

Aircraft Vortex or Ice Fall Damage Policy

This policy explains how we receive and process those enquiries regarding damage to Properties damaged by Ice Falls or Vortex.

Introduction

Edinburgh Airport is not liable for Aircraft Damage. Liability lies with the operator of the aircraft concerned (Section 76(2) of the 1982 Civil Aviation Act). In recognition of the fact that airline identification is not always possible, Edinburgh Airport runs a repair scheme in respect of Aircraft Damage as part of our commitment to the local community (“Repair Scheme”).

Summary

The Repair Scheme operates as follows:

1. We shall arrange for an independent surveyor to inspect and report on the damage to the Property as soon as reasonably practicable;
2. If the independent surveyor verifies that the damage to the Property is Aircraft Damage:
 - a. The Property owner shall obtain not less than two quotes from third party roofing contractors for any necessary repair of the Aircraft Damage and provide these to Edinburgh Airport;
 - b. We shall (acting reasonably and without undue delay) agree in writing which quote should be accepted;
 - c. The Property owner shall instruct the agreed contractor to commence the repair of the Aircraft Damage then notify us once it is complete;
 - d. When we are satisfied that the repair work is complete (by way of an inspection of the Property) then we shall reimburse the Property owner the cost of the repair of the Aircraft Damage by the agreed contractor.
3. In the event that it is necessary to effect an emergency repair to Aircraft Damage at the Property

after Edinburgh Airport has verified it is Aircraft Damage but

4. before the parties agree which contractor should be appointed for the repair of the Aircraft Damage, Edinburgh Airport shall reimburse the Property owner the cost of such repair (provided that Edinburgh Airport's maximum aggregate liability for emergency repairs is £200).

Liability

The provision of the Repair Scheme does not constitute acceptance by Edinburgh Airport of liability for the Aircraft Damage. Edinburgh Airport shall have no liability to the Property owner or any other occupier or owner of the Property for:

- i. Any damage to the Property which is not Aircraft Damage;
 - ii. Any repairs carried out to the Property before the independent surveyor conducts its inspection;
 - iii. The repair of the Aircraft Damage (other than to the extent set out in Paragraphs 2 and 3 above).
- Any liability in contract or delict, and any guarantees of workmanship or performance, will be owed by the appointed contractor to the owner of the Property.

Arranging your own repairs

Nothing in this letter prevents the owner or occupier of the Property from arranging repairs of the Property at their own cost or claiming under their building insurance policy.

Receiving Enquiries and Managing your Data

In order to deliver the intent of this policy and maintain the integrity of the enquiries process and data, in line with our commitment to work to engage and improve our communications with the public. Enquiries regarding aircraft vortex or ice damage made to the airport should be submitted via our dedicated enquiries web portal– <http://noiselab.casper.aero/edi>

In circumstances where the enquirer does not have access to the internet enquiries can be made by letter to our postal address at the end of this document or by telephone to our dedicated noise line, 0800 731 3397 (Freephone 24/7). Enquiries received by post and telephone will be entered into the NTK system by our staff, to maintain a single, uniform and

transparent record of all enquiries.

We will register, acknowledge and, where appropriate, investigate all enquiries received. For statistical purposes, it is essential that we are provided with a full name, valid email address (where available) and postal address and the reason for the enquiry, otherwise it cannot be logged.

Names, email addresses and postal addresses given will not be made public or used for any purpose other than registering the enquiry details, and to allow direct response to the enquirer.

How long we will keep your personal information for -

Once your property has received remedial works under the scheme your data will then be kept for a period of 10 years. After this time, we will minimise the personal data we hold on you by securely deleting all but your address and if the works were accepted and completed.

This residual information will be held on record until the scheme is closed. This information is required to ensure that an accurate record is kept of properties that have had remedial works undertaken.

Policy Review

We will keep this policy under periodic review.

Postal Address Vortex Damage/Ice Fall Damage
Communications Team
Terminal Building
Edinburgh Airport Limited
Edinburgh
EH12 9DN Scotland

Email Address

Noise@edinburghairport.com