

TORINO  
AIRPORT



## SERVICE CHARTER 2026

# TRN



Dear Customer,

as every year, we publish the 2026 Torino Airport Service Charter, a consolidated appointment with our passengers, in which we reconfirm our commitment to providing quality services, operating with efficiency and continuity of service, according to the principles of inclusion, non-discrimination and impartiality.

In our role as Torino Airport Manager, we assign Quality a transversal role to all business processes, we put the constant improvement of the customer experience at the center of our strategy and we care that passengers are satisfied at every moment of their stay at the airport.

Every day we work to oversee the airport system, a complex environment in which passengers use the services provided by the Operator but also by a variety of different operators (handlers, bars and restaurants, shops, public transport services, car rentals, car-sharing companies, etc.) that contribute in various ways to the overall satisfaction of our users.

The constant monitoring of the quality provided and perceived is an essential tool for planning, controlling, improving and reviewing our performance. As part of the measurement system required by ENAC regulations and certified under ISO 9001, in 2025 we collected nearly 40,000 data points, including passenger surveys and performance observations.

The 2026 Service Charter presents last year's Quality results and sets out the goals we are committed to achieving this year. The Charter also includes a Service Guide and valuable information on the network of destinations served, and it is published on the website [www.torinoairport.com](http://www.torinoairport.com). Our website also features a contact form where you can provide suggestions, request information, or report any issues.

Thank you for choosing us, and we wish you a pleasant flight from Turin!

SAGAT S.p.A Quality Service - TORINO AIRPORT



In **2025** Torino Airport maintained and consolidated its growth trend, exceeding the record of **5 million passengers** transported for the first time. The year ended with a **6.6% increase** compared to 2024, handling a total of 5,006,169 passengers.

Overall, the expansion of the international network is the primary driver of the increase in traffic volumes in 2025. During the summer season, new routes were added: Dan Air to **Bucharest**, Romania; FlyOne to **Chisinau**, Moldova; Volotea to **Paris** Orly, France; and **Sharm El Sheikh**, Egypt, served by the tour operator Alpitour World. With the start of the winter season, the flight network has significantly expanded into Eastern Europe. New routes have been added to **Budapest**, Hungary, and **Sofia**, Bulgaria, by Wizz Air. The airline has also doubled its services to Bucharest, adding the Baneasa airport, and launched a new connection to Chisinau. With the arrival of the winter season, flights for skiers have also increased, thanks to new routes from and to **Liverpool** with Ryanair and from and to **Dublin** with Aer Lingus. On the domestic front, the main developments were ITA Airways' summer flights to **Olbia**, and in winter, Ryanair's extended flight to **Pescara**, as well as Aeroitalia's new services to **Foggia** and **Comiso**.

The traffic composition shows a substantial balance between domestic and international traffic.

The **domestic** segment, which grew by 5.4% compared to 2024, accounts for 48% of traffic. The most significant increase was in the **international** segment (+8.2%), which accounted for 52% of traffic in 2025.

The **snow** segment, comprising charter and scheduled ski routes, significantly contributed to the growth in international traffic and a new annual record for passengers carried. In addition to the usual winter tourism flows, Torino Airport welcomed delegations of athletes from around the world in 2025 for the FISU World University Games (13-23 January 2025) and the Special Olympics World Winter Games (8-15 March 2025).

Analysis of the passenger mix at Torino Airport demonstrates the growing appeal of the region, which is attracting more and more tourists from abroad – primarily from Spain and Great Britain. This has led to airlines launching new routes and investing in Turin. Several connections announced in 2025 are already set to begin in 2026: the Finnair service to Helsinki, Wizz Air flights to London Luton and Palermo, and ITA Airways to Olbia.

Infrastructure enhancement is proceeding hand in hand with aviation development, in order to guarantee the growing number of passengers a comfortable, safe and pleasant travel experience. In this context, **two new boarding gates** were inaugurated in March 2025 and two modern areas equipped with comfortable seats and charging points for electronic devices have been available since August. Autumn saw the start of additional works which will bring further innovations in 2026.

The Food & Beverage sector saw the opening of Tramez and the new Open Baladin Torino Aeroporto premises in 2025, as well as the redevelopment of the larger and more modern Venchi premises.

Finally, the commercial offer of shops and services was enriched with the opening of the My Geisha and Lucky Star stores, the relocation and consequent redevelopment of the Giunti al Punto bookshop and the Nerd Matic vending machine. The shopping gallery in the boarding area thus satisfies every shopping desire: from fashion to personal care, from reading to jewellery, from leisure to stationery. The works that will be completed during 2026 will finalise the modernisation of the terminal.

As far as ground transportation is concerned, we highlight the enhancement of the service offered by Flibco which, starting from August 25, 2025, connects Torino Airport with a new stop in the city center, in front of the Porta Nuova railway station. Passengers arriving at the airport by car can also benefit from two new features: Atlante charging points and a new parking area where to park for free for 15 minutes.

Lastly, 2025 was an important year of progress and growth on the environmental sustainability front, as foreseen by the Sustainability Roadmap that lists the steps aimed at achieving the Net Zero goal in 2040.

The photovoltaic system, which has been the largest on the roof of an Italian airport since its inauguration in July 2023, has been further expanded.

As evidence of Torino Airport's commitment to sustainability issues, the airport was **recognized for the third consecutive year** as "Sustainability Leader 2025" as part of the independent research conducted by the newspaper Il Sole 24 ORE and Statista. The study conducted by Corriere della Sera/Pianeta 2030 and Statista on the analysis of direct-Scope 1 and indirect-Scope 2 CO2 emissions also confirmed the airport's commitment, giving Torino Airport recognition as one of the **most climate-conscious companies**.

In 2025, Torino Airport also received the 'Airport with the Most Dedicated Staff in Europe' award for the third consecutive year. The prize is presented by ACI World as part of the ASQ-Airport Service Quality Awards, and it recognises the efforts of all those who interact with passengers and work to make their time at the airport pleasant and comfortable.

## The flight network and airlines

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Below is a detailed map of the 2025/2026 winter network and 2026 summer network with an indication of the destinations and the operating carriers.

The flight schedule updated in real time can be consulted on the [www.torinoairport.com](http://www.torinoairport.com) website.

# TORINO AIRPORT WINTER NETWORK 2025/2026

## SCHEDULED FLIGHTS:

-  Aer Lingus
-  Aerolitalia
-  airBaltic
-  Air Dolomiti
-  Air France
-  British Airways
-  Dan Air
-  EasyJet
-  FlyOne
-  Iberia Air Nostrum
-  ITA Airways
-  Jet2
-  KLM Royal Dutch Airlines
-  Neos
-  Royal Air Maroc
-  Ryanair
-  Scandinavian Airlines
-  Turkish Airlines
-  Volotea
-  Vueling
-  Wizz Air
-  HUB



# TORINO AIRPORT WINTER NETWORK 2025/2026

## ALBANIA

**Tirana** – Wizz Air

## BELGIUM

**Bruxelles Charleroi** – Ryanair

## BULGARIA

**Sofia** – Wizz Air

## DENMARK

**Copenhagen** – Ryanair,  
Scandinavian Airlines

## EGYPT

**Sharm El-Sheikh** – Neos

## FRANCE

**Paris CDG** – Air France **(HUB)**  
**Paris Orly** – Volotea

## GERMANY

**Frankfurt** – Air Dolomiti **(HUB)**  
**Munich** – Air Dolomiti **(HUB)**

## IRELAND

**Dublin** – Aer Lingus, Ryanair  
**Shannon** – Ryanair

## ITALY

**Bari** – Ryanair  
**Brindisi** – Ryanair  
**Cagliari** – Ryanair  
**Catania** – Ryanair, Wizz Air  
**Comiso** – AerolItalia  
**Crotone** – Ryanair  
**Foggia** – AerolItalia  
**Lamezia Terme** – Ryanair  
**Napoli** – Ryanair, Volotea  
**Olbia** – Volotea  
**Palermo** – Ryanair  
**Pescara** – Ryanair  
**Reggio Calabria** – Ryanair  
**Roma Fiumicino**  
ITA Airways **(HUB)**  
**Salerno** – Ryanair  
**Trapani** – Ryanair

## LITHUANIA

**Vilnius** – airBaltic, Ryanair

## MALTA

**Malta** – Ryanair

## MOROCCO

**Casablanca** – Royal Air Maroc **(HUB)**  
**Marrakech** – Ryanair

## MOLDOVA

**Chişinău** – Fly One, Wizz Air

## NETHERLANDS

**Amsterdam** – KLM **(HUB)**

## POLAND

**Warsaw** – Wizz Air

## PORTUGAL

**Porto** – Ryanair

## UK

**Belfast** – Ryanair  
**Birmingham** – Jet2, Ryanair  
**Bristol** – EasyJet, Ryanair  
**Edinburgh** – Jet2  
**Liverpool** – Ryanair  
**London Gatwick**  
British Airways, EasyJet  
**London Luton**  
EasyJet, Ryanair  
**London Stansted** – Ryanair  
**Manchester**  
EasyJet, Jet2, Ryanair

## ROMANIA

**Bacău** – Dan Air  
**Bucharest** – Wizz Air  
**Iaşi** – Wizz Air

## SPAIN

**Barcelona** – Ryanair, Vueling  
**Madrid** – Iberia Air Nostrum,  
Ryanair **(HUB)**  
**Seville** – Ryanair  
**Valencia** – Ryanair

## TÜRKIYE


















**Istanbul IST**  
Turkish Airlines **(HUB)**

## HUNGARY

**Budapest** – Wizz Air

# TORINO AIRPORT SUMMER NETWORK 2026

## SCHEDULED FLIGHTS:

- |   |  |
|---|--|
|  Aeritalia                  |  Volotea  |
|  Air Dolomiti               |  Vueling  |
|  Air France                 |  Wizz Air |
|  British Airways            |  HUB      |
|  Dan Air                    |  |
|  Finnair                    |  |
|  Iberia Air Nostrum        |  |
|  ITA Airways              |  |
|  KLM Royal Dutch Airlines |  |
|  Neos                     |  |
|  Royal Air Maroc          |  |
|  Ryanair                  |  |
|  Turkish Airlines         |  |



# TORINO AIRPORT SUMMER NETWORK 2026

## ALBANIA

**Tirana** – Ryanair, Wizz Air

## BELGIUM

**Bruxelles Charleroi** – Ryanair

## BULGARIA

**Sofia** – Ryanair

## DENMARK

**Copenhagen** – Ryanair

## EGYPT

**Sharm el-Sheikh** – Neos

## FINLAND

**Helsinki** – Finnair

## FRANCE

**Paris CDG** – Air France **(HUB)**

## GERMANY

**Frankfurt** – Air Dolomiti **(HUB)**

**Munich** – Air Dolomiti **(HUB)**

## GREECE

**Corfù** – Ryanair

## IRELAND

**Dublin** – Ryanair

## ITALY

**Alghero** – Volotea

**Bari** – Ryanair

**Brindisi** – Ryanair

**Cagliari** – Ryanair

**Catania** – Ryanair, Wizz Air

**Comiso** – AerolItalia

**Crotone** – Ryanair

**Foggia** – AerolItalia

**Lamezia Terme** – Ryanair

**Napoli** – Ryanair, Volotea

**Olbia** – Volotea, ITA Airways

**Palermo** – Ryanair, Wizz Air

**Pescara** – Ryanair

**Reggio Calabria** – Ryanair

**Roma Fiumicino**

ITA Airways **(HUB)**

**Salerno** – AerolItalia

**Trapani** – Ryanair

## LITHUANIA

**Vilnius** – Ryanair

## MALTA

**Malta** – Ryanair

## MOROCCO

**Casablanca**

Royal Air Maroc **(HUB)**

**Marrakech** – Ryanair

## MOLDOVA

**Chişinău** – Wizz Air

## NETHERLANDS

**Amsterdam** – KLM **(HUB)**

## POLAND

**Krakow** – Ryanair

## PORTUGAL

**Porto** – Ryanair

## UK

**London Gatwick**

British Airways

**London Luton** – Wizz Air

**London Stansted** – Ryanair

## ROMANIA

**Bacău** – Dan Air

**Bucharest** – Wizz Air

**Iaşi** – Wizz Air

## SPAIN

**Alicante** – Ryanair

**Barcelona** – Ryanair, Vueling

**Ibiza** – Ryanair

**Lanzarote** – Ryanair

**Madrid** – Iberia Air Nostrum,

Ryanair **(HUB)**

**Malaga** – Ryanair

**Seville** – Ryanair

**Valencia** – Ryanair

## SWEDEN

**Stockholm** – Ryanair

## TÜRKIYE

**Istanbul IST**

Turkish Airlines **(HUB)**

## HUNGARY

**Budapest** – Wizz Air

Torino Airport is one of the most important economic realities in Piedmont and provides employment to about 3 thousand people.

SAGAT S.p.A. manages the entire airport area, in particular, it is the owner of:

- the design, construction and maintenance of air traffic related infrastructures (e.g. runways and aprons);
- the design, construction and maintenance of infrastructures and buildings used by passengers and operators (terminals with related commercial areas, car parks, offices and facilities);
- the management of the centralized infrastructures identified pursuant to Legislative Decree 18/99 (among others, boarding and disembarking piers, baggage handling systems, airport and public information systems);
- of the activities carried out in the airport area that are entrusted to different economic entities (among others, to the managers of restaurants, bars, shops and car rentals, etc.).

Pursuant to the aforementioned Legislative Decree 18/99, **handling services** (i.e. ground handling of passengers, cargo and aircraft) can be carried out by external operators subject to certification by ENAC (National Civil Aviation Authority) by offering ground handling services to airlines. Two Handlers operate at Torino Airport - SAGAT Handling S.p.A., 100% controlled by SAGAT S.p.A., and Aviapartner S.p.A.

In its role as Managing Company of Torino Airport, SAGAT coordinates the **Committee for the regularity and quality of airport services**, as provided for by ENAC Circular GEN06. This Committee is the body through which the airport management company - under the supervision of ENAC - activates a systematic dialogue with the representatives of airport operators. The objective of the Committee is to identify, in a shared manner, the most appropriate actions for the improvement of services, through periodic monitoring of airport performance and periodic meetings.

SAGAT is also **responsible for assisting passengers with reduced mobility**, according to European standards on air transport accessibility (EC Regulation 1107/2006). These services, provided by SAGAT free of charge by personnel trained in accordance with current legislation, are illustrated in the appropriate section of the Torino Airport website [www.aeroportoditorino.it/en/tofly/flights-informations/prm](http://www.aeroportoditorino.it/en/tofly/flights-informations/prm).



The manager of an essential public service such as the airport cannot ignore considering the customer-passenger as the central element of its corporate mission. For this reason, SAGAT continues its policy of improving the infrastructure and the quality of services available to passengers.

We have assigned Quality a transversal role to all business processes, placing the constant improvement of the customer experience at the center of our strategy.

The Quality Policy is divided as follows:

- provide excellent services in the airport operator's own activities, interacting with institutions and commercial interlocutors in a reliable and proactive manner;
- exercising its role of supervision with authority, ensuring the quality of the "airport system" as a whole, through awareness and intervention towards airport operators;
- make the company organization more and more efficient, through the training and updating of human resources, spreading awareness on Quality issues and periodically verifying their effectiveness;
- assiduously monitor the indicators of the Quality provided and perceived, also in terms of benchmarks with other airports, not only to keep the level of performance under control, but also to seize new opportunities for improvement;
- operate in accordance with the ISO 9001 standard on Service Quality and in line with ethical and socially responsible principles, consistent with the values and commitments set out in the Code of Ethics and the Company Policy on Diversity, Equity, and Inclusion.



# The Health, Safety and Environmental Management System (SGSSA)

SAGAT is a company certified according to international standards in the field of occupational health and safety (ISO 45001) and the environment (ISO 14001).

Through the adoption and timely compliance with the Protocols and Procedures of its HSE Management System (Health, Safety and Environment Management System - HSEMS), the Company ensures constant and rigorous monitoring of the following areas:

- health and safety of workers;
- fire prevention;
- hygiene and health of buildings and workplaces;
- management of environmental matrices (water, air, atmosphere, soil).

The HSE Management System - HSEMS is a "strategic and transversal" element for all activities carried out on the airport grounds, including those related to the development of the airport, aeronautical operations, the management of services provided, directly or through third parties, and the design, construction and maintenance of infrastructures.

## Company principles on health and safety at work

The founding principles adopted by SAGAT to protect health and safety at work can be summarised as follows:

- compliance with general and special regulations on safety, hygiene and accident prevention;
- compliance with operating procedures and company safety standards;

- protection of the health of workers and all persons who, in various capacities, work at the airport;
- prevention of accidents and occupational diseases;
- promotion of healthy lifestyles and behaviour in the workplace;
- promotion of work-life balance through the adoption of agile work;
- dissemination of responsible and correct behaviour, to protect collective safety.

### **Environmental Management and sustainability indicators**

In the environmental sector, the Company's attention is focused on the Environmental Protection Plan, a document that collects the environmental indicators on which SAGAT is committed to achieving improvement objectives, as well as the description of the activities and investments necessary to achieve these objectives.

SAGAT also monitors environmental indicators through the management of rainwater from the runway and aircraft aprons, formalising it within the Rainwater Prevention and Management Plans.

Taking into account the current state of the environmental matrices present on the airport grounds and the results already achieved, thanks to the Environmental Management System and the Energy Management System, specific indicators have been identified, linked to dedicated investments, which represent the priorities for environmental improvement of the airport.



# The Energy Management System

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Torino Airport's Energy Management System is certified by TÜV according to the ISO 50001 standard. In 2025, the certification was renewed following the periodic surveillance audit of the entire management system.

In 2025, the percentage of electricity purchased from renewable sources (certificates of guarantee of origin - GO) was 100% of consumption and overall energy consumption remained in line with the previous year's figures, despite the continuous increase in passenger numbers.

In the spring of 2025, a new section of the photovoltaic system installed on the roofs of airport buildings became operational, reaching a peak power of 2 MW and covering approximately 17% of the airport's electricity consumption.

Thanks to the purchase of new hybrid or full electric vehicles, the goal of replacing 60% of the vehicle fleet was achieved, thus improving environmental standards and reducing exhaust emissions from vehicles operating at the airport. The replacement plan will continue until 2028 with the aim of replacing 70% of the vehicles.

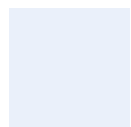
Torino Airport has maintained its Level 3+ accreditation under the Airport Carbon Accreditation (ACA) protocol. Maintaining this objective results in a "neutral" impact on global warming: after minimising locally generated emissions, the remaining emissions were offset through high-quality carbon offsetting projects. In addition, work has also begun to analyse the actions needed to achieve level 4+, which requires greater involvement of third parties in reducing carbon dioxide emissions through the development of a shared Stakeholder Partnership Plan.

As part of the activities related to participation in the European Consortium TULIPS (Demonstrating lower polluting solutions for sustainable airports across Europe), experiments continued on the production and use of green hydrogen at the pilot plant located in the vicinity of the fire station. The activities made it possible to produce 15 kg of green hydrogen and operate the plant for more than 7,000 hours of operation, demonstrating the feasibility of using this energy carrier for the decarbonisation of airport activities. The activities will end in 2026, with the finalisation of the various experimental projects tested at the four airports in the group (Amsterdam, Oslo, Larnaca and Turin).

Lastly, in 2025, the airport participated in the MASE “Mission Innovation 2.0” call on the strategic area “Flexibility and energy storage”. The call was won with the project called CREALab (Circular Renewable Energy Area Living Lab) in partnership with the Consorzio Valdostano delle Acque (CVA), the Politecnico di Torino and the Istituto Italiano di Tecnologia. The activities involve the installation of an innovative storage system of about 1 MWh with a reduced content of critical raw materials coupled to a photovoltaic system with experimental cells with low electromagnetic impact positioned near the flight assistance infrastructures.

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
TRAVEL SECURITY	Overall security control service of people and hand luggage	% satisfied passengers	99.7%	98.5%
PERSONAL AND PROPERTY SECURITY	Overall level of personal and property security at the airport	% satisfied passengers	100%	98%
REGULARITY AND PUNCTUALITY OF THE SERVICE	Overall flight punctuality	% on-time flights / Tot. departing flights	71.5%	78%
	Total number of mishandled bags at departure for which the airport is responsible	N° mishandled baggage/1,000 departing pax	0.51	1.13
	Waiting time for the first piece of baggage to be delivered after the aircraft blocks on	Time in minutes calculated from the block-on of aircraft to delivery of the first bag in 90% of cases	23:37	21:15
	Waiting time for the last piece of baggage to be delivered after the aircraft blocks on	Time in minutes calculated from the block-on of aircraft to delivery of the last bag in 90% of cases	30:50	28:44

## COLOR KEY



### Value expressed in terms of customer satisfaction.

Passengers provide ratings on a scale of 1 to 6 (where 1 = very poor, 6 = excellent); only the positive ratings (4, 5, and 6) are added together, and this total is then divided by the total number of positive and negative ratings.

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
REGULARITY AND PUNCTUALITY OF THE SERVICE	Waiting time on board for first passenger disembarkation	Waiting time from block-on in 90% of cases	03:13	03:50
	Overall regularity and punctuality of the service received at the airport	% satisfied passengers	100%	99%
CLEANLINESS AND HYGIENIC CONDITIONS	Level of cleanliness and toilets functionality	% satisfied passengers	86.6%	91%
	Level of airport cleanliness	% satisfied passengers	97.7%	97.5%
COMFORT IN AIRPORT STAY	Availability of luggage trolleys	% satisfied passengers	98.8%	97.5%
	Efficiency of passenger transfer systems (escalators, elevators)	% satisfied passengers	90.8%	97%
	Efficiency of climatization systems	% satisfied passengers	99.2%	97.5%
	Overall level of comfort in the terminal	% satisfied passengers	98.6%	98%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
ADDITIONAL SERVICES	Connectivity of free wi-fi in the terminal	% satisfied passengers	99.8%	97%
	Availability of charging stations for mobiles/laptops in public areas	% satisfied passengers	98.4%	92%
	Compatibility of bar opening hours with airport opening hours	% arriving / departing flights compatible with bar opening hours in the respective areas	100%	100%
	Perception on the adequacy of smoking rooms, where present	% satisfied passengers	99.4%	95%
	Perception of the availability of free drinking water dispensers, where present	% satisfied passengers	92.5%	88.5%
	Availability / quality / prices of Shops / Newstands	% satisfied passengers	97%	96.5%
	Availability / quality / prices of Bars / Restaurants	% satisfied passengers	98.6%	97.5%
	Availability of vending machines providing drinks and snacks	% satisfied passengers	99%	97%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
CUSTOMER INFORMATION	User-friendly and updated website	% satisfied passengers	99.6%	97.5%
	Efficiency of operational information points	% satisfied passengers	99.5%	97.5%
	Perception of the clarity, comprehensibility, and effectiveness of indoor signage	% satisfied passengers	98.8%	97%
	Perception of staff professionalism (Infopoint, security)	% satisfied passengers	99.2%	98.5%
	Overall perception on the effectiveness and accessibility of public information services (monitor, announcements, internal signage)	% satisfied passengers	98.9%	98%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
DESK/ CHECKPOINT SERVICES	Perception of the ticketing service	% satisfied passengers	97.9%	97.5%
	Waiting time at check-in	Waiting time expressed in minutes in 90% of cases	04:46	04:45
	Perception on waiting time at check-in	% satisfied passengers	98.1%	97.5%
	Waiting time at security checks	Waiting time expressed in minutes in 90% of cases	04:08	04:50
	Perception on waiting time at passport control	% satisfied passengers	100%	96%
MODAL INTEGRATION	Clear and easy to understand external signage	% satisfied passengers	99.5%	97%
	Perception of the adequacy of city-airport connections	% satisfied passengers	98.6%	95%

# Services for passengers with reduced mobility

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
EFFICIENCY OF ASSISTANCE SERVICES	For departing booked PRM: waiting time to receive assistance, at one of the designated points at the airport	Waiting time in minutes in 90% of cases	03:02	03:39
	For departing non booked PRM: waiting time to receive assistance, from one of the designated points at the airport, once their presence has been notified	Waiting time in minutes in 90% of cases	02:22	06:00
	For arriving booked PRM: waiting time on board, after the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	03:35	03:50
	For arriving non booked PRM: waiting time on board, after the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	02:59	06:30

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
PERSONAL SAFETY	Perception of the state and functionality of means and equipment provided	% satisfied PRM passengers	100%	98.5%
	Perception of the adequacy of personnel training	% satisfied PRM passengers	100%	98.5%
INFORMATION AT THE AIRPORT	Accessibility: number of essential information accessible to people with visual, aural and motion disabilities compared to the total number of essential information	% essential information accessible on the total number of essential information	100%	100%
	Completeness: number of information and instructions related to the services offered, available in an accessible format compared to the total number	% information/instructions, in accessible format on the total number of information/instructions	100%	100%
	Perception on efficiency and accessibility of the information, communications and airport's internal signage	% satisfied PRM passengers	99.6%	98.5%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
COMMUNICATION WITH PASSENGERS	Number of the responses provided in due time compared to the total number of requests for information received	% responses provided in due time on the total number of requests	100%	100%
	Number of complaints received compared to the total traffic of PRM	% complaints received on the total traffic of PRM	0.02%	0.03%
COMFORT IN AIRPORT	Efficiency of assistance to PRM	% satisfied PRM passengers	100%	99.8%
	Usability and accessibility to airport services: carpark, call system, dedicated areas, toilets, etc.	% satisfied PRM passengers	99.3%	91%
	Perception of dedicated PRM areas (e.g. Sala Amica)	% satisfied PRM passengers	100%	98.5%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2025	TARGET 2026
RELATIONAL AND BEHAVIOURAL ASPECTS	Perception of staff courtesy (infopoint, security, special assistance staff)	% satisfied PRM passengers	100%	98%
	Perception of the professionalism of staff providing special assistance to PRM	% satisfied PRM passengers	99.9%	98.5%

TORINO  
AIRPORT



# SERVICE GUIDE 2026



# Getting to the airport



TORINO AIRPORT

TRN

-  RAILWAY
-  HIGH SPEED TRAIN
-  REGIONAL TRAIN
-  SUBWAY
-  CITY BUS
-  TAXI
-  HIGHWAY



## BY TRAIN

**The railway line connects Torino Airport with Torino Porta Susa station in about half an hour, 7 days a week.**

- Departures from Torino Porta Susa: three rides per hour, approximately between 05:00 am and 10:00 pm.
- Departures from Torino Airport: three rides per hour, approximately between 06:00 am and 11:00 pm.

The airport station is located opposite the Arrivals area of the terminal.

More information on the website [www.trenitalia.com](http://www.trenitalia.com)

## BY BUS

**The connection between the airport and Turin City Centre is provided by two companies:**

- **ARRIVA ITALIA:** EXPRESS with 2 stops and local with 8 stops; journey time 45/50'; departure from Turin at P.zza Carlo Felice 39, in front of Turin Porta Nuova railway station; frequency every day of the year with departures every 15'/30'.  
Information: Information centre +39 035 28 9000.
- **FLIBCO:** direct routes departing from Turin c/o bus station C.so Vittorio Emanuele II, 131, in front of the Palagiustizia, and routes with an intermediate stop in front of Turin Porta Nuova railway station; daily frequency all year round with regular and frequent routes throughout the day; journey time 30/45 minutes.

More information on the website [www.flibco.com](http://www.flibco.com)

- **PIEMONTE LOUNGE (SAGAT VIP ROOM)**

Departures Level, Boarding Area: Located on the first floor of the departures lounge, past the security checks, it is open every day from 04:30 am to 09:00 pm\*. The Piemonte Lounge is accessible to eligible passengers, based on agreements with airlines and some tour operators, as well as to holders of a single access ticket; tickets can be purchased directly in the Piemonte Lounge, at the Fast Track desk, via the Torino Airport App, at the ticket office or on the Torino Airport e-commerce site <https://ecom.torinoairport.com/piemonte-lounge.html>.

The Piemonte Lounge offers its guests a rich selection of savoury and sweet snacks, aperitifs and soft drinks, a digital newsstand with which to access newspapers, magazines and multiple entertainment contents, TV, dedicated WI-FI connection, as well as the possibility of leaving hand luggage in the latest generation locker during your stay at the airport and flight information monitors.

For information on services and costs: [www.torinoairport.com](http://www.torinoairport.com).

- **FUN & GAME AREA**

Departures Level, Boarding Area: Located on the first floor of the departures lounge, beyond the security checks, the Fun & Game Area offers four arcade consoles equipped with popular retro video games, two pinball machines and a table football to enjoy your time while waiting to board. A space dedicated to children and adults of all ages who want to spend a few moments of leisure while waiting for their flight.

- **KIDS AREA**

Departures Level, Boarding Area: Located on the first floor of the departures lounge, beyond the security checks, the Kids Area welcomes young travelers in a cheerful and colorful environment where they can play safely while waiting to board.

- **NURSERY WITH UNICEF BABY PIT STOP**

Departures Level, Boarding Area: Located on the first floor of the departures lounge, beyond the security checks, the Nursery welcomes young travelers in a sitting room with sofas, armchairs and poufs.

The UNICEF Baby Pit Stop is dedicated to newborns and their mothers, an area equipped with an ergonomic armchair with footrest for breastfeeding more comfortably and confidentially, a changing table, and a sink.

The UNICEF Baby Lounge and Baby Pit Stop are free services.

- **AUTOMATED BED-SHARING**

Departures Level, Check-in Area: 5 ZZZLEEPANGO capsules to relax and sleep at the airport.

- **BARS, RESTAURANTS AND SELF SERVICE**

Arrivals Level: Autogrill Passaggio Torino bar/fast food, 07:30 am - 11:00 pm\*.

Departures Level, Boarding Area: Bufala restaurant/bar, opening hours 05:00 am- 10:30 pm\*; Autogrill Piazza Castello wine bar restaurant, 04:30 am - 11:00 pm\*; I Love Pokè 10:00 am - 09:00 pm\*; Baladin brewery with hamburger shop, 11:00 am - 10:00 pm\*; Tramez, 07:00 am - 07:00 pm\*; WorkEat, restaurant/bar, 05:00 am - 10:00 pm\*, 12 OZ, 07:00 am - 09:00 pm.

Departures Level, Check-in Area: Chef Express Panella bar, opening hours 04:00 am – 09:00 pm\*;

Ahi Pokè 11:00 am - 03:00 pm.

Upper Level Departures: Ingredienti Self-service, opening hours 11:00 am – 02:30 pm and 06:00 pm - 08:30\* pm;

Mc Donald's winter season opening hours 10:00 am - 08:30 pm. Monday to Friday and 08:00 am – 08:30 pm.

on Saturdays and Sundays, summer season opening hours 11:00 am - 08:30 pm.

In all public areas there are also vending machines for water, soft drinks and snacks.

- **SUPERMARKETS AND MARKETS**

Arrivals Level: Crai Supermarket, opening hours 08:00 am - 8:00 pm\*;

Departures Level, Boarding Area: Autogrill Market, 04:30 am - 11:00 pm\*.

Departures Level, Check-in Area: Essentials Viaggio shop 04:00 am - 09:00 pm\*.

- **BANKS, CURRENCY EXCHANGE AND ATMS**

Arrivals Level: Banca del Piemonte and Euronet ATMs.

Arrivals Level, Baggage Claim Area: Euronet ATM.

Departures Level, Check-in Area: Banca Sella branch and Banca Sella ATM; Banca Intesa Sanpaolo ATM, Credem ATM.

Departures Level, InfoPoint desk: currency exchange by Change Italia, opening hours 07:00 am - 09:00 pm.

- **PHARMACY**

Departures level, Check-in Area: Monday 09:30 am - 05:00 pm; Tuesday 09:30 am - 01:30 pm; Wednesday 09:30 am - 05:00 pm; Thursday 09:30 am - 05:00 pm; Friday 09:30 am - 05:00 pm; Saturday 09:30 am - 01:30 pm.

- **AIRPORT MEDICAL FIRST AID**

Following a tender procedure, SAGAT entrusted a specialised company with the management of health services related to the Airport Emergency Medical Service (Pronto Soccorso Sanitario Aeroportuale - PSSA) and the intangible escort for air emergencies, signing a special agreement at its own expense.

The Airport Medical First Aid is located at the Arrivals Level - Passenger Terminal and guarantees a service operating 24 hours a day, 365 days a year, through:

- a doctor, always on duty;
- two rescuers, operating on shift from 06:00 to 24:00.

- **AUTOMATED EXTERNAL DEFIBRILLATORS (AED)**

The Passenger Terminal, being a high-traffic building and therefore subject to potential crowding situations, is equipped with 20 latest-generation semi-automatic external defibrillators (AEDs), located at strategic points in the building.

The devices, being semi-automatic, are easy to use and can be used by medical or healthcare personnel as well as by “lay” personnel who have been trained to use them.

The semi-automatic technology of the AED allows the device to:

- independently diagnose the heart rhythm;
- verify the absence of electrical activity;
- authorise and deliver the electrical discharge only when necessary.

These features allow for safe and immediate use, reducing intervention times in emergency situations and increasing the chances of survival in the event of sudden cardiac arrest.

- **WI-FI**

Available and free of charge.

- **CHARGING STATIONS**

In the Boarding Area, beyond the security checks, there are numerous charging stations for electronic devices. There are also two working areas where passengers can take advantage of comfortable workstations.

- **LEFT LUGGAGE**

Not available.

- **SMOKING AREA**

Departures Level, Boarding Area: Located on the first floor, beyond the security checks, on the outdoor terrace in front of the Nursery.

- **REMOTE INFORMATION SOURCES**

For information, please visit the website [www.torinoairport.com](http://www.torinoairport.com) or the TorinoAirport App, available for iOS and Android. ALL, an AI chatbot, is available on Torino Airport's official website. For further information call +39 011.5676.361/2 or via WhatsApp at +39 331.6915844. The service is available from Monday to Sunday. In addition, a messaging service is also available on Facebook, on the official page of Torino Airport @AeroportoDiTorino, active from Monday to Friday from 09:00 am to 06:00 pm.

### • TRANSIT PASSENGERS

Transit passengers from EU/Schengen countries, if they disembark directly at the Gate and do not have to collect their hold baggage, can remain in the Boarding Lounge while waiting for the next flight.

If, on the other hand, disembarkation takes place by bus in the Arrivals Hall, but without the need to collect luggage, passengers can still remain in the Boarding Hall, going up via the internal staircase to wait for the departure of the connecting flight. If passengers need to collect hold baggage, they must then exit the baggage claim area and return to the Boarding Hall on the upper floor, carrying out the security checks required for the next flight.

Transit passengers from non-EU/non-Schengen countries, after disembarking in the Arrivals Hall and completing the mandatory border checks, must exit the baggage claim area and reach the Boarding Hall on the upper floor, undergoing security checks for the onward flight.

### • LOST PROPERTY

Arrivals Level: the search service is dedicated solely to items lost/forgotten at the airport or on board the plane. After 24 hours from the loss, you can contact the Lost Property Office to check if the item has been found, by sending an email to [oggettismarriti@sagat.trn.it](mailto:oggettismarriti@sagat.trn.it) indicating the telephone number at which you can be contacted if the lost item is found.

To collect your item, you can contact the "Lost Luggage - Lost Property" office (tel. +39 011.5676478), managed by the company SAGAT Handling, during the following hours: 09:00 am - 12:00 pm / 02:00 pm - 9:00 pm. The objects found are kept for a period of 12 months from the discovery; after this deadline, they will no longer be claimable.

### • CHECK-IN AND BOARDING

Check-in methods include web, mobile and self check-in. Sometimes, therefore, the passenger check-in does not take place at the check-in desks or even at the airport.

When the passenger arrives at the airport at the manned desks, the procedure is as follows: the passenger must

have a valid and appropriate identity document depending on the final destination of the trip; the check-in agent, having verified the validity of the travel document, registers the passenger and any accompanying hold baggage on the flight, and issues the boarding pass indicating the scheduled boarding time. At the automated turnstiles for access to the security checkpoints, the passenger's travel document will be checked by a reader. At the gate, the boarding pass will be requested, together with the identity document.

#### • SECURITY CHECKS

Passengers are requested to arrive at the airport well in advance of their departure time to allow for security checks and baggage screening.

By way of example and not limited to, it is forbidden to bring on board in your hand baggage: pistols, firearms and other instruments that fire projectiles (including toy weapons), stun devices, objects with a sharp point or sharp end (such as, for example, cutting items, box cutters, razor blades, knives and scissors with blades longer than 6 cm), work tools, blunt objects, explosive and incendiary substances and devices.

Details are available on the ENAC [www.enac.gov.it/en/passengers/](http://www.enac.gov.it/en/passengers/).

As regards the screening and transport of liquids, aerosols and gels in the cabin at EU airports, please consult the ENAC [www.enac.gov.it/en/passengers/](http://www.enac.gov.it/en/passengers/). Thanks to the installation of an innovative X-ray machine at the Fast Track priority security checkpoint, passengers can now carry liquids, aerosols, and gels – such as water bottles, cosmetics, and food – in their hand luggage, even in quantities exceeding 100 ml and up to 2 litres per container. Electronic devices (tablets, laptops, smartphones, etc.) are also permitted, subject to additional checks and inspections.

Regarding checked baggage, it is not permitted to carry flammable or corrosive substances, radioactive materials, oxidising or infectious substances, or explosive and incendiary devices such as ammunition, detonators, fuses, mines, grenades, pyrotechnic articles, candles, dynamite, gunpowder, or plastic explosives. Details are available on the ENAC website: [www.enac.gov.it/passeggeri/cosa-portare-bordo/articoli-vietati-in-stiva](http://www.enac.gov.it/passeggeri/cosa-portare-bordo/articoli-vietati-in-stiva).

These measures apply to all airports within the European Union, and to all states where security standards equivalent to the common basic standards are in place. The relevant legislation is available on the European Commission's website: [www.ec.europa.eu](http://www.ec.europa.eu).

Only passengers with a valid travel document, such as a boarding pass issued at the airport check-in desks or an electronic boarding pass issued via web check-in, SMS, or MMS by a carrier and saved by the passenger on paper or viewable on their mobile phone or tablet, are permitted to enter the Boarding Area.

#### • BORDER CONTROLS

On 12 October 2025, the automated Entry/Exit System (EES) was gradually introduced to record the entry and exit of third-country nationals (non-EU citizens) each time they cross an external border of the Schengen area. <https://travel-europe.europa.eu/it/ees/what-is-the-ees>

Furthermore, passport control for passengers entering and leaving the country from outside the EU/Schengen area is facilitated by the use of digital control equipment (E-gates), which automatically scan electronic documents and perform biometric facial recognition, in accordance with the regulations of the Ministry of the Interior and the local Border Police Office.

#### • CUSTOMS

Passengers who expatriate to countries outside the European Union must declare to the airport customs authorities the exit of video cameras, cameras and in general of valuables that can be purchased abroad, so that they are not required to apply customs taxes on their return. Upon returning to Italy, you must keep the receipts for purchases made in non-EU countries, in order to obtain the exemption from customs duties granted for purchases up to 430 euros. The TAX FREE is a facility granted to non-residents and non-domiciled in the European Union, who can obtain a VAT refund on goods purchased in authorized shops for an amount exceeding 70 euros, upon presentation of the purchase receipts and the goods at the time of exit from the EU territory. It is mandatory to make a special

declaration to the customs office for the currency that is taken out of the State (or introduced into it) for an amount equal to or greater than 10,000 euros. For further information, consult the Traveller's Customs Card [www.adm.gov.it/portale/en/carta-doganale-viaggiatore](http://www.adm.gov.it/portale/en/carta-doganale-viaggiatore) on the Customs and Monopolies Agency website [www.adm.gov.it](http://www.adm.gov.it).

#### • ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY

EC Regulation No. 1107/2006, concerning the rights of persons with disabilities and reduced mobility (PRM) in air transport, mandates that airport managers ensure assistance to passengers during their time at the airport. It stipulates that passengers wishing to use the accompanying service must request it from their airline at least 48 hours before the flight departure time, and that the carrier must notify the airport manager within 36 hours of the flight departure. Specialist staff can activate the assistance service through the following channels:

- a) at the call points (11 available and equipped with video intercoms);
- b) at the check-in desks during check-in;
- c) at the information desk.

Call points are located near the free, reserved parking spaces for PRMs in the multi-storey car park (50 spaces are reserved for those with the appropriate permit); at the terminal entrance doors, both on the Arrivals and Departures levels; in the Sala Amica (a lounge reserved for PRMs awaiting departure, located on the Departures level before security checks and equipped with flight information monitors, a service telephone, and water, coffee, soft drinks, and snacks); and at the check-in area (Remote Check-In/Railway Tunnel) and the bus stop on the Arrivals level.

The terminal was designed with a focus on the needs of people with reduced mobility, ensuring they can access all services at Torino Airport.

Passengers with disabilities can access a range of facilities, including: lifts with Braille signage and acoustic safety devices; lowered check-in counters for easy baggage drop-off; four specially designed check-in desks; baggage conveyor belts equipped with safety devices for easy baggage retrieval; dedicated toilets throughout the airport; tactile pathways for visually impaired passengers in key areas of the terminal; a dedicated meeting point for arriving passengers; and a barrier-free car park just 35 metres from the terminal. For more information, please visit [www.torinoairport.com](http://www.torinoairport.com), and navigate to the "Passengers with reduced mobility" page.

- **ASSISTANCE FOR PASSENGERS WITH AUTISM**

Torino Airport adheres to the "Autism - Traveling through the airport" project, the initiative conceived by ENAC with the collaboration of Assaeroporti, industry associations and airport management companies to facilitate access to the airport and air travel for people with autism. The staff of Torino Airport, thanks to specific training, offers qualified support in welcoming passengers with autism, facilitating companions in making air travel with greater serenity and guaranteeing passengers with autism the full enjoyment of the right to mobility. The dedicated web page [www.torinoairport.com/autismo](http://www.torinoairport.com/autismo) collects all the necessary information, including the "Social History", i.e. the description of the environments and the story of the route within the airport, and an information brochure dedicated to companions. In addition, Torino Airport offers people with autism the opportunity to familiarize themselves in advance with the places and the travel route at the airport: it is possible to book (7 days in advance) a guided tour of the terminal by email at [autismo@sagat.trn.it](mailto:autismo@sagat.trn.it) or by calling the telephone number +39 011.5676361/2.

- **NURSERY**

Arrivals Level, Baggage Claim Area: In this hall, equipped with toilets, children can be changed and looked after. In addition, most of the toilets in the Terminal (on the Arrivals Level, Departures Level and Upper Departures Level) are equipped with changing tables.

- **LOST LUGGAGE**

In the event of non-delivery of incoming baggage or damage to it, you must contact the Lost & Found offices of the company appointed by the airline with which you took the flight. The report must be made upon arrival, as soon as the loss or damage is ascertained, before leaving the Baggage Claim Area. The offices are located on the Arrivals Level at the same baggage reclaim area.

- SAGAT Handling: [lost.found@sagat.trn.it](mailto:lost.found@sagat.trn.it); ph. +39 011.5676200, 08:00 am - 12:00 pm\*;  
Baggage drop-off: 09:00 am - 12:00 am / 02:00 pm - 09:00 pm.
- Aviapartner: [trn.ii@aviapartner.aero](mailto:trn.ii@aviapartner.aero); ph. +39 011.5676785, opening hours 09:00 am - 12:30 am;  
05:00 pm - 07:00 pm; 09:00 pm - 12:00 pm\*

### • ANIMAL TRANSPORT

When booking, please inform the airline of any accompanying animals and check the regulations regarding animal entry into the destination country, particularly concerning vaccinations and required documentation.

Guide dogs for the visually impaired are embarked with the passenger, as long as they are equipped with a muzzle and leash: in this case transport is free, but the presence of the animal must still be reported when booking the ticket. Live animals carried as hand luggage by departing passengers are checked before entering secure areas and on board the aircraft, using the same procedures as for passengers.

### • PARKING AND CAR SHARING

The parking system is designed to meet all parking needs, prioritising both comfort and convenience.

It comprises a large multi-storey car park with a total of 2,288 parking spaces, of which 1,757 are covered (50 spaces on the Departures Level are reserved for people with reduced mobility) and 460 are uncovered and located on the 5th floor. The first 15 minutes of parking are free on the covered multi-storey car park from the 1st to the 4th floor. You can also access the car park using Telepass, UnipolMove, and Easypark systems. Parking on the 5th floor can only be purchased online. Four uncovered car parks are also available to customers, providing a total of 774 parking spaces. The Bye&Fly express parking lot, offering 10 minutes of free parking and a gradual rate, is designed for very short stops for those accompanying or picking up passengers. It is located just a few metres from the Passenger Terminal on the Departures Level. The Bye&Fly car park offers 60 uncovered and 40 covered parking spaces, and accepts Telepass, UnipolMove, and electronic payment at the exit barrier. There are also the P-A Long Stay car park with 145 spaces, located at the airport entrance (only available for purchase online), the P-B Comfort car park with 252 uncovered spaces and the first 15 minutes of parking free, with access also available for purchase online, the P-C Low Cost car park with 245 spaces at extremely affordable rates, available for purchase online only, and the new P-E Smart car park with 72 spaces. All parking areas are also accessible by reading license plates upon entry and exit, ensuring maximum user safety and eliminating contact with operators. There are 9 automatic payment machines that accept cash, debit cards, and credit cards, as well as a staffed Parking Infopoint located in the departures hall, open 24/7.

The airport offers special rates to organisations, companies, tour operators, and travel agencies upon request. Parking and other mobility-related products – including Fast Track, Piemonte Lounge, carnet cards, Torino Airport Pass, and operator cards – can be purchased on Torino Airport’s e-commerce site: <https://ecom.torinoairport.com>. The car sharing service, managed by multiple operators, is available at Torino Airport in the new dedicated car park. For more information, please visit the Torino Airport website [www.torinoairport.com](http://www.torinoairport.com).

- **LUGGAGE TROLLEYS**

Luggage trolleys are free of charge.

- **FAST TRACK**

Departures Level, Check-in Area: Dedicated security lane for entitled departing passengers, based on agreements with airlines, or in possession of a single access ticket, which can be purchased at the airport ticket office, directly at the Fast Track, on the Torino Airport e-commerce site <https://ecom.torinoairport.com/fast-track.html> or through the Torino Airport App, available for iOS and Android. Located near the security checks, the service allows faster access to the Boarding Area through a dedicated path; 3D scanning of luggage allows you to avoid the separation of liquids and devices. It is active every day from 04:30 am to 09:00 pm.\*

- **\*WARNINGS:**

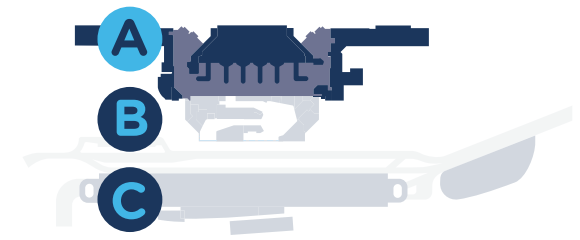
- Check the opening hours of individual services and commercial activities on Torino Airport’s website [www.torinoairport.com](http://www.torinoairport.com).
- All telephone numbers listed above must be preceded by the prefix +39 if the call is made from abroad.



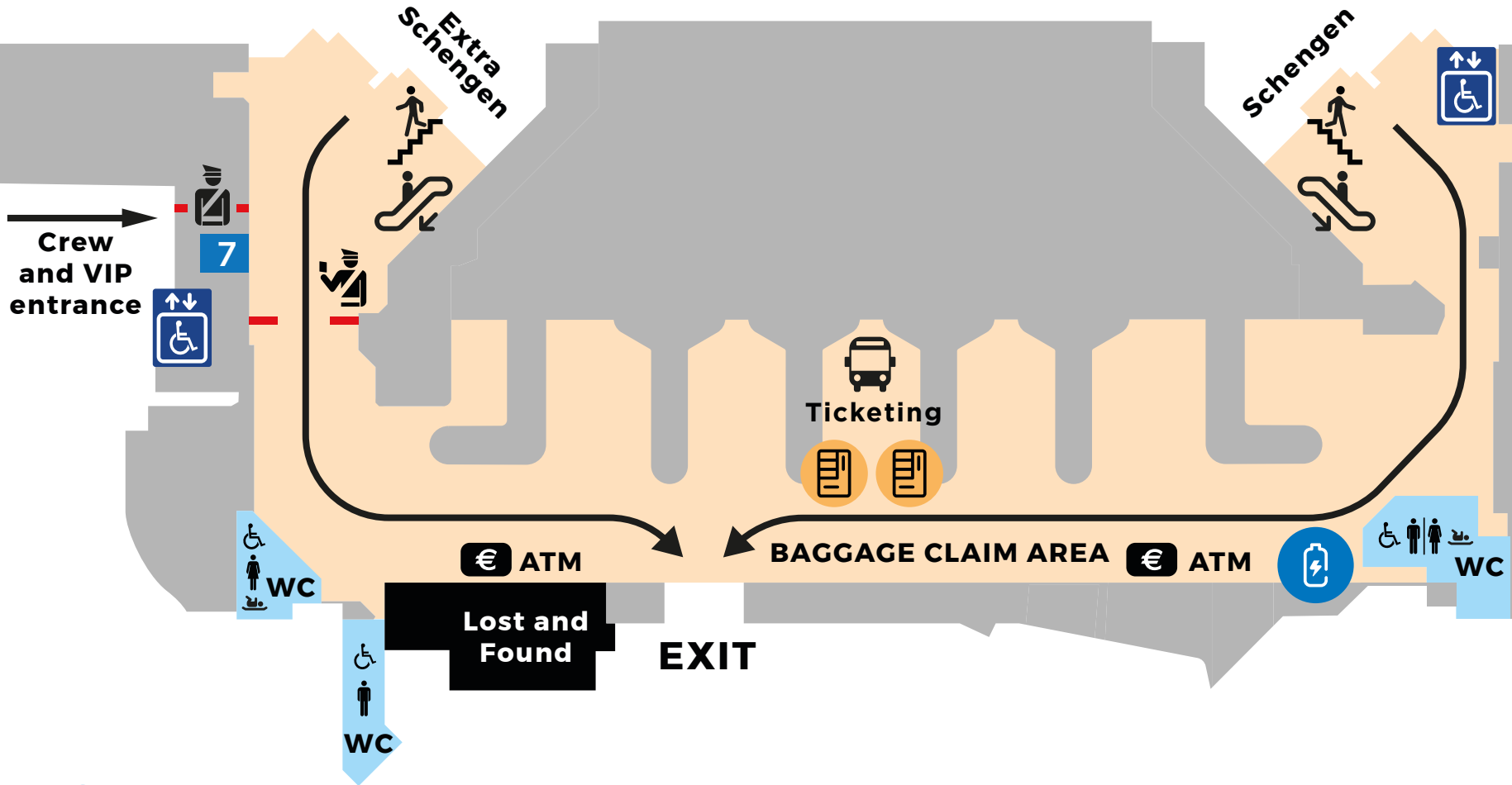
# AIR TERMINAL

## Arrivals

### Level 0



MEZZANINE

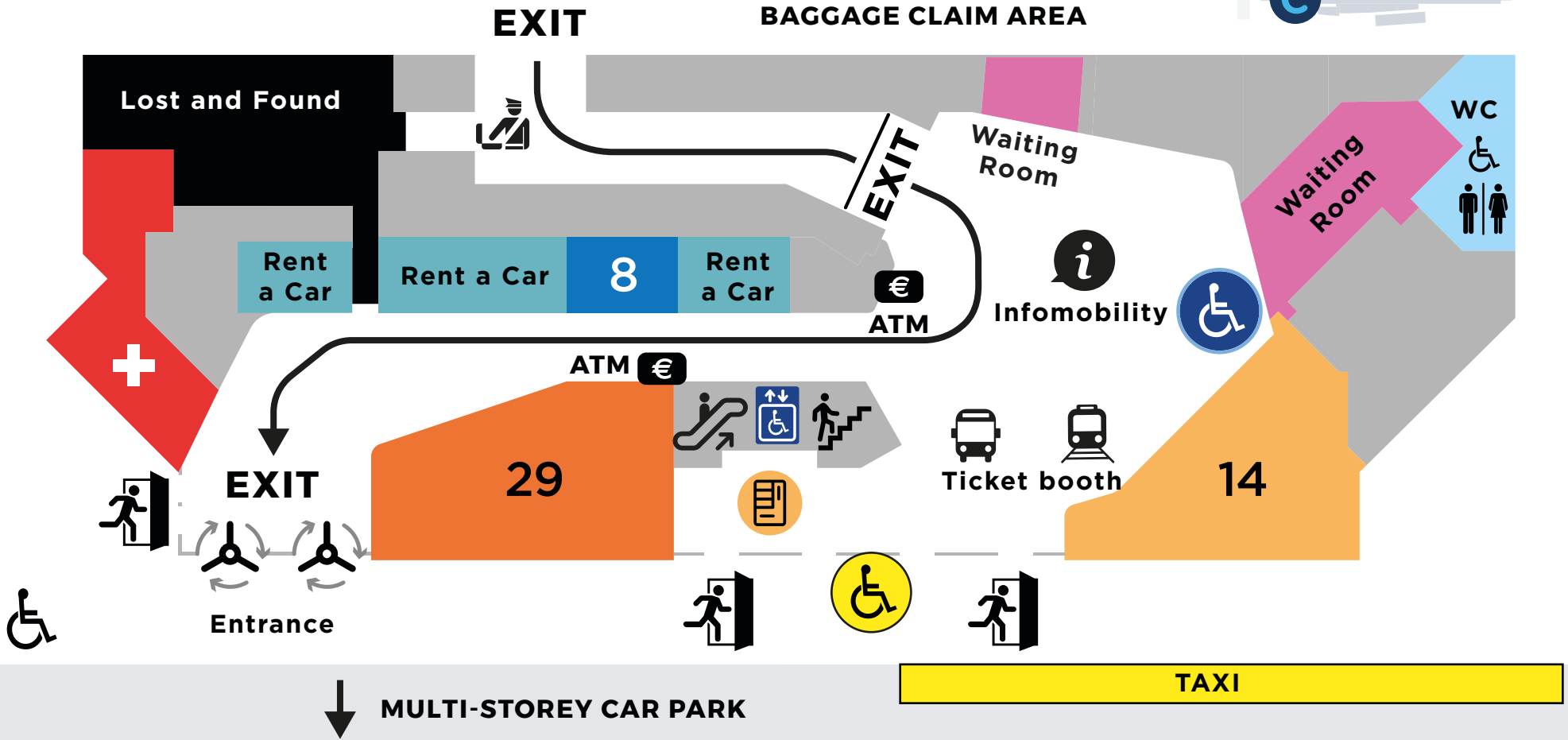


## LEGEND

- Air Health Office
- Passport Control
- Security Control
- Elevator
- Baby Change
- Stairs
- Escalators
- Food & Beverage Vending Machine
- Charger

# B

## AIR TERMINAL Arrivals Level 0



### LEGEND

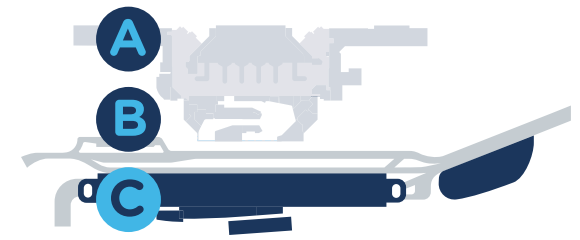
- |                                 |                   |                |                    |
|---------------------------------|-------------------|----------------|--------------------|
| Infopoint Welcome to Piemonte   | PRM Meeting Point | First Aid      | Customs            |
| Autogrill Passaggio Torino      | PRM Call Point    | Emergency Exit | Baby Change        |
| CRAI Supermarket                | PRM Transport     | Stairs         | Bus ticket booth   |
| Food & Beverage Vending Machine | Elevator          | Escalator      | Train ticket booth |



# AIR TERMINAL

## Arrivals

### Level 0



**P-E Smart**

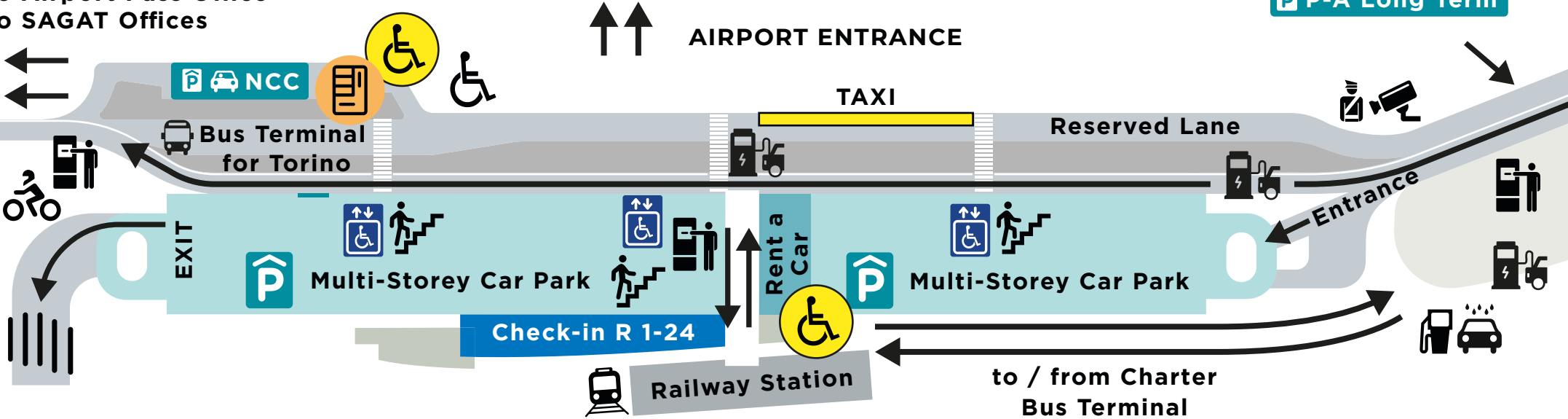
**P Car Sharing**

to General Aviation Terminal  
to Airport Pass Office  
to SAGAT Offices

**P-B Comfort**

**P-C Low Cost**

**P-A Long Term**



## LEGEND

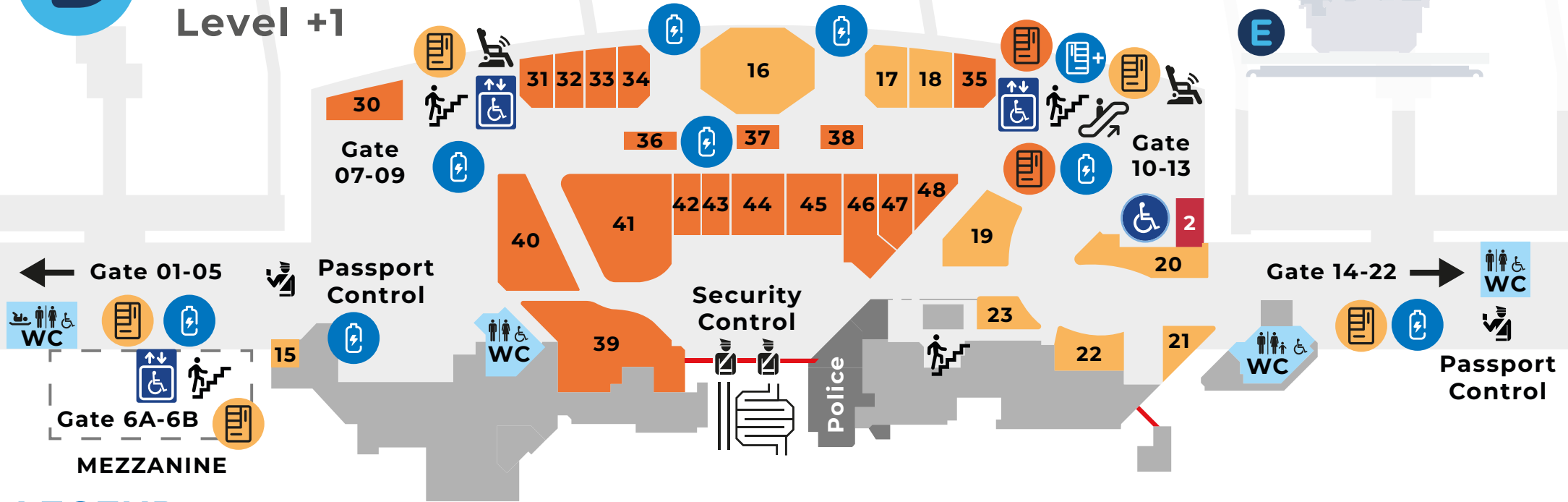
- |                |                   |                                 |                   |
|----------------|-------------------|---------------------------------|-------------------|
| PRM Call Point | Stairs            | Food & Beverage Vending Machine | Bus Terminal      |
| PRM Transport  | Reserved Lane     | Electric charging station       | Railway Station   |
| Elevator       | Automatic cashier | Gas station & Car wash          | Motorbike Parking |



# AIR TERMINAL

## Departures

### Level +1

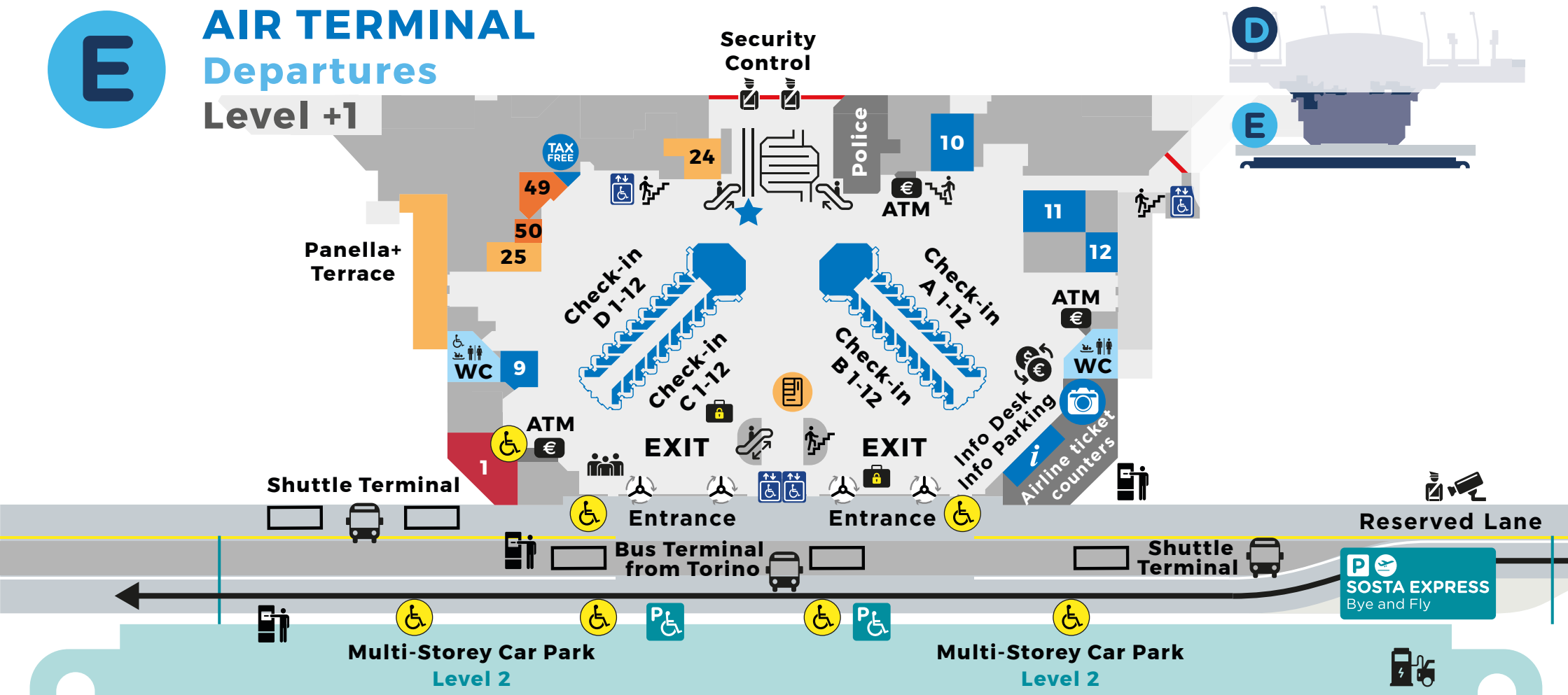


## LEGEND

- |                                     |   |                                   |                                 |
|-------------------------------------|---|-----------------------------------|---------------------------------|
| <b>2</b> PRM Courtesy Lounge        | <b>31</b> Robe di Kappa                           | <b>43</b> My Family               | Elevator                        |
| <b>15</b> WeCoffee                  | <b>32</b> Superga                                 | <b>44</b> Flying Tiger            | PRM Meeting Point               |
| <b>16</b> Autogrill Piazza Castello | <b>33</b> Sebago                                  | <b>45</b> La Casa de las Carcasas | Charger                         |
| <b>17</b> I love Poke               | <b>34</b> K-Way                                   | <b>46</b> WHSmith                 | Food & Beverage Vending Machine |
| <b>18</b> 12oz                      | <b>35</b> Lucky Star                              | <b>47</b> +39                     | Vending Machine                 |
| <b>19</b> Open Baladin              | <b>36</b> Venchi                                  | <b>48</b> NAU!                    | Pharmacy vending machine        |
| <b>20</b> <b>21</b> Bufala          | <b>37</b> Autogrill Market                        | Stairs                            |                                 |
| <b>22</b> WorkEat                   | <b>38</b> Borbonese                               | Escalator                         |                                 |
| <b>23</b> Tramez                    | <b>39</b> <b>40</b> <b>41</b> Heinemann Duty Free | Baby Change                       |                                 |
| <b>30</b> Giunti al Punto Bookshop  | <b>42</b> L'Erborario                             | Massage chairs                    |                                 |

# E

## AIR TERMINAL Departures Level +1



### LEGEND

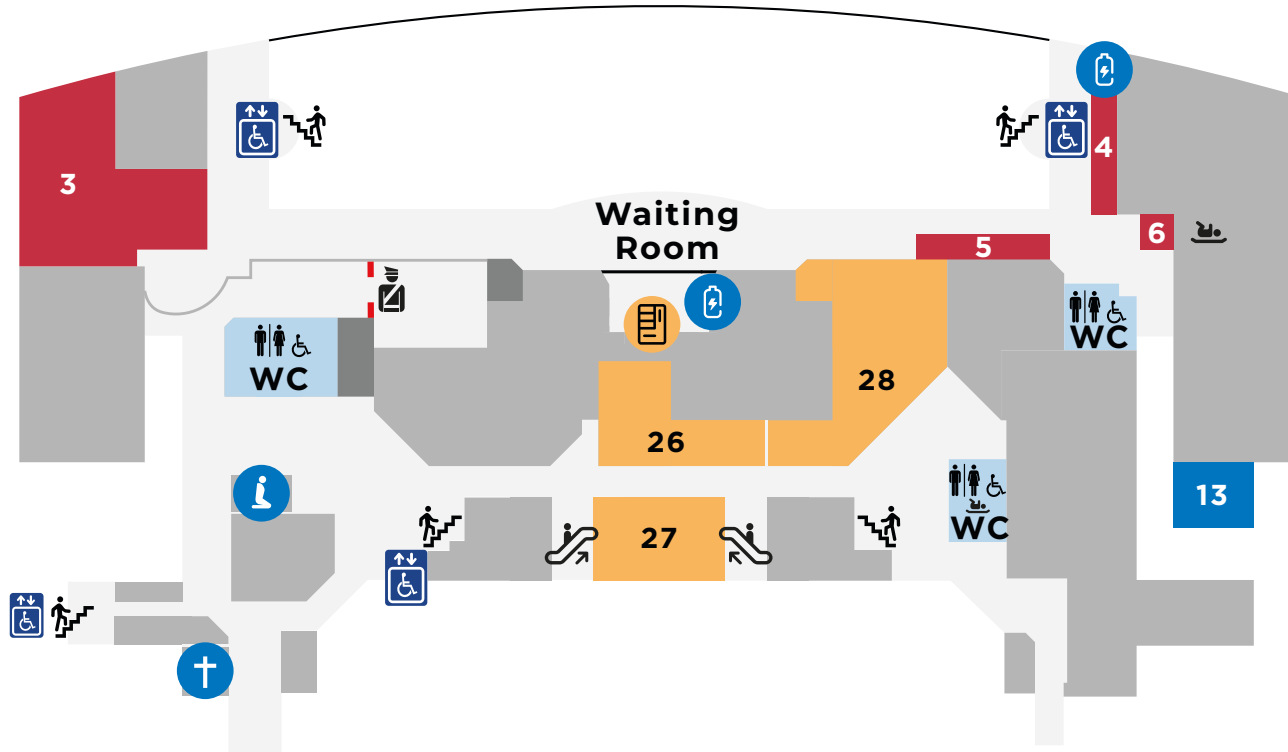
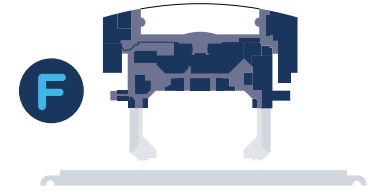
- |                              |                            |                |                                 |
|------------------------------|----------------------------|----------------|---------------------------------|
| <b>1</b> PRM Courtesy Lounge | <b>49</b> Marina Militare  | Stairs         | Luggage Sealing                 |
| <b>9</b> Innovation Lab      | <b>50</b> Viaggi Essential | Escalator      | Automatic cashier               |
| <b>10</b> Bank               | PRM Call Point             | Groups         | Electric charging station       |
| <b>11</b> Pharmacy           | Elevator                   | Tax Free       | Food & Beverage Vending Machine |
| <b>12</b> ZZZleep and Go     | Fast Track                 | Photo          | Bus Terminal                    |
| <b>24</b> Ahi Pokè           | Baby Change                | Charger        |                                 |
| <b>25</b> Panella + Terrace  |                            | Money Changers |                                 |



# AIR TERMINAL

## Departures

Level +2



### LEGEND

- |                                       |                        |                                 |
|---------------------------------------|------------------------|---------------------------------|
| <b>3</b> PIEMONTE Lounge              | <b>13</b> Smoking area | Electric charging station       |
| <b>4</b> Fun&Game Area                | Elevator               | Charger                         |
| <b>5</b> Kids Area                    | Stairs                 | Muslim prayer room              |
| <b>6</b> Nursery                      | Escalator              | Ecumenical Chapel               |
| <b>26 27</b> Self-service Ingredienti | Baby Change            | Food & Beverage Vending Machine |
| <b>28</b> Mc Donald's                 | Security Control       |                                 |

# Charter of passenger rights

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In the event of reports of air transport disruptions, the passenger must contact the airline that issued the ticket and/or the tour operator with which the contract of carriage was concluded.

You can also refer to the dedicated to Passenger Rights on the ENAC website [www.enac.gov.it/en/passengers/](http://www.enac.gov.it/en/passengers/)

ADR (**A**lternative **D**ispute **R**esolution) - Passengers who have suffered disruptions due to violations of Reg. (EC) No. 261/2004 for cases of denied boarding, cancellation of flights or long delays, and Reg. (EC) No. 1107/2006 on the protection of passengers with disabilities or reduced mobility, can make an attempt at conciliation through the ConciliaWeb platform on the website of the Transport Regulation Authority, without prejudice to the possibility of sending complaint reports to ENAC for sanctioning purposes only.



# Suggestions, reporting and complaints

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Passenger satisfaction is one of our priorities and we take every report into the highest regard, because it helps us to improve the quality of the service.

In the event of inefficiencies attributable to the Airport Management Company, we can be reached:

- by email: [mailbox@sagat.trn.it](mailto:mailbox@sagat.trn.it)
  - by mail: TORINO AIRPORT - SAGAT S.p.A.  
Strada San Maurizio, 12 - 10072 Caselle T.se (TO)
  - via the internet: [www.aeroporto.torino.it/en/sagat/group/company/contacts/contact-module](http://www.aeroporto.torino.it/en/sagat/group/company/contacts/contact-module)
- 

## CONTACTS

SAGAT S.p.A. Torino Airport  
Quality Service  
Ph. +39 011 5676356  
E-mail: [mailbox@sagat.trn.it](mailto:mailbox@sagat.trn.it)

## SERVICE CHARTER 2026

Coordination SAGAT S.p.A. Torino Airport

March 2026

(SAGAT will reply within 30 days of receipt)

SUGGESTION, REPORT COMPLAINT TEXT

.....

.....

.....

Name		Surname
E-mail		Address
City	Post code	Country

**Personal data - Processing information and rights of the data subject (pursuant to the legislation to protect personal data)**

**INFORMATION AND RIGHTS OF THE DATA SUBJECT**

Pursuant to current legislation, we would like to inform you that the processing of the personal data you provided is carried out by **SAGAT S.p.A.** in compliance with fundamental rights and freedoms, with particular reference to the confidentiality of personal identity and the right to data protection. The **Data Controller is SAGAT S.p.A.**, based in Caselle Torinese (TO) - Strada San Maurizio n.12, which can be contacted at the following e-mail address [privacy@sagat.trn.it](mailto:privacy@sagat.trn.it) or by sending a letter to SAGAT S.p.A. - Privacy Controller, Strada San Maurizio n.12, 10072 Caselle Torinese (TO). The company has appointed a **DPO (Data Protection Officer)** who can be contacted at the following e-mail address [dpo.privacy@sagat.trn.it](mailto:dpo.privacy@sagat.trn.it) or by sending a letter to SAGAT S.p.A. - DPO, Strada San Maurizio n.12, 10072 Caselle Torinese (TO).

## TYPE OF DATA PROCESSED

The data you provided us with and specifically:

- Personal details or other personal identification elements (name, surname, residence address), is connected and/or instrumental to the effective management of the requests you made.

## LEGAL BASIS

Processing, concerning the above mentioned purposes, is based on express consent pursuant to Article 6, paragraph 1, letter a) of GDPR Regulation 2016/679.

## DATA PROCESSING METHODS AND PURPOSES

We inform you that the personal data you provide through filling in the form “Suggestions, reporting and complaints”, is collected and processed to better know the needs of the airport customers and give feedback to reports received. We inform you that data will be processed through paper or electronic media and will be retained and controlled by using suitable preventive security measures, aimed at minimising the risks of loss and destruction, unauthorised access, and processing that is not permitted and different from the purposes for which the processing is carried out.

The provision of data to our company is **optional**, however, failure to provide it will make it impossible to consider the “Suggestions, reporting and complaints” you have made, including giving you feedback. **Data is not subject to an automated decision-making process.**

## CATEGORIES OF RECIPIENTS

Personal data will be processed by **authorised** SAGAT S.p.A. **employees** and can be communicated to companies, assigned as data processors, appointed to manage the service on behalf of SAGAT S.p.A., to manage the requests you made. SAGAT S.p.A. **does not transfer data to a third country**, outside the EU, nor to an international organisation.

## PERIOD OF RETENTION

We would like to point out that in compliance with the principles of lawfulness, limitation of purposes and data minimisation, prior to your **liberal and explicit consent**, expressed at the bottom of this information disclosure, your personal data will be retained for a period of 10 years; in the event of judicial litigation, the related data will be retained for 10 years from the final sentence.

## RIGHTS OF THE DATA SUBJECT

Regarding data that is subject to processing referred to in this information disclosure, being the data subject, the following rights provided for by current legislation to protect personal data are recognised to you:

- Request SAGAT S.p.A. **access** to the processed data (Article 15 of UE Regulation 2016/679);
- Request **rectification** of inaccurate personal data concerning you and/or the integration of incomplete personal data (Article 16 of the EU Regulation 2016/679);
- Request that your data is no longer processed, revoking your consent at any time (Article 13, paragraph 2, letter c, 17 and 21 of the EU Regulation 2016/679);
- Request the **deletion** of personal data only if: it is no longer needed for the purposes for which it was collected or otherwise processed; if revocation of consent occurs, unless processing is needed to ascertain, exercise or defend a right of the Controller in court; it is unlawfully processed or must be deleted to fulfil an obligation foreseen by EU law or by national law (Article 17 of the EU Regulation 2016/679);
- Request the **limitation of processing** when one of the following hypotheses occurs: the data subject disputes the accuracy of personal data and requests the limitation for the time necessary to the Controller to verify the accuracy of personal data; the processing is illegal and the data subject opposes the deletion of the data and asks instead that its use is limited, although the Controller no longer needs it for the purposes of processing, personal data is necessary for the data subject for the ascertainment, the exercise or defence of a right in court (Article 18 of EU Regulation 2016/679);
- Request and receive the data entered in the compilation of the form in a structured format, commonly used and legible by an automated device (so-called **portability**) (Article 20 of the EU Regulation 2016/679).

We inform you that you **can exercise the rights mentioned above** by writing to [privacy@sagat.trn.it](mailto:privacy@sagat.trn.it) or by sending a letter to SAGAT S.p.A., Strada San Maurizio, 12 - 10072 Caselle Torinese (TO).

The data subject also has the **right to lodge a complaint** to a supervisory authority if they consider the processing concerning them violates EU Regulation 2016/679.

The complaint can be lodged to the supervisory authority of the Member State in which the data subject generally resides or works or of the place where the alleged violation occurred (Article 77 of the EU Regulation 2016/679).

The undersigned declares to have received complete information pursuant to legislation to protect personal data and expresses consent to the processing and communication of their personal data within the limits, for the purposes and for the duration stated in the information disclosure.

Name and Surname (block letters) .....

Date .....

Signature .....

FORM TO BE SENT TO: **SAGAT S.P.A. TORINO AIRPORT** -  
Strada San Maurizio, 12 - 10072 Caselle Torinese (TO) - ITALIA

[www.torinoairport.com](http://www.torinoairport.com)