



1. Equipment

The equipment that constitutes the Locker System is located Francisco Sá Carneiro Airport. It has a capacity of 104 luggage lockers, distributed across 2 banks intended for the temporary storage of luggage by users of Francisco Sá Carneiro Airport.

In order to facilitate access to the banks of lockers, the service is signposted and advertised in the public areas and outdoors.

The lockers are available in the following sizes (H x W x D cm):

S: H 47,5 x W 45 x D 77,5 cm

M: H 64 x W 45 x D 77,5 cm

L: H 97 x W 45 x D 77,5 cm

XL: H 197 x W 45 x D 77,5 cm

From an administrative point of view, Francisco Sá Carneiro Airport has access to an app that allows it to monitor the use of each one of the lockers in real time, as well as payment in each of the payment terminals.

2. Hours of availability

2.1 The locker system is available 24 hours a day, with customer support provided at all times. During that period, it may be closed only in the event of force majeure.

2.2 For the previous point, force majeure incidents include the occurrence of natural disasters, anomalous situations constituting a danger to the users, as well as the need to carry out repairs or work on the lockers, which should be partially free and vacant.

2.3 Users of the locker system must be notified of any closure of the locker system, if this is foreseeable, through the affixation of notices to the lockers and on the access routes to them at least 48 hours in advance, if possible.

2.4 When there are unexpected occurrences, the users will also be notified of any closure of the locker system through notices as soon as such need becomes known.



3. Use of the locker system

3.1 The use of the lockers is available to all users, in one or more available lockers, upon payment of the amount corresponding to the desired reservation period, with various payment methods available (see section 6).

3.2 The maximum usage time for the lockers is 72 hours.

3.3 The user must properly secure the locker and safely store the access code and designated symbol provided for the later collection of their belongings. The rental period ends when the user enters the access code to collect their belongings and closes the locker again. Even within the previously reserved period, reopening the locker requires a new reservation and payment.

3.4 If the access code and designated symbol are forgotten, the belongings will only be returned upon receipt by email of satisfactory evidence confirming that the user is the rightful owner of the items claimed.

4. Misuse of lockers

4.1 If any luggage is left in the lockers for more than 72 hours, this will be considered as misuse of the lockers.

4.2 Abusive use shall result in payment of the applicable luggage storage fees for the period of up to 72 hours. After that period, the additional daily fee set out in the table of fees shall apply, up to a maximum of 30 days of abusive use, with a maximum limit of €400.

Once that period has expired, ANA shall open the locker in the presence of the PSP (Portuguese Public Security Police), followed by a security inspection. Upon validation by this authority, the luggage will be placed in the custody of the concessionaire entity.

4.4 Luggage, packages, and other items of any nature that are not claimed within 90 days following their deposit in the lockers are considered abandoned, in accordance with Article 1 of Decree-Law No. 84/92 of May 7, 1982.

4.5 This information is duly disclosed to the users in the signs affixed on the lockers, in accordance with Article 50 of Decree-Law No. 142/ 2019, National Civil Aviation Security Programme.

4.6 Within the 90-day period for the recovery of abusively stored luggage, the user must contact Francisco Sá Carneiro Airport by phone at (+351) 969 844 460. After the phone contact and the submission of evidence by email to porto.airport@ana.pt, proving that the user is indeed the owner of the claimed items, the luggage will be returned to the user at the lockers, upon settlement of the fee at one of the payment terminals located there.

4.7 After 90 days, ANA shall be entitled to destroy the item in question.



4.8 Although the placement of perishable goods is not permitted, if the retrieved luggage shows signs of containing perishable items, it will be immediately sent for destruction after the locker is opened and security verification is conducted by the PSP.

4.9 Whenever the PSP identifies luggage as suspicious, it will be subject to police procedures. In this case, if the luggage is claimed by the passenger, Francisco Sá Carneiro Airport is obliged to immediately inform the PSP and cooperate according to the instructions of this authority.

5. Fee scheme and changes to it

5.1 Users are required to pay the applicable fees for the use of the lockers, corresponding to the period or fraction thereof actually used, at the rates set out in the Table of Fees under Other Commercial Fees of Francisco Sá Carneiro Airport.

The price list for the locker system will be reviewed periodically, at the same time as the table of fees called Other Commercial Fees at Francisco Sá Carneiro Airport.

5.3 The price list in force shall be displayed and available for consultation at the banks of lockers, as well as on ANA's website.

6. Payment locations and methods

6.1 Each bank of lockers is equipped with an automatic payment terminal (digital payments).

6.2 Users have the following payment options for the storage period of their luggage:

- Credit/debit cards: Visa, Mastercard, Maestro, among others.
- Mobile wallets:
 - Google Pay
 - Apple Pay
- Mobile application accessible via QR code.

6.3 Users may obtain their receipt by pressing the information button. Users will be required to enter their PIN code/symbol combination and email address in order to receive the relevant receipt.

7. Exemptions

No fee exemptions are provided for.



8. Obligation of users

Users of the locker system undertake to observe and comply with the following provisions and regulation of use:

8.1 Not to engage in acts contrary to the law, public order or good morals;

8.2 Not to place food or other perishable products in the lockers;

8.3 Not to place high value objects in the lockers, as ANA shall not be held liable for theft or robbery, nor for losses or damage caused by third parties;

8.4 When using the lockers, to comply with the normal rules of good conduct in terms of health and safety;

8.5 To comply with the instructions given by the people ensuring the management, security, maintenance, conservation and cleaning of the lockers on behalf of ANA;

8.6 Not to start fires or use blowtorches or any other materials, instruments and/or utensils that could cause a risk of fire or explosion, including inside the lockers;

8.7 Not to occupy any area or engage in any act that in any way obstructs or impedes the use of the lockers by other users;

8.8 Not to use the lockers for anything other than their intended use;

8.9 Place the luggage inside the locker and ensure it is properly closed;

8.10 Properly close the locker after removing the luggage from it at the end of the reservation period;

8.11 Do not place excess luggage in the locker, forcing it to close.

9. Responsibility of users

The users are civilly liable for all losses or damage caused to third parties or the property of ANA in the event of an accident or incident occurring in the banks of lockers at Francisco Sá Carneiro Airport.

10. User support

User support is provided from 00:00 to 24:00 hours daily, via the telephone contact number (+351) 969 844 460 or by email to porto.airport@ana.pt.



11. Hygiene and cleaning

Under the terms of its obligations, ANA – Aeroportos de Portugal S.A., the locker system operator, shall ensure adequate cleaning and hygiene.

12. Robbery, theft or other damage

Given that leaving luggage in the lockers does not constitute a storage contract either for the luggage or any other objects left inside them, ANA shall not be held liable for any theft or robbery or for any losses or damage caused by third parties.