

OVERVIEW OF CUSTOMS PROCEDURES AT LSGN (Neuchâtel-Colombier)

PRIOR NOTIFICATION

- 1/ Filing of the customs notification form on the home page at <http://www.neuchatel-airport.ch> .
- 2/ Activation of the customs notification by telephoning +41 32 841 31 55 during business hours ; a verbal direct contact with the delegated official is required – no activation shall be effective via answerphone message or text message.

DEPARTURE PROCEDURE

- 1/ Activate the previously filed declaration by telephone, earliest 24 hours before estimated time of departure (off-block time) but no later than 1 hour before ETD by calling +41 32 841 31 55.
- 2/ Position aircraft within the designated location « Douane » and pay the customs departure fee of CHF 30.-- (outside office hours surtax + CHF 20.--) to office C.
- 3/ If no customs or police officials are present at filed time of departure, the flight is free to depart.
- 4/ Under no circumstance shall a flight leave before the filed ETD (time at which engine is turned on)

ARRIVAL PROCEDURE

- 1/ Activate the previously filed declaration by telephone, earliest 24 hours before estimated time of departure (off-block time) but no later than 2 hours before ETA by calling +41 32 841 31 55.
- 2/ Position aircraft within the designated location (yellow square marked « Douane ») and pay the customs arrival fee of CHF 30.--(outside office hours surtax + CHF 20.--) to office C.
- 3/ In case of early arrival, all goods and baggage shall stay on board. The pilot and passengers are only allowed to proceed to the C office where they shall await the filed ETA time and follow instructions given by the delegated official.
- 4/ In case of late arrival, taxi to the designated customs location and follow instructions given by the delegated official unless instructed otherwise by radio.
- 5/ In all cases, do not forget to close your flight plan (i.e. by calling 0800 437 837 or +41 43 931 61 61) and to pay the customs arrival fee.

IRREGULARITES

Any delay of over 30 minutes, any cancellation or intermediate stop shall be notified without delay to the delegated official on +41 32 841 31 55. An in-flight delay such as in orderly headwinds, closing of Neuchâtel airfield due to weather conditions will be dealt with by the delegated official.

AVAILABILITY OF SERVICE

These services are available any day the aerodrome is deemed to be officially opened according to VFR Manual AD info 2 and relevant NOTAMs.

Colombier, on January 1st, 2011

Aéroport de Neuchâtel SA
Head of Airport LSGN
Arsène Gigon

