

# ARRIVAL & DEPARTURE GUIDE

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

## LIPZ/VCE

Aeroporto Venezia “Marco Polo Tessera”

**PREPARED BY**  
UNIVERSAL AVIATION

**24/7 SUPPORT**  
+39 0270200424



# ARRIVAL PROCEDURES



## PASSENGERS AND CREW ARRIVALS

### PASSENGER ARRIVALS

A Universal Aviation staff member will greet you on the ramp upon arrival. After passengers disembark, they will be escorted by foot or transported in a Universal vehicle to the General Aviation Terminal (GAT) for CIQ processing. Passengers must have all documents on hand to present to the customs and immigration officials once they have entered the CIQ area. On average, the walk/drive time from the aircraft to the GAT is 2-5 minutes. Once cleared from CIQ, passengers may use the airport lounge and facilities.

### CREW ARRIVALS

Universal staff will meet the crew at the aircraft to obtain a full list of all the services needed, such as lavatory, potable water, trash service, contract fuel, and general maintenance. The crew will be requested to sign official documents released by the Italian Civil Aviation Authority and Universal Aviation. The crew will be escorted to the GAT for CIQ processing. Once at the UA office, located inside the GAT, our staff will assist the crew with transportation or hotel accommodation. They are free to use the airport lounge and facilities.

### GROUND AND WATERBORNE TRANSPORTATION

Passenger and crew ground transportation is located at the landside entrance of the GA Terminal, and waterborne transportation is located at a private dock linked directly to the GA Terminal. The private dock is only reachable on foot as it's a pedestrian area. UA staff will assist with booking the services of luxury vehicles, boats, yachts, shuttles, and taxis. Once our staff arranges the service, we guarantee to be in contact with the chauffeur or captain to be prepared to receive the passengers and crew. Chauffeurs are instructed to wait for passengers with a Universal anonym sign for privacy reasons.

## AIRCRAFT PARKING

Parking is usually confirmed by airport management on the day of scheduled arrival and communicated by ATC during landing. Aircraft are normally parked on the GA apron, but a commercial side stand may be assigned according to the traffic intensity. Before landing, UA staff, in accordance with the apron coordinator, will work to set an adequate parking stand for the aircraft. UA employees may arrange all kinds of towbars and trucks for push-backs as needed.

## LUGGAGE

### HANDLED VIA A UNIVERSAL STAFF MEMBER AND PORTERS

Under UA employee supervision, ramp staff takes care of the passengers and crew's luggage by carefully offloading them from the aircraft onto the right proper luggage transport vehicle considering the quantity and type of luggage. Luggage is always under our supervision and near the passengers from the aircraft to CIQ until they are all loaded into the perspective transportation.

## DISABILITIES

Passengers with disabilities are prioritized and managed with extreme care and privacy. They are greeted by UA staff upon arrival. The ramp staff will assist the passenger in disembarking from the aircraft and in transporting the passenger to the GA Terminal. In case needed, and based on the type of aircraft, our staff can arrange a wheelchair or an ambulift service per the need of the passenger. Passengers are escorted through CIQ, and once at the terminal, the airport lounge is available to them as needed.



## 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

#### PASSENGER DEPARTURES

Departing passengers should arrive 30 minutes before scheduled departure and be dropped off at the entrance of the GA Terminal if arriving by ground transport. Passengers should be dropped off at the private dock located by the GA Terminal if arriving by waterborne transport. UA staff and porters will greet passenger's curbside or at the dock to assist with luggage. Passengers will be escorted to the CIQ area inside the GA Terminal for processing. If the VIP lounge has been requested in advance, our staff will escort passengers to it while waiting to board their aircraft. After everyone's cleared from CIQ and the aircraft has been cleared for departure, passengers will be accompanied or transported to the aircraft for departure.

#### CREW DEPARTURES

Crew should arrive at least 30 minutes before scheduled departure. UA staff and porters will greet the crew curbside or at the dock to assist with luggage. They should be dropped off at the entrance of the GA Terminal if arriving by ground transport or dropped off at the private dock located by the GA Terminal if arriving by waterborne transport. UA office is available for briefing and signing all official documents requested by the authorities for the flight. Our staff will coordinate all the services the crew requests, such as lavatory, potable water, general maintenance, catering delivery, towing to self-maneuvering stand, and more. After the crew is escorted through CIQ and is cleared for departure, they will be accompanied by our staff via foot or transported to the aircraft for departure. Once the crew is on board, UA staff will communicate via frequency or phone.

#### GROUND AND WATERBORNE TRANSPORTATION

Passenger and crew ground transportation is located at the landside entrance of the GA Terminal, and waterborne transportation is located at a private dock linked directly to the GA Terminal. The private dock is only reachable on foot as it's a pedestrian area. UA staff will assist with booking the services of luxury vehicles, boats, yachts, shuttles, and taxis. Once our staff arranges the service, we guarantee to be in contact with the chauffeur or captain to be prepared to greet the passengers and crew.

## LUGGAGE

### HANDLED VIA UNIVERSAL STAFF MEMBERS AND PORTERS

Upon arrival, passengers and crew are greeted by our UA staff and a porter to assist with luggage and bags. Under UA staff supervision, porters will transport the luggage and bags to the CIQ area for processing. Luggage is always under the control of our staff and always kept in the passengers' sight; they are transported in the same vans used for passengers or brought by foot to the aircraft if coming from the dock. Once cleared from CIQ, the ramp staff will load all luggage into the aircraft's baggage compartment.



## DISABILITIES

Passengers with disabilities are prioritized and managed with extreme care and privacy. They are greeted by UA staff upon arrival. The ramp staff will assist in transporting the passenger from the GA Terminal landside to the aircraft. In case needed, and based on the type of aircraft, our staff can arrange a wheelchair or an ambulift service per the need of the passenger. Passengers are escorted through CIQ. The lounge is available to them as needed.

## 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. Depending on the destination, a vaccination card and additional documentation may be required. For information on traveling within Europe with your pet, visit the [Europa website](#).

## PASSENGER AND CREW GROUND TRANSPORTATION

**AIRPORT ADDRESS:** V.le Galileo Galilei, 30 30173 Venezia, Italy

### GENERAL AVIATION ENTRANCE AND PRIVATE DOCK DEDICATED TO GA PASSENGERS AND CREW



## USEFUL LINKS & RESOURCES

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



FBO Ground Services from  
Universal Weather and Aviation, Inc.