

General site regulations

SCOPE

These site regulations apply to all publicly accessible (landside) and non-publicly accessible (airside) areas as well as to rented space, rooms and zones belonging to Flughafen Zürich AG. Consequently, all passengers, visitors, tenants and other users must adhere to these regulations.

I. GENERAL OBLIGATIONS FOR ALL AREAS (PUBLICLY AND NON-PUBLICLY ACCESSIBLE AREAS AS WELL AS RENTED SPACE)

1. RULES OF CONDUCT

Staff instructions

The instructions of security staff and airport employees must be followed at all times.

Emergency exits

Emergency exits and escape routes, entrances and exits, corridors and access to escalators and elevators must be kept free at all times.

Waste

Waste must be separated into recyclable and non-recyclable material and disposed of in the special containers provided. Waste material may only be disposed of at locations specifically designated by Flughafen Zürich AG for this purpose. The disposal of hazardous materials is not permitted.

Lost property

Any lost property that is found on airport premises should be handed in to the lost property office or the cantonal police.

Dogs

Dogs must be kept on a leash at all times on airport premises. Non-compliance may lead to expulsion from the airport. Vicious dogs and those listed on Breed Type List II (para. 5 of Dog Act; HuV (ZH LS 554.51)) must wear a muzzle. Any dog mess must be cleaned up by the owners themselves.

Soiling or littering

The airport site (areas, premises, fixtures and materials) must not be soiled or littered. Persons causing exceptional soiling or littering must clear their own mess up. If they fail to do so, they will be invoiced for the resulting costs.

2. BANS

Smoking ban

There is a general ban on smoking inside Flughafen Zürich AG premises with the exception of specially designated smoking zones. There is also a ban on smoking in front of the entrances to and exits from Flughafen Zürich AG buildings (no smoking zones). The smoking ban also covers all types of e-cigarette.

Opening emergency exits

The unauthorised opening of emergency exits is forbidden.

Use of vehicles

The use of motor vehicles, bicycles, scooters, inline skates, skate boards and any other means of locomotion is prohibited within Flughafen Zürich AG buildings for safety reasons. Exceptions may be granted by Flughafen Zürich AG in justified cases.

Combustible materials

The use of flammable or combustible materials of any sort (including candles), or any foul-smelling substances, is not permitted anywhere on airport premises.

II. SPECIFIC OBLIGATIONS FOR PUBLICLY AND NON-PUBLICLY ACCESSIBLE AREAS

1. RULES OF CONDUCT

Publicly and non-publicly accessible areas

Publicly and non-publicly accessible areas and facilities within the buildings belonging to and managed by Flughafen Zürich AG (halls, stairways, escalators, lifts, public toilets, etc.) may be used for their designated purpose by anyone during official opening hours. Anyone who causes a public disturbance, aggravates other users, or whose behaviour gives cause for complaint may be ordered off the premises by those persons in charge.

Photography and filming at Zurich Airport

Unauthorised photography and filming at Zurich Airport is only permitted for private purposes. When photographing or filming, the privacy of airport staff, passengers and visitors must be respected. Photographs of people, specifically close-ups, are therefore only permitted with the express consent of those concerned.

Hygiene regulations, Obligation to wear a face mask

In areas marked accordingly, special hygiene regulations must be observed.

These include in particular:

- maintaining a signalised minimum distance from other persons or
- wearing a hygiene mask

2. REQUIREMENT TO OBTAIN PERMISSION

Permission or authorisation must be obtained from Flughafen Zürich AG for the following activities in particular:

- the installation of any type of moveable structure or equipment
- the distribution and/or affixing of advertising material, flyers, leaflets, posters, advertisements or any type of signage, or the organisation of marketing events
- the use of sales stands or mobile shops, as well as the general sale or distribution of products and/or the advertisement of services (the undertaking of commercial activities)
- the collection of donations or the gathering of petitions
- the production of photographs, videos, sound recordings or films for commercial purposes or any recording of security personnel/equipment
- the holding of musical performances or similar events, or the holding of exhibitions, presentations or demonstrations of any sort
- the transportation of goods except on the delivery routes provided for this purpose, namely in the public areas primarily reserved for the movement of people
- passenger surveys or similar activities

3. BANS

Unacceptable conduct

Disruptive or annoying behaviour of any sort is not permitted, in particular (but not exclusively):

- sitting and lying on public thoroughfares, stairways and in front of entrance ways,
- playing recorded music loudly,
- begging or hawking,
- rummaging through waste bins,
- consuming alcoholic beverages inside buildings, apart from in catering establishments,
- dealing in or consuming narcotics.

Storage of goods

It is not permitted to store goods of any sort in publicly accessible areas or in general (non-rented) areas inside or outside Flughafen Zürich AG buildings. Goods delivery vehicles may only be parked in the areas specially designated for this purpose.

Baggage and personal belongings

Baggage and personal belongings must not be left unattended. Flughafen Zürich AG shall not be liable for the loss of baggage or personal belongings. Breaches of this regulation will be penalised and the person responsible will be charged for the costs of the security measures that have to be taken as a result of any abandoned baggage and/or personal belongings.

Baggage trolleys

Baggage trolleys are for the transportation of baggage only. It is forbidden to remove baggage trolleys from the airport or use them for any purpose other than conveying baggage. The cleaning costs for any excessive soiling will be invoiced to the person responsible. The costs for repairing and recovering inappropriately used baggage trolleys will also be charged to the person responsible.

4. VIDEO MONITORING

For safety reasons the airport is monitored by video surveillance.

III. SPECIFIC ADDITIONAL OBLIGATIONS FOR RENTED AREAS, ZONES AND ROOMS

Use of rented areas, zones and rooms

Commercial activity may only take place within or on rented areas. Commercial activity outside these areas is not permitted.

Tenant-specific waste

Waste must be separated into recyclable and non-recyclable material and disposed of in the special containers allocated to the tenant for this purpose in order to ensure costs are apportioned appropriately.

Keeping animals

Permission is required from Flughafen Zürich AG to keep animals in or on rented areas.

In the event of non-compliance with these site regulations or instructions issued by persons in charge, Flughafen Zürich AG is entitled to order offenders off the airport premises and/or ban them from the site. It reserves the right to initiate criminal proceedings and/or claims for damages.

We hope you enjoy your time at Zurich Airport.

Valid from 7 July 2020

Zurich Airport Ltd

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