Hillsborough County Aviation Authority

Concessions Handbook

Manager Signature: _____

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I. INTRODUCTION

The Hillsborough County Aviation Authority (Authority) strives to maintain the high standards of customer service, facility and equipment maintenance, cleanliness, and security that customers have grown to expect at Tampa International Airport (Airport). To ensure extraordinary standards and service, this Concessions Handbook (Handbook) outlines the rules, regulations, and guidelines for operation within the Airport.

The information in this Handbook is not all-inclusive and is subject to change at any time. In the event of any inconsistencies between the terms and conditions in this Handbook and those of a Concessionaire's Lease and Concession Contract (Contract), the Contract shall control. Concessionaires will be notified of any updates to the Handbook in writing. The most current version of the Handbook will be available to download from the Airport website: **http://www.tampaairport.com/concessions.** Concessionaires, tenants, permittees, contractors, vendors, and their employees are required to comply with all rules and regulations pertaining to conduct while on the property or in any building of the Airport, as well as all other rules and regulations which are applicable to the operation of their respective businesses. The most current version of the Handbook must be available to all employees at each Concession Location.

A. AUTHORITY MISSION

The mission of the Hillsborough County Aviation Authority is to be a major driver in the economic growth of the Tampa Bay region. The Hillsborough County Aviation Authority will be a leading edge innovator to create global access and world class customer service to build prosperity for its stakeholders.

B. VISION STATEMENT

The vision of the Hillsborough County Aviation Authority is to be a thriving aviation gateway for the Tampa Bay region, providing global access and economic opportunity for its stakeholders.

C. AUTHORITY VALUES

D. WAYPOINTE TPA

The restaurants and shops at Tampa International Airport are branded as Waypointe TPA. Waypointe means a stop along the guest's journey. The brand aims to create a "sense of place" and captures the spirit of the Tampa Bay Region.

WaypointeTPA
DINE·SHOP·EXPLORE

II. GENERAL INFORMATION

A. OVERVIEW

1. Additional Passenger Services

Airline Clubs are **Delta Sky** on Airside E and **American Club** on Airside F.

Airport Tours are performed by our Guest Experience team. In order to schedule a tour visit **https://www.tampaairport.com/tours-educational-programs**

ATMs are located on levels 1, 2, and 3 of the Main Terminal; on all Airside Terminals (past security screening); and in the Marriott hotel lobby.

Bank / Truist branch is located in Marriott hotel lobby

Chapel is located on level 3 of the Main Terminal, near the Armstrong elevators.

Electric Vehicle Charging Stations are located in the Cell Phone Waiting Lot, and in all parking garages.

Emergency Services (Paramedics / Fire Dept. / Police) can be reached via Page/Courtesy telephone or by dialing 911.

Information Desks are located in Main Terminal level 3, Baggage Claim Level 1, Rental Car Center and International Arrivals.

Information Directories are located throughout the Airport.

Lost and Found can be reached via Page/Courtesy telephone or by calling 813-554-1414.

Luggage Carts / Smarte Carte are located on levels 1, 2, and 3 of the Main Terminal, Rental Car Center, and in the Short Term Parking Garage. Smarte Cartes are not allowed on the Airsides, except on Airside F for arriving international passengers where they are offered free of charge.

Mailbox Drop USPS on Main Terminal level 3 in the long term parking walkway and behind Sikorsky Elevators.

Marriott Hotel located on level 3 of the Main Terminal.

Mothers Nursing Rooms are located on every airside and in the Main Terminal on level 3 behind Yeager elevators.

Cash to Card Machines / Ready Credit Machines offers customers the ability to turn paper money into credit cards and is located on level 2 of the Main Terminal.

Rental Car Center (RCC) can be reached by using the SkyConnect. The RCC is where all on-site rental car locations are available.

Service Animal Relief Areas (SARAs) are located on all Airsides, and in the grassy areas across the vehicle drives of the arrival (baggage claim) for Main Terminal.

Smoking Areas are located on all Airsides (past security screening), and at the Main Terminal.

Travelers Aid offers tourism information and passenger assistance and is located on the Main Terminal level 2 near the USO.

TPA All Access allows members of the general public who are not flying to visit Tampa International Airport and enjoy all the post-security (Airside) amenities. Reservations must be made 24 hours in advance. **CURRENTLY UNAVAILABLE**
https://www.tampaairport.com/tpaallaccess

USO (United Service Organizations) is located on level 2 of the Main Terminal.

Wheelchair Assistance / Skycaps can be reached by contacting the individual airline on the Main Terminal level 2 ticket counter.

Wireless Internet is available free of charge throughout the Airport facilities.

2. Customer Parking Information

Cell Phone Waiting Lot is located near the Post Office at the Airport entrance (follow signs). Flight information, restrooms, vending machines, and free Wi-Fi. The cell phone waiting lot is free of charge.

Economy Parking Garage is located across from the Post Office. The SkyConnect Train has a station at the Economy Parking Garage to the Main Terminal and the RCC.

Long Term Parking Garage is located adjacent to the Main Terminal. The Long Term Garage is accessible via pedestrian bridges from Main Terminal level 3 next to blue elevators.

Short Term Parking Garage is located atop the Main Terminal. The Short Term Parking Garage is accessible via elevators located in the Main Terminal.

Sunpass is accepted in all garages, but not for Valet parking. For current parking rates, please visit **https://www.tampaairport.com/parking.**

3. Ground Transportation

Ground transportation access is available through Red and Blue baggage claim outside Blue 2 GT Red 1 GT and Blue 1 GT Red 2 GT. Ground Transportation Services include:

- Prearranged Limousines and Hotel Shuttles
- Tour/Charter Buses
- Taxicabs (Blue 2 GT Red 1 GT only)

Ride App Pick-Up (Lyft and Uber) available at the terminal arrival curbsides

HART/Local Bus Service pickup area is located at the Rental Car Center (RCC). Customers must take the SkyConnect train to the RCC and take the elevators down to the remote curb for "Local Bus."

4. **Rental Cars**

On-site rental car companies are located at the Rental Car Center (RCC). Customers can access the facility via the SkyConnect train.

The on-site and off-site rental car companies currently available are:

On-Site:

- Ace
- American
- Alamo
- Avis
- Budget
- Dollar
- Enterprise
- Fox
- Hertz
- National
- Thrifty
- NextCar
- Payless
- Sixt
- ZipCar

Turo Peer to Peer Vehicle Sharing (operates from Economy Parking Garage)

5. **Off-Site Operators** (customers must take the SkyConnect train to the RCC and take the elevators down to "Local Bus".

Off-Site Rental Cars:

- Carl's Van Rental
- Easirent
- Florida Van Rentals (customers use A-1 Parking shuttles)
- GreenMotion Tampa
- JC Car Rental
- One Switch Rent A Car
- Priceless Car Rental
- Via Car Rental

Off-Site Parking:

- A-1 Parking
- Memorial Airport Parking
- The Westshore Grand
- Premium Parking (no shuttle-customers arrange own transportation)
- Safeway Parking (no shuttle-customers arrange own transportation)

6. Telephones

- **TTY phone** (Text Telephone for the Hearing Impaired) are located on Main Terminal level 3 near the Red Yeager Elevators

B. BADGING PROCESS

Only those Concessionaires that hold a contractual or lease agreement with the Authority, and have a definite need to obtain badge credentials for their personnel, will be considered as an "Authorized Issuer" under Tampa International Airport Security Identification Badge Program. An Authorized Issuer company must designate at least one, but not more than four, signatories and must submit an "Authorized Issuer Signatory Form Letter" to the ID Badging Office. This form is available in Section VIII. Forms. All Authorized Issuer Signatories must first go through a Transportation Security Administration (TSA) Security Threat Assessment (STA), FBI fingerprint-based Criminal History Records Check (CHRC), and successfully complete the computer-based ID Badge training class. All Authorized signers for these badges must also complete the mandatory Authorized Issuer Signatory training prior to signing for any ID badge at the Airport.

New applicants applying for an Airport ID badge for unescorted access to the Security Identification Display Area (SIDA) will be charged $60.00, which includes the CHRC and STA fees. New badges will be issued for a maximum of one year and may be issued for shorter terms at the discretion of the Badging office. An ID badge will not be issued to an individual until he or she passes a CHRC and STA and successfully completes the computer-based ID Badge, training class. Each time an individual renews his or her ID badge, the total badge fee will apply.

All lost, stolen, and unaccounted badges will cost $300.00 for replacement.

Fees are subject to change at any time.

Airport Identification Security Badges remain the property of the Authority and must be returned to the Authority upon the individual's termination of employment or work assignment at the Airport. The Authorized Issuers are responsible for the proper use and accountability of all ID Badges issued under their authority.

A monetary penalty may be assessed by the TSA against a Concessionaire if a Concessionaire violates the requirements of the Airport Security Plan and/or TSA Regulations.

For more information, the Authority ID Badge Office can be reached by calling 813-870-8753 or by visiting the website at **https://www.tampaairport.com/badging**.

C. EMPLOYEE PARKING

1. Each employee requesting employee parking privileges must have an approved authorization card on file before an access card is issued. The authorization card will include the Concessionaire name, employee's name and airport security identification card number (if issued), and certification of employment by an authorized official of the Concessionaire. The authorization card, along with payment for at least one month's parking, will be submitted to the parking permit office located at North Employee Parking Lot 1 (NEL). The temporary location is level 5 Red Yeager Elevators. A map indicating the location of the NEL is included in Section IX. As an option, the employer may email the authorization card to the permit office by using PermitOffice@TampaAirport.com. A copy of the authorization card can be found in Section VIII. Forms.

2. After obtaining the required authorization, all concessions employees will park in the (NEL). There are three bus stops at the center of the (NEL), where all employee pickups and drop-offs are conducted. At the Main Terminal, all pickups and drop-offs are conducted at Red 1.

3. Employees will need an Airport Security Badge or a valid corporate picture ID to park in the (NEL) and board the buses. Employees must have this ID available at all times when in the (NEL) or on the employee bus.

4. Employees and their possessions are subject to search while on Airport property, including in the (NEL) and on the employee bus.

5. Parking fees are $25 monthly and are subject to change.

6. For more information about employee parking, the Parking Permit Office can be reached by calling 813-870-8792 or emailing **PermitOffice@TampaAirport.com**.

D. EMPLOYEE DROP OFF AND PICK UP

Employees may be dropped off in the Red or Blue Departures curbsides in front of the Main Terminal. **The Departures curbsides are for active unloading only.** Employees may be picked up at the Red or Blue Baggage Claim curbsides. **Baggage Claim curbsides are for active loading only.**

No vehicles may be left unattended when dropping off or picking up employees. Unattended vehicles will be towed immediately. To avoid drivers circling the airport, drivers should park and wait in the Cell Phone Waiting Lot until the employee has arrived at the Baggage Claim curbside for pickup, and then proceed to the Main Terminal. The Cell Phone Waiting Lot offers free Wi-Fi, restrooms, and flight information.

E. MAIL DELIVERY

For U.S. mail delivery address assignment, please contact Jackie Lyons by calling 813-870-7861 or by email at **JLyons@TampaAirport.com**.

F. CONCESSIONS TRAINING ROOM

The Authority Concessions Department has a training room available for use by Concessionaires. The training room is to be used for training and meeting purposes only. The room has a presentation computer and speakers. Approximately 20 people can fit in this room at one time. The training room is located behind Red Sikorsky elevators on level 3 of the Main Terminal. A reservation request must be submitted to the Authority Concessions Department 48 hours before the needed date. Reservation requests will be looked at on a case-by-case basis. When submitting a reservation request, please state the following:

- Date & Time
- Reason
- Contact Information

III. CUSTOMER SERVICE

The Authority understands that customer satisfaction is a main driver in the success of Airport operations, and we aim not only to achieve satisfaction but to exceed customer expectations. Traveling customers have specific needs, and the Authority strives to ensure all employees at the Airport are aware of and accommodating to those needs. Concessionaires are expected to abide by the Authority's Service Values, Service Standards, and Image Standards set forth below. In addition, each Concessionaire is required to follow all customer service standards submitted in response to an RFP that was awarded to Concessionaire, including any subsequent information submitted by Concessionaire during the evaluation process. The Concessionaire will also submit customer service standards for each Concession Location to the Concession’s Department prior to opening for business, as outlined in Section VI Compliance below. The following values and standards will serve as guiding principles for each Concession Location, and Concessionaires will be held accountable for enforcing these values and standards.

A. SERVICE VALUES

All Concessionaires will adhere to the Authority's Service Values by delivering extraordinary customer service and embodying the "I am Tampa International Airport" customer service philosophy. It is important to the Authority that all customers feel genuinely welcomed and appreciated for their business. Concessionaires will anticipate

the needs of customers by identifying expectations and working to meet or exceed those needs. Following are the Airport's Service Values:

"I Am TPA"

- My guest is my first priority – I am Responsible
- I greet every guest with a smile – I am Approachable
- I anticipate my guest's needs – I am Attentive
- I own and do my best to resolve my guest's problems – I am Reliable
- I am proud of my professional appearance, language and behavior – I am Respectful
- I seek opportunities to innovate and improve my guest's experience – I am a Problem-Solver
- I assist in providing a safe, clean and secure environment for guests and employees – I am Confident
- I deliver the Wow! – I am Committed

I Am TPA Awards

Managers are encouraged to nominate exceptional employees for an "I AM TPA" award, which includes a $50 VISA gift card, personalized certificate and custom lapel pin.

https://www.surveymonkey.com/r/IAmTPA

B. SERVICE STANDARDS

In order to achieve the Authority's Service Values, the following Service Standards have been developed to set the B.A.R. for service excellence. These Service Standards ensure that customers receive the best traveling experience and feel appreciated for selecting to travel at the Airport.

Brilliance:

- Customers are welcomed and greeted in a friendly and comforting manner. Customers are genuinely thanked for their business.

- Customers are guaranteed to receive high-quality products and services.
- Employees are given all of the training and knowledge necessary to serve customers competently and confidently.
- Employees strive to delight customers through uncompromising levels of courtesy, cleanliness, and positive performance.

Attentiveness:

- Customer needs are anticipated and handled proactively.
- Employees are aware of important landmarks and are prepared to answer the questions of travelers.
- Employees act with a sense of urgency, understanding that traveling customers have time constraints.
- Procedures are in place for customers to easily contact management with concerns, complaints, questions, or suggestions.

Reflection of TPA:

- The image Concessionaires portray reflects the Airport and must convey excellence at all times.
- Employees are well-groomed, neat, professional, and comply with the Image Standards set forth below.
- Employees maintain eye contact and offer full attention while conversing with customers.
- Employees maintain composure and a calm demeanor when encountering disgruntled customers.

C. IMAGE STANDARDS

Image is the most critical element customers utilize to evaluate the Airport. The behaviors and appearance of all employees who work at the Airport greatly influence a passenger's initial impression of the Airports image. The Airport's image should convey professionalism, confidence, composure, excellence, and quality. A fresh, neat, and composed appearance reflects these qualities and exhibits the commitment and dedication to the work we do daily. The Image Standards below have been developed for all Concessionaire's:

- Employees will maintain a well-groomed, neat, professional, and clean appearance at all times.
- Hair will be neatly groomed and pulled away from the face at all times.
- Name badges and security badges must be appropriately displayed at all times.
- Employees will refrain from using foul or inappropriate language at any time in the workplace, in the Airport, or while traveling via public transportation while wearing a concessionaire uniform.

- Employees will refrain from eating, drinking, chewing gum, smoking, texting, or talking on the phone while in any Airport customer environment.
- Personal radio/ recorders or earphone buds are not permitted at any time while employees are on duty. This applies regardless of whether or not these items are for sale at the Concession Location.
- Employees are expected to always be properly identified as an Airport concession's employee.
- Employees are prohibited from wearing items that could interfere or distract from providing quality service (e.g., no sunglasses are allowed unless prescribed by a doctor; excessive jewelry can become a distraction).
- Concessionaires are required to submit company and/or location-specific uniform standards to the Concessions Department at least 30 days prior to the opening date of a new Concession Location or to the roll-out date of any proposed uniform changes. Company standards must outline how uniforms are to be worn, acceptable amounts of jewelry, and fingernail standards (length of nails, nail polish, and fake fingernails).

D. MYSTERY SHOPPER SERVICE

One way to evaluate sales and customer service success is through mystery shopping. The Authority encourages all Concessionaires to implement their own mystery shopper evaluations. In addition, the Authority administers a mystery shopping service via a third party to routinely assess the Concessionaire's operations. Front line employees scoring a perfect 100% shop score receives a WaypointeTPA 100 lanyard, pin and a WOW card for a special treat. Concessionaires will be given copies of all Authority sponsored mystery shop reports and will be required to document corrective actions for any deficiencies found on mystery shopper visits and submit to the Concessions Department within 10 days of receipt.

E. CUSTOMER COMPLAINTS

All customer complaints submitted to the Authority will be referred to the Concessionaires and must be responded to by Concessionaire. A written copy of Concessionaire's response and/or corrective actions is to be submitted to the Concessions Department within 48 hours of referral.

F. CUSTOMER SERVICE TRAINING

Concessionaires are expected to provide excellent customer service. All Concessionaires are highly encouraged to require customer service training for their employees. Concessionaires are responsible for following all customer service policies, procedures, guidelines, and training programs proposed in any RFP that was awarded to Concessionaire. Further, Concessionaires are required to follow all customer service policies, procedures, guidelines, and training programs submitted for each Concession

Location, as outlined in Section VI Compliance below. All concessions employees are required to follow all Rules and Regulations of the Authority and should review this Handbook in its entirety. Concessionaires are required to keep on file, copies of all management and supervisory level employee's signed forms acknowledging their receipt and understanding of this Handbook. Non-supervisory employees must read and review the Concessions Employee Quick Reference Handbook and sign, acknowledging their understanding of that Quick Reference Handbook. In addition, the Authority may establish its own customer service training program and require employees of Concessionaires to participate.

G. CONTACT AND RETURNS POLICY

A clearly posted and understood policy allowing for exchanges and refunds encourages credibility and confidence in the product and the merchant. Concessionaires are required to display their Contact and Return Policy at each Concession Location so that it can be clearly seen by the public. The Authority requires such policy to include a provision that all returns made within 30 days with a valid receipt will be replaced, exchanged, or refunded at the customer's option. The policy is also to include printed contact information on a customer’s receipt to the Concessions Location this is to include an email and contact phone number. Concessionaire Contact and Return Policy signage will be approved by the Concessions Department prior to displaying. For more information on signage approval, see Section VI Compliance, Subsection E., Signage Compliance.

IV. OPERATIONS

Concessionaires are responsible for ensuring that air travelers and the public are provided high-quality food, products, and services. A sufficient supply of food, beverages, articles, and goods offered for sale, as appropriate by Concession, must be supplied and in stock at all times to meet the demand of customers.

If Authority identifies any problems with respect to the operation of any Concession, such as concerns related to quality, variety, and quantity of goods or services offered, the Concessionaire shall be notified in writing by Authority and shall correct the problem in the timeframe provided. Failure of Concessionaire to correct problem areas may result in fines or other remedies as outlined in Section VI. Compliance, Subsection D. Failure to Comply.

A. UNIFORMS

All Concession’s employees are required to have brand-specific uniforms. Uniforms will be worn appropriately and will be clean and neatly pressed at all times. All uniforms must be approved by the Concessions Department, including new uniforms and uniform changes.

Any occasion or circumstance that would allow an employee to deviate from wearing approved uniforms is subject to prior approval from the Concessions Department.

B. SMOKING & DRUG USE

Smoking is only permitted in the designated smoking areas within the Airport, as stated in Section II., General Information. Smoking, including electronic or vapor cigarettes/devices and the use of drugs, is prohibited in all Authority areas, such as offices, halls, break rooms and conference rooms, etc. No employee is permitted to smoke while in uniform.

C. CASH HANDLING

Concessionaires are required to observe cash-handling procedures in accordance with sound accounting and financial control practices and as necessary to provide timely and accurate reports to the Authority. Prior to the opening of any new location, Concessionaires are required to submit a copy of cash handling procedures along with other documents set forth in Section VI. Compliance, Subsection B. Required Documentation Compliance. Authority may request an updated copy of these procedures at any time. The Authority shall have the right to monitor and test any Concessionaire's procedures and controls.

1. Making Change for the Public

Concessionaires are required to make change for the public and accept all forms of legal tender, including dollar coins. This will include servicing both persons making a purchase in the store and persons not making a purchase.

2. Other Forms of Payment

Concessionaires will accept gift cards, airline vouchers, debit cards, and nationally recognized credit cards, including American Express, MasterCard, VISA, and Discover. No minimum credit card or debit card purchase amount or charge for credit card purchases is allowed.

3. Point of Sale Terminals

Concessionaires must install and properly train employees to use an electronic point of sale terminal(s) (POS terminals) in order to provide an accurate record of all transactions occurring in each Concession Location for accounting, reporting and auditing purposes.

In order to provide an accurate record of transactions and to provide a high-level of service to customers, employees must accurately perform the following features on the POS terminals:

- Accurate reporting of gross receipts by various merchandise and services categories,
- Recording transactions by sequential control number to an audit tape or computer file,
- Printing a transaction history to tape or computer file by time of day, day, month, and year by product category,
- Printing customer receipts showing the amount due, amount tendered, and the amount of change due to the customer, as well as the time and date of the transaction and Concessionaire contact information including phone number and/ or email address for any customer concerns, complaints, or questions,
- Giving accurate change,
- Displaying fees to customers during a transaction,
- Maintaining a secure transaction audit tape or ASCII transaction file on a removable storage device, and
- Discounting and returning of items.

D. MANAGEMENT

1. The Concessions General Manager is the primary individual responsible for fulfilling Concessionaire's obligations to operate a Concession at the Airport and will have oversight of operations, including those of any partners.

2. Offices should be located at or near the Airport, and General Managers must be available 24 hours a day, 7 days a week for Authority employees to communicate any challenges and/or emergencies. If the General Manager is not available, a qualified and responsible alternate is required to be left in charge and available 24 hours a day, 7 days a week, with the ability and authority to make decisions on the Concessionaire's behalf.

3. Each Concession Location is required to have a manager or supervisor on duty and readily available with the capability to handle any customer concerns that may arise.

4. Concessionaire must submit a completed Concessions Contact Information Form prior to the opening of the first Concession Location in a package and must update the form yearly or whenever a change is required.

E. PERSONNEL

Concessionaires will hire, train, supervise, and deploy a sufficient number of properly trained representatives, agents, and employees to service customers in a timely and efficient manner and to properly meet the operations and compliance requirements of this Handbook. Concessionaires will closely monitor personnel to ensure first-class service, as determined in the sole discretion of Authority. The Concessionaire will determine and implement company disciplinary procedures for personnel who

participates in acts of misconduct on or about the Airport. These company standards and procedures are to be submitted to the Authority, following the requirements outlined in Section VI. Compliance, Subsection B. Required Documentation Compliance.

F. HOURS OF OPERATION

The hours of operation shall be such that the customers of all flights arriving or departing from any terminal where a Concession Location has been assigned, will be accommodated.

1. Failing to open for business within thirty minutes of the required time or closing more than thirty minutes early will constitute a violation of the Contract, for which the Authority may assess fines as delineated in the Contract and incorporated in this Handbook in Section VI. Compliance, Subsection D. Failure to Comply.

2. Hours of operation are to be posted in each Concession Location as specified in the Concessions Design Criteria Manual.

3. The Authority reserves the right to change the hours of operation to ensure that goods and services are available to serve the needs of the customer.

G. EXTENDED HOURS

In the event of extended flight delays, emergency circumstances, or other unforeseeable events that might keep passengers in the terminals longer than normal, Concessionaires will be asked to stay open and offer exceptional customer service to passengers. Concessionaires are required to make all necessary accommodations to extend Store Hours until delayed flights depart or until instructed otherwise by the Authority. When an event requires extended hours, a notification will be sent from Authority to all Concession General Managers and locations. Some events may require extended hours throughout the night.

H. PRICING

Concessionaires are expected to provide the customers with high-quality products and services at reasonable prices. Concessionaires are required to follow the Authority's Pricing Standard, Price Benchmark Establishments, and Price Survey requirements outlined in the Contract.

1. Pricing Standard

a. For merchandise with a pre-printed price affixed by the manufacturer or distributor, the selling price at the Airport shall not exceed the pre-printed price.
b. The selling price for products and services at the Airport will not be greater than 10% above the selling price for the same or similar products and services at the

Price Benchmark Establishments as approved by the Authority.

c. Benchmarks are set 45 days prior to the opening of a Concessions Location. The business must be located in the Tampa Bay Statistical Area and must be comparable in concept, size, ambiance, service style and quality to the Concessions Location. Venues specifically excluded from consideration as comparable businesses include entertainment or sports venues, other transportation terminals, amusement parks, zoos, resorts and hotels, unless otherwise approved by the Authority.

2. Price Conformance

a. The Authority may complete a Price Survey for goods or services offered by any Concessionaire. If the Authority concludes that any prices being charged do not comply with the Pricing Standard, then Concessionaire will be required to adjust prices within 3 calendar days of written notice from the Authority. Failure to adjust any pricing discrepancies within 3 calendar days may result in fines or other penalties.

3. Price Disclosure

a. Prices for all food and beverages, including alcoholic beverages, must be displayed on menus or menu boards and available to all customers.
b. Prices for all retail goods must be visibly marked on goods or displayed on a label near the item that clearly indicates for which items the price applies.

4. Price Surveys

a. Price Surveys are to be conducted no later than 30 days prior to the opening of a Concession Location and prior to the beginning of each Contract Year. A sample of the Price Survey form is located in Section VIII., Forms, and the fillable excel form and instructions for completion are available by contacting the Authority Concessions Department.

5. Price Changes

a. Concessionaire may request changes to pricing. Price change requests must be submitted in writing and include price surveys to justify supporting the requested price change.
b. The Authority Concessions Department will notify Concessionaire in writing of approval or rejection of each requested price change. No price changes will go into effect until after approval has been granted.

I. EMPLOYEE DISCOUNTS

Concessionaires shall offer a 10% discount on all food and non-alcoholic beverages purchased by Airport employees and employees of airlines operating at the Airport who

have been issued (and show at the time the discount is requested) appropriate identification badges. The discount shall be based on Concessionaire's normal non-sale or non-promotional prices.

J. PRODUCT QUALITY

All products sold or kept for sale are required to be of high-quality and wholesome and must conform in all respects to applicable federal, state, county, and municipal food and drug laws, ordinances, and regulations, along with Authority Rules and Regulations and Operating Directives. Printed menus are required to include appropriate descriptive terminology that accurately and truthfully describe the food or beverages, services, or products being offered.

The Authority may require a Concessionaire to discontinue the sale of any product it deems unsatisfactory, distasteful, or inappropriate for any reason.

All food and beverage products should be made available "to go" for customers if they so request. The carryout or "to-go" containers and flatware should be recyclable or preferably compostable, made of sustainable materials, and of high quality and substantial enough for the customer to take on an airplane. All “to go” packaging must be approved by the Authority for quality, usefulness, and durability.

If the Authority identifies any deficiencies, including, without limitation, quality, variety, and quantity of goods or services offered, Concessionaire will be notified in writing by Authority and will correct the problem within 7 days. If Concessionaire fails to correct the deficiency within 7 days, the Authority may assess fines as described in Section VI. Compliance, Subsection D. Failure to Comply.

K. SAFETY, SANITATION & INSPECTIONS

Concessionaires are required to comply with all health and sanitary regulations adopted by Authority, City of Tampa, Hillsborough County, State of Florida, and any other governmental authority with jurisdiction. The Concessionaire will grant access for inspection purposes to any duly authorized representatives of all such governing bodies and will provide documentation to the Authority as outlined in Section VI. Compliance, Subsection B. Required Documentation Compliance.

L. MERCHANDISING

Concessionaires are required to develop and implement creative merchandising techniques to entice customers to purchase food, beverages, and retail merchandise. Food and beverage displays, retail merchandise displays, display cases, promotional displays, attractive and durable packaging, menu boards or table-top menus, and pictures of food and beverages or retail merchandise are some ways to merchandise product

offerings. Apparel and accessory merchandising should be neatly folded or hung in appropriate locations. Display and material placement must comply with ADA standards and allow for ease in movement by customers with luggage.

No merchandising displays or products may protrude past the lease line of any Concession Location. **Branded fixtures are not allowed**. Concessionaires must submit proposed changes to merchandising fixturing plans to the Concessions Department for approval.

Food and beverage Concessionaires are encouraged to offer product samples for tasting; however, any such samples must be items sold at the specific Concession Location where the item is sampled, and no sampling may take place outside of the lease line for the Concession.

Authority may approve or disapprove all product displays and require a Concessionaire to modify product displays for any reason. If Concessionaire fails to comply with the written notice from the Authority to modify a merchandising display, the Authority may assess fines as described in Section VI. Compliance, Subsection D. Failure to Comply.

M. CLEANLINESS

1. Concessionaires are responsible for all janitorial services within the lease lines. All Concessions Locations shall be free, at all times, from all rubbish, filth, and refuse.

2. Concessionaires should develop a cleaning standard and schedule that encourages employees to clean during downtime.

3. Concessionaires are required to develop a cleaning schedule similar to the one shown in Section VIII. Forms, Subsection C. Sample Cleaning Checklist, and submit to the Authority for review and approval at least 30 days prior to the opening of each Concession Location.

4. Cleanliness will be evaluated during Performance Surveys. For more information about the items that will be audited, see Section VIII. Forms, Subsection A. Performance Audit Checklist.

Any Concessions Location not meeting cleanliness standards during Performance Surveys, Inspections, Internal Audits, or visits by members of the Authority Concessions Department will require corrective actions and follow up documentation as described in Section VI. Compliance.

N. MAINTENANCE

Concessionaire Maintenance:

1. Concessionaires will establish a preventive and routine maintenance program for the

Location, the provisions of which shall be subject to the initial written approval of and periodic review by Authority. The Concessionaire will provide Authority a written schedule of Concessionaire's maintenance program at least 30 days prior to opening each Concession Location and annually thereafter. See Section VI. Compliance, Subsection B. Required Documentation Compliance for more information.

2. Concessionaire shall maintain each Concession Location in good appearance and repair and in a safe, as-new condition. Concessionaire shall maintain, repair, replace, paint, or otherwise finish all leasehold improvements on the Concessions Location (including, walls, partitions, floors, vent hoods, ceilings, windows, doors, glass and all furnishings, fixtures, and equipment therein, whether installed by Concessionaire or by the Authority). All of the maintenance, repairs, finishing, and replacements shall be of quality at least equal to the original in materials and workmanship. All work, including finishing colors, shall be subject to the prior written approval of the Authority. Concessionaire shall keep the leasehold area well illuminated by replacing bulbs and ballasts as required. Concessions Locations with drains should have drain covers installed on all drains. Drain covers must not be removed. If foreign objects have entered the drain and it can be traced back to a specific Location that location will be charged back the cost of the repair.

3. Food & Beverage Concessionaires that use cooking oil are required to provide a cooking oil reclamation, pumped and piped system. If any piping is required beyond the piping provided by the Authority, the Concessionaire must provide the extra length of piping and any modifications required by this addition in accordance with the Concessions Design Criteria Manual. Any additional piping or connections to existing piping that are added by a Concessionaire will be the responsibility of that Concessionaire to maintain.

4. Used Cooking Oil Collection Process: The manager of the CRDC will evacuate the grease from fryers at predetermined times/scheduled days. Times are determined by the needs of the Concessionaire and CRDC Manager to determine the best time and days. Used cooking oil collection times start at 3:00 AM and continue through the early morning. Additional pickups can be called in to the CRDC at (813) 435-6000 at least 24 hours in advance. Emergency requests may be accommodated the same day.

5. Food & Beverage Concessionaires requiring roof access for hood cleaning will need to contact Work Control at least one week in advance by emailing **WorkControl@TampaAirport.com**. Information to be provided to Work Control by the work order requestor includes:

a. Requestor name, contact phone number, and Concessionaire's name,
b. A complete description of the request for roof access, including the reason access is being requested (i.e. for hood cleaning) and the estimated duration of time access is needed, and
c. The exact location of the requested roof access.

On the night a hood cleaning is conducted, a representative of Concessionaire is required to call Work Control at 813-870-8740 before starting work on the roof and after work on the roof is complete. Airport maintenance personnel will unlock the appropriate roof access, inspect the roof work areas, and relock the roof access door once work is complete. Note that if hood cleaning is provided by a contractor, then an individual with SIDA escort privileges will be required to escort the contractor while in secure areas of the Airport.

If it is determined that maintenance is not in compliance with Airport standards, the Authority will notify Concessionaire in writing. If the required maintenance is not performed to the Authority's satisfaction within 15 calendar days after receipt of such written notice, then the Authority may choose to perform the maintenance and charge the Concessionaire for the cost of the work done plus a 15% administrative fee.

Authority Maintenance:

1. **Grease Interceptors**: Each Airside has differing conditions, but all have central below-grade grease interceptors. The Authority has contracted for regular pressure pumping of waste grease from all interceptor tanks located outside of the lease line and for semi-annual water jetting of the sanitary sewer lines servicing the interceptor tanks from the outside access ports. If it is found that excessive clogging has occurred in the drain lines or interceptors that can be traced back to a specific Concessionaire, that Concessionaire will be charged to have the material removed. Excessive clogging may occur by the entrance of coffee grounds, dairy product build-up, rags or cloths, or any other debris or foreign objects entering the piping in excess.

2. **Food Court Common Area Cleaning/Janitorial**: The Authority has contracted for janitorial services in food court common seating areas within the Airport Terminals. The Authority will maintain all seating and trash receptacles located in common seating areas, such as common food court seating areas. Any seating, whether food court seating or otherwise located within a Concessionaire's lease line, is the responsibility of that Concessionaire to clean and maintain.

3. **Areas outside of Concessions Location**: Any areas on Airport property that are not included in Concessions Location that require maintenance should be reported to Work Control at the contact information listed below.

4. **Pest Control**: The Authority has contracted for pest control services, which are detailed in Section O. below. To request services beyond those regularly scheduled by type of Concession in Section O., a work order may be placed by contacting Work Control and the contact information listed below.

5. **Work Control**: To report any concerns related to common grease traps, pest control, food court common area seating, or other common areas on Airport property, a work order may be placed by contacting Work Control by email at **WorkControl@TampaAirport.com**. Be sure to also copy the Concessions Department

on the email. Work Control may also be contacted by calling 813-870-8740. For any work orders called in, be sure to also call or email the Concessions Department to notify of the request. Work Control is available Monday – Friday, 8AM – 4PM; for emergency or weekend work, please call the AOC. Information to be provided by the work order requestor includes:

a. Requestor name, contact phone number, and Concessionaire name,
b. A complete description of requested work or repair, including the operational impact,
c. The exact location of the requested work or repair, and drawings, photos, or sketches, if appropriate, which would help explain requested work or repair.

O. PEST CONTROL

The Authority has contracted for pest control services inside and/or outside of each Concessions Location. Concessionaires are required to facilitate services by providing access to the Concessions Location and paying their portion of the costs in accordance with the Contract.

1. Retail Concessions

Each Retail Concession will be inspected and treated monthly using the Airport's Integrated Pest Management Program. A service technician is on-site several days per week to address all callbacks or additional services. Emergency services are handled on a case by case basis.

2. Concessions Support Spaces

Each support space will be inspected and treated monthly. The method of treatment will depend on the type of operation. Food & Beverage support spaces will be treated under the U.S. Public Health Service Code, and support spaces used for storage of retail items will be treated under the Airport's Integrated Pest Management Program.

3. Food & Beverage Concessions

Each Food & Beverage Concession will be treated in accordance with the Florida Department of Business Professional Regulation, Division of Hotels and Restaurants administrative rules, and the U.S. Public Health Service Food Code, 2009. Each treatment comes with a 30-day guarantee with callbacks to be scheduled each week on a day to be determined. Each Food & Beverage Concession will be inspected and treated on a monthly basis. These treatments will normally take place after store hours, with days and times to be determined. A sample schedule is provided below and will be updated from time to time:

ECOLAB / TPA PROPOSED SERVICE SCHEDULE				
Sunday	**Monday**	**Tuesday**	**Thursday**	**Friday**
1st Sunday 9pm – 12am	1st Monday 8am – 2pm	1st Tuesday 9pm – 3am	1st Thursday 9pm – 3am	1st Friday 8am – 2pm
Follow Up - Airside A & C	Main Terminal Retail Spaces	Follow Up - Main Terminal	Follow Up - Airside E & F	Airside F Retail Spaces
		Service Concessions - Airside A F&B	Service Concessions - Airside E F&B	
2nd Sunday 9pm – 12am	2nd Monday 8am – 2pm	2nd Tuesday 9pm – 3am	2nd Thursday 9pm – 12am	2nd Friday 8am – 2pm
Follow Up - Airside A & C	Airside E Retail Spaces	Follow Up - Main Terminal	Follow Up - Airside E & F	Airside C Retail Spaces
		Service Concessions - Airside C F&B		
3rd Sunday 9pm – 12am	3rd Monday 8am – 2pm	3rd Tuesday 9pm – 3am	3rd Thursday 9pm – 3am	3rd Friday
Follow Up - Airside A & C	Airside A Retail Spaces	Follow Up - Main Terminal	Follow Up - Airside E & F	
		Service Concessions - Main Terminal	Service Concessions - Airside F F&B	
4th Sunday 9pm – 12am	4th Monday	4th Tuesday 9pm – 12am	4th Thursday 9pm – 12am	4th Friday
Follow Up - Airside A & C		Follow Up - Main Terminal	Follow Up - Airside E & F	

Retail Spaces
F&B Spaces

The Food & Beverage Concessionaire may have pest control standards that exceed the minimum required by law, as stated above. Any Concessionaire requesting additional services should contact Work Control. Additional services are handled on a case by case basis.

4. Service Contact

To request services beyond those regularly scheduled by type of Concession above, a work order may be placed by contacting Work Control by email at **WorkControl@TampaAirport.com**. Be sure to also copy the Authority Concessions Department on the email. Work Control may also be contacted by calling 813-870-8740. For any work orders called in, be sure to also call or email the Authority Concessions Department to notify of the request. Information to be provided by the work order requestor includes:

a. Requestor name, contact phone number, and Concessionaire name,

b. A complete description of requested work or repair, including the operational impact,

c. The exact location of the requested work or repair, and

d. Drawings, photos, or sketches, if appropriate, which would help explain requested work or repair.

5. Setting Up Services

New Concession locations should contact Work Control at **WorkControl@TampaAirport.com** 30 days prior to opening in order to set up initial and ongoing pest control services.

6. Performance of Pest Control Services

Pest control will be performed inside and/or outside each specified structure as often as reasonably deemed necessary for the proper eradication/control of rodents, insects, and/or pests, but in any event not less than one time during each calendar month. The pest control contractor will make every effort to retain the same service technician on the job so that the technician will be thoroughly familiar with the areas and procedures for accomplishment of pest control services. For any work orders submitted by Concessionaires, the contractor will be notified and dispatch a responding technician, usually within 24 hours. Work orders and follow-ups will be incorporated into that day's routine work schedule. Pesticides will not be dispensed into any public areas at any time unless specifically authorized in advance by the Authority's representative. Special conditions may include personnel having or prone to allergic reactions to pesticides, Airport security requirements, and interference with normal operations during peak passenger traffic. Any Concessionaire scheduling work for such special conditions is required to provide advance notice to Work Control.

The pest control contractor will use methods that maximize pest control in a manner that is safe to the public, environment and minimizes the amount of pesticides used. This will include a proactive baiting system to specifically target roaches, ants, rats, flies, and mice. No insecticide or rodenticide will be used in a manner capable of contaminating foods, endangering persons, contaminating the environment, or endangering animals or wildlife other than the pests to be controlled. Insecticides must not stain or otherwise damage tile, carpet, baseboards, or other structural or architectural surfaces. Bait stations will be selected for the greatest effectiveness, but also with due consideration for safety, non-interference with Airport activities, and accessibility for servicing.

P. CONCESSIONS RECEIVING AND DISTRIBUTION CENTER

The Hillsborough County Aviation Authority (Authority) has contracted with Bradford Airport Logistics (BAL) to manage the Concessions Receiving & Distribution Center (CRDC) to provide secure, receiving, screening and inspection, and distribution services for all Concessionaires goods to the airport terminals. The services provided by the CRDC include:

- The receipt and distribution of material on behalf of Concessionaires,
- The management of the CRDC pre-authorization and schedules for approved concessions suppliers,
- Screening and inspection of concessionaire goods and materials consistent with regulatory guidance and oversight,
- Electronic tracking and reporting of all inbound deliveries and supplier documentation,
- Scheduled deliveries to Concessionaires,
- The systematic collection of all returnable vendor delivery media,
- Mechanism for Concessionaires to return product to approved suppliers,
- Internal Airport terminal transferring product from Concessionaire commissaries/production kitchens to Concession locations,
- The collection of Used Cooking Oil (UCO),
- Collection of cardboard on any Airsides that do not have a cardboard compactor,
- Collection and storage of food for donation, and
- The scheduled pick-up of food for donation.

Concessionaires will use the CRDC and have all deliveries made to the CRDC, except where delivery to a third party is prohibited by law or as otherwise approved in writing by Authority.

1. **CRDC Address & Contact**

Bradford Airport Logistics
Tampa Concessions Receiving & Distribution Center
4617 N. Westshore Blvd.
Tampa, FL. 33614
Office Tel#: 813-435-6000
Fax #: 813-563-4029

2. **General Manager Contact Information:**

Steve Larimore
Mobile Tel#: 813-847-3052
Email: **slarimore@Bradford-corp.com**

3. **Parcel Deliveries (3rd Party Carriers):** Concessionaires using third-party carriers (UPS, Fed Ex, DHL, Amazon etc.) to deliver material must ensure material is addressed in the following manner:

Concessionaire Name and Store/Concept Name
Concessionaire Suite # (Airport Space Designation)
C/O Bradford Airport Logistics
4617 N Westshore Blvd Tampa, FL 33614

4. **Setting up services:** Concessionaire should contact the CRDC Manager at 813-435-6000 or slarimore@Bradford-corp.com 60 days prior to opening in order to set up initial and ongoing services.

5. **CRDC hours of operation:** The CRDC operating hours are listed below and will be reviewed and updated as necessary.

Day	Start Time	End Time
Monday	3:00 am EST	2:00 pm EST
Tuesday	3:00 am EST	2:00 pm EST
Wednesday	3:00 am EST	2:00 pm EST
Thursday	3:00 am EST	2:00 pm EST
Friday	3:00 am EST	2:00 pm EST
Saturday	3:00 am EST	9:00 am EST
Sunday	3:00 am EST	9:00 am EST

6. **Bradford's Airport Material Information System (AMIS™) Extranet:** Extranet is designed to provide Concessionaires with the status of received material during the delivery process. Concessionaires may also view supplier invoices and supplier schedules in addition to scheduling material pick-ups for return to approved suppliers. For food and beverage products that are time and temperature-sensitive, a Temperature Log is also available to view. For login credentials and training to access the AMIS™ Extranet system, contact the CRDC General Manager.

7. **Scheduled Dock Time Requirement:** All supplier delivery vehicles bound for the CRDC must be entered in the CRDC scheduling system to ensure deliveries are authorized. The scheduling system is an internet-based tool that provides visibility to Concessionaires of all pending, authorized supplier deliveries.

8. **Unscheduled Suppliers/Unknown Deliveries:** The CRDC Manager will administer a series of challenge questions to any unscheduled supplier that must be successfully answered before any delivery to the CRDC is allowed. Any unscheduled delivery vehicle that cannot be authorized will be turned away, pending a call into the CRDC Manager Customer Resolution Management from the driver's supervisor or dispatching manager. Additionally, the Concessionaire associated with the delivery will be immediately contacted.

9. **Material Labeling Requirements:** Material received by the CRDC will be barcode-labeled to indicate the Concessionaire that owns the material, the delivery destination (retail/storage), the category of the goods, the handling requirements, storage requirements, purchase order number, and the type of container. The barcode labeling is the responsibility of the supplier and will occur prior to the delivery of the material to the CRDC. The labels will be located on the containers in a standard

location. These labels will be standard for all suppliers of Concessionaires and are available to authorized vendors through the BAL Supplier Extranet Portal.

10. **Vendor Material Packaging Requirements:** CRDC employees will not break down palletized material for the purpose of delivery or storage. Inbound material must be segregated based on its storage requirements. In other words, dry storage goods should not be packaged on skids with freezer or refrigerated storage goods.

    a. The barcode should reflect the most-stringent handling and storage requirement of any single item contained on the skid.

    b. Skids should be shrink-wrapped using a clear material, and a single barcode should be applied in a visible location on the exterior of the shrink-wrap. CRDC employees will not open or violate the shrink-wrap.

    c. If the Concessionaire and/or supplier has a single and/or individual product line to be individually received, those items will require an individual bar-code or each type of product should be individually placed on the skid with a corresponding barcode.

    d. Items will be visually inspected to determine if they are labeled and undamaged. All food items must be received in cases, cartons, or otherwise wrapped to minimize the possibility of adulteration and contamination.

    e. All product that is to be delivered via public and passenger areas of the airport will be packed and loaded into authority approved carts (see item Q). The same secured wrapping and labeling standards will apply, as noted above.

    CRDC employees conduct a visual inspection of material to ensure that there are no visible signs of tampering or alteration and any prohibited items (including but not limited to those items on the TSA Prohibited Item List) are not being introduced into the Airport. If such items are noted, the CRDC Manager will immediately notify Airport Police for assistance. Any question as to the nature of any item must also be referred to Airport Police for guidance.

11. **Quantity Verification:** The CRDC Manager will reconcile the number of delivery containers received to the Bill of Lading (BOL) while the material is being offloaded by the approved supplier. This reconciliation will be limited to counting container quantities and does not include opening any containers to perform reconciliation, reviewing quantities, or reviewing product labels. Examples of delivery containers include any skid, cart, tote, or container with a single BOL and/or barcode.

12. **Food Inspection:** CRDC employees will inspect products received by the CRDC at the time of unloading. Items will be checked to determine if they are labeled and undamaged (as determined from the visual inspection). Food temperature scans will be completed and logged at the time of receipt. Noncompliant products will be placed on hold, and the Concessionaire will be contacted to review the issue and

determine the next steps.

13. **Return Process:** The CRDC Manager will be responsible for the returns of empty beer kegs, totes, pallets, bread racks, bottles, Co2 tanks, and expired magazines and newspapers, as necessary. Supplier returns are required to be properly prepared and accompanied by a Return Request document.

    (a) Concessionaires should arrange for the pick-up of the returns from the supplier no later than the day following the pick-up. Due to the limitations on space within the CRDC area, the prompt pick-up of returns is critical. Failure by Concessionaires in executing a prompt pick-up may result in storage charges. Once the supplier has been notified of the return by Concessionaire, they may call to schedule a dock time to pick up the material.
    (b) All returns should be clearly identified so that the custody can be properly tracked. CRDC employees will scan all returns to document their status and attach a bar-code ID BWID onto the return if one does not exist. The BWID will be scanned and the location of the pick-up will be manually entered onto the screen.
    (c) In the event CRDC employees discover that a return is not properly prepared, CRDC employees will refuse pick-up and reschedule the pick-up of the return when it has been properly prepared. In the event a return is picked up by the CRDC employees and has not been properly prepared, the supplier may reject the pick-up of the return. CRDC employees may be required to re-stock, re-deliver, or dispose of the return. Additional charges may apply for additional handling.

14. **Used Cooking Oil Collection Process:** The CRDC Manager will evacuate the grease from fryers at predetermined times/scheduled days. Times are determined by the needs of the Concessionaire and CRDC Manager to determine best time and days. Used cooking oil collection times start at 3:00 AM and continue through the early morning. Additional pickups can be called in to (813) 435-6000 at least 24 hours in advance. Emergency requests may be accommodated same day.

    a. Facilities need to be accessible and staffed at scheduled pickup time or keys provided.
    b. Fryers that have been left on will not be able to be serviced. Grease should cool down at least three hours to a temperature below 150 degrees.
    c. A clear access path to fryers is required.
    d. Fryers that are scheduled that do not need service will require notification. Signage at the location is preferred method, “Do Not Empty,” in basket or affixed to the fryer.
    e. Oil needs to be kept clean and free of debris, such as gloves, rags, and food solids. These materials can damage collection equipment. Thus, resulting in a delayed or missed pick up.
    f. The use of unapproved receptacles will result in a violation of TPA policy.

15. **Food Donation Process:** Bradford will provide for the collection and storage of food for repurposing that meets the minimum standards required by the CRDC Manager. For more information on food donation and repurposing, see Section S. Sustainability.

16. **Damaged Material Process:** CRDC employees will inspect all deliveries for visible damage. In the event, damage is detected while receiving, the delivery driver will be immediately notified. In the event the damage is identified after the driver has departed, the CRDC Manager on Duty will be notified, and the Concessionaire will be contacted.

17. **Claims for Product Loss/Damage**: CRDC employees will make every effort to maintain the highest standards of material control and integrity. At the same time, problems do occasionally happen. For this reason, the following instructions outline how to file a claim for lost or damaged goods, if the need arises.

    a. **Loss Claims**: The general measure of damages for loss of property is the value (cost of material) of the property at the time it would have been delivered. The claim may not include charges for demurrage or the like.

    b. **Damage Claims:** Where goods are damaged, the general rule for determining the amount of damages is the difference between the value (cost not retail value) of the property in the condition in which it should have arrived and its value in its damaged condition, less salvage value if any. The claimant can claim the cost of the items damaged beyond repair, less any salvage value. When damaged goods are repairable, the claimant can claim the cost of repairs, and any additional transportation costs needed to have the repairs done (freight charges to and from repair facility). All the above costs are subject to the limits of liability set forth when goods arrived or Bill of Lading when goods were shipped.

    c. **Types of Claims:**

        i. **Non-Delivery**: Loss or miss-delivery of any pieces of a shipment. It is important that a Concessionaire representative verify the Piece Count before signing the delivery Bill of Lading. If the Piece Count does not agree with the number of pieces delivered, an exact notation of this discrepancy should be entered on the Bill of Lading when signing for the freight.

        Notations such as "subject to count" are not considered valid, as they do not establish that a loss existed at the time of delivery. In most cases, the CRDC employees will only verify the itemized count of material to the extent that it is visible to verify (material is not broken down). Itemized count verification cannot be accomplished due to the speed in which material must be turned around. In other words, CRDC employees will count the number of sealed

parcels or containers and will ensure that these parcels are delivered in the same condition that they were received. An itemized count, after CRDC employees have delivered the material, is vital for Concessionaires to hold their suppliers responsible for shortages resulting from misdelivered items.

ii. **Visible Damage:** Noticeable damage to the outer shipping container or to the merchandise itself. Although CRDC employees are trained to identify and notify Concessionaires if any potential damage is found on the material they receive, Concessionaire should check for any signs of damage to the cartons or containers. If damage is found, a notation should be entered on the delivery manifest, which accurately reflects the nature and extent of the damage. Notations such as "subject to inspection" are not specific enough to establish liability. If the amount of damage appears to exceed $250.00, a CRDC supervisor must be immediately notified to verify the inspection of the damaged goods.

iii. **Concealed Damage:** Damage discovered by the Concessionaire after delivery of goods, which were signed for with no visible damage to the containers. Concealed damage must be reported to CRDC supervisor immediately. If the amount of damage appears to exceed $250.00, a CRDC supervisor must be immediately notified to inspect the damaged goods. The CRDC Manager will not be held responsible for the loss of goods by leakage or failure to detect it, or for concealed damage.

The CRDC Manager will make every effort to provide documentation supporting this claim to the supplier. In addition to the local investigating operation supervisor, CRDC employees will offer the support of their Partner Resolution Group to assist in the reconciliation of these issues.

iv. **Tampered Shortage:** Cartons delivered in an open, re-taped, or tampered condition (signs of any form of tampering with the contents). A joint examination of the contents by the Concessionaire and a CRDC Supervisor must be performed to verify the count and condition of the items inside. The Concessionaire should immediately request a CRDC Supervisor to be dispatched to the delivery site. An exact notation should then be made on the CRDC delivery manifest as to the nature and extent of the possible shortage resulting from suspected tampering. If the material appears to have been tampered with while in the custody and care of the CRDC Manager, they will initiate an investigation and at their discretion will invite local authorities to participate if criminal wrongdoing is suspected. The CRDC Manager will provide the Concessionaire with a full report on their findings and will reimburse the Concessionaire for the missing material if the loss is supported by the investigation to be a valid and just claim. If after the CRDC Manager submits findings related to a claim the Concessionaire disagrees with the findings, the

Concessionaire may appeal the finding directly to:

Hillsborough County Aviation Authority
Attn: Director of Concessions
Post Office Box 22287
Tampa, Florida 33622
Concessions@TampaAirport.com

d. **Filing A Claim:** A formal claim must be filed with the CRDC General Manager. A claim can be submitted in the following manner: email, mail, or hand delivery. Where all applicable information and documentation has been submitted, all reasonable attempts to settle claims within 30 days will be made. The time limit for filing a claim is 48-hours from the date of delivery.

   A valid claim must contain the following information:

   1. A request for payment (dollar amount).
   2. Complete identification of the shipment:
      a. Bill of Lading number (copy preferred)
      b. Date of shipment
      c. Shipper and consignee
      d. Shipper Tracking Number and Date of Shipment
   3. Documentation substantiating claimed amount:
      a. Copies of invoices for the items claimed
      b. Repair invoices/estimates of repair for items damaged
   4. Description of claim:
      a. What damages are claimed?

e. **Readable Material Logistics:** All readable materials (books, magazines, and newspapers) will be received and sorted by concept at the CRDC. Readable materials will be delivered to the support space for that airside.

f. **Receiving Deliveries:** Deliveries will be made to the designated delivery areas as determined by the Airport, Concessionaire and CRDC Manager. Concessionaire must have a representative available to receive and authorize all deliveries. Scanning Cards have been made and must be used in order to accept a delivery. Concessionaires will not accept a delivery sight unseen and the CRDC will only ask for a signature once all materials have been offloaded and are in designated space. Concessionaire acceptance of material at delivery places the obligation of monitor and control with the Concessionaire and not BAL.

   Unattended items left in common areas are a security infraction and will result in fines as outlined in Section VI. Compliance, Subsection D. Failure to Comply.

Q. PRODUCT TRANSPORT

The Authority has pre-approved the following conveyances for material transport within the Airport Terminals. Any other carts or conveyances must be submitted for approval prior to usage on Airport property. Concessionaire's carts or conveyances must be clearly marked to indicate the Concessionaire and the Concession Location for which the cart or conveyance belongs. Carts or conveyances are not allowed on the airport shuttle system.

Transport Storage Cabinets with doors may be used for transportation of prepared food items. Doors are required on these conveyances, and no goods within the cabinet are to be seen. All goods being transported must be sealed and leak proof. The cabinet must be equipped with pneumatic wheels suitable for operating on carpet or other flooring without damage thereto. This must be stored within the Concessionaires leased space.

Convertible Hand Truck may be used for transportation of goods contained within crates specified below. No goods within the crates are to be seen. All goods being transported must be sealed and leak proof. The hand truck must be equipped with pneumatic wheels suitable for operating on carpet, or other flooring without damage thereto. This must be stored within the Concessionaires leased space.

U-Boat Platform Carts may be used for transportation of goods, bottled beverages, and totes as specified below. No goods within the crates are to be seen. All goods being transported must be sealed and leak proof. Goods must be properly loaded and secured for safe transport. The hand truck must be equipped with pneumatic wheels suitable for operating on carpet, or other flooring without damage thereto. This must be stored within the Concessionaires leased space.

Retail Storage Crates (Totes) may be used on convertible hand trucks to transport sealed and leak-proof retail goods. This must be stored within the Concessionaires Leased space.

R. WASTE MANAGEMENT

1. The Authority provides trash and waste disposal from designated compactors and dumpsters at the Airport. Concessionaires will arrange for sanitary handling and transfer of all trash and waste from each Concessionaire space to the trash or waste compactor or dumpster designated for the space and type of trash or waste.

In transporting trash and waste, Concessionaires may only use carts or conveyances that are sealed, leak-proof, and have a fitting lid. Wheels must be cleaned regularly and be suitable for operating on carpets or other flooring without causing damage.

Concessionaire's carts or conveyances must be clearly marked to indicate the Concessionaire and the Concession Location for which the cart or conveyance belongs. The following conveyances have been pre-approved for the movement of trash. Lids that fit the conveyance are required and must be used during transport, storage, and staging within the Airport Terminals. Trash and waste conveyances must be kept in designated parking spot near the Airside truck court.

Waste Transporting Tilt Trucks

2. Concessionaires must not use carts or conveyances on the Airport shuttle system.

3. Trash and waste receptacles within the Concessionaire's spaces are to be emptied regularly to avoid overflow of trash and waste.

4. **Hallways, elevators, and areas around Concessionaire's spaces must be kept free of Concessionaire's trash and waste.** Trash and waste must be kept within Concessionaire's leased space until it may be transported to the designated compactors and dumpsters. Piling of boxes, cartons, or other similar items in, or within view of, a public area or a common area will not be permitted.

5. Concessionaires must not dispose of trash or waste in public area trash receptacles or place trash or waste (including, in particular, used cooking oil or coffee grounds) in restroom sinks or toilets.

6. The CRDC Manager will provide for the sanitary and safe removal and disposal of used cooking oil from Food & Beverage operations. Concessionaires will cooperate and partner with the CRDC Manager to ensure the safe and efficient removal of used cooking oil.

   a. Spills of used cooking oil or other liquid waste caused by Concessionaire (or its vendors) are the responsibility of the Concessionaire to clean up.

7. All Concessionaires must maintain adequate supplies, spill response equipment, and materials in accessible locations near areas where spills are likely to occur. Spills must be controlled to minimize property damage, personal injury, and damage to the environment.

8. Concessionaires must flatten or break down all cardboard and cartons and place within designated cardboard receptacles.

9. Concessionaires are required to properly dispose of recyclable waste items in the locations. Concessionaires should allocate dedicated areas accessible to waste haulers and building occupants for the collection and storage of recyclable and compostable materials. For more information about recycling, see Section S. Sustainability below.

S. SUSTAINABILITY

Sustainability is an important component of efficient and responsible operations and construction at the Airport. Concessionaires are required to meet the sustainability requirements of the Concessions Design Criteria Manual and the Tenant Work Permit Handbook for designing, developing, constructing, or refurbishing within their lease lines.

Concessionaires are required to participate in Airport-wide sustainability initiatives, including recycling and food donation programs. Concessionaires will be required to participate in any future sustainability initiatives at the time of implementation. Recyclable materials should be aligned with the Sustainability Management Plan protocol and include mixed paper, corrugated cardboard, glass, plastics, metals, shrink wrap, pallets, coffee grounds, whipped cream canisters, cooking oil, and toner cartridges. The Authority encourages Concessionaires to have recycling receptacles within their Concession Locations and support spaces in order to efficiently collect and transfer recycled materials to the designated drop-off locations. Please refer to the Sustainable Management Plan to learn more about Airport sustainability initiatives. In addition, Concessionaires are responsible for keeping their facilities in compliance with the Authority's Environmental Management Policy and Standard Procedure, as well as all applicable local, state, and federal environmental regulations. It is the responsibility of Concessionaires to contact Environmental Services Department to inquire about environmental regulations that may apply to any new or existing activity or operation to see if there is a potential for environmental impact, whether or not such impact is estimated to be minimal.

Concessionaires are responsible for immediately forwarding copies of all environmental permits, notice(s) of violation, warning notice(s), consent orders and related documents, site rehabilitation reports, and related correspondence, and asbestos and lead paint reports to the Authority Concessions Department and the Environmental Services Department.

1. **Recycling:** The Main Terminal and all Airsides are equipped with green 95-gallon recycling bins, serviced twice weekly.

   a. The following items **can** be recycled in the recycling bins: glass; paper/magazines/newspapers; plastic; aluminum, tin, and steel cans; and cardboard.

   b. The following items **cannot** be recycled: plastic bags, liquids, and food, light bulbs and batteries, toxic materials, wood, and construction materials.

   When loading items into the recycle bins, **do not** leave these items in plastic garbage bags, as this is a non-recyclable material. DO NOT DISPOSE OF ANY PLASTIC BAGS IN THE RECYCLING BINS. More information about cardboard and other recyclable waste material hauling is located in Section R. above.

2. **Food Donation:** The Authority encourages all Concessionaires to repurpose unsellable yet otherwise wholesome food and food items for the benefit of the community. All food donation pickups will take place at the CRDC. The CRDC Manager will provide for the collection and storage of food for repurposing that meets minimum standards for safety and wholesomeness. The CRDC Manager reserves the right to refuse pickup of any contaminated food items that do not meet the minimum standards and/or that pose a risk to other items stored in the CRDC.

T. UTILITIES

Concessionaires are provided stubs for electricity and water to the lease line, where applicable. Refer to the Concessions Design Criteria Manual for more information.

1. Data and phone line set-up

   For data and phone line set-up, Concessionaires have the option to use the Airport's services or to use a third-party provider. Many locations are not provisioned for third party provider cabling within the Concessions Location, and any costs associated with interior cabling are the responsibility of the Concessionaire. To use the Airport's services, or to ask any questions about data and phone line set-up, Concessionaires should contact Authority IT Department by calling 813-801-6044 or by email at **MPeterson@TampaAirport.com**.

U. USE OF STANCHIONS

If there is a legitimate reason necessitating temporary stanchions, Concessionaire must seek approval from the Authority Concessions Department prior to such use. No stanchions should be placed outside of the lease line without written approval from the Authority Concessions Department. The Authority may place stanchions for certain high-

volume Locations. The Location than takes on the responsibility of cleaning and maintaining the stanchions on a daily basis.

V. REFURBISHMENT

1. Routine Refurbishment

On or about the commencement of each Contract Year, representatives of Authority and Concessionaire shall tour the Concessions Location and jointly agree upon what, if any, routine refurbishment is required to maintain the Concessions Location in first class condition. Concessionaire shall promptly undertake such refurbishment at its sole cost and expense of refurbishment. The Authority may determine, in its sole discretion, the refurbishment required. Refurbishment shall mean the routine repainting or redecoration of public areas within the Concessions Location, including, but not limited to, the replacement or repair of worn carpet, tile, furniture, furnishings, fixtures or finishes.

2. Mid-Term Refurbishment

Concessionaires will refurbish their Concessions Location around the midpoint of the term of their Contract. The Mid-Term Refurbishment includes all refinishing, repair, replacement, redecorating, repainting, and re-flooring necessary to keep the Concessions Location in first-class condition.

All plans and specifications for refurbishment must be in accordance with the Concessions Design Criteria Manual. Specifications must be submitted for review and approval by the Authority no later than the mid-point of the 5th full year of operations. The Mid-Term Refurbishment must be completed prior to the midpoint of the 6th full year of operations.

W. MUSIC/NOISE

Any concession location that wishes to play music must obtain approval for the system, type of music, and volume level from the Concessions Department. Any noises within a concession location must be kept at a volume level so that the noises do not extend outside Concessionaire's space into the public areas. All music and noises must cut off during Airport emergency announcements.

X. NUISANCE

Concessionaires will not commit any nuisance, waste, or injury at the Airport and will not do or permit to be done anything which may result in the creation, commission or maintenance of such nuisance, waste, or injury.

Y. DECORATIONS

All store decorations, including holiday or sports-themed uniforms, for any concession, including holiday or special occasion decorations, are subject to prior approval from the Authority Concessions Department.

Z. PROHIBITED ACTS

1. Concessionaires may not install vending machines in any part of their Concessions Location or on the Airport for either public or employee use.
2. Concessionaires and any personnel employed by Concessionaires may not use improper language; act in a loud, boisterous, or otherwise improper manner; or be permitted to solicit business in a manner that is offensive or otherwise unprofessional.
3. Concessionaires may not sell products that have not been approved by the Authority Concessions Department.
4. Concessionaires may not change the prices of products without approval from the Authority Concessions Department. For more information about pricing, refer to Subsection G. Pricing above.
5. Concessionaires are prohibited from displaying tip jars, buckets, or containers unless approved in writing, in advance, by the Authority Concessions Department.
6. Concessionaires are prohibited from printing "tipping" language on sale and credit card receipts at all quick service and fast-casual eateries.
7. Concessionaires will not place excessive loads on the walls, ceilings, and floor or pavement areas of the Airport and will repair any areas damaged by excessive loading to the satisfaction of the Authority.
8. Concessionaires will not permit the active display or operation on their Concessions Location of any display that flies, flashes, or emits a noise or odor unless approved in writing in advance by the Authority.
9. Concessionaires will not keep or display any merchandise on or within, or otherwise obstruct, any part of the Airport terminals that are outside of their Concessions Location. Concessionaires shall keep any service corridor, hallway, stairway, door, or loading dock leading to and from their Concessions Location free and clear of all obstructions.
10. Concessionaires will not interfere or permit interference with the use, operation, or maintenance of the Airport, including but not limited to, the effectiveness or accessibility of the drainage, sewer, water, communications, fire protection, utility, electrical, or other systems installed or located from time to time at the Airport.

11. Employees of all Concessionaires are prohibited from smoking while in uniform.

12. Concessionaires will not engage in any activity prohibited by the Authority's existing or future noise abatement procedures nor its Rules and Regulations and Operating Directives.

13. The Authority may assess fines for failure to comply with the Authority's prohibited acts. Concessionaires shall take all proper steps to discipline employees who participate in acts of misconduct or prohibited acts on or about the Airport.

V. COMMUNICATION

A. ADVERTISED PROMOTIONS

Each Concessionaire is required to participate in all advertised sales or promotions conducted by its parent corporation, its franchisor, or its selected operating brands. Advertised sales include TV, newspaper, radio, and all print media. However, Concessionaires are not permitted to participate in liquidations, going out of business, moving sales or closeouts of products or brands. Concessionaire may not post any type of sign related to these types of sales.

Concessionaires must make every reasonable effort to ensure that all corporate advertisements that list multiple locations will list the Airport as a participating location or member of the promotion or sale(s). In the event that participation in a sale or promotion harms a Concessionaire, the Concessionaire may request, in writing to the Authority Concessions Department in advance of the sale or promotion, permission to not participate.

B. MEDIA OPPORTUNITIES

The Authority has a Marketing and Communications Department that can assist Concessionaires in raising awareness about new operations and achievements. Concessionaires should reach out to the Authority Concessions Department with any unique news about their operations. The Authority Concessions Department will assist Concessionaires in working with the Marketing and Communications Department.

C. TAMPA INTERNATIONAL AIRPORT CORPORATE IDENTITY

Consistent handling of the Airport logo or name is required in all collateral materials, which may include items such as brochures, newsletters, promotional items, presentations, reports, etc. Any Concessionaire wishing to use the Airport logo on any materials must submit a request to the Authority Concessions Department for review to ensure consistency with the Airport's corporate identity and image. For external communications, if the Airport is abbreviated, it should be referred to as TPA.

D. EMAIL COMMUNICATIONS

Relevant email communications from the Authority will be sent to General Managers of Concessionaires. Reading and/or responding appropriately to this information in a timely manner is important to the success of all Concessionaires. Information will be sent to the contact information provided on the most recently submitted Concessions Contact Information Form received by the Authority Concessions Department. Concessionaires are asked to please ensure that contact information remains current at all times, as stated in Section VI. Compliance, Subsection B. Required Documentation Compliance.

E. CONCESSIONAIRE MEETINGS

The Authority Concessions Department hosts Concessionaire meetings for all concession owners and their management. These meetings provide pertinent Airport operation and project information for Concessionaires, and each Concessionaire is required to have a representative in attendance at the meetings. All meeting notifications will be sent to the most recent contact information provided to the Authority Concessions Department.

F. WIRELESS COMMUNICATION DEVICES

1. Concessionaires are not permitted to install any paging, audio, or video systems within their Concessions Location without advance written approval of the Authority Concessions Department.

2. Should a Concessionaire install any type of radio transceiver or other wireless communications equipment, Concessionaire will provide radio frequency protection within the aviation air/ground VHF frequency band and the UHF frequency band in accordance with restrictions promulgated by the Federal Aviation Administration (FAA) for the vicinity of FAA Transmitter or Receiver facilities. Radiofrequency protection will also be provided for all other frequency bands operating in the vicinity of a Concessionaire's equipment. Should interference occur as a result of a Concessionaire's installation, Authority reserves the right to shut down the installation until appropriate remedies to the interference are made by the Concessionaire. Such remedies may include relocation to another site. The cost of all such efforts to remedy the interference will be solely at the Concessionaire's expense.

VI. COMPLIANCE

A. OPERATIONAL COMPLIANCE

Authority Requirements

The Authority will conduct periodic Performance Surveys of each Concessionaire's Concessions Location to ensure that all of the operational, safety and compliance standards of this Handbook are consistently performed by Concessionaires. Concessionaires are required to cooperate with Performance Surveys.

1. Performance Surveys will be updated from time to time, but will always include minimum objective standards in the following areas:

- certification and documentation compliance,
- customer service,
- cleanliness and maintenance of Concessions Location,
- hygienic and safe food handling practices,
- daily operations management,
- sustainability compliance and,
- merchandising/display compliance.

If a Concessionaire fails to meet minimum standards in any of these areas, the Authority may, at its discretion, assess fines or seek other remedies available.

2. Performance Surveys will be conducted at random utilizing the Performance Audit form, which may be updated from time to time, the Performance Audit form, available in Section VIII Forms covers all areas that may be evaluated on the Performance Audit. Additional items may also be noted but will not be considered part of the evaluation.

3. Performance Survey forms, in their newest version, will always be available to Concessionaires ahead of the Performance Audit so that appropriate preparations can be made.

a. Updates to the Performance Audit will be cause for an update to Section VIII. Forms of this Handbook, which update will be emailed to all Concessionaires.

4. In order to assure consistent adherence to performance standards throughout the Term of Concessionaire's Contract, the Authority will use a rolling twelve-month cycle in the recording of incidents or failure to meet standards. The Authority reserves the right to assess fines for violations of certain performance standards as set forth in Subsection D. Failure to Comply below. Violations of performance standards resulting in fines may be found during Performance Survey or at any other time during the Term of the Contract.

   a. Action plans and documentation of corrective actions will be required after each Performance Audit, regardless of any scoring.

   b. Annual Reviews will take place no later than 90 days after the end of each Contract Year.

5. Concessionaire and Authority will meet to review and evaluate the financial, customer service, and operational performance of each location.

6. Authority will provide written notice to Concessionaire if it determines that a location performed unsatisfactorily during the prior Contract Year. The Concessionaire will be required to prepare and submit a Remediation Plan to Authority within 30 days of receipt of such written notice. The Remediation Plan will include, but not be limited to, proposed remedial activities such as employee training, staffing changes, merchandise and service modifications, facility refurbishment and repair, and/or replacement of concept or brand.

   a. In the event Authority determines that the location is still performing in an unsatisfactory manner after six months of implementation of a Remediation Plan, then Authority reserves the right to require Concessionaire to replace the underperforming concept or brand. The Concessionaire will submit a proposal for a brand or concept replacement plan within 90 days of receiving written notice from Authority requiring a replacement.

Health and Safety Standards

Concessionaires are required to comply with all health and sanitary standards and regulations as set by Authority, City of Tampa, Hillsborough County, State of Florida, or any other governmental authority with jurisdiction. Failure to meet such standards is addressed in Subsection D. Failure to Comply.

Americans with Disabilities Act

The Concessionaire will comply with the applicable requirements of the Americans with Disabilities Act (ADA); the Florida Americans with Disabilities Accessibility Implementation Act; Florida Building Code, Chapter 11, Florida Accessibility Code for Building Construction; and any other similar or successor laws, ordinances, rules, standards, codes, guidelines, and regulations and will cooperate with Authority concerning the same subject matter.

Additional Compliance

Concessionaire, its officers, authorized officials, employees, agents, subcontractors, or those under its control, will at all times comply with all applicable federal, state, and local governmental laws, ordinances, regulations, codes, and permits in the conduct of its operations, including, but not limited to, safety, operational, or security measures

required of Concessionaire or Authority by the FAA or TSA, such as regulations regarding products or procedures, in addition to Airport Rules, Regulations, Policies, Procedures, and Operating Directives as are or may hereinafter be prescribed by Authority, all applicable rules and regulations and other mandates whether existing or as promulgated from time to time by the federal, state, or local government, or Authority, including, but not limited to, permitted and restricted activities, security matters, parking, ingress and egress, environmental and storm water regulations, and any other operational matters related to the operation of Airport. If Concessionaire, its officers, authorized officials, employees, agents, subcontractors, or those under its control fail or refuse to comply with said measures and such non-compliance results in a monetary penalty being assessed against authority, then, in addition to any other remedies available to Authority, Concessionaire will be responsible and will reimburse Authority in the full amount of any such monetary penalty or other damages. This amount must be paid by Concessionaire within 15 days from the date of the invoice or written notice.

Concessionaire's Standards

The Concessionaire will ensure continuous adherence to Concessionaire's own standards, which are to be provided as outlined below.

B. REQUIRED DOCUMENTATION COMPLIANCE

1. Permits and Licenses

The Concessionaire will obtain and maintain all permits, certificates, licenses, or other authorizations required in connection with the operation of its business at the Airport. Copies of all required permits, certificates, licenses, or other authorizations will be appropriately displayed within the Concessions Location and submitted to the Authority.

2. Franchise Agreements

All franchise standards will be met or exceeded. Copies of franchise standards, procedures, and any franchise quality audit forms are to be sent to Authority at least 30 days prior to the opening of any franchise concession location. Any updates to these standards must be submitted to the Authority Concessions Department.

3. Quality Audit and Operating Standards

Concessionaires are required to submit a copy of company quality audit forms and company operating standards, procedures, plans, and manuals (including those for uniforms, customer service, safe food handling, ill employees, cash handling, lost credit cards, safety, disciplinary actions, etc.) to Authority at least 30 days prior to the opening of each Concession Location. Any updates to these standards must be submitted to the Authority Concessions Department.

4. **Health Inspection and Fire Safety Reports**

   Concessionaires are required to submit all health inspection and fire safety reports, along with documentation of any required corrective actions taken, to Authority within 48 hours of receipt.

5. **Cleaning and Maintenance Program Schedules**

   At least 30 days prior to the opening of each concession location, Concessionaires are required to submit to Authority a preventative and routine cleaning and maintenance program, including cleaning schedules. The cleaning and maintenance schedules should be designed to keep the business looking new, fresh, and inviting to customers.

6. **Price Surveys**

   Price Surveys will be submitted to Authority at least 30 days prior to the opening of a Concession Location and prior to the beginning of each Contract Year.

7. **Customer Complaints**

   All customer complaints referred to Concessionaires by Authority must be responded to by Concessionaire within 48 hours of referral. A written copy of Concessionaire's response and/or corrective actions is to be submitted to the Concessions Department.

8. **Maintenance Log and Chemical Log**

   Concessionaires are required to maintain logs of maintenance visits and chemical servicer visits. The Concessions Department, or any representative of the Authority, reserves the right to review these logs at any time.

9. **Updated Contacts and Organizational Chart**

   Each Concessionaire is responsible for ensuring that the Authority has the most up-to-date contact information and organizational chart for their concession locations and corporate office. Contacts can be updated by submitting a new Concessions Contact Information Form located in Section VIII. Forms, Subsection E.

10. **Disaster Planning**

    Each Concessionaire must develop an evacuation plan and a severe weather plan that coordinates with the Authority's Emergency Plan and the Airport Emergency Response Manual. Employees of Concessionaires must be trained on disaster planning, and Concessionaires must submit documentation once this has been completed. See Section VII. Safety and Security for more information.

11. Daily Sales Reporting

Concessionaires are required to enter Gross Receipts data for each Concession Location into the daily sales portal located at the following web address:

http://app.tampaairport.com/ConcessionsPortal/Common/Login.aspx

Gross Receipts information must be entered into the portal by noon the next business day after the sales were generated. For questions accessing the portal or to set-up a new Concessions Location in the portal, contact **Concessions@TampaAirport.com**

Employee Training

Health and safety is one of the values adopted by the Authority. The Authority believes that employee training is a pivotal part in its values. The Authority requires all Concessions to provide adequate training to all employees, to include:

a. Employee Food Handling Training – This training should apply to all employees working in Food and Beverage Location. Location managers are not required to have this training.

b. Food Manager Training – This training should apply only to Managers within the Food and Beverage Location. This training should also apply to Managers within Retail Locations that sell grab and go food products.

c. Alcohol Service Training – This training should apply to all employees that serve alcohol; this includes Location Managers.

Completed training documentation should be kept inside the Concession Unit where that employee will be working. All training material should come from a reputable source and should be approved by the Authority Concessions Department.

C. REPORTING COMPLIANCE

Copies of all documentation that require submittal should be sent to the Authority Concessions Department via email to **Concessions@TampaAirport.com**. Concessionaires with any questions regarding reporting of documentation should contact the Authority Concessions Department by calling 813-554-1418 or by email at **Concessions@TampaAirport.com**.

Any construction or major maintenance work to be completed by Concessionaire will require prior approval by the Authority Concessions Department and may be filtered through other departments prior to a determination.

Other items requiring submittal to the Authority Concessions Department for its prior approval include signs, music/noise requests, product lists of items for sale, certain vendor and/or servicer information, certain equipment, and employee uniforms. Concessionaires are expected to read and understand the Contract and this Handbook in its entirety and are required to submit all compliance items within the designated time frames.

D. FAILURE TO COMPLY

It is the Authority's objective to provide the public and air travelers with the highest level and quality of service to meet standards and expectations. The Authority has established the following actions that may be taken for various violations of this Handbook.

1. First Violation

Any violation that is a first offense will be delivered to Concessionaire as a "first offense" warning. This warning may be made verbally to the Manager on duty with written follow-up sent to the General Manager, or it may be made only to the General Manager in written form. The violation will include a reasonable cure time in order for the Concessionaire's management to take corrective actions. It is the responsibility of Concessionaire's General Manager to follow-up with the Authority Concessions Department with plans to resolve the violation and again once the violation has been remedied.

2. Second Violation

Any violation that is noted a second time within a rolling 12 month period or that has not been remedied by the end of the "first offense" cure period will result in a "second offense" warning. This warning may be made verbally to the Manager on duty with written follow-up sent to the General Manager, or it may be made only to the General Manager in written form. The violation will include a reasonable cure time in order for the Concessionaire's management to take corrective actions. It is the responsibility of Concessionaire's General Manager to follow-up with the Concessions Department with plans to resolve the violation and again once the violation has been remedied.

3. Third Violation

Any violation that is noted a third time within a rolling 12 month period or that has not been remedied by the end of the "second offense" cure period will result in a "third offense" and fines will be immediately assessed, as set forth in the table below, as liquidated damages for the continuation of such violations. The Authority may contact the Concessionaire's corporate headquarters via a certified letter containing the standard being violated, the specific deficiency of the standard,

details of past notices of the violation, the corrective actions expected, an expected deadline for implementation of corrective actions, and a statement that non-compliance within the allotted time will result in fines or other actions up to termination of the Contract. It is the responsibility of Concessionaire's General Manager to follow-up with the Authority Concessions Department with plans to resolve the violation and again once the violation has been remedied. If the Concessionaire fails to remedy the third violation within the allotted time, the Authority may continue to assess fines daily or may seek any other remedies available to it under the Contract.

4. Exceptions

Violations that result in the compromise of the health or safety of the public, staff, or any others, including critical health code, fire safety, or airport security violations, will require immediate action to be taken and are considered "Critical Violations" with fines accruing immediately and without notice. The Concessionaire's General Manager should take immediate action and follow-up with the Authority Concessions Department once such violation has been remedied. If the Authority Concessionaire fails to immediately remedy the violation, the Concessions Department may assess additional fines or may seek any other remedies available to it, including reporting the violations to the appropriate agencies or terminating the concessions Contract.

5. Performance Standard Fines

The table below outlines the fines that may be assessed for failure to meet performance standards. The table includes the infraction and the fee schedule.

Performance Standard Fines

Infraction	Fee Schedule
1. Operational Deficiencies 2. Pricing Policy Infraction 3. Late Pricing Survey 4. Late Reporting 5. Other Non-Critical Infractions	$100 per day
1. Security Infractions 2. Critical Health Code Violations 3. Other Critical Infraction	$500 per occurrence

E. SIGNAGE COMPLIANCE

Subject to the approval of the Authority Concessions Department, which will not be unreasonably denied, Concessionaires, has the right to install and maintain signs within

their leased locations in accordance with the Concessions Design Criteria Manual, Authority Concessions Department standards, and the Contract. Concessionaires will submit to the Authority Concessions Department the size, design, content, construction or fabrication and intended location of every sign for approval prior to installation. No signs of any type are to be installed on Airport property without the specific prior written approval of the Authority. No handwritten signs will be approved.

No persons, without written authorization from the Authority Concessions Department, may post commercial signs, banners, or distribute advertisements, literature, circulars, pictures, sketches, drawings, handbills, coupons, or any other form of printed or written commercial matter or material at the Airport.

1. **Authority Door Signage**
   The Authority Concessions Department maintains door signage that is located on the top right side of every Concessions Location door. Door signs are placed on the front of a Concessions Location and on the inside and outside of the back utility or emergency door, if applicable. The Authority Concessions Department maintains these signs and cannot be removed unless done so by an Authority Concessions Employee.

2. **Concessionaire Door Signage**
   The Concessionaire will submit a professional made sign to the Authority Concessions Department. This sign is to be placed on the back door or any Concessions Location, including any office or support space. The sign is to include the Concessionaire logo and the Concept name or room title. Any changes to this sign must be submitted for approval to the Authority Concessions Department. This sign will be at the sole cost of the Concessionaire and will be the reasonability of the Concessionaire to maintain the sign.

F. ADA COMPLIANCE AND COMPLAINT RESOLUTION

Concessionaires are required to comply with federal and state laws and regulations, including the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 and the Florida Americans with Disabilities Accessibility Implementation Act, and shall not discriminate on the basis of disability in the provision of services to the public.

Concessionaires should be proactive in addressing requests to accommodate disabilities and seek satisfactory complaint resolution. However, any complaints that are not resolved alleging discrimination on the basis of disability with regard to Airport programs, services, activities, or facilities should be made in writing on the Complaint Resolution Form found on the Airport's website **(http://www.tampaairport.com/ada-complaint-**

form). Complaints can also be directed to the following Authority employee who has been designated to coordinate ADA compliance:

Gina Dew
Director of Government Affairs & Community Relations
P.O. Box 22287
Tampa, FL 33622
GDew@TampaAirport.com

Concessionaires and Concessions employees are required to know the Authority's ADA Grievance Procedure, how to assist people with disabilities who want to file an ADA complaint, and how to contact the Authority's ADA coordinator. To expedite grievances, Concessionaires should post the following Authority procedure in a discreet location for employees to view:

ADA Grievance Procedure: The Authority has adopted a grievance procedure providing for prompt and equitable resolution of complaints alleging discrimination on the basis of disability. Complaints that a program, service, or activity of the Authority is not accessible to persons with disabilities should be directed to the ADA Coordinator. The following Authority employee has been designated to coordinate its efforts to comply with the ADA regulations:

Gina Dew
Director of Government Affairs & Community Relations
P.O. Box 22287
Tampa, FL 33622
GDew@TampaAirport.com

VII. SAFETY AND SECURITY

The Airport has a dedicated Police Department (TIAPD) located inside the Long-Term Parking Garage. All Airport employees should report suspicious activity to the TIAPD. The non-emergency phone number is 813-870-8760. If you wish to remain anonymous, call the Airport Watch Tip Line at 1-877-TIPS TIA (847-7842). If available, TIAPD Crime Prevention provides safety and security training each quarter for all employees who are interested in attending.

A. LIFE SAFETY

1. Concessionaires should provide life safety training to all employees. It is important for all employees to understand the proper usage of any life and fire safety equipment installed in the Concessions Location, e.g., fire extinguishers, hood, etc., as well as the life safety features of the Airport. At a minimum, each employee should know the locations of fire extinguishers, fire pull stations, and exit routes.

2. Sprinklers and smoke detectors must be maintained and operable at all times, and no storage, obstruction, or furniture may impede the operation of the same.

3. Fire alarms and alarm devices must not be disconnected or tampered with by any means. Fire alarm components must be maintained and operable at all times.

4. Appropriate permits must be secured before proceeding with any remodel or construction, regardless of the scale or cost of the project.

5. Repairs or remodeling of Airport structure or contents must be in compliance with the Florida Fire Prevention Code and have written approval from the Plans Review Section of the Florida Division of State Fire Marshal.

6. Exits must not be blocked or obstructed.

7. Hallways must be kept clear at all times.

8. In the event that any of the referenced fire protection/life safety components are damaged or inoperable, it is the responsibility of the Concessionaire or their designee to immediately notify the Maintenance Department Work Control by calling 813-870-8740 or by emailing **WorkControl@TampaAirport.com**.

B. REACTING TO EMERGENCY SITUATIONS

All employees should be prepared to call 911 in an emergency situation. TIAPD Dispatchers and Emergency Medical Dispatchers will assist immediately.

C. EVACUATION PLAN

Each Concession Location is required to have an evacuation plan available to all employees. This evacuation plan must include directions to an exit as well as to a gathering place outside the building. Evacuation route plans must be clearly posted and practice drills conducted at least annually. Before evacuating, location management should secure and safeguard company records (personnel files, original contracts, negotiable instruments, documents, etc.) and lock appropriate files, vaults, closets, desks, etc. Food & Beverage locations must ensure that all electrical/gas appliances are turned off (grills, fryers, broilers, stoves, etc.) and/or unplugged before vacating the site.

D. SEVERE WEATHER PLANNING

1. The Authority is equipped to advise Concessionaires and the public of emergency weather conditions; however, in some cases, advance warning is not available. The Authority will conduct severe weather planning meetings in order to prepare and plan. All Concessionaires are required to have a representative attend these meetings.

2. All Concessionaires are required to create a hurricane/tornado plan. The following preparation items should be completed as necessary in order to stay up to date:

   - Review hurricane plan with employees
   - Inventory emergency supplies
   - Purchase necessary emergency supplies
   - Confirm employee hurricane schedule plan
   - Organize and clean work areas
   - Update emergency contact lists
   - Encourage all employees to have a plan in place for their homes and families

3. The Airport Operations Portal **(https:tampaairportoperations.weebly.com/)** is activated by Authority Operations when National Weather Service advisories begin. This website contains information relevant to operations, status, and condition of the Airport.

   a. When National Weather Service advisories begin, Concessionaires are asked to provide information relevant to their operations, including:

      - Any need for assistance from the Authority
      - Plans for opening and closing concessions
      - Damage to Airport property
      - Security concerns

4. If a hurricane watch occurs, Authority Operations will activate the Emergency Operations Center, which can be reached by calling 813-870-8752 or emailing **EOC@TampaAirport.com**. Authority Operations will maintain contact with the County EOC and hold briefing meetings with Concessionaires, tenants, airlines, and agencies.

5. If a hurricane warning occurs, the following actions will be taken:

   - Meetings will be conducted with all Concessionaires, tenants, airlines, and agencies to confirm plans for ceasing all operations,
   - Implementation of the systematic list of systems to be shut down and secured,
   - Planned timeline for returning services will be announced,
   - Concessionaires will be required to contact all employees, and
   - Concessionaires will be asked to remind employees to take shelter against the storm and know where that shelter is. The Airport is not a shelter from the storm, and all individuals that are not necessary for emergency operations should seek shelter elsewhere.

6. During a hurricane, EOC and AOC will remain staffed and provide regular updates to the FAA of the status of the Airport. Communications will remain open as permitted by the storm and services available. Surveillance over the Airport will continue as permitted by the storm and available cameras.

7. After a hurricane, the Airport will return to normal business activities as soon as possible. A predetermined timeline and systematic return of airsides and services will be overseen by the EOC. Airfield and facilities will be inspected and returned to operations in order of importance.

E. POWER OUTAGE LOSS PREVENTION GUIDELINES

1. All Concessionaires must be equipped with a Power Outage Emergency Kit, which must include a method for tracking, tallying, and cashing out sales or orders during the outage.

2. Concessionaires' employees should be trained on what to do during a power outage to maintain efficient operations and to calm the public.

3. To ensure safe food handling during a power outage, proper documentation of the time of the outage, and record-keeping of elapsed time when food is subject to unsafe temperatures (in the temperature danger zone of 41-140 degrees Fahrenheit) should be taken. In order to maintain cold food products as long as possible, Concessionaires are encouraged to ensure that their refrigerator and freezer units are properly closed and that no hot foods are in these chilling units that could elevate temperatures. Once power is restored, temperatures should be taken on food products to ensure food safety. Any products that are found to be in the temperature danger zone must be discarded.

F. LOST AND FOUND

Authority Guest Services handles all lost and found items from Airport common areas, restaurants, shops, gate areas, and restrooms. Items left in Concession Locations should be delivered on a daily basis to Guest Experience at the information booth on Level 3 of the Main Terminal. Items of high value, including purses, wallets, smartphones, tablets, and/or laptop computers, must be delivered to TIAPD officers immediately by calling the AOC. The Lost and Found Department can be contacted directly by calling (813) 554-1497, Monday through Friday, from 9:00 AM to 5:00 PM or by email at **LandF@TampaAirport.com**. Outside these hours, Lost and Found claims can be made by contacting the AOC at (813) 870-8770.

G. PROHIBITED ITEMS

Concessionaires operating in the Sterile areas of the Airport (i.e., Airside buildings) must ensure they are not displaying, offering for sale, offering for use, or carrying items in their inventory any item on the Prohibited Items list which is available on the TSA website **www.TSA.gov** click on Travel and click on “What to bring”.

It is the responsibility of the Concessionaire to develop internal policies and procedures and best management practices to maintain accountability of the use, storage, and

security of any items reflected on the TSA Prohibited Items list, which are necessary for the Concessionaire to perform their job and conduct business.

Concessionaires are required to follow all other TSA guidelines and regulations, which can be found on the TSA website **www.TSA.gov**.

H. VENDOR ESCORTS

Service repair vendors must drive to guard shack to access the Airside Truck Courts. Vendor vehicles must be clearly labeled with the Company Name on the outside of the vehicle. Once the driver pulls up to the guard, they will need to tell the guard the name of the Concession they here to service. The guard is required to call the Concessionaire and request confirmation that this vehicle may enter the truck court and that the vehicle intends to remain in the truck court and not enter the AOA/Secured area. Once the guard receives this confirmation, the vehicle will be permitted to enter the truck court. It is the responsibility of the Concessionaire to send someone with escort privileges to meet the driver and verify his/her credentials. They should also advise the vendor that no prohibited items, with the exception of required tools, are permitted in the sterile area. In addition, vendors should leave a note in their vehicle dashboard that includes the Concession Location(s) that will be visited along with a phone number to reach the driver directly in case the vehicle needs to be moved. A map showing the Airside Truck Courts is available in Section IX. Other Documents, B. Airport Maps. A Concessionaire employee with red badge escort privileges will need to meet the vendor in the Airside Truck Court and escort the vendor and inspected tools to the location for service repair. The employee providing escort will need to stay with the vendor the entire time the vendor is in the Sterile and/or Secure areas of the Airport and will need to escort the vendor back to the Airside Truck Court once the work is complete. Concessionaire employees with red badge escort privileges are responsible for their escorts the entire time the escort is in a Secure or Sterile area of the Airport.

VIII. FORMS

A. PERFORMANCE SURVEY

https://www.surveymonkey.com/r/PracticePSF-B
https://www.surveymonkey.com/r/PracticePSRetail

B. SAMPLE CLEANING CHECKLIST

RECOMMENDED CLEANING SPECIFICATIONS FOR RETAIL UNITS						
Location	**Service**	**Daily**	**Weekly**	**Monthly**	**Quarterly**	**Annually**
Store Areas	Sweep and mop floor and/or vacuum carpet	X				
	Spot clean all horizontal and vertical surfaces, removing fingerprints, smudges and stains	X				
	Remove gum on all surfaces	X				
	Dust low/high areas throughout store (all decorative items 9 feet and below)		X			
	Detail corners and ledges			X		
	Remove dust from ceiling and wall vents			X		
	Remove dust from decorative store fronts and lighted structures				X	
	Strip wash window interior				X	
	Hot water extract carpeting – high traffic areas may need more frequent cleaning				X	
	Scrub and re-coat tiled areas and grout				X	
	Strip and wax floor areas					X

C. SAMPLE PRICE SURVEY FORM

Tampa Airport Price Survey Form

Tampa International Airport

Concessionaire Name		TPA Location	
Concept Name/Airport Location		Phone	
Completed by		Email	
Date			

Section Completed for Concession																		
Item	Item Action	Item Tags	Item Description	Brand Current TPA Price	Number of Benchmarks						Benchmark Average	Street Plus 10%	Suggested Price	Suggested Minus Current	% Change	Authority Approved Price	Approved Price Difference	Approved % Change
Breakfast Comparisons																		
Coffee/Pastry					-													
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Entrees					-													
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Sides					-													
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Upgrades or Add ons					-													
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Lunch/Dinner Comparisons																		
Appetizers					-													
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Entrees					-													
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Sides					-													
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Desserts					-													
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Upgrades or Add ons					-													
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					-						#DIV/0!	#DIV/0!		$ -	#DIV/0!		$ -	#DIV/0!
Kids Meals/Value Meals					-													
					-						#DIV/0!	#DIV/0!		$ -	#DIV/0!		$ -	#DIV/0!
					-						#DIV/0!	#DIV/0!		$ -	#DIV/0!		$ -	#DIV/0!

D. CONCESSIONS CONTACT INFORMATION FORM

https://www.surveymonkey.com/r/TPAConcessionsContactForm

https://www.surveymonkey.com/r/TPAUnitContact

E. EMPLOYEE PARKING AUTHORIZATION CARD

Tampa International Airport
Employee Parking Authorization

Name _____ Lot No. _____

Airport Security I.D. No. _____

Access Card No. _____

Based Employee _____ Non Based Employee _____

Employer Authorization _____

Organization _____ Date _____

PA-48

F. FOOD DONATION CONNECTION FORM

The Food Donation Program is a simple alternative to throwing away wholesome surplus food by donating it to local non-profit organizations that help people in need. The program is managed by the Suncoast Haven of Rest Rescue Mission in partnership Food Donation Connection (FDC) [1-800-831-8161]. Please complete information below and email to **development@foodtodonate.com** and **Concessions@TampaAirport.com**

Concessionaire Information

1. Concessionaire name(s) _____
2. EIN(s) _____
3. Contact Person(s) and Title _____
   a. Address _____
   b. Phone number(s) _____
   c. Email address (s)_____
4. Number of Locations_____
5. Corporate Tax Structure - C Corporation, S corporation, Partnership, Sole Proprietor, or LLC.
6. Combined State/Federal Marginal Income Tax Rate (Used to determine your tax savings)
   _____
7. Is your company able to take an enhanced deduction for food donations considering taxable income, alternative minimum tax, accelerated depreciation, etc.? **Y / N**

IX. OTHER DOCUMENTS

A. GLOSSARY OF AIRPORT ACRONYMS

AAB – Airline Advisory Board
ACDBE – Airport Concessions Disadvantaged Business Enterprise
ADA – Americans with Disabilities Act
AFLD – Airfield
AMIS – Airport Material Information System
AOA – Aircraft Operation Area
AOC – Airport Operations Center
APM – Automated People Mover
ARFF – Aircraft Rescue Fire Fighting
AS/A – Airside A
AS/C – Airside C
AS/E – Airside E
AS/F – Airside F
BIDs – Baggage Information Displays
BOL – Bill of Lading
CBP – U.S. Customs and Border Protection
CCTV – Closed Circuit Television
CEO – Chief Executive Officer
CIS – U.S. Citizenship and Immigration Services
CNG – Compressed National Gas
CRDC – Concessions Receiving and Distribution Center
DBO – Date of Beneficial Occupancy
DOT – Department of Transportation
EOC – Emergency Operations Center
EVIDs – Electronic Visual Information Displays
FAA – Federal Aviation Administration
FIDs – Flight Information Display System
FY – Fiscal Year
GA – General Aviation
HACCP – Hazard Analysis Critical Control Point
HCAA – Hillsborough County Aviation Authority
HR – Human Resources
HVAC – Heating Ventilation Air Conditioning
ICE – U.S. Immigration and Customs Enforcement
INS – Immigration & Naturalization Service
MAPF – Minimum Annual Privilege Fee
MT – Main Terminal

M/WBEs – Minority/Women-Owned Business Enterprises
O&D – Origin and Destination
O&M – Operating & Maintenance
OPS – Operations
PAX – Passenger
PFCs – Passenger Facility Charges
QTR – Quarter
RAC – Rent-A-Car
RCC – Rental Car Center
RFC – Rates Fee & Charges
ROI – Return On Investment
RS – Ramp Services
RWY – Runway
SARA – Service Animal Relief Area
SIDA – Security Identification Display Area
TIAPD – Tampa International Police Department
TPA – Tampa International Airport
TSA – Transportation Security Administration
TTY – Text Telephone for the Hearing Impaired
TWY – Taxiway
UCO – Used Cooking Oil
USO – United Service Organizations, Inc.
WX – Weather

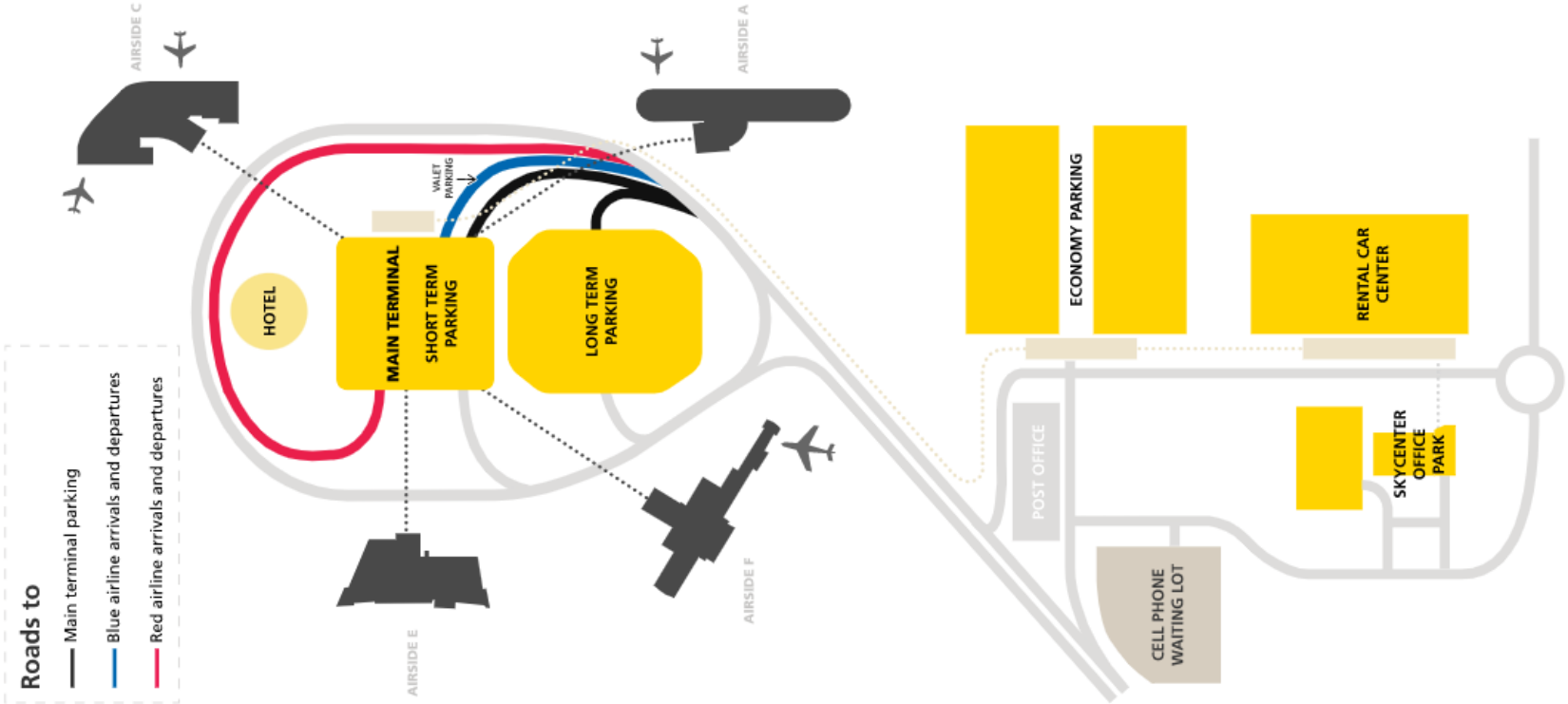
B. USEFUL CONTACTS AND WEBSITES

Office	Phone Number	Additional Information	Email
Emergency	911	medical, accident, threat, fire, etc.	
Airport Operations Center	813-870-8770	operations	
Airport Police	813-870-8760		AirportPoliceDepartment@TampaAirport.com
Airport Information	813-870-8700	general airport/airline inquires	
Badging	813-870-8753	badging information, apply, training, renew	
Emergency Operations Center	813-870-8752	updates during Airport emergency	
Lost and Found	813-554-1497	lost items in concessions and/or Airport areas	LandF@TampaAirport.com
Passenger Paging	813-870-8770	lost person(s)	
Parking Permit Office	813-870-8792	employee parking/ shuttles	PermitOffice@TampaAirpot.com
Concessions Department			Concessions@TampaAirport.com
Stacey Nance, Director	813-215-5495		SNance@TampaAirport.com
Nina Mahoney, Sr. Manager	813-676-4371	operations, compliance, marketing, customer experience, CRDC	NMahoney@TampaAirport.com
Austin Barry, Concessions Manager	813-676-9839	pricing, annual reviews, security, contract compliance, business development	ABarry@TampaAirport.com
Tonya Coleman, Compliance Manager	813-947-9619	daily operations/compliance, CRDC, performance audits	TColeman@TampaAirport.com
CRDC	813-435-6000	distribution and delivery services	SLawrimore@AirportLogistics.org
Mail Address Assignments - Jackie Lyons	813-870-7861	U.S. mail delivery address assignment	JLyons@TampaAirport.com
Maintenance Department - Work Control	813-870-8740	pest control, grease traps, food court janitorial	WorkControl@TampaAirport.com
Shared Tenant Services - Mark Peterson	813-801-6044	data and phone line set-up	MPeterson@TampaAirport.com

Florida Department of Transportation DBE Program	https://www.fdot.gov/equalopportunity/dbesbeprograms.shtm
Federal Aviation Administration	https://www.faa.gov/
Florida Licensing	http://www.myfloridalicense.com/dbpr/
Florida State Fire Marshal	https://www.myfloridacfo.com/Division/SFM/
Local Health Department	http://hillsborough.floridahealth.gov/
Tampa International Airport	https://www.tampaairport.com/
Transportation Security Administration	https://www.tsa.gov/
U.S. Department of Transportation DBE Program	https://www.transportation.gov/partners/small-business/dbe-program

C. MAPS

Campus Map



Main Terminal

Elevator
Escalator
Ground Transport
Restrooms
Information
Smoking Area
Pet / Service Animal Relief Area

Red Bag Claim

Air Canada	9	Silver Airways	10
Alaska Airlines	13	Spirit Airlines	12
Avelo	10	Southwest	13 14 15
Breeze Airways	11	Sun Country	13
British Airways	11	Virgin Atlantic	10
Edelweiss Air	10	West Jet	10
EW Discover	11		

Blue Bag Claim

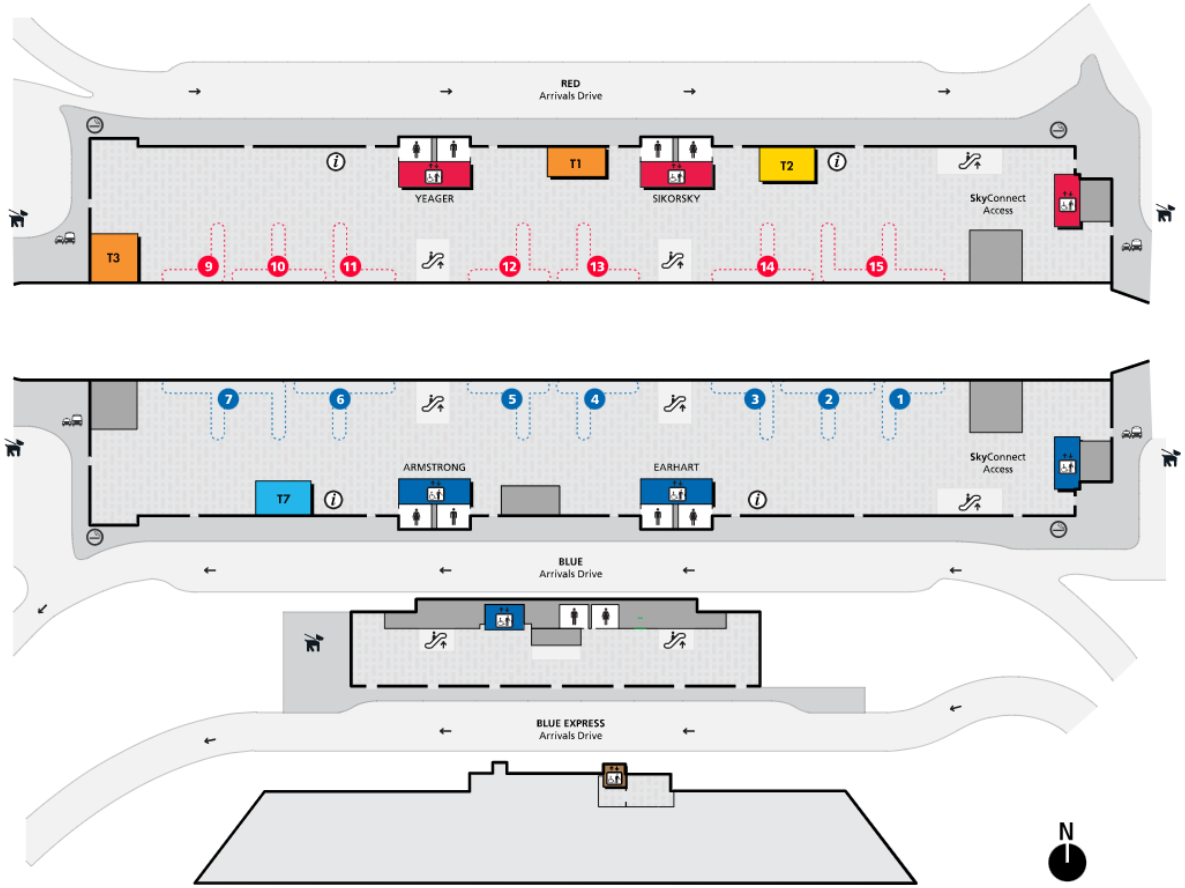
American	4 5
Cayman Airways	5
Copa Airlines	6
Delta	6 7
Frontier	1
JetBlue	3
United	2 3

Dining
T2 Starbucks

Shopping
T7 Ybor City News

Services / Amenities
T1 TSA PreCheck
T3 Global Entry

Level 1



- Elevator
- Escalator
- Restrooms
- Airport Police
- Lost and Found
- ATM
- Smoking Area

Red Airline Counters

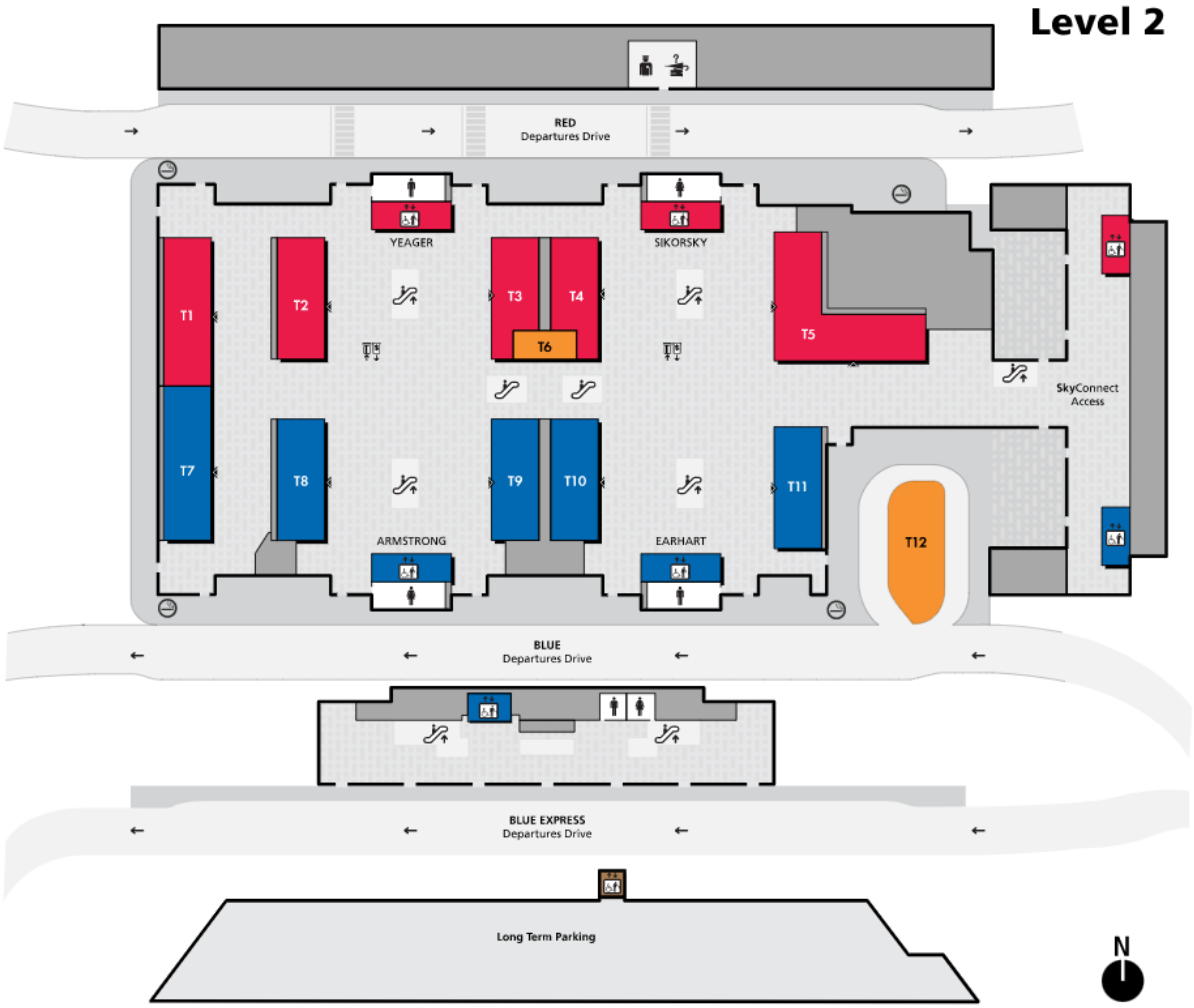
- T1 Air Canada
- T3 Alaska Airlines
- T4 Avelo
- T4 Breeze Airways
- T3 British Airways
- T1 Edelweiss Air
- T2 EW Discover
- T3 Silver Airways
- T4 Spirit Airlines
- T5 Southwest
- T5 Sun Country
- T1 Virgin Atlantic
- T2 WestJet

Blue Airline Counters

- T8 American
- T9 Cayman Airways
- T9 Charters
- T9 Copa Airlines
- T7 Frontier
- T7 Delta
- T11 JetBlue
- T10 United

Services / Amenities

- T6 USO Tampa Bay Traveler's Aid
- T12 Valet and Hand Detailing Drop-off



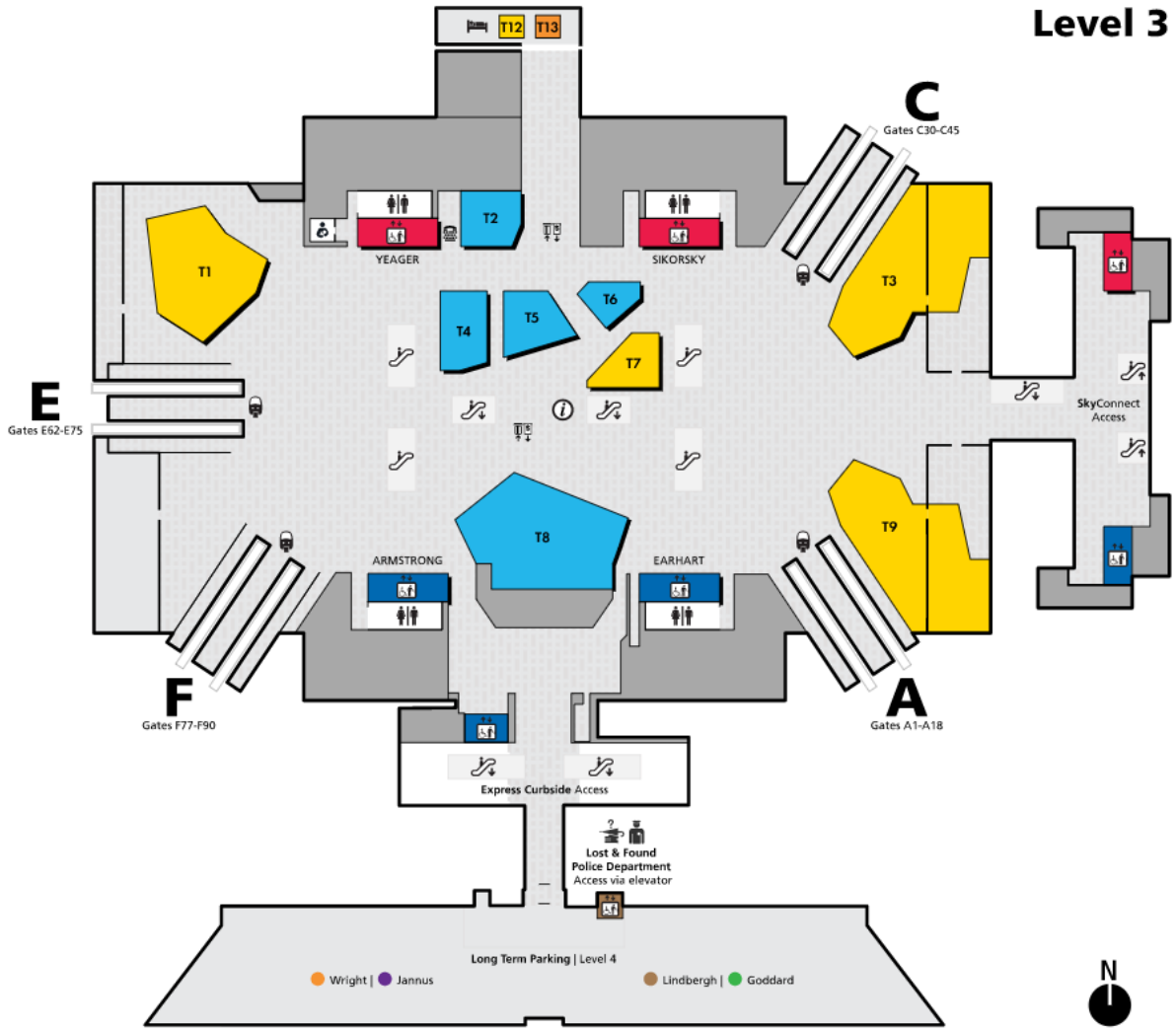
Shuttle Lobby
Elevator
Escalator
Restrooms
Marriott Hotel
Information
TTY Phone
ATM

Nursing Room
Airport Police
Lost and Found

Dining
- T1 Chick-fil-A
- Qdoba
- Wendy's
- T3 Hard Rock Cafe
- T9 P.F. Chang's
- T7 Starbucks Evenings
- T12 The Cafe
- Skyye Bar \ Coffee Bar

Shops
- T2 Tech on the Go
- T4 Mindworks
- Tampa Bay Sports
- T5 PGA Tour
- Runway
- T6 Tampa Life
- T8 Shoppes at Bayshore

Services / Amenities
- T13 Truist Bank



Rental Car Center

SkyConnect
TAMPA INTERNATIONAL AIRPORT

Rental Car Center Station

Providing Access to
- Rental Car Service Counters
- Public Bus
- Off-Airport Car Rental Shuttles
- Off-Airport Parking Shuttles

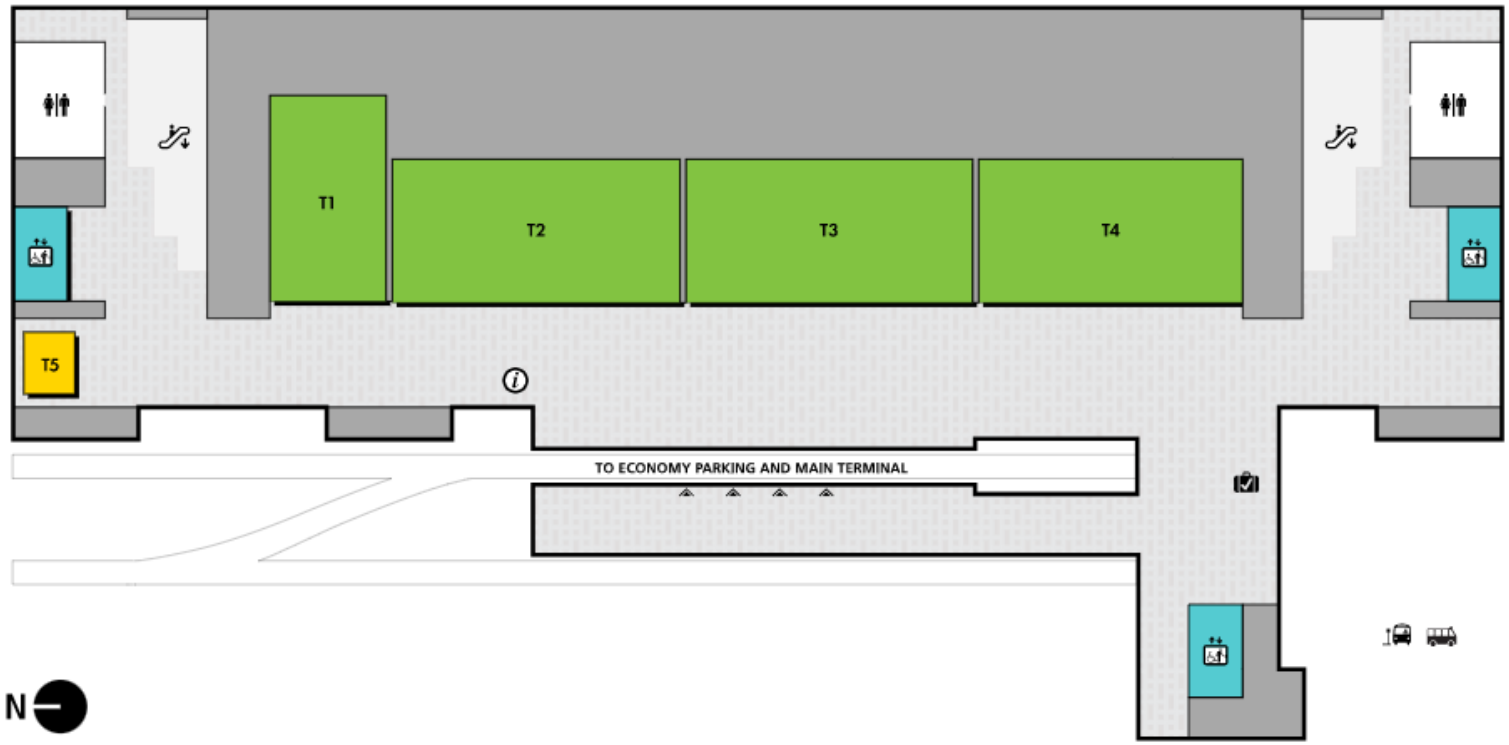
Train to
- Economy Parking
- Main Terminal

- Elevator
- Escalator
- Remote Bag Check
- Boarding/Entry Point

Rental Car Counters

T1	Ace	T1	E-Z
T1	Advantage	T1	FOX
T3	Alamo	T2	Hertz
T4	Avis	T3	National
T4	Budget	T4	Payless
T2	Dollar	T1	Sixt
T3	Enterprise	T2	Thrifty
T1	Executive	T4	Zipcar

Dining
- T5 TPA Beach Market



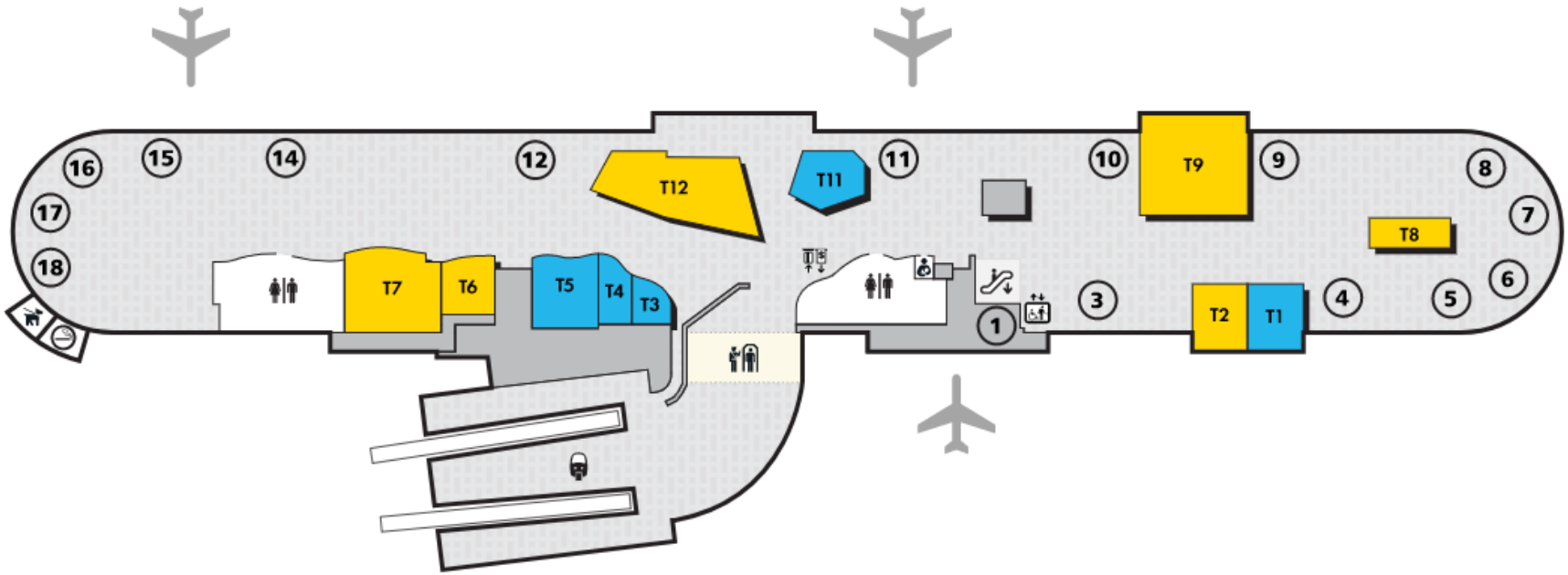
Airside A

Airside A Airlines
- JetBlue
- Silver Airways
- Spirit Airlines
- United

- Shuttle Lobby
- Elevator
- Escalator
- Security Checkpoint
- Restrooms
- ATM
- Smoking Area
- Nursing Rooms
- Service Animal Relief Area

Dining
- T2 Bay Coffee and Tea Co.
- T6 Starbucks
- T7 Pei Wei
- T8 Auntie Anne's
- T9 Ducky's
- T12 Chick-fil-A
- New York New York Pizza
- Burger 21

Shopping
- T1 CNBC Smart Shop
- T3 InMotion
- T4 Ron Jon Surf Shop
- T5 Stellar Bay
- T11 The Apartment
- Dylan's Candy Bar



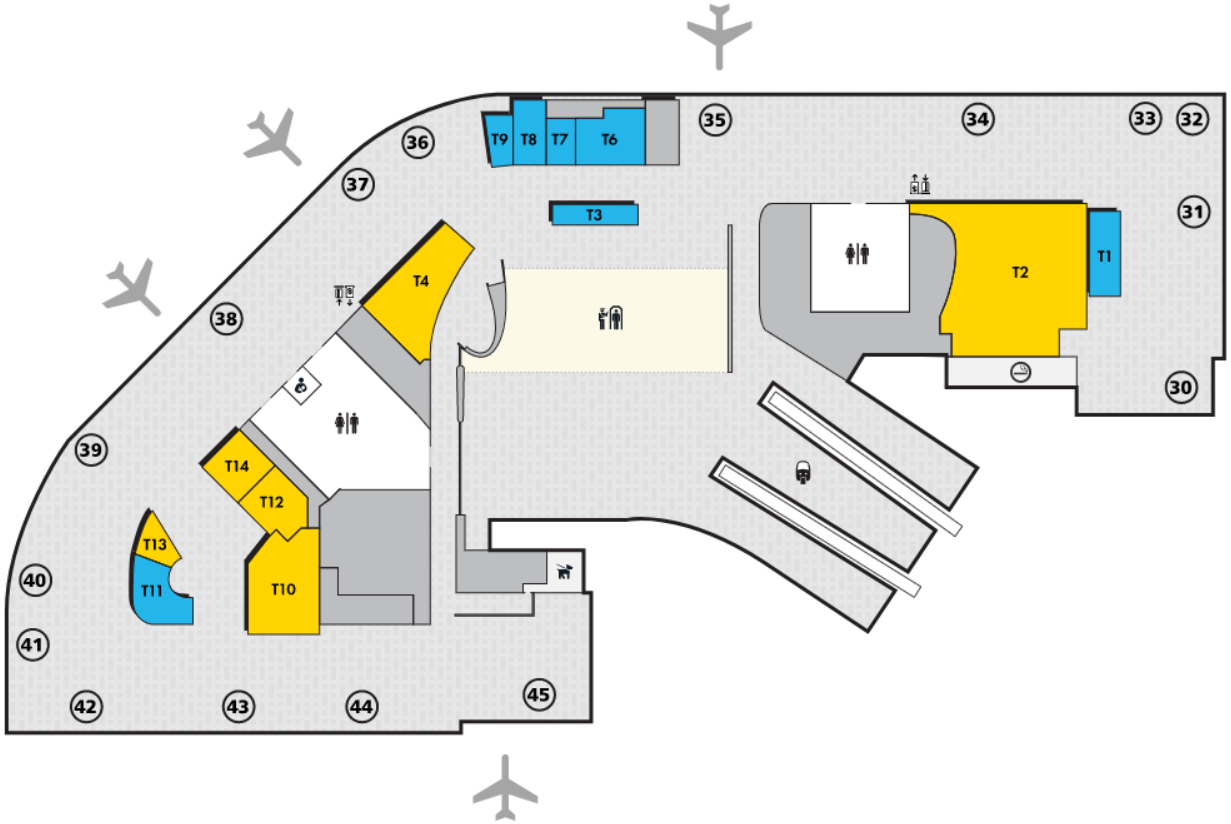
Airside C

Airside C Airlines
- Alaska Air
- Avelo
- Breeze Airways
- Southwest
- Sun Country Airlines

- Shuttle Lobby
- Security Checkpoint
- Restrooms
- ATM
- Smoking Area
- Nursing Room
- Service Animal Relief Area

Dining
- T2 Bavaro's
- Cafe con Leche
- Goody Goody
- Louis Pappas
- Ulele
- T4 Rumfish Grill
- T10 Cigar City Brewing Co.
- T13 Starbucks
- T12 PDQ
- T14 Burger 21

Shopping
- T1 Stellar Bay
- T3 Time Zone / Shades
- T6 News Channel 8
- T7 The Body Shop
- T8 Spanx
- T9 Tech on the Go
- T11 NewsLink



Airside E

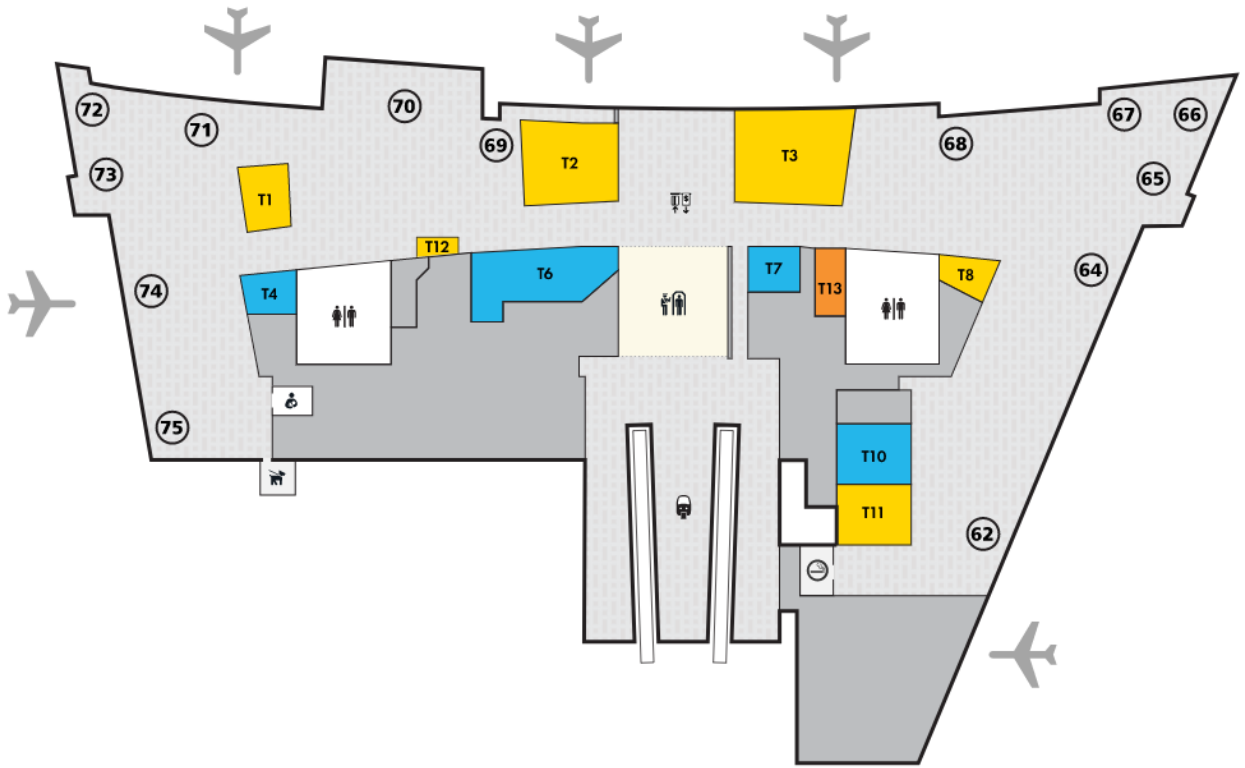
Airside E Airlines
- Air Canada
- Delta
- Frontier

- Shuttle Lobby
- Security Checkpoint
- Restrooms
- ATM
- Smoking Area
- Nursing Room
- Service Animal Relief Area

Dining
- T1 Starbucks
- T2 Panda Express
- Potbelly
- T3 Columbia Cafe
- T8 Illy Caffé
- T11 Four Green Fields
- T12 Beers of the World

Shopping
- T4 Tampa Duty Free
- T6 Air Essentials
- BookLink
- InTune Electronics
- T7 Corsa
- T10 Tampa Bay Times

Services / Amenities
- T13 Delta Sky Club



Airside F

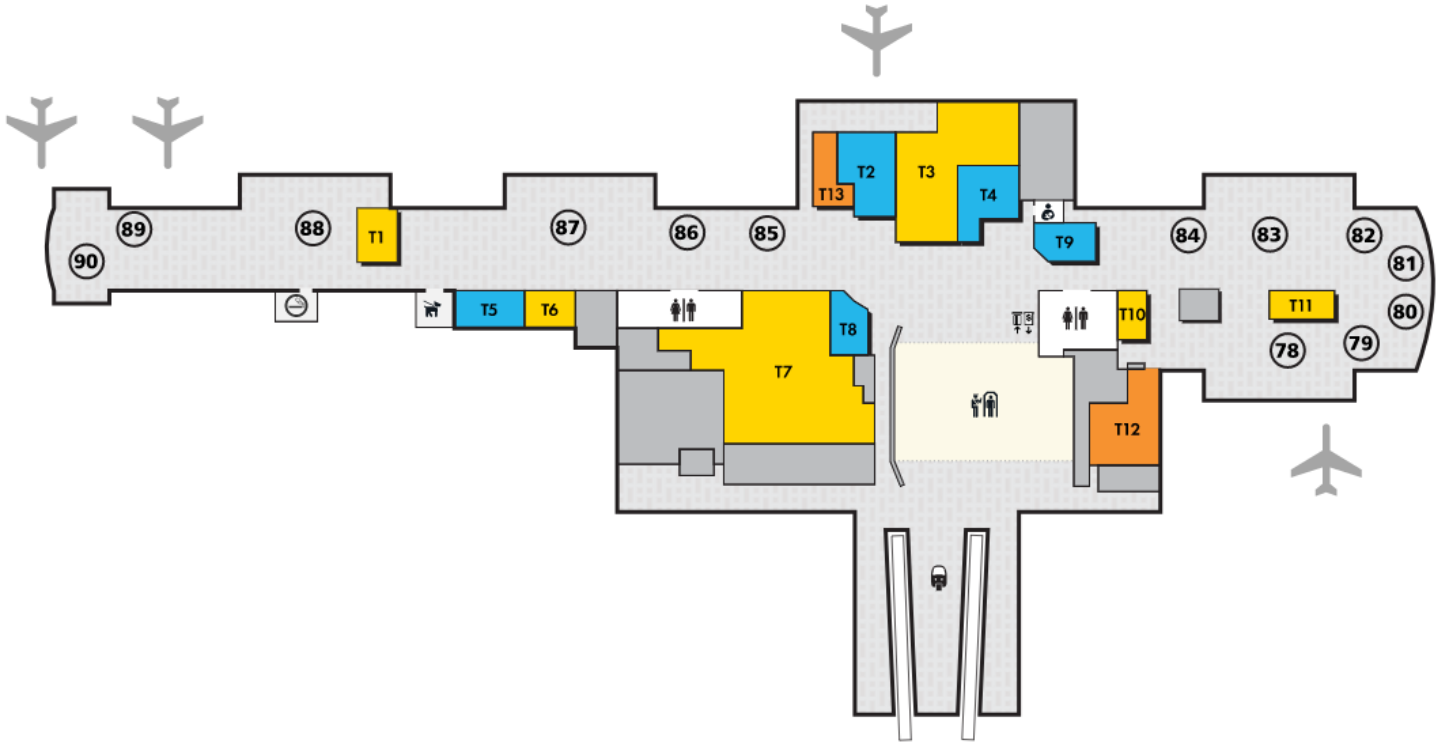
Airside F Airlines
- American
- British Airways
- Cayman Airways
- Copa Airlines
- Edelweiss Air
- EW Discover
- WestJet
- Virgin Atlantic

- Shuttle Lobby
- Security Checkpoint
- Restrooms
- ATM
- Smoking Area
- Mother's Nursing Room
- Service Animal Relief Area

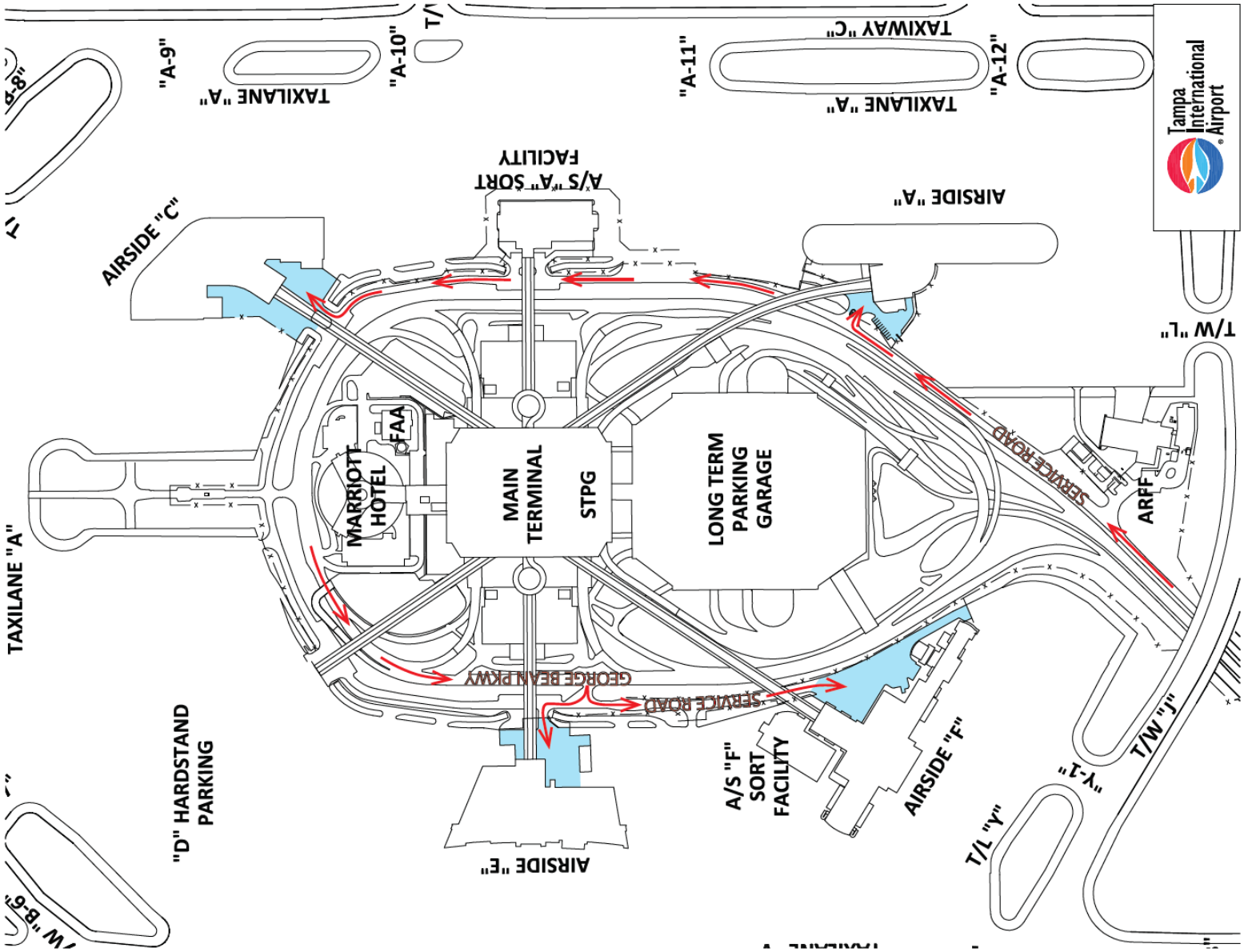
Dining
- T1 Cigar City Taproom
- T3 The Café by Mise en Place
- T6 Starbucks Reserve
- T7 The Eatery
  - Bella's Italian Café
  - Buddy Brew Coffee
  - Liquid Provisions
  - Square 1 Burger
  - Yogurtology
- T10 Illy Caffé
- T11 The Gasparilla Bar

Shopping
- T2 World Duty Free
- T4 Bay to Bay News
  - MIXX
- T5 Stellar Bay
- T8 Swarovski | Tumi
- T9 Tech on the Go

Services / Amenities
- T12 International Lounge
- T13 American Admirals Club



Airside Truck Court Access Routes



North Employee Parking