2026

Ground Handling – Terms of Use

Billund Airport

01-01-2026

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PURPOSE AND SCOPE

The purpose of this document is to clarify the rights and obligations between the Ground Handler and Billund Airport.

The document broadly describes the following topics:

- **Requirements and expectations for the Ground Handler**
- **Services provided by Billund Airport**
- **A range of conditions that support a high level of service for passengers**
- **Framework for cooperation between the Ground Handler and Billund Airport, which aims to maintain high passenger satisfaction**

Billund Airport wishes to appear as an attractive workplace and, furthermore, as an inviting airport that supports the goal of always being the guest's first choice.

Vision

Towards 2030, Billund Airport's vision is:

- **Economic results that allow for investments in development and increased efficiency**
- **As critical infrastructure, to secure the company both physically and digitally**
- **High level of passenger satisfaction**
- **Growth for flights, charters, cargo, and other business partners**
- **An active effort to improve the company's environmental sustainability**
- **Result-oriented employees who thrive in an international airport and a changing daily environment**

Passenger Experience

Billund Airport desires high passenger satisfaction, including that the traveller experiences the journey through the airport as easy and convenient, safe, secure, and efficient.

This goal will, among other things, be supported by continued development in digitalisation and automation of selected processes such as online Check-in, Self-Service Check-in, Self-Service Baggage Drop, and Self-Service Boarding.

Ongoing development of Self-Service solutions in the passenger flow is expected to further contribute to the positive passenger experience.

A focused communication effort will be directed towards passengers before they arrive at the airport, to increase awareness of Self-Service solutions.

Scope

This set of Terms of Use primarily applies to the Check-in area, Gate areas, and Arrival area, but may also apply to other areas of the airport where the Ground Handler may operate.

The Terms of Use apply to all airport users, whether the Ground Handler, airlines, or other service providers involved in passenger and baggage handling or offering related services within the terminal building.

Initiation of activities within and around the terminal building, which are not regulated in Billund Airport Terms of Use and/or by individual contracts between Billund Airport and the respective service providers and airport users, requires written approval from Billund Airport.

Obtaining permits and approvals

Where it is not explicitly stated who should obtain permits, approvals, or other, or where it is simply stated "Billund Airport", PEX Management should be contacted regarding this.

Information for employees about Terms of Use

The Ground Handler must ensure that all its employees and other relevant stakeholders performing tasks on its behalf are informed of and act in accordance with all applicable rules and guidelines set by Billund Airport, including Billund Airport's Terms of Use.

Changes to BLL Terms of Use

Billund Airport Terms of Use are revised at least once a year, and the current version can always be found at www.bll.dk/om-lufthavnen/business-to-business under "Handling documents" (“Handling Dokumenter”).

Additionally, the top management of the Ground Handler receives a copy of any revised edition via email, with the aim of doing so at least four weeks before it comes into effect, and prior to the two traffic planning periods, namely summer and winter, in case of changes.

Validity of the Terms of Use

Billund Airport reserves the right to update or change the Terms of Use at any time if circumstances deem it necessary.

Concepts, abbreviations, and definitions

Term / Abbreviation	Explanation
Billund Airport	Billund Airport - IATA
EKBI	Billund Airport - ICAO
PEX Management	PEX Host Manager/Department Head
PEX Manager	PEX Duty Manager
PEX	Passenger Experience
AOCC	Airport Operations Control Centre
OP	Operations (GH)
BOR	Fire and Rescue, AOCC
BOP	Baggage Operator
PRM	Persons with Reduced Mobility
SEC	Security
PSG	Pre Security Gate
SBD	Self Baggage Drop
Summer season	The period from early April to late October (Daylight Saving Time)
Winter season	The period from the end of October to the beginning of April (Winter time)

Airport Operations Framework

The framework for the operation of Billund Airport comprises three units:

- **Billund Airport as the airport operator**
- **Guests and airlines**
- **Suppliers and service providers, including the Ground Handler**

Each unit covers a subset of processes, most of which are crucial to the airport's successful operation, while others, in the event of an extraordinary situation, can disrupt it. Some of the processes are owned by one unit, while others are shared.

Contractual Relationships

When a consumer purchases an airline ticket, they enter into a contract directly or indirectly with an airline. There is no contractual relationship between air passengers and the airport.

Billund Airport is the platform for service providers and airlines to conduct successful business. It is required that the Ground Handler, in every respect, take care of Billund Airport's interests in providing passengers with the best possible experience. At the same time, they are guests at the airport, even when conditions are not explicitly described in these Terms of Use.

Regulatory Framework

The use of Billund Airport is regulated by:

- **Billund Airport**
- **The Danish Transport Authority**
- **ICAO**
- **Police**
- **Customs**
- **EU**
- **EASA**
- **Municipal authorities**
- **Veterinary authorities**
- **The Danish Working Environment Authority**
- **The Aliens Act**

Obligations

The following are part of the obligations to be adhered to by the Ground Handler and/or service providers regarding daily operations:

- **The Ground Handler must designate a contact person or function that is available at all times.**

- **In the event of irregularities, passengers must be offered assistance in accordance with EU Regulation 261/2004, which is why the Ground Handler must provide sufficient staff to handle the irregularity process, ensuring that other departments or companies are not burdened.**

Handling of irregularities in the airport structure

Billund Airport wishes to provide a fully functional, clean, and tidy airport and infrastructure at all times.

In the event of irregularities being detected, it is the Ground Handler's responsibility to inform the PEX Manager regarding landside irregularities, or the Main Guard during the hours when PEX is not present, and similarly inform the Marshaller for airside irregularities, around the clock.

Other authorities, such as the Police and Customs, are informed directly by Billund Airport in the event of irregularities, and any need for their presence is thereafter assessed.

Calling the Police in emergencies is exempt and is done directly to the Police.

Definition of irregularities/"non-standard" operating conditions

"Non-standard" operating conditions are defined as:

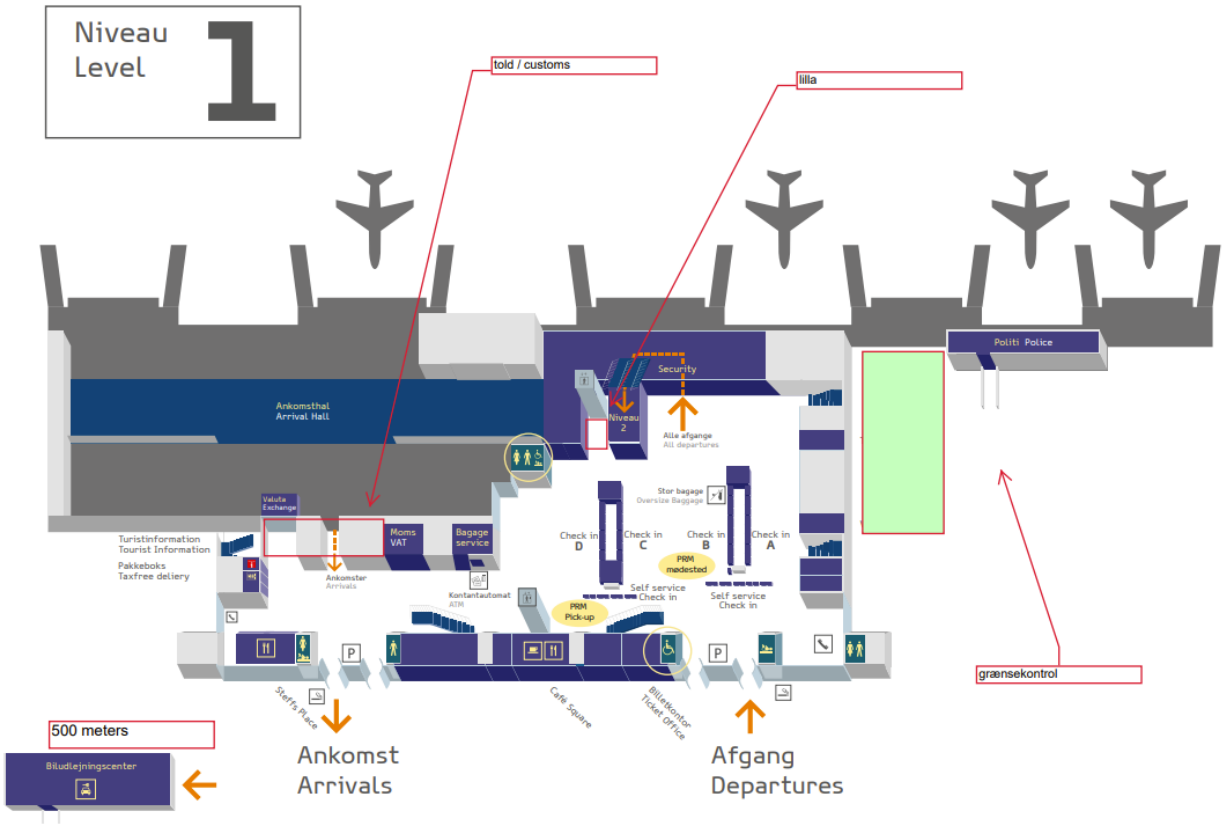
- **Complete or partial infrastructure failure, such as failure in Self-Service Check-In kiosks, Self-Service Baggage Drop, Baggage sorting systems, Information screens, IT-related systems, Power supply, Wi-Fi, Automatic doors, Escalators, Lifts, and the like.**
- **Overloading of the airport's infrastructure.**
- **Irregularities outside the terminal building, such as meteorological conditions, air traffic control, strikes, infrastructure failures, congestion on access roads, etc.**
- **Emergencies, including subsequent evacuation or clearance.**

Other rules and regulations

The following set of rules and regulations must be familiarised with and adhered to by the Ground Handler.

- **Air Passenger Rights for Denmark and the European Union**
- **Airport Emergency Plan**
- **Flyvepladshåndbogen (airport manual)**
- **Miljøhåndbogen (environmental manual)**
- **The Security Plan (security plan)**
- **The Rules and Regulations (airport rules)**
- **Regulations for Civil Aviation (BL) 11.7**
- **Waste Management**
- **Work environment legislation**
- **Other guidelines available at bll.dk/om-lufthavnen/business-to-business, with a special focus on documents under the section "Handling documents"**

Map of BLL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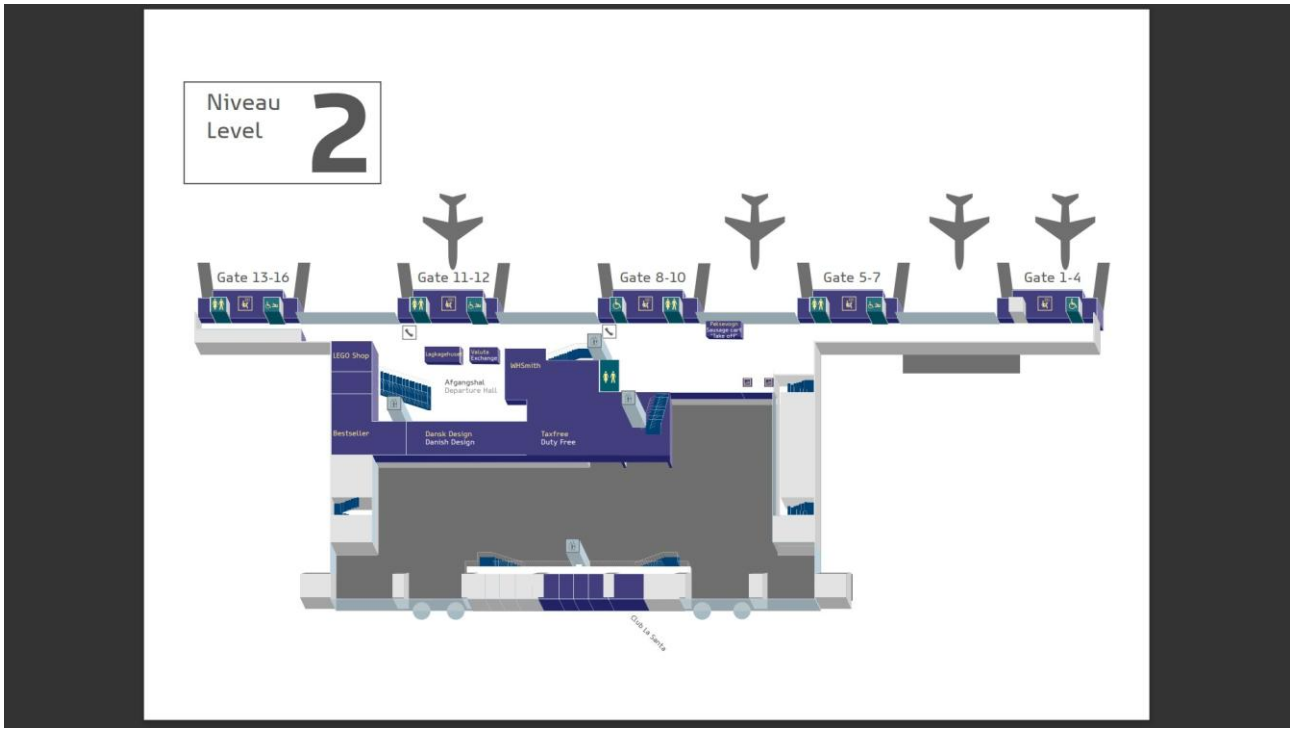
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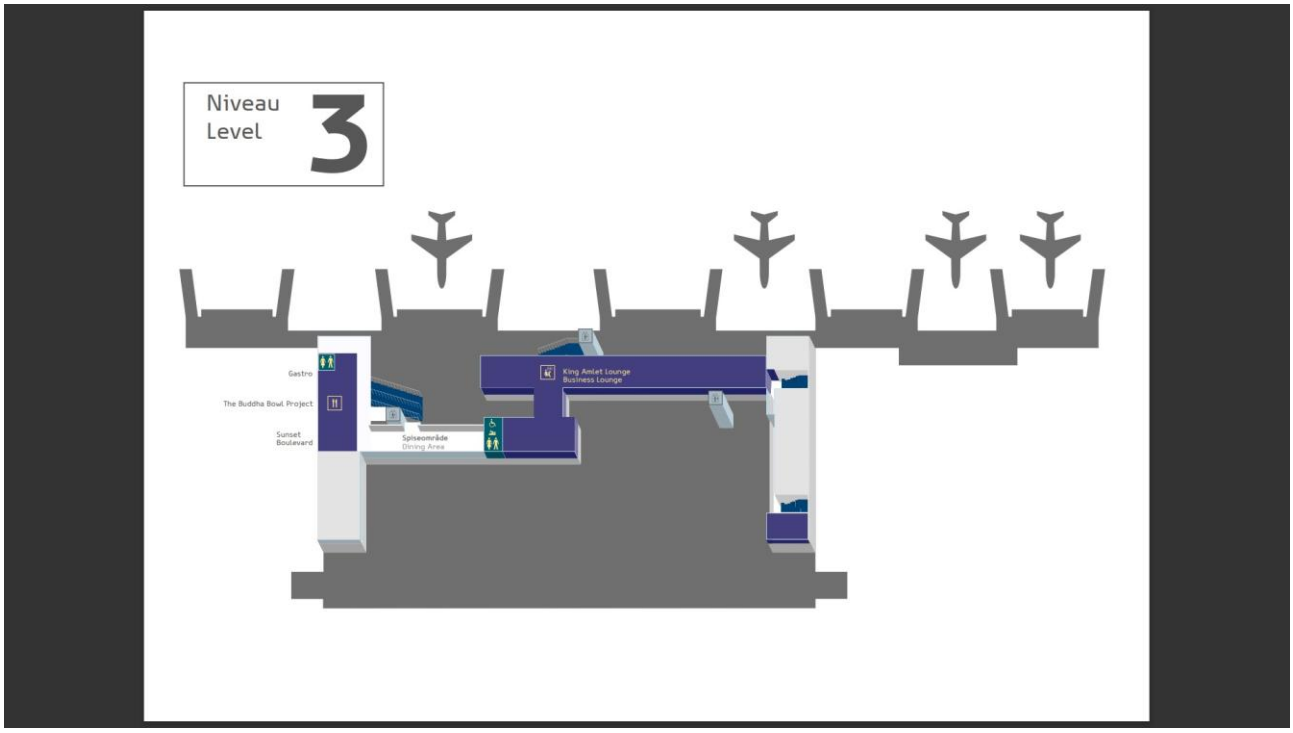
Gate 13-16
Gate 11-12
Gate 8-10
Gate 5-7
Gate 1-4
LEGO Shop
WHSmith
Afgangshal
Departure Hall
Bestseller
Dansk Design
Danish Design
Taxfree
Duty Free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Sunset
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Spiseområde
Dining Area
King Amlet Lounge
Business Lounge

PASSENGERS WITH REDUCED MOBILITY (PRM) AND UNACCOMPANIED MINORS (UM)

Definition of PRM

The PRM concept covers all passengers who need assistance to and from the gate, both with and without a wheelchair or other aid.

Legislation regarding PRM

The Ground Handler must at all times comply with the applicable legislation for the rights of disabled and mobility-impaired persons as per the link below.

https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=celex%3A32006R1107

Handling of PRM

The Meeting point for PRM passengers is located at PEX's Service Desk and in Car Park P2.

Upon request, the PRM passenger is guided by PEX to the Ground Handler or may contact the Ground Handler's staff at the respective airline's counter. Here, the passenger is assessed, and the need for assistance is clarified, including the specific requirement. The passenger checks in, and baggage is handed over. The Ground Handler ensures correct entry in the Check-In system and transfers the correct assessment to the designated statistics system.

The Ground Handler's staff contacts the Incident Commander FLY for assistance if needed (WCHC, electric wheelchair, and WCHS for flights not going to the bridge).

Subsequently, the Ground Handler contacts PEX, providing the following information:

- **Which flight the passenger is taking**
- **The guest's first name**
- **The type of help required for each PRM passenger (WCHR, WCHS, WCHC)**
- **Information on whether the passenger uses their own wheelchair**
- **The time from which the passenger can be picked up by PEX**

The above information transfer will eventually be integrated into a digital solution that the Ground Handler must support.

PEX sets the pick-up time based on the flight departure and adjusts it in case of delays, coordinating directly with the PRM passenger.

At Billund Airport, escorting PRM passengers is handled by PEX, who assists the passenger from the pick-up point in the Check-In area to the gate or aircraft door, and from the aircraft door to the arrivals hall. PEX also assists passengers in transit.

When the passenger has indicated the need for assistance right up to the aircraft seat, the Incident Commander FLY takes over at the aircraft door and assists the passenger the final stretch into the aircraft or assists the passenger out of the aircraft upon arrival.

PRM passengers may borrow a wheelchair from PEX, or bring their own wheelchair or other aid, such as a walker, up to the gate, which the Ground Handler should offer and is otherwise entitled to. This is agreed with the Ground Handler's staff at the counter, where the wheelchair or other aid is tagged with a baggage label indicating "Cabin Baggage".

Please refer to the applicable procedure between the Ground Handler, AOCC, SEC, and PEX for handling PRM passengers with their own aids. The procedure description is prepared by PEX and updated and distributed by PEX if changes to the procedure description are agreed upon. (link to follow)

PEX is responsible for registering all arriving PRM passengers in the statistics system.

This registration of information will eventually be integrated into a digital solution.

Waiting area for PRM

The waiting area and pick-up point for PRM passengers, shown on map 1, is centrally located in a marked area signposted with a logo.

Groups with multiple PRM passengers

When the Ground Handler becomes aware that PRM groups, i.e., several PRM guests travelling together, will be present for a given departure, PEX is informed as soon as possible.

Unaccompanied minors / UM

The Ground Handler is responsible for escorting unaccompanied minors (UMs) from Security to the gate, and from the gate to reception after the Customs filter, upon arrival.

PASSENGER HANDLING LANDSIDE

Opening hours in the terminal

The terminal building landside is considered a public area and is therefore accessible 24 hours a day, whereas from Security and onward, through the airside areas, it will usually be closed from "flight closed" on the last departure of the day until 2½ hours before the first departure of the following day.

For opening hours in Check-In, please refer to the following agreement:

conditions-for-ground-handling_openinghours-24_140225.pdf

The Main Guard, the Marshaller's office, OP, and BOR are always staffed.

Common Use Check-In

Billund Airport primarily aims to use self-service solutions to ensure the most efficient possible flow for passengers. Billund Airport, including PEX, is tasked with supporting as many passengers as possible to use Self-Service Check-In and Self-Service Baggage Drop solutions.

At Billund Airport, 4 forms of Check-In are offered:

- **Web-based Check-In, before or after arriving in person at the airport**
- **Common Use Self-Service kiosks**
- **Manually staffed counter**
- **Dedicated staffed counter**

In addition to increasing passenger satisfaction, the self-service solutions provided by Billund Airport enable passengers to predominantly serve themselves, thereby avoiding the manually staffed Check-In counter.

Therefore, it is recommended that the Ground Handler, in collaboration with the airline, within the manual Common Use Check-In environment, strives to establish solution options to serve the few guests who experience challenges with the self-service solutions, for example, by offering advanced/earlier service where possible, even if this may be outside the official opening hours of the individual airline.

Web Check-In

Web-based Check-In is offered by several airlines and travel agencies and allows passengers to check in from home. Billund Airport provides a platform for integrating these Check-In solutions.

To use this solution, an agreement must be made with Billund Airport at least 14 days before implementation. The solution must meet Billund Airport's technical requirements, which can be found under conditions-for-ground-handling_7.pdf and must be approved by Billund Airport's IT department.

Manual Check-In

Manual Check-In is a standard offering at Billund Airport, where the Ground Handler can serve multiple airlines at the same counter simultaneously.

All manual counters are equipped with hardware and software and comply with IATA CUTE/CUPPS standards.

If multiple IT systems from several airlines are used simultaneously, the Ground Handler is responsible for ensuring they are compatible with IATA CUTE/CUPPS standards.

There are 16 manual counters distributed across two areas – the A and D sides.

The Ground Handler uses Manual Check-In counters for handling passengers with:

- **Tickets for airlines for which an agreement has been made for staffing the counter**
- **Need for PRM (Persons with Reduced Mobility) assistance**
- **Need for accompaniment of UM (Unaccompanied Minors)**
- **Brought prams and pushchairs**
- **Brought sports equipment (bicycles, golf equipment, skis, etc.)**
- **Passport and visa inquiries**
- **Excess baggage and the need for payment of this**
- **Oversize baggage**
- **Brought pets**
- **Prepaid Airport Check-In**

Due to security requirements for 100% baggage reconciliation, Check-In without using either Self-Service Check-In or manual Check-In, e.g., handwritten boarding passes or baggage tags, is not allowed at Billund Airport. This is allowed only under non-standard operational conditions and in connection with occasional training, after having informed the PEX Manager beforehand.

Manual counters must be open during the airline's full official opening hours. The counter will be available to the Ground Handler 15 minutes before Check-In opens for preparation. Similarly, 15 minutes are allocated after the counter closes, during which the Ground Handler can perform tidying and sanitising of the counter.

Common Use Self-Service Check-In (CUSS)

Billund Airport provides CUSS machines free of charge, and these can be used by all airlines. There are currently 18 kiosks with Objective CUSS+ middleware located in the Check-In area.

The Common Use Self-Service machines are generally prepared to open for Check-In 12 hours before departure, which is why it is essential to ensure that the necessary underlying data from the individual airlines is also available on the machines at this time. This should be ensured for the best possible passenger experience.

To use this solution, an agreement must be made with Billund Airport at least 14 days before implementation. The solution must meet Billund Airport's technical requirements, as outlined in conditions-for-ground-handling_7.pdf, and be approved by Billund Airport's IT department.

Dedicated Check-In

Group travellers can purchase a dedicated Check-In, after which the group reserves its own counter and can use the screen behind the counter.

An agreement for the purchase of dedicated Check-In is made with the Ground Handler, who must first obtain approval for the counter allocation from the PEX Manager. If the Ground Handler requires additional services from Billund Airport, a separate payment will be charged.

If the extent of allocated dedicated counters is assessed to create adverse derivative effects, including capacity challenges, Billund Airport reserves the right to regulate their allocation, including the conditions under which this is done.

Opening hours at the counter

Upon opening the counter as per conditions-for-ground-handling_openinghours-24_140225.pdf, it is understood that the Ground Handler must be ready at the counter to serve the first passengers at this time, and that signs are posted and information screens activated.

Similarly, the Ground Handler must leave the counter after the process is completed, so that no staff are present at closed counters, except for start-up before departure and shutdown after completed departure.

Waiting Time

Billund Airport strives, for commercial and service reasons, to have the shortest possible processing time in the Check-In area.

Billund Airport's goal is that the passenger journey from the airport's entrance door to Security (PSG entrance) should take no more than 15 minutes in the low season and 30 minutes in the high season. This applies whether self-service solutions or manual counters are used.

The time consumption is monitored via the Blip Track system and in connection with the ongoing passenger satisfaction survey.

Use of Terminal Equipment for Manual Check-In

All Check-In counters at Billund Airport are equipped with hardware and software provided and serviced by Billund Airport IT, and the Ground Handler is obliged to use this equipment.

For further information on system requirements: conditions-for-ground-handling_7.pdf

Set up and distribution of Counters

PEX is responsible for the overall management of the Check-In area, including the distribution of counters.

Baggage carousels and counters are distributed on an A-, B-, C-, and D-side with the following distribution:

The counters on the A and D sides are used as manual Check-In areas by the Ground Handler and are equipped with a PC, a printer for baggage tags and boarding passes, as well as an electronic screen for displaying logos.

The B and C sides are used for SBD and function as Common Use, and this area is the responsibility of PEX.

Check-In counters, allocation and operation

PEX allocates the Check-In counters to individual airlines based on the planned opening hours and expected traffic. The PEX Manager can make any changes to the allocation.

PEX allocates counters the day before departure, and the PEX Manager can be contacted for special requests, which should be made as early as possible. PEX accommodates the relevant requests as far as possible.

Boarding passes

Billund Airport is responsible for the design, production, and quality of boarding passes. These must be used for both CUSS solutions and at the counter. PEX ensures distribution to the Check-In counters and the desks at the gates, and replenishment at CUSS solutions.

The Ground Handler, in collaboration with the airline, is responsible for ensuring that digital boarding passes are readable at E-gates, including at PSG.

Latest check-in time

The latest check-in time is based on standard procedures, and the latest check-in time is agreed upon between the respective airline, the Ground Handler, and Billund Airport. If the current latest check-in times pose challenges, this issue can be brought up for discussion upon request by one of the parties. The agreed-upon latest check-in times must account for queue times, baggage handling, security procedures, border control, and walking distance to gates.

Queue Management

It is the responsibility of the Ground Handler to implement measures, such as deploying screening staff, to manage passengers at the Check-In counter if a queue forms outside the established queue management system or if a queue extends beyond the allocated Check-In area. The queue must not obstruct the general passenger flow in the terminal.

Queue Managers

PEX is responsible for providing queue managers in a standard setup in front of the manual Check-In counters, and PEX must make this queue management plan available to the Ground Handler.

The Ground Handler is responsible for ensuring that the entrance to and exit from the area with the queue managers is adequately signposted. Any changes to the standard setup of queue managers in connection with Check-In for a given departure require prior approval from PEX Management. For any approved deviation from the standard setup, the Ground Handler must re-establish the queue management area after the process/departure is completed.

A framework for repeated identical changes to the queue manager setup can be agreed upon with PEX Management.

Changes to the standard setup of queue managers must at all times comply with evacuation routes and the escape routes required by the Fire Authorities.

Prams and pushchairs

The Ground Handler must handle prams and pushchairs in accordance with the official rules of the individual airlines, and passengers must be informed of the possibility of bringing permitted pushchairs to the gate and/or on board the aircraft in accordance with hand baggage rules.

Prams and pushchairs not brought to the gate must be tagged with a baggage tag and delivered at the "Oversized Baggage" belt, where they are sent off in a tray.

It is not a requirement that prams and pushchairs must be wrapped.

Some airlines provide bags for prams. Alternatively, pram bags can be purchased at Café Square, which is located in the immediate vicinity of the Check-In area, and there is also the option to pre-order Airshells online for collection upon contacting PEX upon arrival at the airport.

Appearance and presentation of the Check-In area

All areas visible to passengers, including counters and worktables, must appear clean and tidy.

On and near the counter

A maximum of 3 dispensers for flyers may be set up, and their content must be directed towards the current departure. After the departure is completed, dispensers are emptied and removed and subsequently placed in a cupboard behind the counter.

Billund Airport provides the dispensers, and one of these must contain a leaflet about passengers' flight rights.

Advertising material or loose flyers are not allowed on the counter.

Mobile check-in counters or supervisor counters are allowed in or next to the queue area, after prior written agreement with PEX Management. Carpets or similar are allowed in front of counters if a prior written agreement with PEX Management has approved.

A framework for repeated identical desired changes can be agreed upon with PEX Management.

Unless otherwise agreed with PEX Management, only one baggage sizer per airline per counter is permitted, and it must be removed after Check-In is closed and stored at a location designated by Billund Airport or on the owner's premises. If the designated location is in the gates or other areas in the passenger flow, baggage sizers must be covered with the provided cover.

Security-relevant information is, as standard, affixed to the counter and provided by Billund Airport. This information is Common Use for Billund Airport, and thus not airline-specific.

Behind the counter

It is generally not permitted to store items or material behind the counter between departures, such as flyer stands, marketing material, bags, cardboard boxes, etc.

If exceptions to the above rules are deemed to be accommodated upon request, these can be granted for specific counter areas after prior written agreement with PEX Management.

Dangerous goods

All passengers must be informed about dangerous goods, including what is prohibited in checked baggage and hand baggage. Billund Airport provides this information through signage in the terminal and at the counters. The material is Common Use and covers several companies, but it is not comprehensive for all companies. The Ground Handler must ensure that this information is available at all Check-In counters and can inform passengers specifically about it. The Ground Handler must contact the PEX Manager if the signage is missing or otherwise inadequate.

PEX is responsible for the corresponding information at SBDs.

Information regarding applicable legislation

Billund Airport is responsible to both authorities and airlines regarding information requirements and needs. The information is produced in collaboration with the respective Danish authorities. The Ground Handler must ensure that this information is available at the designated BLL-relevant locations. Billund Airport ensures that the same information is visible to passengers at SBDs.

Security around Check-In

According to the Danish Transport Authority's security regulations, all drawers and cabinets at Check-In counters must be locked when not under supervision, which is the responsibility of the Ground Handler, who must also ensure that the baggage belt at the counter is turned off when not under supervision.

Storage of equipment

For security reasons, and to maintain the desired appearance of the airport, equipment not in use, such as sizers, queue managers, mobile tables, carpets, furniture, etc., must be stored on their own premises or in a storage designated by Billund Airport.

Equipment used regularly and approved in writing by PEX Management may be stored in the cabinets at Check-In, for example, baggage tags, boarding pass rolls, and tags.

Flammable items must not be stored in cabinets and drawers behind the counters.

Damaged equipment must be immediately reported in BLL's Service Request System if access is available, or, alternatively, to the PEX Manager.

Equipment that is not stored correctly and not removed after being instructed to do so may be removed at the behest of PEX Management, at the expense of the Ground Handler.

Supervisor counters in the Check-In area

Paper, stickers, or other materials must not be affixed to the counter surface (counters, furniture, or otherwise). For security reasons, cardboard boxes or baggage must not be stored at the counter when no staff is present. Coffee machines, kettles, or similar appliances must not be used at the counter, and plants and flowers are not allowed. BLL has the right to request the immediate removal of any material deemed unsuitable at any given time.

Disposal of sensitive documents

According to the EU's General Data Protection Regulation (GDPR), airlines and the Ground Handler are obliged to process confidential data and documents in accordance with the GDPR legislation and are also obliged to dispose of or delete data that is no longer necessary for the operation.

Delays and cancellations

In the event of significant flight irregularities or changes, the Ground Handler is obliged to inform the other involved departments, including the PEX Manager, or, if the PEX Manager is not present, the Main Guard during hours when the PEX Manager is not present, as well as the Marshaller.

General procedures and the action plan for delayed or stranded passengers must follow the airline's rules. These must be approved by Billund Airport.

In the event of a cancelled departure, passengers who have purchased tax and duty-free goods in Sales must return them here. The Ground Handler must pass this information on to the affected passengers.

Public Announcement System / Silent Airport

Billund Airport wishes for all passengers travelling through the airport to have as pleasant an experience as possible and to receive timely and comprehensive information about their flight departure. Passengers at Billund Airport should have the best possible opportunity to use the airport's various offerings in the departure hall. At the same time, Billund Airport wishes to create as calm an environment as possible, so that passengers' experience is not unnecessarily affected by noise.

Billund Airport will therefore use FIDS as an information channel as much as possible and minimise automatic and manual announcements in the departure hall, thereby working towards a "Silent Airport".

Billund Airport has therefore established the following procedure for flight information and announcements in the departure hall:

- **Appendix: 191030-instructions-for-information-and-announcements-in-the-departure-hall-v001.pdf**

Billund Airport decides and manages the form and content of the flight information displayed on the FIDS screens in the departure hall to ensure a consistent expression across all flights.

Any requests from the Ground Handler for different setups in connection with individual flights must be approved in writing by Billund Airport and can be implemented if these can be accommodated.

Requests from the Ground Handler for announcements in languages other than Danish and English must be approved in writing by Billund Airport. They can be implemented if these can be accommodated.

Any costs for purchasing and implementing special announcements are borne by the Ground Handler.

General tidiness

All users of the airport are expected to take responsibility for ensuring the terminal building looks neat, clean, and tidy.

BAGGAGE HANDLING

Baggage sorting system

All departments involved in the Self-Service flow must follow the opening hours communicated on MyAirport under "Opening hours".

Opening hours must be coordinated and standardised across the Ground Handler, AOCC, Security, and PEX, so that all units open simultaneously, including Ramp Handling. However, according to conditions-for-ground-handling_openinghours-24_140225.pdf, the Ground Handler has the option to open manual check-in with a shorter notice if certain conditions are met.

PEX is responsible for coordinating across departments, including the allocation of responsibility for creating and updating each department's opening hours, which are communicated on BLL's intranet.

Special tags

The Ground Handler is responsible for issuing special baggage tags, including the heavy tags required for all baggage over 23 kg.

Belt stops

Belt stops are handled by BOP in collaboration with PEX and Ramp Handling. Upon detection of a stop on the baggage belt, the PEX Manager is contacted immediately, who then informs BOP and coordinates between relevant departments. PEX also provides loudspeaker information in the Check-In area.

Oversized baggage

The following items are examples of baggage that may fall under the category of oversized baggage/special baggage:

- **Skis**
- **Bicycles**
- **Prams and pushchairs**
- **Airshells**
- **Child car seats**
- **Wheelchairs**
- **Cool boxes**
- **Metal or wooden crates**
- **Military bags**
- **Golf bags**
- **Tool bags and boxes**
- **Other forms of similar baggage, including irregularly packed baggage**

Bicycles must be transported in suitable protection.

Prams and pushchairs that are checked in should, as far as possible, keep their wheels on.

Battery-powered wheelchairs and other disability aids may be transported through the Main Guard if their size and weight exceed the limits for oversized baggage.

The baggage belt for oversized baggage is operated by PEX upon request from the guest, as the guest cannot and must not operate it themselves. In addition to PEX, the Ground Handler can similarly perform this task.

Oversized baggage must be checked in and correctly weighed by the Ground Handler before being placed on the baggage belt, who is also responsible for ensuring the weight is correct when the guest hands it over to PEX at the Oversized baggage drop-off belt.

Transport of live animals

When transporting live animals, the rules and procedures of the individual airline must be followed, and the transport must be booked in advance.

The Ground Handler completes the necessary documents according to the airline's rules, including the required documentation and relevant contact information, as well as food and drink for the animal. The Ground Handler then contacts the Main Guard to arrange a time for delivery of the animal and transport crate to the Main Guard.

Transport of firearms

The transport of firearms is subject to a special process defined by Billund Airport Security and the individual airline.

The following must be observed:

- **The passenger reports the need to transport firearms to the Ground Handler at check-in, who ensures the individual airline's guidelines are followed.**
- **The Ground Handler contacts Billund Airport Security, who are handed baggage tags and documents. None of these may be given to the passenger. Billund Airport Security then accompanies the passenger to the Oversized baggage delivery belt.**
- **The firearm must then be checked and registered in a designated room by Billund Airport Security, who subsequently attach baggage tags and hand over the firearm to Ramp Handling.**

Baggage trays

Baggage trays are available behind selected check-in counters. They must be used for items that are likely to get stuck on the baggage belt, including backpacks, ski boots and similar small or round items, or other unusual baggage.

There are also larger trays located at the delivery point for oversized baggage.

PEX ensures that trays are available by collaborating with BOP, which sends trays back to the Check-In area after they are emptied in the baggage area.

Baggage Service / Arrival

There are five baggage carousels in the arrival area, where Belt 1 is dedicated to Oversized baggage.

The Ground Handler is responsible for handling procedures related to lost or damaged baggage, and the Ground Handler must provide a self-service solution with sufficient capacity for passengers to register this.

The Ground handler also ensures sufficient staffing of Baggage Service from the first arrival of the day until 30 minutes after the last piece of baggage is delivered on the baggage carousel, after the last arrival of the day, or until all inquiries regarding lost and damaged baggage are handled.

The Ground Handler is also responsible for the following tasks in the arrival area:

- **Contact with the baggage operator (BOP) upon registration of errors occurring on the baggage carousels**
- **Loudspeaker information to passengers when aware of delays due to errors on the baggage carousels**

- **General information to passengers in the arrival area.**
- **Emptying the baggage carousels of unclaimed baggage. The carousels must be emptied no later than 30 minutes after the last piece of baggage has been delivered on the carousels.**
- **Storage and forwarding of unclaimed baggage and Rush Baggage.**
- **Keeping the area in the arrival area and in and around Baggage Service clean and tidy.**

The above can possibly be combined with digital information.

Baggage trolleys

Baggage trolleys are used to transport passengers' baggage and are available for free use in designated areas inside and outside the airport.

Airport Parking Billund Airport is responsible for all handling of baggage trolleys, including ensuring they are available when and where needed.

PASSENGER HANDLING AIRSIDE

Use of terminal equipment in gates

All counters in the gates at Billund Airport are equipped with hardware and software provided and serviced by Billund Airport IT, and the Ground Handler is obliged to use this equipment.

For further information on system requirements: conditions-for-ground-handling_7.pdf

Just as there is already a high degree of use of Self-Service solutions in the passenger flow towards the gates, it is similarly the goal to continuously increase the airlines' use of Self-Service boarding.

To support this, airlines can also be offered specific signage on digital screens during boarding.

Layout of gates

PEX is responsible for the layout of gates regarding counters, E-gates, queue managers, lounge furniture, etc.

Queue Management

It is the responsibility of the Ground Handler to implement measures to manage passenger flow in the Gate areas appropriately.

A framework for repeated identical changes to the queue manager setup can be agreed upon with PEX Management.

Changes to the standard setup of queue managers or other furnishings must at all times comply with evacuation routes and the escape routes required by the Fire Authorities.

Appearance and presentation of the gate area

All areas visible to passengers, including counters and worktables, must appear clean and tidy.

Advertising material or loose flyers are not allowed on the counter.

Security-relevant information is, as standard, affixed to the counter and provided by Billund Airport. This information is Common Use for Billund Airport, and thus not airline-specific.

It is generally not permitted to store items or material behind the counter between departures, such as flyer stands, marketing material, bags, cardboard boxes, etc.

If exceptions to the above rules are deemed to be accommodated upon request, these can be granted for specific counter areas after prior written agreement with PEX Management.

Unless otherwise agreed with PEX Management, only one baggage sizer per airline per gate is permitted. It must be removed after the gate area is closed following departure and stored at a location designated by Billund Airport, on the airline's own premises, or under a provided cover.

Information regarding applicable legislation

Billund Airport is responsible for fulfilling information requirements and needs towards authorities and airlines. The information is produced in collaboration with the respective Danish authorities. The Ground Handler must ensure that this information is available at the relevant designated locations.

Security around Gates

According to the Danish Transport Authority's safety regulations, all drawers and cabinets at the counters in gates must be locked when unattended, which is the responsibility of the Ground Handler.

Storage of equipment

For security reasons, and to maintain the desired appearance of the airport, equipment not in use, such as sizers, queue managers, mobile tables, carpets, furniture, etc., must be stored on their own premises or in a storage designated by Billund Airport.

Equipment that is used regularly and is approved in writing by PEX Management may be stored in the cabinets in the gates, for example, baggage tags, boarding pass rolls, and tags.

Flammable items must not be stored in cabinets and drawers behind the counters.

Damaged equipment must be immediately reported in BLL's Service Request System if access is available, or, alternatively, to the PEX Manager.

Equipment that is not stored correctly and not removed after being instructed to do so may be removed at the behest of PEX Management, at the expense of the Ground Handler.

Counters in Gate Areas

Paper, stickers, or other materials must not be affixed to the counter surface (desks, furniture, or otherwise). For security reasons, cardboard boxes or baggage must not be stored at the counter when no staff is present. Coffee machines, kettles, or similar appliances must not be used at the counter, and plants and flowers are not allowed. PEX has the right to request the immediate removal of any material deemed unsuitable at any given time.

Gates

For each departure, the Ground Handler must ensure that no passengers have left forgotten items in the gate area and, if so, deliver them to Lost & Found the same day/as soon as possible.

General tidiness

After departure, the Ground Handler must tidy up the gate area, including bottles, coffee cups, and other waste.

All users of the airport are expected to take responsibility for ensuring the terminal building looks neat, clean, and tidy.

OTHER

General guidelines for signage

The signage guidelines apply to all airport users at Billund Airport. When producing signs, Billund Airport's Design Manual must be adhered to, and signs must be approved in writing by PEX Management. Link to brand manual: Billund Airport - Brandmanual 2025.pdf

Airline logos

Airline logos are displayed on monitors only if the airline has at least one weekly departure during the period, and no distinction is made between scheduled and charter flights.

Airline logos and class specifications in the original language are allowed, but only related to the airline's name and booking class. If the airline does not provide a logo, the system will automatically display the airline's name on the monitors.

Placement of airline logos

The airline's logo is displayed on screens in the following locations:

- **Check-In area**
- **Gates**
- **Arrivals**

In addition to the airline logo, any class logo, special logo for dedicated travel organisers, etc., is displayed.

For the display or change of logo, the Ground Handler must submit the logo to BLL Marketing no later than 48 hours before departure.

Obtaining special permissions

Permission must be obtained from Billund Airport for the following activities (the list is not exhaustive):

- **Installation of any form of movable structure or equipment.**
- **Distribution and/or posting of advertising material, flyers, brochures, posters, advertisements, any form of signage or organisation of marketing events.**
- **Use of sales stands or mobile shops, as well as general sale or distribution of products and/or advertising for services.**
- **Conducting commercial activities.**

- **Collection of donations.**
- **Production of photographs, videos, audio recordings or films for commercial purposes or any recording of security personnel/equipment.**
- **Holding music performances or similar events, or holding exhibitions, presentations, or demonstrations of any kind.**

Restrictions on handling IT technologies

To prevent or reduce the risk of disruption to airport operations, systems and technologies must not be implemented without permission from Billund Airport IT, including:

- **Installation of cables.**
- **Installation of video systems.**
- **Installation of WI-FI.**
- **Other IT-based technologies, which must be handled exclusively by Billund Airport IT.**

Air passenger rights in DK and the EU

Billund Airport is obliged to publish and enforce the Danish Transport Authority and the European Union's air passenger rights in the respective terminal buildings, in accordance with EU passenger rights (Regulation (EC) No. 261/2004)

Information boards on air passenger rights are posted in various locations throughout the airport, and informational materials and flyers on air passenger rights are available at information, check-in, ticket, and transfer counters, as well as at the gates. Ground Handling must ensure that this information is accessible.

Surveys

Surveys, passenger satisfaction measurements, and similar activities on behalf of companies other than Billund Airport are not permitted unless prior written permission has been obtained from Billund Airport, PEX Management.

Evacuation/clearance

Applicable evacuation rules must be adhered to by the Ground Handler, and there must be a distinction between actions taken during an evacuation and those during a controlled clearance of the Terminal.

Provision of relevant data to BLL

The Ground Handler is obliged to provide relevant data to Billund Airport upon request, including, for example, passenger numbers for individual airlines, no later than 36 hours before departure.

Additionally, the Ground Handler must be able to provide data for calculating the utilisation rate of Self-Service solutions in the Check-In area, and other necessary and relevant data upon request.