned; flights must not serve for the transport of passengers and/or cargo, nor for positioning or ferrying of the aircraft;
7. flights performed exclusively for the purpose of checking or testing equipment used or intended to be used as ground aids to air navigation, excluding positioning flights by the aircraft concerned;
8. flights terminating at the airport from which the aircraft has taken off and during which no intermediate landing has been made;
9. VFR flights.

5.4.3 Extended operating hours

Extended operating hours shall always be specifically agreed with the airport. If airport operating hours are extended on request to provide air navigation, airport maintenance and rescue services for a landing or departing aircraft, a charge for the extended hours of operation is collected for each aircraft for which the service was used in accordance to the airport operator's terms of service.

5.4.4 Extra opening

Extra opening shall always be specifically agreed with the airport. If the airport is opened on request to provide air navigation, airport maintenance and rescue services for a landing or departing aircraft, a charge for extra opening is collected for each aircraft for which the service was used in accordance to the airport operator's terms of service.

6 PAYMENT OF CHARGES AND VALUE ADDED TAX

The terms of payment for route charges are determined in the Eurocontrol publication "Conditions of Application of the Route Charges System and Conditions of Payment".

The aircraft owner, possessor and operator are jointly responsible for paying the costs of services provided to them by the airport operator or service provider for the time of their right of ownership, possession or use, and during the period for which they are listed in the aircraft register as owners, possessors or operators.

ANS Finland may refuse to provide services, if service charges have not been paid.

6.1 Methods of payment

The air carrier shall agree on the method of payment with ANS Finland and Finavia before the estimated off-block time by contacting payments@finavia.fi.

Unless otherwise agreed with ANS Finland and Finavia, the charges will fall due for payment immediately after the service has been provided, and shall be paid to ANS Finland and Finavia before the off-block time on an airport.

In general, ANS Finland and Finavia require advance payment or a bank guarantee of all air carriers who have not been ANS Finland's or Finavia's invoice customers for the last 12 months or who have had any earlier disruptions of

payment. The advance payment or bank guarantee must be delivered to ANS Finland and Finavia before the operations are started.

To ensure the payment of charges, ANS Finland may also otherwise decide to require an advance payment or acceptable bank guarantee.

6.1.1 Payment on invoice

Air traffic charges can be paid afterwards by invoice only if agreed in advance with ANS Finland.

The invoices will be sent to the address provided by the air carrier or other aircraft operator before the operations are started. The sum must be paid by the due date, which is 14 days from the date of the invoice.

Any remarks on invoices must be made within 6 months of the date of the invoice.

6.1.2 Advance payment

The advance payment must cover all air traffic charges for the series of flights. The invoices are sent to the operator for book-keeping. Please notice 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 has ended. ANS Finland pays no interest on advance payments.

6.1.3 Bank guarantee

The bank guarantee must cover all air traffic charges for the series of flights. If the duration for 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 continues 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. ANS Finland may, at its own discretion, also require that the guarantee must be valid for an undetermined time.

ANS Finland's specific acceptance for the bank guarantee must always be obtained before the flight or series of flight begins. The bank guarantee must be an irrevocable, i.e. first demand guarantee³, and the issuing bank must have an Investment Grade credit rating (Moody's / S&P / Fitch rating) and an official correspondent bank located in Finland. ANS Finland reserves the right to accept or reject the guarantee offered.

When ANS Finland has received an acceptable bank guarantee, air traffic charges can be collected afterwards by invoice.

Finavia is handling the bank guarantees on behalf of ANS Finland (payments@finavia.fi).

6.2 Interest on late payment

In case of delayed payment, a penal interest is charged for the time of delay. In other than consumer relations, the rate of interest is two percentage units higher than the current interest rate specified in the Interest Act.

6.3 Value added tax

Value added tax for the state will be added to the charges as specified the Value Added Tax Act.

³ A guarantee that is to be paid immediately on demand, and the bank cannot refuse from paying after receiving a correctly formulated demand. When this kind of guarantee is used, the bank is obliged to pay the guaranteed amount at the request of the beneficiary, without determining whether the person/organisation guaranteed has committed a contractual breach or omission.

In accordance with the main rule in the Value Added Tax Act, air traffic charges and other payments for services supplied to aircraft are subject to tax.

The supply of services to satisfy the direct needs of an aircraft or of its cargo for an entrepreneur who operates for reward mainly on international routes is exempt from tax.

The air carrier bears the burden of proof for showing that the airline mainly operates commercial air services on international routes.

7 OTHER SERVICES AND PAYMENTS

ANS Finland produces ATS service related services amongst other services. ANS Finland reserves the right to amend these terms and payments of services.

7.1 Obstacle statements to air navigation

Obstacle statements are produced based on customer requests. According to Section 158 of the Finnish Aviation Act (864/2014), Traficom's permission is required for setting up a facility, building, structure or sign that may constitute a hazard to air traffic. If the conditions specified in this provision are met and permission is required, the person who intends to set up an obstacle to air navigation must account for its effects through a statement obtained from ANS Finland. Aviation Regulation AGA M3-14 relieves the operator from the obligation to apply for Traficom's permission to set up an obstacle to air navigation in certain terms. In these cases, the obstacle statement of ANS Finland is regarded as a sufficient basis for setting up the obstacle. Specified information of the service and costs can be found on our web sites www.ansfinland.fi

7.2 Laser operations and permits

Permits to set a laser operation and statements for action are produced based on customer requests. According to Section 159 of the Finnish Aviation Act (864/2014), the person setting up the operation must first inform the air traffic service provider which will evaluate the possible effect of the planned activity for air traffic. ANS Finland will give the statement on customer request. The request should be sent to ANS Finland 10 weeks before estimated activity (four (4) weeks if expedite process is requested). Specified information of the service and costs can be found on our web sites (only in Finnish) www.ansfinland.fi

7.3 Designating a temporary danger area for unmanned aviation

Designating a temporary danger area is produced based on customer requests. Based on Aviation Act Section 11, Airspace Management Cell (AMC) defines and designates danger areas for a maximum period of two weeks according to the Airspace Management Operations Manual point 3.10.2. Specified information of the service and costs can be found on our web sites (only in Finnish) www.ansfinland.fi

7.4 Other permits and/or evaluations for actions affecting air traffic safety

Evaluations and/or statements for action affecting air traffic safety are produced based on customer requests. According to Section 159 of the Finnish Aviation Act (864/2014), the person setting up the operation affecting air traffic safety (for example controlled explosion work near airport area) must first inform the air traffic service provider which will evaluate the possible effect of the planned activity for air traffic. ANS Finland will give the statement on customer request. The request should be sent to ANS Finland 4 weeks before estimated activity. Specified information of the service and costs can be found on our web sites (only in Finnish) www.ansfinland.fi

7.5 Permission for drone flight in the vicinity of an airport

ANS Finland's ATS Units are responsible for drone flight permissions in the vicinity of an airport in such cases where drone operator is planning to conduct the drone operation anomaly from aviation regulation OPS M1-32 (places and/or heights).

Specified information of the service and costs can be found on our web sites (only in Finnish) www.ansfinland.fi

7.6 Cancelling Drone geofencing

Cancelling Drone geofencing is produced based on customer requests case by case. Air Navigation Service Provider (ANSP) can cancel geofencing only in the areas it is responsible for giving air traffic service (certificate to provide ANS services, chapter 1). The request should be sent [to](#) ANS Finland 4 weeks before estimated activity.

Specified information of the service and costs can be found on our web sites (only in Finnish) www.ansfinland.fi

7.7 Other requests, statements and services

Any other assignment, statement, result of an investigation based on customer requests is invoiced according to actual working hours. ANS Finland can hand off only such information which is not prohibited by the law. ANS Finland offers such work based on consultation pricing.

ANS Finland offers also consultation according following pricing:

senior expert	170€/h
junior expert	130€/h
other work	120€/h

Specified information of the service and costs can be found on our web sites www.ansfinland.fi

8 AIR NAVIGATION SERVICES FINLAND'S LIABILITY

ANS Finland is liable for any direct damages resulting from the provision of services listed in this document, which can be demonstrated to have been caused by ANS Finland's intentional or negligent acts.

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

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

9 GROUNDS FOR RELEASE FROM LIABILITY

ANS Finland is released from its obligations and liability for damages, if the breach of obligations or failure to meet them was due to specific ground for release. As sufficient grounds for release from liability (force majeure) are considered such unusual events affecting the operations, which ANS Finland could not have foreseen, which are beyond ANS Finland's control, or the impact of which could not have been reasonably avoided or overcome. Such an event can be e.g. war, riot, foreign exchange restrictions, legal provisions and orders from authorities, export prohibitions, natural catastrophe, weather conditions, interruption of general traffic, data communications or energy distribution, shortage of means of transport, general lack of material, limitations of power availability, labour dispute,

fire, or other unusual event with similar effect beyond ANS Finland's control, including any error or delay in a subcontractor's delivery due to the above mentioned reasons.

If the performance of ANS Finland's obligations is delayed for one of the reasons mentioned above, the time for meeting the obligations is extended as far as considered reasonable with regard to all circumstances affecting the case.

10 SETTLEMENT OF DISPUTES

Any disputes arising from the provision of services mentioned in this document will be settled by Helsinki District Court.

11 CONTACT DETAILS

Subject	Email	Address
Terms of services and charges	ans@ansfinland.fi	Air Navigation Services Finland Corporation Visiting address: Lentäjätie 1 01530 Vantaa Mailing address: P.O.Box 157 FI-01531 Vantaa Finland
Invoicing details	airtrafficingvoices@finavia.fi	Finavia Air Traffic Charges Unit P.O.Box 50 FI-01531 Vantaa
Payments, arrangements for payment, advance payments,	payments@finavia.fi	Finavia Credit Control P.O.Box 50 FI-01531 Vantaa Finland