

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	971 787 646	971 787 647		francisca.planas@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 (2 ^o /8 ^o C)	✓	5,5 m ²
Freezer (0 ^o /-23 ^o 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.

ESRA: ES/RA/00377-07
Ubicación aduanera: ES-004801-ADT005
OEA: ESAEOC17000035AE