



# Code of Conduct for the Smooth Terminal Operation of Athens International Airport "Eleftherios Venizelos"

## 1. Introduction/Purpose

This Code of Conduct summarizes the major rules and behaviours, expected within the terminal, in order to ensure a smooth and safe operation as well as the provision of quality service to its users.

## 2. Applicability

This Code of Conduct is in effect at Athens International Airport "Eleftherios Venizelos" and applies to all airport users (employees, airport community, passengers, guests, etc).

## 3. Definitions

Airport company refers to Athens International Airport "Eleftherios Venizelos" S.A. (AIA)

Airport authority refers to the local branch of the Hellenic Civil Aviation Authority which resides in AIA.

## 4. CODE OF CONDUCT

### 4.1 Litter

Littering in the terminal is not permitted. Please dispose of garbage, cigarette butts, gum, etc in the rubbish bins provided and make proper use of the recycling bins by separating, plastic and paper from other trash.

### 4.2 Smoking

Smoking is not permitted within the terminal. It is only allowed in the designated areas, as indicated by the relevant signage.

### 4.3 Sleeping

Lying on the floor and sleeping in the terminal are not permitted.

### 4.4 Peddling and Soliciting

Peddling and soliciting are not permitted by law within the terminal.

### 4.5 Harassment

Harassment of guests/passengers, in any form, is not permitted.

### 4.6 Billposting

Posters, leaflet distribution or advertising within the terminal is not permitted without prior written consent of AIA.

### 4.7 Surveys/Market Research

Surveys, polling, market research and petitions within the terminal are not permitted without prior written consent of AIA.

### 4.8 Filming & Music Production

Filming, photographing, recording or any other commercial activity is not permitted without prior written consent of AIA.

### 4.9 Events

Events, cultural, musical or otherwise are not permitted within the terminal without the prior written consent of AIA.

### 4.10 Destruction of Property

Vandalism and destruction of property within the terminal (first aid equipment, fire alarms, automatic door openers, fire extinguishers, escalators, telephones, monitors, etc) as well as the instigation of damage in general to AIA property (seats, elevators, check-in counters, toilets, e.g.,) is not permitted.

### 4.11 Alarm Activation

The aimless activation of a fire alarm, first aid call or any other emergency alarms is not permitted.

### 4.12 Use of Narcotics / Excessive Alcohol Consumption

Use of narcotics or excessive consumption of alcohol is not permitted. Persons under such influences may be removed from the terminal premises.

### 4.13 Pets

Dogs and other pets must be escorted by their owners: wear a leash, a muzzle if required, or be in their cage. Abuse of animals is not permitted.

### 4.14 Access

Obstruction to entrances/exits, emergency escape routes, elevators, escalators/walkways, corridors and to any other area in the terminal which affect the smooth movement of passengers with baggage, trolleys or any other item is not permitted.

### 4.15 Flammable Substances

Use and possession of flammable and odorous substances is not permitted.

### 4.16 Wheeled Equipment

Bicycles and other such wheeled equipment (scooters, skateboards) as well as any game that interferes with the smooth operation of the terminal or puts into danger other airport users is not permitted.

### 4.17 Offensive behaviour

Cursing, altercations and in general demeaning behaviour is not permitted within the terminal.

### 4.18 Smooth Operation

Any activity or its absence thereof which negatively impacts directly or indirectly the smooth operation of the terminal is not permitted.

### 4.19 Baggage trolleys

Withdrawal from the terminal or abuse of baggage trolleys is not permitted.

### 4.20 Loitering

Loitering within the terminal is not permitted.

### 4.21 Expelled Persons

Persons who have been requested to leave the premises by the Hellenic Police or a representative of AIA for non-compliance with the Code of Conduct are not permitted within the terminal.

### 4.22 Re-entry to Terminal

Persons who have been expelled from the terminal by the Hellenic Police or a representative of AIA, may not re-enter the terminal until 24 hours after their expulsion. Such persons may be exempted if they are passengers, traveling on the same day, as confirmed by their airline.

The Code of Conduct complies with Airport Regulation no.2.

Non-compliance with the above is subject to penalties as determined by the Hellenic Civil Aviation Authority.

For security reasons, the airport premises are monitored by closed circuit TV.

*We wish you a pleasant stay and safe journey.*