

6. SERVICES GUIDE

Transportation

By Car

Verdi Airport is located 3 kilometres far from the town centre (10 minutes drive by car) from the highway A1 exit "Parma Centro", which is connect also by a freeway. Is reachable:

- ▶ From Reggio Emilia in 15 minutes through the motorway A1
- ▶ From Reggio Emilia in 30 minutes through the Via Emilia (SS9) and Parma freeway
- ▶ From Piacenza in 40 minutes through the Via Emilia (SS9)
- ▶ From Cremona in 45 minutes through the motorway A21 and then the motorway A1
- ▶ From Modena in 40 minutes through A1
- ▶ From Mantova in 50 minutes through SS343 and Parma freeway

By Bus

Parma Airport is connected to the town centre and the central train station by the bus line 6 with transit every 30'.

The bus stop is locate outside the terminal entrance.

Shops and utility numbers

Bar/Restaurant Chef Express (open from 6.00 to 20.00)	Bar, restaurant, newspaper e tobacco (Tel. 0521.951522)
Hertz	Rent Car (Tel. 0521.942063)
Sixt	Rent Car (Tel. 0521.942235)
Ticket Office and Information	Tel. 0521.951501 - Fax 0521.992028
Handling SOGEAP	Tel. 0521.951512 - Fax 0521.951530
Managing Office SOGEAP	Tel. 0521.951516 - Fax 0521.980394
Administration Office SOGEAP	Tel. 0521.951517 - Fax 0521.980394
Technical Office SOGEAP	Tel. 0521.951507 - Fax 0521.980394

Public Authorities

ENAC – Parma Office Tel. 0521.951518	It the public authority which coordinate and controls all the other companies which operate inside the airport. Is mandate is to have the aeronautical norms and law respected and applied as disposed.
Police Tel. 0521.951562	Is the public authority in charge of security and controls over arriving and departing passengers (passport validation and regularity of any other document requested, intervention in case of need for public disturbance or security controls)
Custom Tel. 0521.951523	Is the public authority which regulate and control imports and exports of objects and goods. Checks the regularity of documents and charges applied.
Guardia di Finanza Tel. 0521.951521	Directly depending to the Finance Department, it assists the Custom in its controls over imported goods and it makes controls over vehicle and people passing the border. Its duty were about contrasting smuggling, drug traffic and illegal immigration also
ENAV (Ente Nazionale Assistenza al Volo) Tel. 0521.951525	It's the authority which regulate and control aviation traffic, flights information, weather condition and all aeronautical communication.
SOGEAP (Società di Gestione Aeroporto di Parma) Tel. 0521.951511	It's the private company in charge of the terminal and the airport areas, it issues directly or by a third party, all the handling and assistance services to airlines and passengers (check-in, ticketing, parking, commercial activities)

Feedbacks and complains

If the passenger may want to send his report and feedback about airport's service he could complete the following Feedback and Complain form
The complains will be received by our customer office and will be answered within 30 days.
The form may be delivered directly to our ticket office or sent to us by mail at this address:

*SOGEAP – Aeroporto di Parma Spa
via Licinio Ferretti 50 A
43126 Parma*

Alternatively it's possible to send feedbacks and complains by Email at: *info@parma-airport.it*.
Passengers may also read Enac's Passenger Rights Charts which is published inside the terminal area and is downloadable at www.enac.gov.it
To signal violations it may be used the form available in the ENAC website or send it by mail at the local ENAC offices, as well as the one located inside the Parma Airport "G. Verdi".

Feedbacks and complains form

First name and Last Name

Phone.....

Address.....

..... n. Postal Code..... City Country

Flight - n. Airline Date

Feedbacks and complains

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Date

Signature.....