

№	Question	Answer
	COMMERCIAL QUESTIONS DUTY FREE:	
1	Could you please provide the duty free sales information for UK passengers, if possible in the format of Appendix 2.12 duty free shop revenues data.	We do not have information on duty-free sales of passengers from the United Kingdom.
2	Please provide number of duty free customers and respective invoices, if possible on monthly and annually basis.	The information on the percentage ratio of duty-free sales to the total revenue by months for 2017 and 2018 is available for review in the Electronic Section of the - <b>Appendix 2.3.4.1.</b>
3	Please inform if there are any product groups that cannot be sold or displayed.	For safety reasons, the following items can not be sold: <ul style="list-style-type: none"> <li>• sharp and cutting objects (eg shavers, scissors, files, cigarette cutter, etc.);</li> <li>• Flammable substances (eg lighters); <ul style="list-style-type: none"> <li>• Toys in the form of weapons (eg a toy pistol).</li> </ul> </li> </ul>
4	Please provide the shopping limits for arrival and departure shops.	At the arrival and departure shops there are no limits for sale. The passengers have to comply only with the restrictions on the countries they travel to (maximum quantities of tobacco products and alcoholic beverages that can be imported).
5	Please inform if it is possible to open a crew shop.	Yes, it is possible to open a crew shop.
6	Please inform if it is possible to export-import second hand furniture	Yes, it is possible to export and import furniture (second hand) for re-use.
7	Please inform if there are any free zones in Sofia.	There are no free trade areas in Sofia.
8	Please provide information on how the dividend payments process works. Does the deduction of withholding occur when the profit is distributed and what is the ratio if there is deduction?	Sofia Airport EAD pays dividends only to the state. The dividend is determined by a percentage of the profit after tax and subject to the requirements of Art. 247a of the Commerce Act. For each year the percentage is determined by an order of the Council of Ministers.
9	Please inform if there are any important regulatory differences between Arrival & Departure Duty Free operations? In Appendix 5.13, there is a different pricing policy for EU and Non-EU passengers on arrival and departure. Could you please clarify if the duty free operator is legally bound to apply different pricing for EU and Non-EU passengers?	The Duty-Free Operator is not legally obliged to apply different pricing for EU and non-EU passengers. The pricing policy of Sofia Airport EAD is approved by the management. 1. Stores offering "TRAVEL RETAIL" and "DUTY FREE" goods: Shop 3 (Terminal 1), Shop 7 (Terminal 2-East), Shop 8 (Terminal 2 -West).

		<p>Shops 3, 7 and 8 are located in T1 and T2 Departure Lounges and are licensed to carry out duty-free sales and a tax warehouse license (deferred excise duty). For passengers traveling on destinations outside the European Union, the prices are "DUTY FREE" and offer a 10% price advantage, sales are made according to the DFS price list. No excise duty or VAT is payable for all goods sold at the DFS price list.</p> <p>For all other passengers traveling on EU destinations and other customers, sales are made at EU rates (with excise duty and VAT paid).</p> <p>2. Shops located in "Arrival" areas Shop 4 (Terminal 1), Shop 10 (Terminal 2), Shop 13 - Internal lines.</p> <p>Shops sell at EU-10% price list, including a 10% price advantage, with state excise duty and VAT paid.</p> <p>3. Shops 5 and 9 "Bulgarian drinks" (T1 and T2), Shop 2-VIP, Shop 14 - Shopsy shop - price list SBG. SBG pricelist prices are aligned to an EU price list that applies to the sale of goods to passengers on EU destinations (with excise duty and VAT paid).</p>
	VIP TERMINAL:	
10	In Appendix 2.15 could you please explain what is meant by “УСЛУГИ В ТЕРМИНАЛ ВИП” and “Еспресо ВИП Б” and what are the differences?	<p>The services of VIP Terminal include passengers passing, welcoming/sending from/to the airplane, personal assistant in passing all checks and separate transport. In the price of EUR 60 is included a free consumption of BGN 10 in Espresso Cafe. Consumption above BGN 10 shall be paid.</p> <p>Espresso Cafe is open to welcoming/sending persons, and they should pay for all products and services.</p>
	LOUNGE AREAS:	
11	We have received the detailed historical breakdown of visitor numbers in Pliska and Preslav lounges(Appendix 2.15). However, there is no information about Sofia Lounge. Can you please provide us with visitor breakdown in Sofia Lounge for the last 3-years?	The information is available for review in the Electronic Section of the Dataroom – <b>Appendix 2.15.1.</b>