

# Exclusive Services in İGA

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## Istanbul Airport City

Istanbul Airport City, located at the Istanbul New Airport project, is a globally unique urban development project located near the airport within the boundaries of the expropriation area.

Istanbul Airport City will be built to perfection with a 10 million square meter area to be a reference point for the cities of future airports around the world.

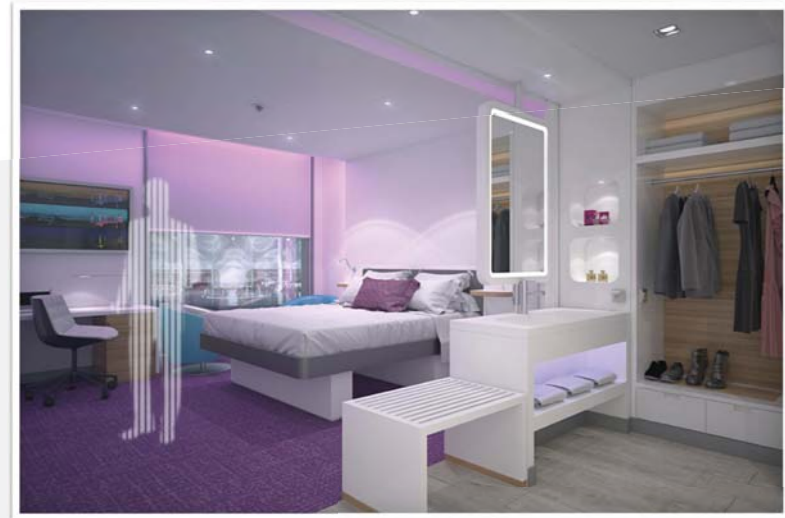
Istanbul Airport City; will be surrounded by green, sustainable design and architecturally rich buildings with offices, shopping centers, social facilities, hospitals, schools and exhibition facilities.

Thanks to the large scale and diversified store mix, the entire city will serve not only airport customers. The shopping and living center, which is directly connected to the subway line, will host many domestic and foreign brands and will provide 24/7 service.

Istanbul Airport City will become a new commercial center with A + office facilities (functional, comfortable and luxurious) and will increase its performance by adding value to the tenant companies

## Airport Hotel 24/7

'Yotel', a British-based hotel operator in London, Amsterdam and Paris with a total of four airports, will also operate the hotel in Istanbul's new airport. Yote will be Europe's largest airport hotel with 451 rooms. The British were signing a 15-year contract with the 3rd airport investor, İGA, for the hotel, with the agreement revenue guarantee model.



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## İGA Passenger Lounges

İGA offers 965 m<sup>2</sup> on-site lounge service for passengers on the H level. İGA Lounge is reached via lifts or escalators located on the right side of the Bosphorus area.

## Buggy Services

The Buggy's enter the passenger floors from the car park to the terminal at main passenger entrance gate number 2, 4 and 6. In addition, through the existing ramps at the intersection points of the Terminal and Pier, buggy vehicles are allowed to pass through the piers and sections.

## Fast Track

On the terminal floor, there is a fast track on the 1st door, a fast track on the 5th track and a fast track and THY CIP on the door, and there are fast transit points in various places at the passport control points.

## Dining Facilities

There are 2 cafes on the D floor, 4 on the terminal B, 1 for the police force on the E, 2 restaurant for and 1 cafeteria for the managers on the H level. Also 2 restaurant for apron side placed on Center pier.

For further please contact : [lounge@igairport.com](mailto:lounge@igairport.com)



[www.igairport.com](http://www.igairport.com)



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### Ad-Space Allocations

İGA reserves the right to use, rent and sell all areas, services, products and materials subject to the advertising at the airport. Relevant customer requests are transmitted in writing to the Advertising Areas Allocation Directorate. Customer's request is examined and feedback is given regarding the price, duration and conditions of use according to the availability of the requested location or panels.

### Commercial Fields and Office Allocations

Companies office need has to be notified to İGA in formal written document. The request of the relevant company is evaluated and, if appropriate, the allocation is made by the business unit. The tariff price is reported to related company. Afterwards, the contract is prepared and the transaction is completed if the related company finds the declared place and price appropriate.

### Car parking Lot

- Multi-storey car park, consists of a total of 5 blocks, 1 block with 3 floors, 4 blocks with 7 floors, with a parking capacity of 18.000.
- Car wash, auto salon, tire sales and exchange and fueling service will be offered at floor -12,60 of the multi-storey car park.
- The block in the middle which consists of 3 floors has commercial areas on the top floor. There are 23 entrances and 20 exit points in the multi-storey car park.
- A total of 908 parking spaces for the disabled (PRM) have been allocated near the elevators. The information that PRM can use the car park free of charge is stated in the tariffs. ( There is no any special sign on plates anymore so this has to be canceled.)



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## IT Services And Support

Passenger processing, baggage handling and flight information processing operations at modern airports are realized by Private Airport Systems, which is part of the Information Systems. These systems are special systems designed for airport passenger and terminal operations and serve as a critical integration platform for real-time information exchange among airport stakeholders. In order to ensure that these systems work effectively, data center and network infrastructure systems are evaluated within the scope of Information Systems.

Core business processes are categorized into seven segments. However, taking into account the relationship between the relevant business processes and the Information Systems, the Airport Information Systems are divided into seven segments. The business department, Communication and Information department, which is not included in the basic processes, Segments;

- Flight Planning & Operation
- Passenger Process
- Business Administration
- Security & Safety
- Facility Management
- Business Center & Airport Management
- Communication & Information

For further please contact [helpdesk@igairport.com](mailto:helpdesk@igairport.com)

## Electrical Concierge Services

İstanbul New Airport terminal provides electricity from TEİAŞ high voltage transmission line. A special "Reduced center" building for the airport was constructed and a second high voltage line connection was made by TEİAŞ for back-up, providing the lowest amount of energy interruptions. After the electricity energy reaches the cells, it is transferred to the small transformer and cells by means of large transformers and generators. The electricity coming to the appropriate network location to be used is brought to the end user via low voltage panels. Gas insulated transformer system and main distribution center maintenance, operation and breakdown interventions are carried out within the plan and program with competent personnel.

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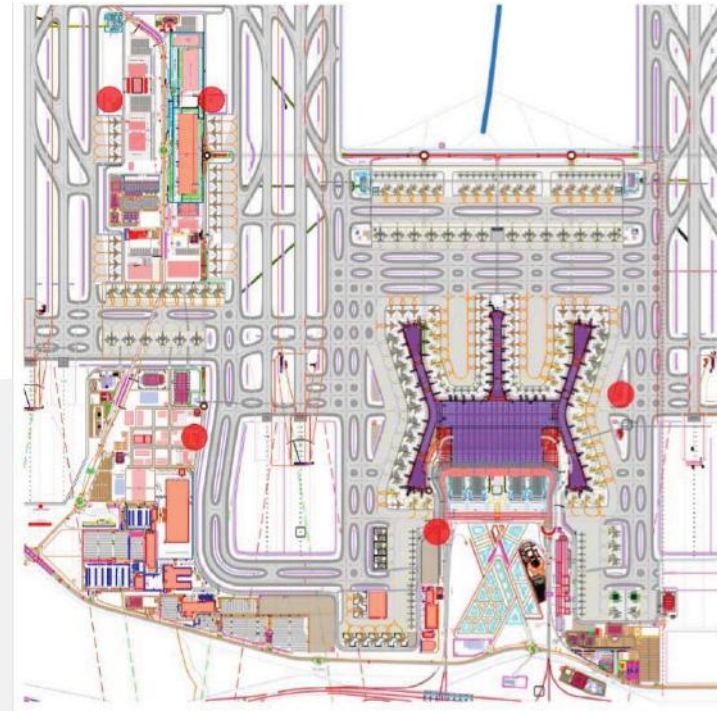
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## Health Services

The terminal provides health services 24 hours a day, 7 days a week. There are health units located at the passenger level and at the apron level of the terminal in order to provide services to the passengers and their relatives to serve in the airplane accidents and collisions that may occur in the airport and their municipalities.

## Fueling For GHE

There are five fuel stations in the İstanbul New Airport. For further information about fueling and financing will be giving soon.



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## Power Plant, Water and Natural GAS

Plumbing system; bringing the drinking water, usage water and the water circulating in the systems to the desired conditions, presenting the usage, collecting and removing the waste water from the WCs. Purified water in the wastewater treatment plant and the water obtained by the rainwater collection system will be used for landscaping irrigation at the airport.

For the water to be used throughout the terminal, the line from ISKI has a water reservoir to be stored within the airport boundaries.

The water needs of the terminal are provided by the water facilities, water softening equipment and installed installations, under the conditions that are required. Precautions are taken for failures that may occur due to installation or lifetime in the installation, and the failures are eliminated again by the mechanical operation. The periodical maintenance of the equipment that makes up the system is provided together with external firm support. Daily water analysis and conditioning are continuously controlled by the Machinery Department.

