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**REPUBLIC OF COSTA RICA**  
CIVIL AVIATION AUTHORITY  
Air Navigation Services Department  
Aeronautical Information Services Unit  
P.O. BOX 5026 -1000  
SAN JOSE – COSTA RICA

**AIC**  
**Series A**  
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**AD**

**ARRIVAL AND DEPARTURE PROCEDURE**  
**INTERNATIONAL GENERAL AVIATION AND PRIVATE AIRCRAFTS**  
**COSTA RICAN REGISTRATION**  
**DANIEL ODUBER QUIRÓS INTERNATIONAL AIRPORT**

The General Direction of Civil Aviation on purpose of setting in order the aircraft ground traffic and provide greater security and facilities to passengers, crew entering or leaving in international general aviation from Daniel Oduber Quirós International Airport, announces the implementation of the following procedures:

**Departures International flights:**

1. When the aircraft enters the Daniel Oduber Quirós International Airport, it should go to the assigned stand on the apron assigned by the Ramp Operations Supervisor.
2. The aircraft operator must hire the services of a ground service company, that provides assistance to guide parking the aircraft, transfer of passengers, baggage handling, dealings with the Airport Administration and government authorities (relating to passengers, crew, cargo and aircraft).
3. The ground service company must previously coordinate with the Ramp Operations Unit from the airside operator, the arrival of the flights, detailing: date and time of entry of the aircraft, date and time of departure, aircraft type, quantity and availability of tow bar or equipment to relocate the aircraft, in order to assign it a space on the apron. The ground service company will send the airside operator an application detailing the above information. In the information, he must also specify the availability of tow bar or equipment to relocate the aircraft, he must indicate which the personnel are and phone contacts in case the Airport Operator for special reasons needs to relocate the aircraft. The Airport Operator from airside reserves the right to authorize or prohibit the entry of flights according to information issued by the ground service and the availability of space on the apron.
4. The ground service company must prior notification to the air operator Operations at the terminal building, the arrival of flights, detailing: date and time of entry, date and time of departure, type of aircraft, and quantity of passengers using the terminal.



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**41**  
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-2-

5. The ground service company must notify well in advance, the airport facilities and security authorities, the arrival of flights, detailing: date and time of arrival, date and time of departure, type of aircraft, aircraft registration, origin, quantity and name of the passengers.
6. Additionally, the representative of the ground service company should confirm the actual arrival time, with to the Ramp Operations Unit (2668-0065) and once he has the estimate, he should notify the Terminal Operations terminal.
7. Control Tower will inform airside Ramp Operations Unit, as soon receive the information of the arrival of the aircraft at the airport, he must indicate the aircraft registration, aircraft type, origin and estimated arrival at the airport.
8. Once the flight arrives, the ground service company must transfer passengers from the ramp to the terminal building. The access to facilities should be performed by the access doors to the area of Immigration.
9. Once the passengers enter the terminal, go to Immigration to be checked on the counters by immigration authorities; according to availability at the time. In case there are a great quantity of passengers waiting to be checked, the representative of the ground service company must guide his passengers to the special counter and coordinate with the immigration official the attention of them. They do not have priority over other special passengers being served at the moment.
10. The representative of the ground service company must move the luggage to the baggage area arrival, using the strip luggage so that it can be transported to the baggage claim area. It can also use the oversized baggage door.
11. The passenger, by himself, removes his luggage or in a company of the representative ground service, he proceeds to Customs controls and Ministry of Agriculture and Livestock, then, he heads for the exit.
12. The pilots must comply with the same procedure followed by the passengers.

#### **International Flights Departure:**

1. The aircraft operator must hire the services of one of the ground service companies, which will provide the service of a: guide for aircraft parking, transfer of passengers, baggage handling, and dealings with the airside operator and government authorities (relating to passengers, crew, cargo and aircraft).



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**41**  
**07 OCT 2020**

-3-

2. Passengers and crews must enter the lobby of the International terminal and pass through security filters to the boarding areas or to the aircraft, considering the following:
  - 2.1 Once the passengers enter the Lobby, they go to Migration to be checked by the immigration authorities at the counters; according to the availability at the moment. In case there are passengers in larger numbers waiting to be checked, the representative of the ground service company must guide their passengers to the special passenger counter and coordinate with the migration officer the attention of these. They have no priority over special passengers that are being served at the moment.
3. The representative of ground service company will be responsible for making the relevant immigration formalities of the passengers and crews to the immigration authorities (visible migration procedure is followed).
4. Once passengers are checked with hand luggage at stand 3 (security filter) and they should be directed to the door that connects this area with the passage of employees, following the designated route toward the exit door to the apron. Passengers get out from the Terminal to the vehicle that is located on the apron from where they are being transported together with the crew to the aircraft.
5. Passengers, crew and luggage must be transferred to the aircraft by the ground service company representative.
6. Prior to the departure of the aircraft, the representative of the ground service company must report to the Air Side Airport Operator's office to submit the Ticket containing the information of the Operator and the aircraft; to this end, if you have a credit line with the Directorate-General for Civil Aviation, you only present the aforementioned ballot stating that you bear the total costs of the operation of the aircraft by airport services; otherwise you must cancel in cash.

**International flights that enter as transit:**

1. This procedure applies to the aircraft entering as an international flight to Daniel Oduber Quirós International Airport to make a stop and then continues as an international flight.



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**Series A**  
**41**  
**07 OCT 2020**

-4-

2. When the aircraft enters the Daniel Oduber International Airport, it should go to the platform and park at the position assigned by the Ramp Operations Supervisor.
3. The air operator should hire a ground service company to provide the service guide of: aircraft parking, proceedings with the airside airport operator and government authorities (relating to passengers, crew, cargo and aircraft).
4. Additionally, the representative of the company will coordinate with the Ramp Operations Unit prior to the arrival of flights. The ground service company will send the airside airport operations office a request detailing the above information: date and time of arrival, date and time of departure, quantity and availability of tow bar or equipment to relocate the aircraft, with the objective of assign a space on the apron. The side air operator reserves the right to authorize or prohibit the entry of flights according to information issued by the operator Ramp Operations Supervisor and the availability of space on the apron.
5. Additionally, the representative of the ground service company must confirm the actual arrival time of the flight, prior to the operator Ramp Operations Unit, so that it indicates which will be the place where it should park the aircraft.
6. Prior to departure of the aircraft, the representative of the ground service company must report to the office of the Air side Airport Operator to present the Ballot containing the information of the Operator and the aircraft. To this end, it only presents the aforementioned ballot stating that it assumes the total costs of the operation of the aircraft by the airport services.

**International Flights departing, arriving and in transit, with passengers that require special procedures:**

1. In case any passenger (s) entering / departing from an aircraft or helicopter, that at the discretion of the ground service operator, could represent an airport security risk he may ask the airside airport operator



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**41**  
**07 OCT 2020**

-5-

the coordination with facilities authority the application of the method of special attention. Each application will be reviewed by the airport airside operator and is its power to reject or approve it according to the respective analysis carried out with the relevant authorities.

2. Passengers on ambulance flights and or medical transfers that, as per their condition require leaving or entering or leaving by ambulance to or from the airport, can do so directly through the security post called Pope 11 accompanied by the medical support staff necessary to maintain the patient's stability. Coordination must be done in advance at least 4 hours prior to the arrival of the flight, the representative of the Ground Service Company with Airport Operations Unit of the Air Side Operator. Medical support personnel for ambulance flights entering that they will carry out transfer of a patient who leaves, must carry out the corresponding immigration check following the normal procedure.
3. The airside airport operations personnel shall arrange for the escort of entry and / or exit of the ambulance. However, the ground company will be responsible for the patient's immigration procedures that will leave in the ambulance (including paramedics, if applicable). The nonmedical luggage of the patient should perform the normal procedures.
  - 3.1 The other accompanying patient must follow the procedures for passengers of "International flights arriving or departing" as appropriate.
  - 3.2 If the authorities need to do some checking around the area where the aircraft is, this transport is the responsibility of the ground service company.
4. In the case of paramedics on board and require accompanying passengers to the medical center, they will leave and enter in the ambulance, prior approval of the authorities, this coordination will take place at the foot of the aircraft.

**General comments and explanations:**

1. All aircraft entering international flight and must leave as local, as well as those entering as a local to departure as international flight, will be located in the parking stall assigned by the Ramp Operations Supervisor.



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**Series A**  
**41**  
**07 OCT 2020**

-6-

- a. Helicopters must comply with the same procedures required for aircraft.
  - b. They must operate from the area designated for that purpose by the airside airport operations supervisor.
2. The operator of the helicopter should hire the services of a ground service company, which provides assistance to guide parking the helicopter, passenger, baggage handling, dealings with the office of the airside airport operator and proceedings at the Aeronautical Information Services (AIS -ARO) that requires any other purpose.
  3. **Departure procedure national private aircraft on local flights:**

All owners of private aircraft, who do not have a certificate of operation, must cancel the airport services in the Administration's office (DGAC) prior to departure must present the payment document (Receipt) to the Supervisor of Airport Operations.

Each pilot in command of an aircraft without an operating certificate, must immediately after parking, submitted to the ramp office in order that Ramp Operations Supervisors guide him to the offices of the Authority for the payment of the respective aeronautical services.

4. **Departure and arrival of international flights of national registration aircraft:**

For operations in Daniel Oduber Quirós International Airport, national registration aircraft entering or departing international flight, they are exonerated of hiring a ground service company to assist them ashore.

Prior to the presentation of the Flight Plan, the pilot must go to the terminal building operator's office and cancel the terminal usage amount per passenger. The representative of the terminal building operator shall issue proof of cancellation to the pilot, which must be delivered to the Airport Administration to prove the aforementioned payment.

**REPLACES AIC A11/20 WITH MODIFICATIONS**