



## VIP SERVICE AT KRAKÓW AIRPORT TERMS AND CONDITIONS OF USE

1. The service will be provided based on a booking submitted via a service booking form at least 24 hours in advance and subject to confirmation of order acceptance by the company Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o., ul. Kpt. M. Medweckiego 1, 32-083 Balice (hereinafter: Kraków Airport) entered in the register of entrepreneurs of the National Court Register by the District Court for Kraków-Śródmieście in Kraków, XII Commercial Division of the National Court Register under the KRS number: 0000008522, NIP: 6761336952, REGON [state statistical number]: 351117055, BDO: 000013381, having share capital in the amount of PLN 101,232,000. Bookings made later than 24 hours before the date of the service can be accepted subject to prior confirmation by Kraków Airport that the service can be provided.
2. The service booking form can be found at [www.krakowairport.pl](http://www.krakowairport.pl).
3. To make a booking for the service, please send a completed form via email to: [business@krakowairport.pl](mailto:business@krakowairport.pl) or fill out the online form available at [www.krakowairport.pl](http://www.krakowairport.pl).
4. The service is provided against payment as specified in the applicable price list, available at [www.krakowairport.pl](http://www.krakowairport.pl).
5. Payment should be made prior to the service date, no later than 24 hours before the service, by bank transfer, cash (up to the legal limit), payment card or online payment. Payments can be made in the Polish currency only. Payment for the service can be made not earlier than 60 days before the date of the service, based on a received invoice. The entity providing online payment services is Fiserv Polska S.A. (owner of the Polcard trademark), KRS number 0000061293, NIP: 526-02-10-429.
6. The service is free of charge for children under 3 years of age accompanying adults.
7. Minors are only allowed in the VIP Terminal when in the care of an adult. Responsibility for a child / minor while in the VIP Terminal rests with their guardian.
8. VIP Terminal staff are authorised to check a document confirming the date of birth of a child / minor.



9. In the event of a security threat, persons staying in the VIP Terminal are required to strictly follow instructions given by and submit to the staff of security services (Border Guard, Police, Airport Security Service) and emergency services (Airport Rescue and Firefighting Service), who take appropriate action in accordance with the procedures in force.
10. All persons staying in the VIP Terminal are requested to remain quiet and be kind and tolerant of one another. In order to ensure the comfort and safety of the users of the VIP Terminal, persons staying in the VIP Terminal are requested not to disturb the peace and comfort of other users of the VIP Terminal. Indecent behaviour that might cause offence to other VIP Terminal users and staff, in particular aggressive behaviour, is prohibited. Users of the VIP Terminal agree not to abuse alcohol and not to use any prohibited intoxicating substances.
11. Passengers and guardians of children / minors using the VIP Terminal shall be liable for any damage caused by them to Krakow Airport, as well as for damage caused to third parties in the VIP Terminal.
12. Alcoholic beverages offered in the VIP Terminal are for persons over 18 years of age only. Alcoholic beverages can only be consumed within the VIP Terminal. VIP Terminal staff have the right to check a document proving a minor's date of birth.
13. VIP Terminal staff shall not be held accountable for the consequences of consuming alcoholic products offered in the VIP Terminal. Liability for any damage caused in the VIP Terminal shall be borne by the passenger.
14. Smoking is prohibited in the VIP Terminal, including smoking electronic cigarettes outside designated areas.
15. In the event of non-compliance with the rules of the VIP Terminal, the staff have the right to inform the VIP Terminal user of their violation of the rules set out in these Terms and Conditions. If the user fails to comply with the applicable rules despite being warned, the staff have the right to call Kraków Airport security services to escort the user out of the VIP Terminal and refuse further provision of the VIP service. In such a case, the customer ordering the service is not entitled to a refund of the fees incurred.
16. The customer has the right to cancel a booking at no additional cost no later than 24 hours before the service is due to be provided. Failing that, the customer will be charged



as per the applicable price list. Booking cancellation must be notified in writing (e-mail: [business@krakowairport.pl](mailto:business@krakowairport.pl)).

17. A customer who is a consumer within the meaning of Article 22<sup>1</sup> of the Act of 23 April 1964 of the Civil Code (consolidated text: Journal of Laws of 2022, item 1360 as amended), who has entered into an agreement with Kraków Airport for the provision of the VIP service remotely or off business premises, pursuant to Paragraphs 1 and 3, under Article 27 of the Act of 30 May 2014 on consumer rights (consolidated text: Journal of Laws of 2020, item 287 as amended), may withdraw from the agreement within 14 days of its conclusion. A declaration of withdrawal from the agreement may be sent in an electronic form to the email address [business@krakowairport.pl](mailto:business@krakowairport.pl), and the content of such declaration should indicate the will to withdraw from the agreement. A withdrawal form template is attached as Appendix 2 to the Act on consumer rights. In the event of withdrawal from the agreement within 14 days from its conclusion, Kraków Airport shall, without delay but not later than within 14 days from the date of receipt of the declaration of withdrawal, refund the booking costs paid by the Customer.
18. The consumer loses the right to withdraw from the agreement for the provision of the VIP service concluded with Kraków Airport remotely or off business premises, if the VIP service has been fully provided by Kraków Airport. The consumer loses the right to withdraw from the agreement for the provision of the VIP service if they fail to cancel their order and do not appear at the place of service at the agreed time.
19. Complaints about the VIP service can be submitted via the form available at [www.krakowairport.pl](http://www.krakowairport.pl).
20. The service is provided at the VIP Terminal.
21. Only the persons previously indicated on the booking form are allowed in the VIP Terminal. Minors must be accompanied by an adult.
22. A transfer passenger is a passenger who, after landing and completing the formalities/staying in the VIP Terminal, continues his or her air travel by changing the plane or carrier. It is the passenger's responsibility to make sure that he or she has enough time to complete the transfer formalities/activities (this applies to both scheduled and private flights).



23. A transit passenger is a passenger who, after landing and staying in the VIP Terminal, continues his or her air travel by the same plane.
24. A VIP service provided to passengers on transfer/transit connections should be understood as a service provided to persons transferring from/to a plane, who do not leave the airport premises as part of the service. Where a traveller leaves the airport premises, the service will be billed as an arrival/departure (and charged as per the applicable price list).
25. International departing passengers are required to report to the VIP Terminal no later than 1 hour before the scheduled departure time of their flight. Passengers travelling on transatlantic flights or with larger amounts of baggage are requested to arrive at the VIP Terminal at least 1.5 hours before the scheduled departure time of their flight.
26. Domestic departing passengers without checked baggage are requested to arrive at the VIP Terminal no later than 30 minutes before the scheduled departure time of their flight.
27. Details of persons greeting / seeing off a passenger must be provided on the service booking form. Two persons greeting / seeing off a passenger can enjoy the service free of charge (this applies to 1 booking for arrival, departure or transfer). Additional persons greeting / seeing off a passenger are subject to payment according to the applicable price list.
28. Greeters may use the VIP Terminal no earlier than 30 minutes before the scheduled arrival time of the aircraft.
29. It may be acceptable that passengers for whom a VIP service has been ordered be greeted / seen off on the apron. Detailed information can be obtained from VIP Terminal staff.
30. A fee as per the valid price list is charged for the stay of passengers and persons greeting / seeing off passengers in the VIP Terminal in excess of 2 hours.
31. Krakow Airport shall not be liable for any change in the cost of the service resulting from an extended stay in the VIP Terminal, in the event of adverse weather conditions or other extraordinary circumstances that might disrupt flight schedules or cause delays.



32. Only vehicles previously indicated on the booking form are allowed to use the VIP car park near the VIP Terminal. The car park can only be used at the time when the VIP service is being provided.
33. Travellers should be in possession of the documents required for the air travel in question.
34. It is the responsibility of the passenger using the service to ensure that their checked and hand baggage complies with international regulations and the carrier's standards (relevant information is available on the air ticket or from the carrier).
35. In the event of any flight irregularities, any changes to flight bookings or other flight-related changes can only be made individually by the passenger, not via VIP Terminal staff.
36. A wider range of catering service than that available as part of the service can be ordered. Detailed information can be obtained from VIP Terminal staff by calling +48 12 639 33 04. A catering service can be provided after an additional order has been placed by checking the "Additional catering service order" field on the booking form. The amount of payment for the catering service will be as per invoice from an external service provider Kraków Airport cooperates with in that respect. A handling fee of 20% on the value of the catering service will be added to the invoice.
37. Passengers using the service are subject to border and customs clearance and security checks at the VIP Terminal. Passengers and accompanying persons are required to undergo the required security screening procedures (with respect to persons and baggage) when entering the security restricted area of the airport. Security checks are carried out by security services according to their competences. Standard security screening procedures will be performed in the presence of VIP & Business Services staff. The security services reserve the right to conduct the procedures with participation of the interested parties only.
38. Crews operating private flights whose passengers use the VIP service can stay in the VIP Terminal free of charge immediately prior to departure or after arrival. Crew members are also entitled to use the VIP Terminal facilities with respect to security checks, border control and customs checks as part of the service ordered for the passengers.



39. Kraków Airport reserves the right to refuse the service if a booking or payment has not been made, if it is found that incorrect or untrue details have been provided, if persons using the service behave inappropriately and if such refusal is justified by operational or security considerations.
40. In the event of a security threat or force majeure event (an extraordinary, external, unforeseeable event that could not have been avoided even with the utmost care, such as fire, flood, terrorist attacks, as well as other events that could not have been prevented), the service may be cancelled or the date of the service may be changed. Kraków Airport shall not be liable for cancellation of the service or change of the date of its provision due to the above circumstances. In the event of cancellation of a service by Krakow Airport, the customer will not be charged for such cancellation. If Krakow Airport changes the booking conditions, the customer may accept the new conditions or cancel the booking without incurring cancellation charges.
41. Krakow Airport reserves the right to change the terms and conditions of the service, of which it shall immediately notify the customer. In the event of a change to the terms and conditions of the service in question the customer may accept the new terms and conditions or cancel the booking.
42. Passengers, as well as persons accompanying them or under their care and using the service, shall be solely liable towards Kraków Airport, third parties and the entity engaged in the provision of the service, for any damage caused by them in the VIP Terminal and in the means of transport to and from the aircraft available as part of the service.
43. It is the customer's duty to inform the persons for whom the service is booked of the applicable Terms and Conditions of Service.
44. Kraków Airport does not accept any responsibility for passenger's belongings left in the VIP Terminal. Items left behind in the VIP Terminal will be handed over to Kraków Airport's Lost and Found Desk: phone: +48 12 639 36 95; e-mail: [lostandfound@krakowairport.pl](mailto:lostandfound@krakowairport.pl).
45. Animals are allowed in the VIP Terminal provided they are supervised by their handlers at all times and are in special cages (with the exception of an assistance dog [SVAN] acting as a guide for a person with a disability and an emotional support animal [ESAN] - the owner must present a document/certificate confirming the assistance/guide dog



status). Animals must not threaten the safety and comfort of rest of other travellers and must not foul the VIP Terminal. An animal's carer is liable for his or her pet's behaviour and any damage it may cause.

46. Filming and photographing of staff and visitors to the VIP Terminal without their consent for the purpose of disseminating their image is prohibited.