

# LODZ AIRPORT

## CENTRAL POLAND

### VIP SERVICE AT LODZ AIRPORT – TERMS AND CONDITIONS

1. Customers who pay a fee of PLN 100 per person for each commenced hour are entitled to use the higher-standard service at Lodz Airport.
2. The basis for the implementation of the VIP service is to make a reservation at least 48 hours in advance by sending the completed Registration Form, available on our website, to the following e-mail addresses: [ops@airport.lodz.pl](mailto:ops@airport.lodz.pl) and [informacja@airport.lodz.pl](mailto:informacja@airport.lodz.pl). Depending on the availability of the handling personnel, the VIP service and VIP Lounge can be used without prior notification.
3. Cancellation of the VIP service can only be made via e-mail ([ops@airport.lodz.pl](mailto:ops@airport.lodz.pl) and [informacja@airport.lodz.pl](mailto:informacja@airport.lodz.pl)) not later than 24 hours before the date of the service ordered. Otherwise, the person ordering the service will be charged with the cost of booking as per the price list. In case of additional services ordered (such as catering) which cannot be cancelled free of charge up to 24 hours before the date of service, the customer will have to cover all the costs incurred.
4. Before using the service, the passenger is obliged to report to the Airport Information Point in order to complete the formalities related with services and pay the appropriate fee(s). Payment for the service should be made by credit card or by an advance bank transfer on the basis of a proforma invoice, but no later than 24 hours before the date of service ordered\*.
5. The passenger is obliged to comply with the conditions of carriage of the respective airline and observe the rules of checked and carry-on baggage as well as the applicable security control regulations, border and customs procedures.
6. The VIP service status includes:
  - assistance of qualified handling personnel,
  - organization of a dedicated parking space,
  - assistance at check-in out of sequence,
  - assistance during a priority security and passport control,
  - passenger service in the VIP lounge,
  - access to domestic and foreign press (on request, with prior reservation),
  - Internet, telephone and satellite TV access,

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\* Does not apply to Operators who pay also landing and handling fees.

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- organization of transport from / to the plane and boarding the plane out of sequence,
  - hotel booking,
  - organization of transport,
  - assistance in obtaining tourist, railway and bus information.
7. Additional services are available for an additional fee:
- access to the apron of the private vehicle,
  - access to the apron of the person greeting or seeing off the VIP passenger,
  - VIP lounge rental (exclusive) for up to 10 people,
  - representation, supervision, special assistance,
  - additional catering order - price to be determined separately / at the time of the order.
8. The VIP lounge is open for the duration of the working hours of the Airport.
9. The passenger can arrive at the lounge at the agreed and confirmed time (no later than 40 minutes before the planned departure for a scheduled flight). Arriving passenger and a person who does not travel by air may use the VIP lounge service as agreed in advance.
10. Lodz Airport is not responsible for any change in the cost of the Service, in the result of an extended stay in the VIP Lounge, in the event of unfavorable weather conditions or other extraordinary circumstances that would disrupt the flight schedule or cause delays.
11. In case of a safety threat or the occurrence of force majeure, the VIP service may be cancelled or altered. Lodz Airport shall not be held accountable in such situations.
12. Lodz Airport reserves the right to alter the terms and conditions of the reservation of the VIP service, of which it shall immediately notify the interested parties. If the terms and conditions for booking of this service are changed, the passengers who made the booking may either accept the new terms and conditions for booking or cancel the booking at no charge.