

ARRIVAL & DEPARTURE GUIDE

Detailed arrival/departure and ground experience information to help you prepare for your next mission with us.

LIMC/MXP

Milan Malpensa Airport

PREPARED BY
UNIVERSAL AVIATION

24/7 SUPPORT
+39 03311783070



ARRIVAL PROCEDURES



PASSENGERS AND CREW ARRIVALS

PASSENGER ARRIVALS

Upon arrival, a Universal Aviation (UA) staff will greet you on the ramp. After passengers disembark, a Universal branded van will be waiting to take them to the GA Terminal for CIQ processing. Due to the distance between the parking stands and the GA Terminal, van transportation is required by the airport authorities. Before leaving the airport, passengers may use the VIP lounge and facilities by the exit. Once cleared from CIQ, passengers will be escorted to their ground transport vehicles on the landside of the Terminal.

CREW ARRIVALS

Universal staff will meet the crew at the aircraft to obtain a complete list of all the services needed, such as lavatory, potable water, trash services, general maintenance, and more. The crew will be requested to sign official documents from the Italian Civil Aviation Authority and Universal Aviation. They will be transported to the GA Terminal for CIQ processing. Once at the UA office, located inside the GA Terminal, our staff will assist the crew with ground transportation and hotel accommodations. The crew may use the airport lounge as needed. Once they are ready, we will escort them to their ground transport vehicle on the landside of the Terminal.

AIRCRAFT PARKING

Parking will be confirmed by airport management on the scheduled arrival date and will be communicated by ATC during the landing. Aircraft are usually parked on the GA apron; however, a commercial stand may be assigned, depending on airport congestion. UA staff will assist and arrange the required aircraft equipment for towing. All parking stands are reachable via a Universal van.

LUGGAGE

HANDLED BY UNIVERSAL RAMP STAFF

Universal will transport luggage from the aircraft to the GA Terminal. Luggage is carefully offloaded from the aircraft to the Universal van and taken to the GA Terminal for CIQ processing. During the entire process, our staff will adjust the proper type of luggage transport considering the amount and type of luggage: this involves trolleys for standard bags, big/oversize bags, or trolleys for clothes. The Universal ramp staff always controls the luggage and is never taken away from the passengers' sight; they are transported in the same UA vans used for passengers to the Terminal entrance. After clearing CIQ, the UA ramp personnel escorts the luggage to the terminal exit, loading them into the dedicated ground transport vehicles according to the passengers' indications.

DISABILITIES

Passengers with disabilities have priority and are managed with extreme privacy. Depending on the passenger's mobility, they will be assisted by Universal staff and ramp staff. A wheelchair and an ambulift will be available upon advanced request to help avoid any delays or inconvenience to the passenger.

GROUND TRANSPORTATION

AIRSIDE PASSENGER AND CREW

UA staff provides ground transportation for airside and landside transports.



UA Italy owns a Mercedes-Benz Viano with six seats in the back and two in the front and a Mercedes-Benz Sprinters with six seats in the back and three in the front. The type of vehicle chosen depends on the number of passengers/bags and their necessities.

LANDSIDE PASSENGER AND CREW

UA staff can arrange the services of luxury vehicle chauffeurs, luxury rental cars, and taxis. Booking in advance is recommended to have a broader choice of inventory and services. UA staff will offer the most suitable vehicle depending on the final destination of the passengers and crew.

Passenger transportation is located at the landside entrance of the GA Terminal. Once Universal arranges the service, the staff guarantees to be in contact with the driver to be prepared to receive passengers. For privacy reasons, drivers are instructed to wait for passengers with a Universal anonym sign.

PETS

DOGS AND CATS ARE ALLOWED

A current International Veterinary Certificate/PET passport issued or endorsed by an Official Veterinarian from the country's Veterinary Authority is required. All documentation must be submitted by the pet owner/passenger for importing pets to Italy before the scheduled arrival date. Learn about [Italy's import requirements](#) per animal.

DEPARTURE PROCEDURES

PASSENGERS AND CREW DEPARTURES

MEET AT THE GAT ENTRANCE

Departing passengers and crew should arrive 30 minutes before scheduled departure. Everyone should be dropped off at the entrance of the GA Terminal. A Universal staff member will stand curbside with porters to assist with luggage. Crew and passengers will be escorted or transported to the CIQ area for processing. If the VIP lounge has been requested in advance, a Universal staff will escort passengers to the lounge while they wait to board their aircraft. After everyone's cleared from CIQ and the aircraft has been cleared for boarding, passengers and crew will be transported to the aircraft for departure.

LUGGAGE

HANDLED BY UNIVERSAL RAMP STAFF

Universal will transport luggage from the vehicle to the CIQ area inside the GA Terminal. During the entire process, our staff will adjust the right type of luggage transport considering the amount and type of luggage: this includes trolleys for standard bags, big/oversize bags, or trolleys for clothes. The luggage is always controlled by the Universal ramp staff and never taken away from the passengers' sight; they are transported in the same UA vans used for passengers from the GA Terminal entrance until loaded into the aircraft's belly.

DISABILITIES

Passengers with disabilities have priority and are managed with extreme privacy. Depending on the passenger's mobility, they will be assisted by the Universal staff. A wheelchair and an ambulift will be available upon advanced request to help avoid any delays or inconvenience to the passenger.



PETS

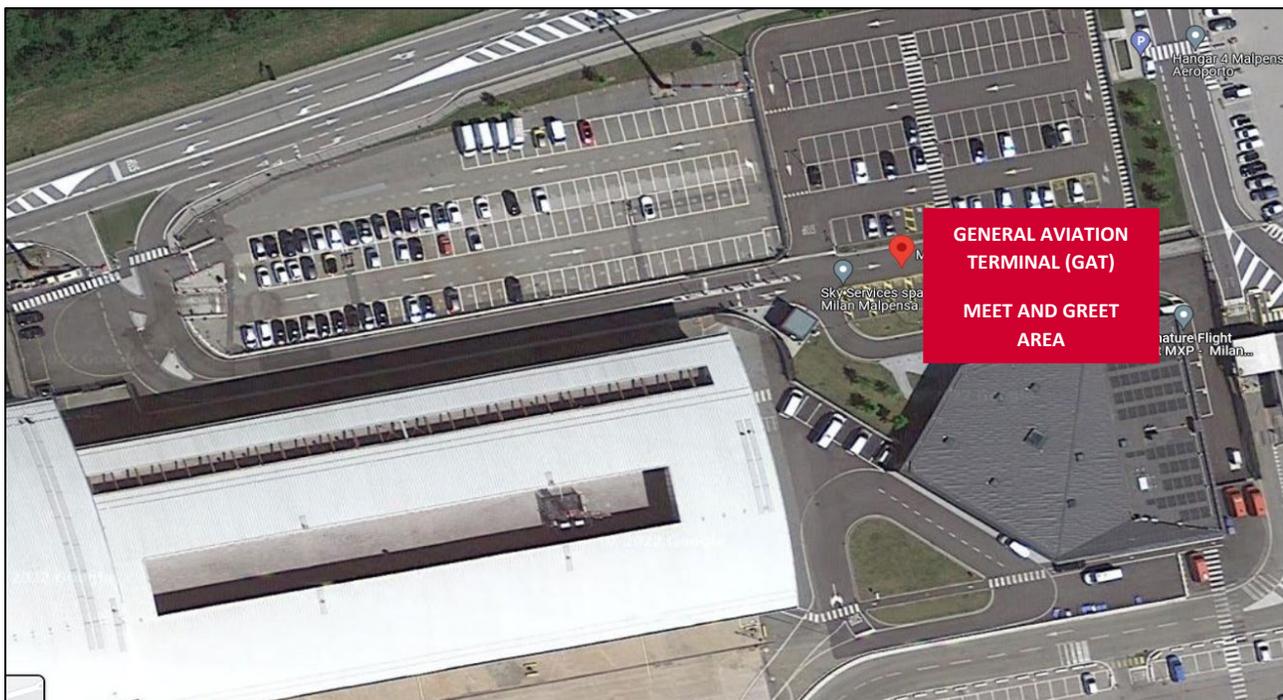
PERMITS AND INFORMATION

Before departure, all pets will be required to have an inspection for exporting at the Animal Quarantine area. Pets will be transferred from the Animal Quarantine area to the aircraft via a separate vehicle after the inspection is completed. A vaccination card and additional documentation may be required depending on the destination. For information on traveling within Europe with your pet, visit the [Europa website](#).

PASSENGER AND CREW GROUND TRANSPORTATION

AIRPORT ADDRESS: Strada Statale Aeroporto, Malpensa 21019 Ferno (VA)

GENERAL AVIATION TERMINAL: General Aviation Terminal (GAT) is available and located on the North-West side of the airport next to Gate 4.



USEFUL LINKS & RESOURCES

- [ITALY, MALPENSA \(LIMC\) INFORMATION](#)
- [ITALY'S IMPORT REQUIREMENTS](#)
- [EUROPEAN PET PASSPORT](#)
- [FEASIBILITY-IQ – MISSION PLANNING INTELLIGENCE](#)
- [TRIP SUPPORT](#)



FBO Ground Services from
Universal Weather and Aviation, Inc.