

ARRIVAL & DEPARTURE GUIDE

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

LPPT/LIS

Humberto Delgado International Airport

PREPARED BY

UNIVERSAL AVIATION

24/7 SUPPORT

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Updated 11.20.25



| An Evans Aviation Company



ARRIVAL PROCEDURES

PASSENGERS AND CREW ARRIVALS

GENERAL AVIATION TERMINAL (GA TERMINAL)

A Universal Aviation staff member will greet passengers and crew immediately upon arrival at Lisbon Airport. Our staff will escort them to the General Aviation (GA) terminal, which is located within the main terminal building. For flights requiring customs and immigration control, our staff will accompany travelers through the designated passport control area. The entire arrival process at LPPT is efficiently managed and typically takes between 20-30 minutes, after which passengers and crew will be escorted to their arranged transportation.

AIRCRAFT PARKING

Aircraft parking is coordinated entirely by Airport Operations. Upon reaching the airport, your aircraft will be guided by follow-me vehicles to ensure safe and precise positioning at your designated parking spot. Our ground team maintains constant communication with Airport Operations to ensure smooth coordination.

PASSENGERS WITH DISABILITIES

WHEELCHAIR AVAILABLE

For passengers requiring mobility assistance, wheelchairs are readily available upon request. Our trained staff will assist passengers during aircraft deboarding, ensuring safety and comfort. An additional step can be positioned at the aircraft entrance for passengers who require easier boarding. Our staff will remain with passengers requiring assistance throughout the entire arrival process.

LUGGAGE

HANDLED BY UNIVERSAL STAFF

Universal staff handles all luggage transportation using dedicated vehicles specifically assigned for GA flights. The process includes:

- Careful collection of all bags from the aircraft
- Transportation to the terminal's screening facility
- Mandatory screening of all hold luggage through belts designated specifically for GA flights
- Assistance during any random customs inspections (the baggage owner must be present during these checks)
- Secure transport of screened luggage to the designated passenger and crew transportation

PASSENGER & CREW GROUND TRANSPORTATION

For optimal service, all transportation arrangements should be communicated to us in advance for proper coordination. If transportation has not been pre-arranged, our team can organize VIP vehicles locally according to specific client requirements and preferences. We maintain relationships with premium transportation providers to ensure high-quality service.



PET ARRIVALS

For flights arriving from Schengen countries, no special procedures are required for accompanying pets. However, for non-Schengen arrivals where passport control is mandatory, pets must be accompanied by the following documentation:

- Microchip implantation certificate (must be current and verifiable)
- Valid rabies vaccination record
- European official health certificate properly completed and signed
- All documents must be original, valid, and comply with current EU regulations

[PET Info Regarding Non-Schengen Flights](#)

DEPARTURE PROCEDURES

PASSENGERS AND CREW DEPARTURES

Our Universal Aviation staff will welcome passengers and crew at the designated meeting point in Terminal 1, located next to the pharmacy. The departure process includes:

- Complete luggage assistance from arrival point
- Mandatory security screening for all passengers and crew members
- Thorough cross-checking of the general declaration with identification documents
- Comprehensive baggage reconciliation
- Customs clearance assistance when required for non-Schengen flights

During any waiting period, passengers may proceed directly to their aircraft or use our comfortable terminal facilities.

PASSENGERS WITH DISABILITIES

WHEELCHAIR AVAILABLE

For passengers requiring mobility assistance, wheelchairs are readily available upon request. Our trained staff will assist passengers during aircraft deboarding, ensuring safety and comfort. An additional step can be positioned at the aircraft entrance for passengers who require easier boarding. Our staff will remain with passengers requiring assistance throughout the entire arrival process.

LUGGAGE

HANDLED VIA A UNIVERSAL STAFF MEMBER

Our comprehensive luggage service includes:

- Immediate assistance with baggage upon terminal arrival
- Professional tagging and documentation of all items
- Required screening through designated GA security belts
- Secure transportation to aircraft via dedicated vehicles
- Direct loading onto aircraft under crew supervision



- Careful handling and positioning according to load requirements

PET DEPARTURES

For departures, no special procedures are required for pet acceptance.

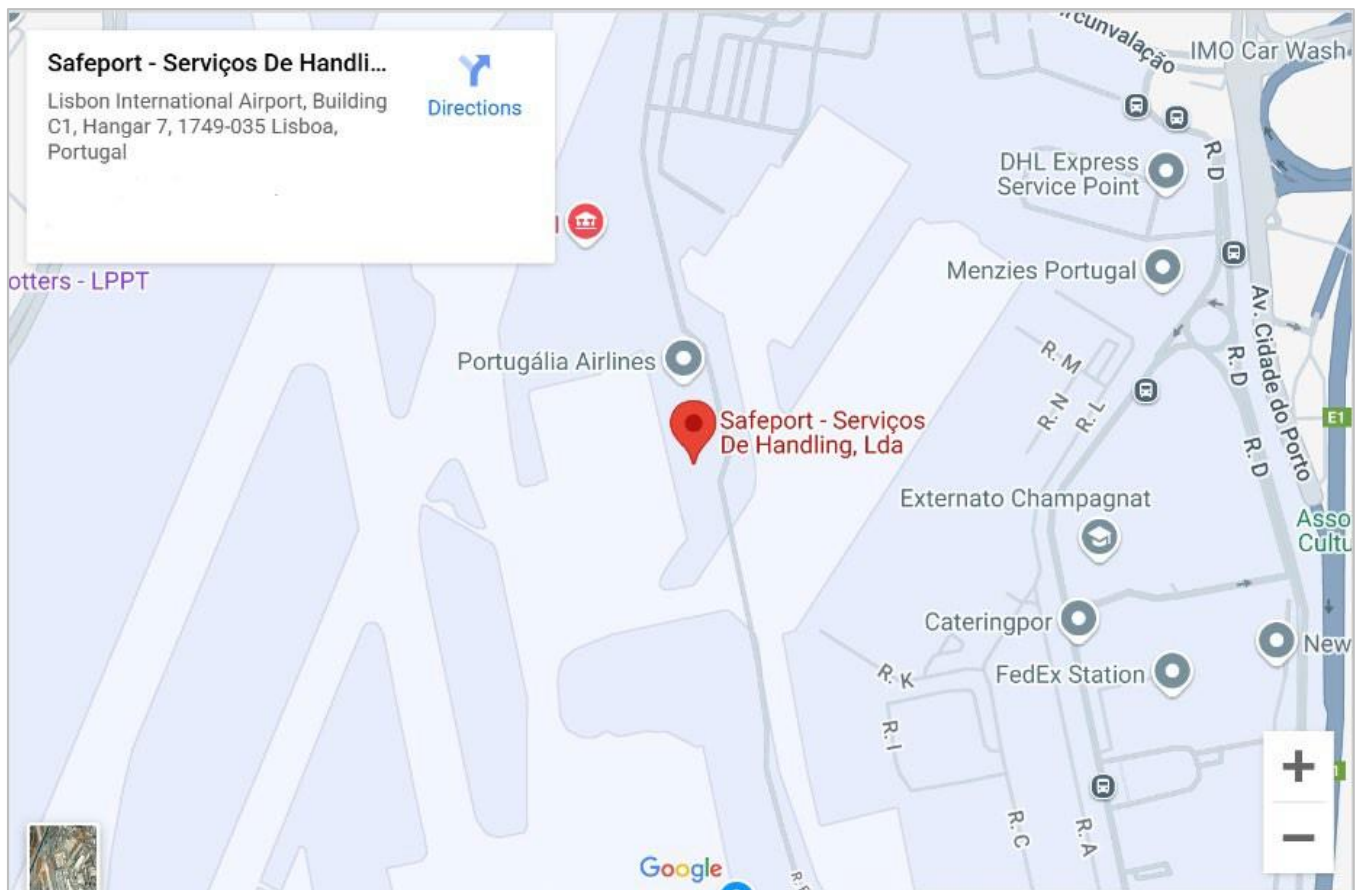
GROUND TRANSPORTATION

MEETING POINT SPECIFICATIONS:

- Terminal 1 entrance, next to the pharmacy
- Clear signage and staff presence for easy identification
- Assistance with luggage from vehicle to check-in

DIRECTIONS TO THE AIRPORT FOR DRIVERS

AIRPORT ADDRESS: Alameda das Comunidades Portuguesas, 1700-111 Lisboa, Portugal



AIRPORT RUNWAYS AND UNIVERSAL AVIATION OFFICE



USEFUL LINKS & RESOURCES

- [Humberto Delgado International Airport Website](#)
- [PET Info Regarding Non-Schengen Flights](#)
- [Lisbon, Portugal \(LPPT\) AIP](#)

