



Dublin Airport

Chauffeurs Operators Handbook

Effective 1st October 2024

1 Chauffeur Permits

The purpose of the Dublin Airport chauffeur permit is to grant permission to operators to provide chauffeur services for customers arriving and departing at Dublin Airport (the Airport) in line with our byelaws:

Acts for which permission is required.

10. Within an airport each of the following hereby prohibited unless permission has been given by or on behalf of the airport authority

1. use of an airport for any business purpose whatsoever

daa plc (in this Handbook referred to as **Dublin Airport**) is committed to working in conjunction with each chauffeur operator (the **Operator**) holding a permit(s) to operate at the Airport. Dublin Airport's objective is to ensure that high standards are delivered to and enjoyed by customers of the Airport.



Operating Standards

This handbook outlines the Operator's required service standards and chauffeur driver (the **Driver**) operating requirements at the Airport.

An Operator wishing to transact business at the Airport must ensure it holds a permit (each a **Permit**) to operate at the Airport with each vehicle it operates registered on the Permit. The Operator must ensure only vehicles stated on the Permit are used by Drivers at the Airport. The Permits remain the property of Dublin Airport. The Operator and/or its Drivers must not alter the Permit(s) in any way. The Operator must ensure that each of its Driver displays the Permit applicable to the vehicle being used on the right-hand side of front windscreen.

The Operator must not and must procure that none of its Drivers transfers Permits or access cards to vehicles that are not registered on the Operator's Permits. An Operator may apply to daa in writing to change the vehicle registered on any Permit. The Permit is only valid for the vehicle registered on the Permit.

Any breach of the provisions contained in this Handbook, the Airport Byelaws or any relevant legislation that may from time to time be in force may result in Dublin Airport withdrawing the Permit without any compensation.

Dublin Airport may, at any time and in its sole discretion, withdraw one or more Permits if the following requirements are not met.

If the Operator and/or a Driver:

- Fails to meet the minimum requirements to operate a chauffeur service at the Airport (as set out in this Handbook);
- Fails to comply with legislation, including but not limited to, the Road Traffic Acts 1961 to 2010, as amended, the Taxi Regulation Act 2003 as amended, the Airport and Aviation Acts (including the Air Navigation and Transport Act, 1998) as amended, the Airport Bye Laws that are in force at Dublin Airport from time to time and/or any Parking Regulations in place at Dublin Airport from time to time;
- Fails to hold a valid SPSV License (in the case of a Driver);
- Fails to comply with any regulations regarding the operation of a SPSV license as set out by the National Transport Authority, an Garda Síochána or legislation (in the case of a Driver);
- Fails to maintain adequate insurance for the use of the vehicle for chauffeur purposes;
- Fails to show respect to the shared Airport facilities and/ or other users within the areas: or
- Fails to comply with all provisions as set out in this Handbook.

The Operator must ensure that all its Drivers comply with this Handbook. Dublin Airport may, in its sole discretion, decide not to issue a Permit in 2025/26 to an Operator if the Operator and/or a Driver breaches this Handbook.

Use of Spaces

The Operator must ensure that its Drivers only use the designated chauffeur spaces (the **Spaces**). All Spaces are on a first come first served basis. Dublin Airport does not guarantee that a Space will always be available to the Operator. Dublin Airport may change any provisions contained in this Handbook from time to time and will communicate any such changes to all Operators. These changes may include changes to location/ number of Spaces.

The Operator must ensure its Drivers only park vehicles registered on Permits in the Spaces. If a Driver is unable to locate a Space he/she may park in the multi-storey car park public areas. The Operator must ensure its Drivers do not use Spaces or stay in a public car park space for more than 2 hours. Dublin Airport may charge the Operator normal parking charges for the full period of use for any Driver using the Spaces over 2 hours. Please visit www.dublinairport.com for further information.

If a Driver parks in a Space without a valid Permit the vehicle the Driver is using will be relocated and daa may charge the Operator the normal car parking rates.

Operators must notify Dublin Airport immediately in writing of the loss of a Permit or access card, stating circumstances of loss to Car Parks Administration. Car Parks Administration may issue at least one replacement and charge the Operator €50.00 replacement fee.

Dublin Airport continues to own the Permit and Operators must return Permits to Car Parks Administration office if the Permit expires or Dublin Airport terminates a Permit.

Enforcement

Dublin Airport reserves the right to notify any relevant third parties including, but not limited to, An Garda Síochána and or the National Transport Authority of any breach of this Handbook, the Airport Byelaws, or any relevant legislation in force at the time. The Airport is constantly monitored by CCTV including public car parks and the Spaces.

Dublin Airport may at its discretion inspect any Permit, vehicle to which the Permit attaches or any associated documentation at any time to ensure compliance. The Permits and cards used to access the Spaces (also issued by Dublin Airport) remain the property of Dublin Airport.

Dublin Airport places a high degree of trust in Operators to provide an excellent standard of service.

2 Online Permit Application and Payment Portal

Renewal Permit

This Permit Application and Application Portal opened for renewals from 17 September 2024 until 30 September, for current Operators for the period from 1 October 2024 to 31 March 2025. Cost will be displayed within the portal.

Online Permit Application and Payment Portal

This portal will be available enabling current Operators to:

View this Handbook

Complete the annual Permit application form online.

Payments to be made in full.

Make payment online by credit or debit card.

Update Operator contact details.

To facilitate an easier and more streamlined Permit application process, the Permit portal will maintain a secure online profile for each Operator. This profile allows the online Permit application form to be pre-populated with the Operator's information as previously given; the Operator can then simply confirm whether the details are correct or update them as required when completing the online application.

As part of the Permit application, we will ask for confirmation that the Operator gives consent for Dublin Airport to maintain the online profile for use in future online Permit applications, for administrative purposes and for financial reporting and auditing purposes in accordance with appropriate legislation.

This online profile will include:

- the Operator's contact information, address and each Driver's SPSV expiry date.
- vehicle information, such as registration, make and model and SPSV expiry date.
- the history of the Permits held by the Operator will be maintained, including the payment transaction history and notifications issued to the Operator; and
- the history of changes or updates applied to the profile.

Please note:

- Once the permit year has ended, all Permit information for that year will be retained for a further six-year period for GDPR obligations, administrative, reporting and audit purposes in accordance with the appropriate legislation.
- credit card / debit card information will not be stored in the permit portal at any time.

Each Operator will receive via SMS a password to access the online portal.

3 Minimum Requirements to Operate

Operators must meet the following minimum requirements when applying or renewing a Dublin Airport Chauffeur Permit:

- Hold Permit(s) as a current Operator
- Provide a fully completed online application form.
- Pay the permit fee
- Hold a valid SPSV license with a license category of vehicle

Dublin Airport may issue a Permit at its absolute discretion and may refuse to issue a Permit even where all minimum requirements are met. All Operators applying for a Permit to operate at the Airport must be compliant with National Transport Authority regulations regarding the operation of a chauffeur service.

4 Application Process

Payment due dates are advised to all Operators as part of the Permit application process. Car Park Administration shall notify all Operators no later than two weeks in advance of the Permit renewal due date to advise that payment is due.

1. Notifications relating to the Permit application and/or Permit payments will be issued by SMS or email.
2. It is then the responsibility of the Operator to access the online Permit Application and Payment portal to complete the online application and pay the appropriate fee in advance of the payment due date.
3. All information as requested by Dublin Airport must be provided.
4. Car Park Administration shall process all applications between the date the application is received and the payment due date.
5. The Permit will be issued once the application has been fully processed and approved by Dublin Airport.

Changes in Chauffeur Permit Operator Contact Details

It is the responsibility of all Operators to ensure that their contact details are correct and up to date. All changes to Operator contact details must be submitted via the online Permit Application and Payment portal.

Dublin Airport will not be responsible for any breakdown in communication which results from any Operator failing to provide up to date contact information including mobile number and/or email address.

5 Payment Process

Operators must pay for Permits in advance using the online Permit Application and Payment Portal. Dublin Airport advises Operators of Permit application fees on the application form.

Payment Methods

Dublin Airport can only accept the following forms of payment:

Credit or Debit Card (VISA / Mastercard)

- payment to be made online via the online Permit application and payment portal.
- payment will be processed and deducted immediately when the Permit Operator enters valid credit / debit card details.

Operators must pay the fee no later than the payment due date. Dublin Airport does not issue Permits to any Operator that fails to pay the fee on time.

Dublin Airport does not remind Operators when payment is due. All Operators must ensure fees for Permits are paid no later than 30 September.

Payment Dates

Exact payment dates will be advised via the online permit application and payment portal.

Payment Type	Payment Period	Chauffeur Permit Expires
Period	17 th September 2024- 30 th September 2024	31 st March 2025

6 Communications

Car Park Administration

All general communication from Operators to Dublin Airport should be via Car Park Administration to ensure a consistent approach to managing queries in the most efficient way. Communication can be made via email or phone to the details below:

Postal Address

Car Park Administration, Dublin Airport Shared Services, Clive House, National Technology Park, Plassey, Limerick.

Email Address

taxiadmin@Dublin Airport.ie

7 Liability and Insurance

Exclusion of Liability

Dublin Airport its officers, agents and employees accept no liability and exclude to the greatest extent permitted by law any liability in connection with the Operator's use of the Spaces or the public car parking spaces (including the use by drivers and their passengers when working for the Operator).

Operators must maintain all legally required insurances in order to a chauffeur service at the Airport.

Insurance

Operators accept that when issued a Permit they indemnify Dublin Airport its officers, agents and employees and keep each of them indemnified against any actions, proceedings, costs, damages, claims, or demands arising out of a Driver's actions or omissions at the Airport.