



## OL – Operating Licence



Operating Licence Guidance Material

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## 1 Introduction

The Croatian Civil Aviation Agency (CCAA) is responsible for licensing Croatian air carriers involved in the carriage by air of passengers, cargo and/or mail for remuneration and/or hire in accordance with Regulation (EC) No 1008/2008 Of the European Parliament and of the Council Of the 24 September 2008 on common rules for the operation of air services in the Community.

Under Article 10 (2) of the Regulation (EC) No 1008/2008 Of the European Parliament and of the Council Of the 24 September 2008 on common rules for the operation of air services in the Community, the competent licensing authority is required to make public the procedures for granting, suspending and revoking operating licences.

These procedures are set out below. If further clarification is required, please contact the Flight Operations Department directly on Tel: +385 1 2369 336 and +385 1 2369 310 or at [ccaa@ccaa.hr](mailto:ccaa@ccaa.hr).

## 2 1. Granting an Operating Licence

### 2.1 Eligibility

An undertaking meeting the requirements set out in Regulation (EC) No 1008/2008 Of the European Parliament and of the Council Of the 24 September 2008 on common rules for the operation of air services in the Community is entitled to receive an operating licence.

### 2.2 Applications

Full details of the information which must be furnished when submitting an application for an operating licence are contained in the application form and accompanying notes which are available on request from the Flight Operations Department or may be downloaded from CCAA web page: <http://www.ccaa.hr>.

The completed application form (with all relevant documentation) must be accompanied by the relevant application fee and submitted to:

Croatian Civil Aviation Agency  
Flight Operations Department  
Ulica grada Vukovara 284  
10000 ZAGREB

Applicants are advised to familiarise themselves with the relevant legislation.

They are also reminded of the requirement to obtain an Air Operator's Certificate (AOC).

It is also important to note that the CCAA does not give decisions in principle on proposed plans by potential applicants for an operating licence. A decision to grant/refuse an operating licence will only be given in the context of a fully complete, formal application to the CCAA.

All sections of the application form should be completed in full and no questions should be left unanswered. Failure to do so will result in the application being rejected and returned to the applicant.

### 2.3 Fees

Each application has to be accompanied by the administrative tax. Additional fee according to the official CCAA charges list may be charged. It should be noted that the fee payable on application for an Operating Licence is non-refundable.

## 2.4 Processing the Application

Applications are dealt with in the order in which they are received.

When an application has been examined CCAA may need to contact the applicant with queries on the application or to obtain additional information relevant to the application. If the applicant does not engage with CCAA for a period of three months in relation to any queries or requests for further information, the application will be treated as abandoned and thereafter a fresh application will be required along with the relevant fee.

Under Article 10 (1) of the Regulation (EC) No 1008/2008 Of the European Parliament and of the Council Of the 24 September 2008 on common rules for the operation of air services in the Community, the competent licensing authority is required to take a decision on an application as soon as possible, and not later than three months after all necessary information has been submitted, taking into account all available evidence.

As soon as the CCAA has obtained all the necessary information it will be in a position to take a decision on the application. The decision will be notified to the applicant in writing. A decision not to grant an operating licence will state the reasons for the refusal.

## 2.5 Formal appeals procedure.

Undertaking whose application has been refused may submit appeal to:

Ministry of the Sea, Transport and Infrastructure  
Prisavlje 14  
10000 ZAGREB

It should be noted that Article 9 (4) of the Regulation provides that, '*The competent licensing authority shall suspend or revoke the operating licence if the Community air carrier knowingly or recklessly furnishes the competent licensing authority with false information on an important point.*'

*Important:* Please note that applications should be made well in advance of the proposed commencement of operations as it is important that the CCAA has adequate time to process applications. Applicants are advised not to anticipate the issue of an Air Carrier Operating Licence by selling tickets or taking bookings in advance of securing an operating licence.

## 3 Suspending/Revoking an Operating Licence

Article 14 of the Regulation provides that an air carrier should be provided the right to be heard before any decision taken by the competent licensing authority to suspend or revoke the operating licence.

### 3.1 Suspension

When a decision is taken by the CCAA to suspend an operating licence, a notice of suspension will be issued to the air carrier concerned which will state the reasons for the proposed suspension. The notice of suspension will issue not less than 2 working days and no more than 7 working days before the proposed suspension. The notice period given to the air carrier will be decided by the CCAA on a case by case basis.

During the notice period, the air carrier is entitled to make representations to the CCAA in writing in relation to the proposed suspension.

The CCAA will consider any representations made.

If the notice period is the minimum period (i.e. not less than 2 working days), representations will be treated as urgent.

If the company seeks to make further representations following a decision by the CCAA to implement the suspension of the Operating Licence, this will be considered.

The duration of the period of suspension of an operating licence will be decided on a case by case basis.

The CCAA may ultimately decide to revoke a licence already in suspension and is not precluded from so doing.

### **3.2 Revocation**

When a decision is taken by the CCAA to revoke an operating licence, it will give notice of its intention to revoke to the air carrier concerned and will state the reasons for the proposed revocation. The notice period of proposed revocation will be not less than 10 working days after the date of the notice. During the notice period, the air carrier is entitled to make representations to the CCAA in writing in relation to the proposed revocation.

The CCAA will consider any representations made before revoking an operating licence.

If an operating licence is revoked by the CCAA the holder shall, upon receipt of a notice of revocation, deliver up the operating licence to the CCAA immediately.