

AIRPORT:
ADDRESS:

LANZAROTE (ACE)
TERMINAL DE CARGA, Aeropuerto Guacimeta, 35500 Arrecife, Lanzarote



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Soraya Mercado	Cargo Manager	616 696 199	928 846 184	ACEFFXH	soraya.mercado@groundforce.aero
Import		928 822 736	928 846 184	ACEFFXH	aceffxh@groundforce.aero
Export		928 822 736	928 846 184	ACEFFXH	aceffxh@groundforce.aero
Irregularities // Discrepancies		928 822 736	928 846 184	ACEFFXH	aceffxh@groundforce.aero
Preadvice phone for weekends		638 836 761			

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 20:00 Mon-Fri || 08:00 - 12:00 Sat || Sun and bank holidays closed
Export Delivery: 08:00 - 20:00 Mon-Fri || 08:00 - 12:00 Sat || Sun and bank holidays closed
Operations timetable: 07:30 - 21:00 Mon-Fri || 07:30 - 12:30 Sat || Sun and bank holidays
AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days
Customs timetable: 09:00 - 13:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	
Strong Box for weapons & explosives		
Room for AVIH		Only applicable when collection on arrival day
Cool Room refrigeration (2º/8º C)	✓	9 m ²
Freezer (0º/-23ºC)		
X-RAY scanner	✓	HI-SCAN 100100T / 100cmx100cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		403m ² / 32m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT: MALAGA (AGP)
ADDRESS: 29004 Malaga Avda. Garcia Morato s/n, Nueva Terminal de Carga, Aeropuerto de Malaga



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Laura Silvana Impellizzieri	Cargo Manager	952 048 671	952 048 677	AGPCLXH	jesus.gomez@groundforce.aero
Isabel Morales	Deputy Manager	683 223 894	952 048 677	AGPCLXH	deputymanageragg@groundforce.aero
Import		952 048 671	952 048 677	AGPCLXH	operacionesagp@groundforce.aero
Export		952 048 671	952 048 677	AGPCLXH	operacionesagp@groundforce.aero
Irregularities // Discrepancies		952 048 671	952 048 677	AGPCLXH	operacionesagp@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 20:00 Mon-Fri || 09:00 - 14:00 Sat || Sun and bank holidays closed

Export Delivery

Operations timetable: 06:00 - 21:00 Mon-Sun

AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days

Customs timetable: 09:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	08:00-20:00 Mon- Fri not holidays
Strong Box for weapons & explosives		
Room for AVIH		
Cool Room refrigeration (2º/8º C)	✓	16,60 m ²
Freezer (0º/-23ºC)	✓	8,5 m ²
X-RAY scanner	✓	XIS 100 XD / 101 cm x 101 cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs	✓	EDD K9 available THURSDAY (not bankholiday) 13:00 to 14:00
Warehouse / Office dimensions		465m ² / 35m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

ALICANTE (ALC)
TERMINAL DE CARGA, Aeropuerto El Altet, 03195 - El altet, Alicante



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Angel Cerro	Cargo Manager	966 919 691 / 2 / 3		ALCCLXH	manageralc@groundforce.aero
Import		966 919 691 / 2 / 3		ALCCLXH	operacionesalc@groundforce.aero
Export		966 919 691 / 2 / 3		ALCCLXH	operacionesalc@groundforce.aero
Irregularities // Discrepancies		966 919 691 / 2 / 3		ALCCLXH	operacionesalc@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:30 - 18:30 Mon-Fri || Sat, Sun and bank holidays closed

Export Delivery

Operations timetable (flights): 08:00 - 21:00 Mon-Sun || 09:00 - 14:00 Sat || Sun and bank holidays closed

Operations timetable (trucks): 08:30-18:30 Mon-Sun | | 09:00-12:00 Sat(Sat RFS attention needs 24h preadvise) | | Sun and bank holidays closed

AVIH arrival out of Operations Timetable needs 24 hr preadvise done on working days

Customs timetable: 09:00 - 14:00 Mon-Fri | | Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box		
Strong Box for weapons & explosives		
Room for AVIH		
Cool Room refrigeration (2º/8º C)	✓	45,60 m ²
Freezer (0º/-23ºC)	✓	7,15 m ²
X-RAY scanner	✓	XIS 1818 / 180 cm x 180 cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs	✓	EDD K9 available MON to THU(not bankholiday) 13:00 to 14:00; FRI (not bankholiday) 13:30 to 14:30
Warehouse / Office dimensions		633m ² / 208m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

BARCELONA (BCN)
Centro de carga, Aeropuerto El Prat, parcel 1,5 A2 08820 EL PRAT DE LLOBREGAT, BARCELONA



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Beatriz Meléndez	Cargo Manager	934 780 449		BCNFFXH	beatriz.melendez@groundforce.aero
Supervisor		934 780 449		BCNFFXH	supervisorcargo.bcn@groundforce.aero
Import		934 780 449		BCNFFXH	bcnffxh@groundforce.aero
Export		934 780 449		BCNFFXH	bcnffxh@groundforce.aero
Irregularities // Discrepancies		934 780 449		BCNFFXH	bcnffxh@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandro.gutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 20:00 Mon-Fri || 08:00 - 14:00 Sat || Sun and bank holidays closed
Operations timetable: 05:00 - 24:00 Mon-Sun
Customs timetable: 09:00 - 17:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box		
Strong Box for weapons & explosives		
Room for AVIH		
Cool Room refrigeration (2º/8º C)	✓	204 m ²
Freezer (0º/-23ºC)		
X-RAY scanner	✓	XIS 1818 180cmx180cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs	✓	EDD K9 available MON to THU(not bankholiday) 13:00 to 14:00; FRI (not bankholiday) 13:30 to 14:30
Warehouse / Office dimensions		3.000m ² / 208m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

BILBAO (BIO)
TERMINAL DE CARGA, Aeropuerto Bilbao, 48150- SONDIKA, VIZCAYA



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Luis González	Cargo Manager	637 428 819	944 869 365	BIOCLXH	managerbio@groundforce.aero
Import		944 869 510	944 869 365	BIOCLXH	atencioncliente.calbio@groundforce.aero
Export		944 869 510	944 869 365	BIOCLXH	atencioncliente.calbio@groundforce.aero
RFS Irregularities // Discrepancies		944 711 775	944 869 365	BIOCLXH	atencioncliente.calbio@groundforce.aero
Flight Irregularities // Discrepancies		944 869 386	944 869 365	BIOCLXH	administracion.calbio@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 20:00 Mon-Fri || 08:00 - 14:00 Sat || Sun and bank holidays closed
Export Delivery
Operations timetable (flights): 08:00 - 24:00 Mon-Sun || 08:00 - 14:00 Sat || Sun and bank holidays closed
Operations timetable (trucks): 08:00 - 20:00 Mon-Sun || Sat, Sun and bank holidays closed
AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days
Customs timetable: 09:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	11:00-19:00 Mon- Fri not holidays
Strong Box for weapons & explosives	✓	
Room for AVIH		
Cool Room refrigeration (2º/8º C)	✓	5,5 m ²
Freezer (0º/-23º C)	✓	5,5 m ²
X-RAY scanner	✓	HI-SCAN 145180 / 144 cm x 177 cm (2 scanners) ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs	✓	EDD K9 available MON to THU (not bankholiday) 12:30 to 15:30; FRI (not bankholiday) 12:00 to 16:00
Warehouse / Office dimensions		ADT: 1400m ² / 100m ² - SON: 742m ² /84m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

FUERTEVENTURA (FUE)
TERMINAL DE CARGA, Aeropuerto Fuerteventura, 35600 El Matorral, Fuerteventura



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Abian Brisson	Cargo Manager	618 744 569	928 860 584	FUEFFXH	abian.brisson@groundforce.aero
Import		928 860 515	928 860 584	FUEFFXH	fueffxh@groundforce.aero
Export		928 860 515	928 860 584	FUEFFXH	fueffxh@groundforce.aero
Irregularities // Discrepancies		928 860 515	928 860 584	FUEFFXH	fueffxh@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandro.gutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 07:30 - 20:30 Mon-Fri || Sat, Sun and bank holidays closed
Export Delivery: 08:30 - 20:00 Mon-Fri || Sat, Sun and bank holidays closed
Operations timetable (Office Staff): 07:30 - 21:00 Mon-Fri || Sat H24 on request || Sun and bank holidays
Operations timetable (WH Staff): 07:30 - 21:30 Mon-Fri || 07:30 - 16:30 Sat || Sun and bank holidays
AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days
Customs timetable: 09:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	
Strong Box for weapons & explosives		
Room for AVIH		Only applicable when collection on arrival day
Cool Room refrigeration (2º/8º C)	✓	14 m ²
Freezer (0º/-23ºC)		NEED PREADVICE WITH 24HOURS BEFORE ETD (5 m2)
X-RAY scanner	✓	LINESCAN 107 / 97cmx97cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		254m ² / 40m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

IBIZA (IBZ)
TERMINAL DE CARGA, Aeropuerto Ibiza, Edificio Handling Zona de Servicio, 07817 Ibiza



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Francisca Planas	Cargo Manager	971 809 054			opsibz@groundforce.aero
Import		971 809 054			opsibz@groundforce.aero
Export		971 809 054			opsibz@groundforce.aero
Irregularities // Discrepancies		971 809 054			opsibz@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed
Export Delivery: 08:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed
Operations timetable: 08:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed
AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days
Customs timetable: 08:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box		08:00-14:00 Mon- Fri not bank holidays restricted to interislands services
Strong Box for weapons & explosives		
Room for AVIH		Only applicable when collection on arrival day
Cool Room refrigeration (2º/8º C)	✓	6 m ²
Freezer (0º/-23ºC)		
X-RAY scanner	✓	HI-SCAN 9075 ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT: LAS PALMAS (LPA)
ADDRESS: TERMINAL DE CARGA, Aeropuerto Gran Canaria, 35230 aptdo. 122, Las Palmas de Gran Canaria



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Oscar Jessen	Cargo Manager	639 278 802	928 578 956	LPAFFXH	oscar.jessen@groundforce.aero
Luis Ramirez	Duty Manager	608 433 855	928 578 956	LPAFFXH	luis.ramirez@groundforce.aero
Prisco Crespo	Training&Security	629 779 405	928 578 956	LPAFFXH	prisco.crespo@groundforce.aero
Import		928 578 954	928 578 956	LPAFFXH	lpaffxh@grounforce.aero
Export		928 578 954	928 578 956	LPAFFXH	
Irregularities // Discrepancies		928 578 954	928 578 956	LPAFFXH	
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandro.gutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 07:00 - 23:00 Mon-Fri || Sat, Sun and bank holidays closed
Export / Import Delivery: 07:00 - 23:00 Mon-Fri || Sat, Sun and bank holidays closed
Operations timetable: 24h Mon-Sun for Airlines
AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days
Customs timetable: 09:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	
Strong Box for weapons & explosives		
Room for AVIH		AVIH must be collected arrival day
Cool Room refrigeration (2º/8º C)	✓	51 m ²
Freezer (0º/-23ºC)	✓	
X-RAY scanner	✓	HI-SCAN 100100T 100cmx100cm ● / Astrophysics XIS 1517 150cmx170cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		2590m ² / 100m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

PALMA DE MALLORCA (PMI)
TERMINAL DE CARGA, Zona Modular de Carga, Zona Industrial Sur,
07611 Aerop Son San Joan, Palma de Mallorca



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Francisco Almendro	Cargo Manager	647 988 340	971 787 647	PMICLXH	managerpmi@groundforce.aero
Import		971 787 645	971 787 647	PMICLXH	opspmi@groundforce.aero
Export		971 787 645	971 787 647	PMICLXH	opspmi@groundforce.aero
Irregularities // Discrepancies		971 787 645	971 787 647	PMICLXH	opspmi@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 21:00 Mon-Fri || 09:00 - 14:00 Sat (Only delivery import) || Sun and bank holidays closed

Export Delivery

Operations timetable: 07:00 - 00:00 Mon-Fri (24 hr on mobile +34 647 988 340) || 07:00 - 23:00 Sat, Sun and bank holidays

AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days

Customs timetable: 09:00 - 13:30 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	08:00-21:00 Mon- Fri not holidays
Strong Box for weapons & explosives		
Room for AVIH		On request (minimun 24 h. preadvice)
Cool Room refrigeration (2º/8º C)	✓	12 m ²
Freezer (0º/-23ºC)		
X-RAY scanner	✓	XIS 1517 150cmx170cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		500m ² / 170m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT: LA PALMA (SPC)
ADDRESS: TERMINAL DE CARGA, Aeropuerto de La Palma, Ctra. La Bajita s/n, 38730 Villa de Mazo, La Palma



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Juan Román	Cargo Manager	609 125 209	922 440 828	SPCFFXH	juan.roman@groundforce.aero
Import		922 426 163	922 440 828	SPCFFXH	spcffxh@groundforce.aero
Export		922 426 163	922 440 828	SPCFFXH	
Irregularities // Discrepancies		922 426 163	922 440 828	SPCFFXH	
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandro.gutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 20:00 Mon-Fri || 08:00 - 11:00 Sat || 08:00 - 10:00 Sun only PRESS
Export Delivery: 08:00 - 20:00 Mon-Fri || 08:00 - 11:00 Sat || 08:00 - 10:00 Sun only PRESS
Operations timetable: 07:30 - 21:30 Mon-Fri || 07:30 - 12:00 Sat || 07:30 - 11:00 Sun and bank holidays
AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days
Customs timetable: 09:00 - 13:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	
Strong Box for weapons & explosives		
Room for AVIH		Only applicable when collection on arrival day
Cool Room refrigeration (2º/8º C)		Only applicable when collection on arrival day
Freezer (0º/-23ºC)		Only applicable when collection on arrival day
X-RAY scanner	✓	HI-SCAN 100100T 100cmx100cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		350m ² / 48 m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT: SEVILLA (SVQ)
ADDRESS: TERMINAL DE CARGA, Aeropuerto San Pablo, 41020 Sevilla, Sevilla



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Jesús Gómez	Cargo Manager	954 449 235/6	954 449 237	SVQCLXH	jesus.gomez@groundforce.aero
Import		954 449 235/6	954 449 237	SVQCLXH	operaciones.svq@groundforce.aero
Export		954 449 235/6	954 449 237	SVQCLXH	operaciones.svq@groundforce.aero
Irregularities // Discrepancies		954 449 235/6	954 449 237	SVQCLXH	operaciones.svq@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:30 - 15:00 / 17:00 - 20:00 Mon-Fri || Sat, Sun and bank holidays closed

Export Delivery

Operations timetable: 08:00 - 01:00 Mon-Thu || 08:00 - 23:00 Fri || Sat, Sun and bank holidays closed

AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days

Customs timetable: 09:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	08:30 - 15:00 / 17:00 - 20:00 Mon-Fri not bank holidays
Strong Box for weapons & explosives		
Room for AVIH		
Cool Room refrigeration (2º/8º C)	✓	46 m ²
Freezer (0º/-23º C)	✓	5,5 m ²
X-RAY scanner	✓	HI-SCAN 100100T 100cmx100cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs	✓	
Warehouse / Office dimensions		956m ² / 59m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

TENERIFE NORTE (TFN)
TERMINAL DE CARGA, Nueva Zona Carga Cabecera 11, 38297 Aeropuerto Los Rodeos,
La Laguna Tenerife



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
David Santos Herrera	Cargo Manager	922 639 690	922 635 087	TFNFFXH	david.santos@groundforce.aero
Mobile		660 665 532			
Import		922 635 085	922 635 087	TFNFFXH	tfnffxh@groundforce.aero
Export		922 635 085	922 635 087	TFNFFXH	tfnffxh@groundforce.aero
Irregularities // Discrepancies		922 635 085	922 635 087	TFNFFXH	tfnffxh@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 07:00 - 19:00 Mon-Fri || 07:00 - 14:00 Sat || Sun and bank holidays closed

Export Delivery

Operations timetable: 06:00 - 23:00 Mon-Sun

AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days

Customs timetable: 09:00 - 14:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	
Strong Box for weapons & explosives		
Room for AVIH		
Cool Room refrigeration (2º/8º C)	✓	24 m ²
Freezer (0º/-23ºC)		24 m ² only available when collection on arrival day (on request preadvice 24 hrs)
X-RAY scanner	✓	HI-SCAN 100100T 100cmx100cm ● / Astrophysics XIS 1517 150cmx170xm ●
ETD Explosive Trace Detection	✓	ETD IONSCAN 600 SMITHS DETECTION
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		677m ² /50m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

TENERIFE SUR (TFS)
TERMINAL DE CARGA, Aeropuerto Reina Sofia, Granadilla de Abona, Tenerife



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Iván Acosta	Cargo Manager	696 190 813	922 759 704	TFSFFXH	ivan.acosta@groundforce.aero
Import		922 759 700	922 759 704	TFSFFXH	tfsffxh@groundforce.aero
Export		922 759 700	922 759 704	TFSFFXH	tfsffxh@groundforce.aero
Irregularities // Discrepancies		922 759 700	922 759 704	TFSFFXH	tfsffxh@groundforce.aero
H 24		922 759 716			

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00-16:00 Mon-Fri || 08:00-14:00 Sat || Sun and bank holidays closed

Special import deliveries: HUM / AVIH / LHO / AOG deliveries available 24 hrs on request

Operations timetable: 08:00-16:00 Mon-Fri || 08:00-14:00 Sat || Sun and bank holidays closed

AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days

Customs timetable: 08:00-14:30 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	
Strong Box for weapons & explosives		
Room for AVIH	✓	20 m ²
Cool Room refrigeration (2º/8º C)	✓	500 m ²
Freezer (0º/-23ºC)	✓	45 m ² only applicable when collection on arrival day (on request preadvice 24 hrs)
X-RAY scanner	✓	XIS 100 XD 100cmx100cm ●
ETD Explosive Trace Detection		
EDD Explosive Detection Dogs		
Warehouse / Office dimensions		922m ² / 103m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT: VALENCIA (VLC)
ADDRESS: TERMINAL DE CARGA, Aeropuerto Valencia, 46940 Manises, Valencia



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Carol Moreno	Cargo Manager	663 266 918	961598437	VLCCLXH	managervlc@groundforce.aero
Carlos Aparicio	Warehouse Manager	647 402 641	961598437	VLCCLXH	almacenvlc@groundforce.aero
Import		961 598 438	961598437	VLCCLXH	operacionesvlc@groundforce.aero
Export		961 598 438	961598437	VLCCLXH	operacionesvlc@groundforce.aero
Irregularities // Discrepancies		648 014 814	961598437	VLCCLXH	supervisoresvlc@groundforce.aero
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 08:00 - 20:00 Mon-Fri || Sat & Sun and bank holidays closed

Export Delivery

Operations timetable (flights): 08:00 - 20:00 Mon -Fri || Sat & Sun and bank holidays closed

Operations timetable (trucks): 08:00 - 20:00 Mon -Fri || Sat & Sun and bank holidays closed

AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days

Customs timetable: 08:30 - 14:30 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box	✓	08:00-20:00 Mon- Fri not bank holidays
Strong Box for weapons & explosives		
Room for AVIH	✓	
Cool Room refrigeration (2º/8º C)	✓	68 m ²
Freezer (0º/-23ºC)	✓	18 m ²
X-RAY scanner	✓	HI-SCAN 145180 144cmx177cm ●
ETD Explosive Trace Detection		EDD K9 available MON- FRI (not bankholiday) 14:00 to 15:00 and 18:00 to 19:00
EDD Explosive Detection Dogs	✓	
Warehouse / Office dimensions		2225m ² / 170m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.

AIRPORT:
ADDRESS:

ZARAGOZA (ZAZ)
TERMINAL DE CARGA, Aeropuerto Zaragoza, 50190 GARRAPINILLOS, Zaragoza



Operational contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Teresa Mas	Cargo Manager	682336294			teresa.mas@groundforce.aero
Ernesto Polanco	Customer Service Manager	663 530 482		ZAZCLXH	ernesto.polanco@groundforce.aero
Warehouse Duty manager				ZAZCLXH	jefealmacenaz@groundforce.aero
Import		976 71 2408/2379/2389		ZAZCLXH	importexportzaz@groundforce.aero
Export		976 71 2408/2379/2389		ZAZCLXH	importexportzaz@groundforce.aero
Irregularities/Discrepancies/Accounting		976 71 2379/2380		ZAZCLXH	facturacionzaz@groundforce.aero
Duty manager WH 24 hr		670 089 944		ZAZCLXH	importexportzaz@groundforce.aero
Duty manager office 24 hr		697 560 096		ZAZCLXH	
Preadvice phone for weekends					

Head Office contacts:

NAME	POSITION	TELEPHONE (+34)	FAX (+34)	SITA*	E-MAIL
Alex Gutierrez	Cargo Director	971 178 159	971 178 159		alejandrogutierrez@groundforce.aero
Francisca Planas	Operations Manager	971 171 439	971 178 159		francisca.planas@groundforce.aero
Jorge Russel-True	Stations Manager	971 171 440	971 178 159		jorge.russel@groundforce.aero
Alex Selvert	Commercial Manager	607 591 010			alex.selvert@groundforce.aero

Opening hours:

Customer attention: 09:00 - 19:00 Mon-Fri || 09:00 - 14:00 Sat || Sun and bank holidays closed

Operations timetable: 24h on requested +34 663 53 04 82

AVIH arrival out of Operations Timetable needs 24 hr preadvice done on working days

Customs timetable: 09:00 - 15:00 Mon-Fri || Sat, Sun and bank holidays closed



SERVICES / EQUIPMENT AVAILABLE	YES	NOTE
Strong Box		
Strong Box for weapons & explosives		
Room for AVIH	✓	Only Export
Cool Room refrigeration (2º/8º C)	✓	1.202m ² perishables products // 2 fridges: import 51m ² & export 68m ²
Freezer (0º/-23ºC)	✓	34 m ²
X-RAY scanner	✓	HI-SCAN 145180 144cmx177cm ●
ETD Explosive Trace Detection	✓	Sniffer Implant Sciences QS-B220 TARGET Tecnologia
EDD Explosive Detection Dogs	✓	EDD K9 available MON-TUE-THU-FRI 22:00 to 23:00; THU 11:00 to 12:00; Christmas and New Year excluded
Warehouse / Office dimensions		4693m ² / 360m ²

- SITA addresses are only for local contact but not for processing any sita msg
- All standard SITA messages must be send to our SITA address HDQACXH // this address is valid for all stations
- Weapon shipments must be advised 24 hr in advance. Service not possible on weekends or holidays.
- Valuables, Weapons, Explosives require private security service. Service not available on weekends or holidays.
- We are **Regulated Agent (RA)** in all stations & an **Authorized Economic Operator (AEO)** in all stations excepted BCN.