

CUSS Costs

The introduction of Common Use Self Service kiosks should not result in new or increased charges.

SITUATION

A growing number of airports have introduced CUSS (Common Use Self Service) kiosks as a new check-in option. CUSS brings real benefits to the airports by:

- Improving airport check-in experience
- Delaying the need for expanding terminal capacity and/or extending the life of existing facilities
- Providing new revenue opportunities such as use of released check-in space for new commercial activities and advertising
- Improving efficiencies at passenger check-in allowing passengers more time to shop

IATA POSITION

Given the major cost and efficiency benefits for airports highlighted above, it should not be necessary for airports to charge CUSS costs.

Where there is no other option the airport could recover CUSS costs in a transparent manner based on actual CUSS passenger usage.

THE FOLLOWING PRINCIPLES MUST APPLY AT ALL TIMES

- 1** Full consultation with all stakeholders, including airlines.
- 2** Level and structure of charges must be agreed with the airlines prior to proceeding with implementation.
- 3** All charges must be cost-related, transparent and non-discriminatory to meet ICAO Policies¹.
- 4** CUSS costs should be part of the regulated charges.
- 5** CUSS costs should not be automatically passed on to airlines and passengers.
- 6** Where the airport gets revenues from related commercial activities the single till principle should apply.
- 7** Charges must be reviewed annually to adjust charges to reflect benefits, usage and costs.

¹ ICAO Doc 9082/7