



TEL/FAX: (506)2443-1648
AFS: MROCYOYX
Web page: www.dgac.go.cr
e-mail: aiscr@dgac.go.cr

REPUBLIC OF COSTA RICA
CIVIL AVIATION DIRECTION GENERAL
Air Navigation Management
AIS/MAP
P.O. BOX 5026 -1000
SAN JOSE – COSTA RICA

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ENTRY AND EXIT PROCEDURES
INTERNATIONAL AND LOCAL GENERAL AVIATION FLIGHTS
JUAN SANTAMARIA INTERNATIONAL AIRPORT

The Civil Aviation Authority, with the purpose to classify the aircraft ground traffic; as well as to provide the most security and facility to passengers, crew members entering or leaving in international and local general aviation flights from Juan Santamaría International Airport, informs the implementation of the following procedures:

International Flight Arrivals:

1. When the aircraft enters at Juan Santamaría International Airport, must go to the International Remote Apron (Cargo Ramp). This is the only authorized apron for landing and boarding international passengers.
2. The aircraft operator must hire a ground handling company, providing assistance for: aircraft parking guide, passengers carriage, baggage handling, proceeding at Airport and government authorities (relating passengers, crew, cargo and aircraft.)
3. The ground handling company, must coordinate with the Operations Office of the Airport at least 12 hours in advance flights arrival, detailing: date and time of aircraft entry, date and time of departure, aircraft type, quantity and availability of tow bar or equipment to relocate the aircraft, in order to assign a space on remote apron. For this purpose, the ground handling company will send a request to the Airport Administration with the information detailed above. Such information also shall specify the availability of tow bar or equipment to relocate the aircraft. It must indicate the staff and contact telephone number available 24 hours in case the Administration for any special reason needs to relocate the aircraft. Furthermore, it must indicate the estimated time to perform movement. The Administration reserves the right to authorize or prohibit flights entry according to information issued by the ground handling and space availability on remote apron.
4. Additionally, the ground handling company representative must confirm the **real time** of flight arrival, at least four hours in advance, to the Airport Operations Authority (2440-8257), in order to assign a space on aircraft parking stand.
5. Control Tower Operations will inform the Airport Operations Authority, upon receipt of aircraft arrival information at the airport, indicating aircraft registration, type, origin and estimated time of arrival at the airport, so that the Administration notify the airport authorities via fax.
6. Once flight arrives, the ground handling company must transfer passengers from cargo ramp until International Terminal. Entrance to facilities must be performed by the access gates to Immigration area, gates 13 and 14.
7. Once passengers enter the terminal, go to Immigration to be checked by immigration authorities at the counters 1 and 2, according to availability. It should be noted that if there are passengers waiting to be checked on these counters, shall perform the same line. They have no right of way over other passengers at line.
8. Ground handling company representative, must move luggage to the international terminal basement and use the luggage special band or oversized (band 4), so it can be transported to the baggage claim area.
9. The passenger, pick up the baggage by itself or with the ground handling company representative, and continue by conventional way through Customs controls and Ministry of Agriculture and Livestock.
10. Pilots must meet the same procedure followed by the passengers.
11. If required, the aircraft can be transferred from the International Ramp to different private hangars area, once DGAC authorities, Customs, Ministry of Agriculture, Drugs Control Police, Intelligence Direction/ Security and Airport Police had given their permission. For this, the staff of Operations Office of the Airport Administration, will move to the area and will verify information concerning the operator of the aircraft, number of passengers, aircraft type, real time of arrival, departure date and which authorities are presented. If there is not entity on established time (30 minutes after the real time of arrival of the aircraft), or that entities presented had not formally indicated that the aircraft has a disability, the aircraft will be released to be transferred to the private hangars. The steps for crew entering are detailed on "Entry and Exit proceeding of crew members for aircraft located at Remote Apron (Cargo Ramp)."



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12. If the aircraft was transferred from the International Ramp to the different private hangar area, once the crew had completed the transfer shall continue with the same procedure followed by the passengers.

International Flight Departures:

1. When the aircraft departs from Juan Santamaria International Airport on international flights, must depart from International Remote Apron (Cargo Ramp). This is the only authorized apron for landing and boarding of international passengers. If the aircraft is located in another area of the airport, must be moved to this apron.
2. The aircraft operator must hire a ground handling company, which provides the guide service for aircraft parking, passenger carriage, baggage handling; formalities with Airport Administration and government authorities (relating passengers, crew, cargo and aircraft).
3. Passengers and crew members must enter to lobby of International Terminal and pass through security filters into boarding lounges:
 - 3.1. Use immigration row for under-age
 - 3.2. Then line up to be checked, along with their carry on baggage, to X-ray machine number 1, on security filter (does not have priority over other persons on line).
 - 3.3. Passengers must enter with the staff of the ground handling company (also must be checked and does not have priority on row).
4. The representative of the ground handling company will be responsible of performing immigration procedures for passengers and crew members to the immigration authorities (following migration invisible procedure).
5. Passengers must go to gate # 16 or gate designated by Administration Operations Personnel (2440-8257) If this gate is being used by an Air Carrier (to verify the proper use, this gate have a CCTV 24 hours system). Passengers descend from the Terminal to the vehicle located on the apron and that will carry passengers and crew to the aircraft.
6. Baggage other than carry on must be get into by the employees access to the main terminal (Papa 17), located at east side of international arrivals, lower level. This will be checked with X-ray machines by the Airport Police Officer outstanding in the area. If the Airport Police requires physical inspection of baggage, the representative of the ground handling company, will locate and transfer the passenger to the check position to be there at the time of the inspection. Baggage must bring a label (identified): name, address and telephone.
7. Passengers, crew and luggage must be transferred to the aircraft by the representative of the ground handling company.
8. Before aircraft departure, the representative of the ground handling company must come forward to the Administration Operation Office to apply for a "Pase y Salvo". For this; submit a ticket assuming the total cost of the operation of the aircraft for airport services. If the Air Carrier has a line of credit with the Airport Authority; will only submit a request of "the Pase y Salvo". The "Pase y Salvo" must be submitted to the Aeronautical Information Services Unit (AIS-ARO) for the approval of the flight plan. The "Pase y Salvo" can not be issued more than 90 minutes in advance the time flight departure. If aircraft are not parked on International Remote Apron (Cargo Ramp), as an additional requirement before the "Pase y Salvo" is being issued, the aircraft must be located on remote ramp previous coordination with the Administration Operation Office (2440-8257).



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In Transit International Flights:

1. This procedure applies for aircrafts that enters as international flight to Juan Santamaría International Airport, to make a stop and then depart as an international flight.
2. When the aircraft enters at Juan Santamaría International Airport, must address to International Remote Apron (Cargo Ramp). This is the only apron authorized to operate such flights.
3. The aircraft operator must hire a ground handling company, providing assistance for: aircraft parking guide, passengers carriage, baggage handling, proceeding at Airport and government authorities (relating passengers, crew, cargo and aircraft.)
4. Additionally, the ground handling company representative, at least 12 hours in advance will coordinate with the Administration Operations Authority before flight arrival. For this purpose, the ground handling company will send to the Airport Administration a request with the information detailed above. Such information also shall stipulate the availability of tow bar or equipment to relocate the aircraft. It must indicate the staff and contact telephone available 24 hours in case the Administration for any special reason requires the relocation of the aircraft. Furthermore, it must indicate the estimated time; to perform the movement. The Administration reserves the right to authorize or prohibit flights entry according to information issued by the ground handling and space availability on remote apron.
5. Additionally, the ground handling company must confirm the real time of flight arrival, at least four hours in advance to the Operations Airport Authority (2440-8257), in order to assign a space on aircraft parking stand.
6. Before aircraft departure, the representative of the ground handling company must come along to the Administration Operation Office to request a "Pase y Salvo". For this, submit a ticket assuming the total cost of the operation of the aircraft for airport services. If Air Carrier has a line of credit with the Airport Authority; will only submit a request of "Pase y Salvo". The "Pase y Salvo" must be submitted to the Aeronautical Information Services Unit (AIS-ARO) for the approval of the flight plan. The "Pase y Salvo" will only be issued until aircraft is on the ground and parked on International Remote Apron (Cargo Ramp).

Local Flight Arrival

1. All domestic flights arriving at Juan Santamaria International Airport not having physical facilities at the airport; must operate from private hangars apron.
2. If aircraft that because of its size can not enter by taxiway **Echo** and **Foxtrot** to private hangars or there is not space in them, can operate on International Remote Apron (Cargo Ramp), previous coordination with the Operations Office of Airport Authority, who will be the only authority that can extend the respective authorization, also the aircraft operator must hire a ground handling company services, which provides assistance for: guide aircraft parking, passengers carriage, baggage handling, Airport and government authorities proceedings (relating passengers, crew, cargo and aircraft.)
3. Passengers and crew leaving from private hangar's area must register on position identified as **Papa 26**. For this, the aircraft operator must submit a passengers and crew's list. The officer in charge will be responsible for passengers and crew identity verification. Once this verification is made; may leave by **Papa 26**.
4. Passengers and crew must submit a valid official identification document (passport, license).

Local Flight Departure:

1. All domestic flights departing from Juan Santamaria International Airport and not having physical facilities at the airport must operate from private hangars apron.
2. All passengers and crews entering at private hangar's area must register on position identified as **Papa 26**. The aircraft operator must submit a list to the position, with passengers and crew names that will board the aircraft. With this information the security officer will be in charge of performing passengers and crew identity verification before allowing entry.



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3. If aircraft that because of its size can not enter by taxiway **Echo** and **Foxtrot** to private hangars or there is not space in them, can operate on International Remote Apron (Cargo Ramp), after coordination with the Operations Office of the Airport Authority, who will be the only authority that can extend the respective authorization, also the aircraft operator must hire a ground handling company, providing assistance for: aircraft parking guide, passenger carriage, baggage handling, proceeding at Airport and government authorities (relating passengers, crew, cargo and aircraft.)

3.1 The passengers, crew and baggage must enter by **Papa 26** position and undergo safety checks.

3.2 The passengers and crew must submit a valid official identification document (passport, license).

Entry and Exit of crew to aircrafts located at Remote Apron (Cargo Ramp)

1. Crew that requires to enter in aircrafts located on remote ramp Remote Apron, for some special situations such as maintenance, inspection, relocation of the aircraft on private hangars or other special circumstances, must get in through employees enter to ramp (**Papa 17**) with the staff of the Ground Handling Company.

1.1. Must submit to the appropriate security check and provide the corresponding identification accrediting them as crew.

1.2. If crew must enter with tools, the ground handling company must submit the respective document duly authorized by the operations staff of the administration.

1.3. Security personnel will take note of implements entered by people.

1.4. Will leave the terminal by the employee's hall to ramp, to be carried in a vehicle of the ground handling company to where the aircraft is located.

2. If the reason to get in is not the relocation of the aircraft from remote apron to private hangars; to leave the airport, the ground handling company will let the crew in through employees enter to ramp accompanying them to security position **Papa 17**, where will be submitted to the appropriate screening before leaving the terminal through that position. Will not be allowed to take any implement from this position, if was not reported when entered.

3. The crew can only travel accompanied by staff of ground handling company while they are inside the terminal and ramp (not being able to go to boarding lounges, or customs area).

Entry and Exit of crew from helicopters located at the Heliport or at Remote Apron (Cargo Ramp).

Apply the same procedure described for "Entry and Exit of crew to aircraft located at Remote Apron (Cargo Ramp)."

International Flights of departure, arrival and in transit with passengers requiring special procedures

1. In case some passengers arriving/departing on an aircraft or helicopter, which according to the Administration may cause a security risk to the airport, the ground handling company shall request the administration (2440 -8257), to apply the "Attention Personalities Procedure". Each application will be reviewed by the Administration, and it has the power to reject or approve by the respective analysis, carried out with the authorities.

2. Passenger in **ambulance flights** and that because of their condition required ambulance to leave or enter the airport, can due it directly by public security position called **Papa 2** accompanied by the necessary medical support staff to maintain patient stability. Coordination must be done previously, at least 4 hours in advance flight arrival by the representative of the ground handling company with the Operations Office Administration.

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- 2.1. The "Aeris" Operations personnel shall arrange the escort entrance/exit of the ambulance. However, it will be responsibility of the Ground Handling Company to carry out the migratory procedures of patients departing in the ambulance (including paramedics, if applies), non medic person's baggage shall carry out the normal procedures.
- 2.2. The patient's other companions must follow the established procedures for passengers of "international Flights Arriving or Leaving" as it corresponds.
- 2.3. If authorities require to move; in order to carry out some check to the area where the aircraft is, the transfer of them will be responsibility of the ground handling company.
- 2.4. If paramedics on board; require to accompany passengers until the medical center, they will come out and will enter in the ambulance previous authorities clearance.

General observations and explanations:

1. All aircrafts that enters as international flight and must leave as local, may use the apron of the private hangars or the International Remote Apron (Remote Ramp) in order to operate from there. Depending on where they operate, they must comply with the points set in the procedures: "International Flight Arrivals" and "Local Flights Departure". In this regard, the space where the aircraft shall be parked, as well as the availability of this space, must be previously coordinated by the ground handling Company with the Operations Office of the Airport Administration (this last; if operate from the remote ramp).
2. All aircrafts that enters as Local flight and must leave as International, must be transferred from private Hangars to operate on International Remote Apron (Cargo Ramp), previous coordination with the Operations Office of the Airport Administration, so they can operate from there. Steps established on Procedures of Local Flights Arrivals and Departures" must be followed.
3. Helicopters must fulfill the same procedures specified for aircrafts.
 - 3.1. They must operate from the Heliport, located west side of International Remote Apron (Cargo Ramp).
 - 3.2. The helicopter Operator must hire a Ground Handling Company services which provides assistance for: helicopter parking guide, passenger carriage, baggage handling, Airport Authorities proceedings; as established on "Local Flight Arrivals" and "Local Flights Departures".
 - 3.3. If there is no space at the heliport, the Ground Handling Company shall, coordinate with the Operations Office of the Administration (2440-8257), to assign them a space on remote ramp.
4. The airport authorities will be able to carry out, inspections to facilities, aircrafts, passenger, crew, and to operations.

REPLACE AIC A05-10 WITH MODIFICATIONS

Form is attached to complete information provided in paragraph 2 of section: "Local flights Departure"

