REGULATIONS OF RENDERING SERVICES AT THE VIP LOUNGE

AT PORT LOTNICZY “RZESZÓW – JASIONKA” SP. Z O. O.

The VIP Lounge is the property of Port Lotniczy “Rzeszów – Jasionka” Sp. z o. o. in Jasionka, Jasionka 942, 36-002 Jasionka, entered into the Companies Register of the District Court in Rzeszów, 12th Economic Division of the National Court Register under KRS number 0000296055, REGON: 180288180, NIP: 5170240616, share capital 496,642,500.00 PLN.

# DEFINITIONS

In order to clarify the terms used herein, the following expressions shall have the following meanings:

1. **Airport** - Port Lotniczy Rzeszów Jasionka Sp. z o.o. in Jasionka 942, 36-002 Jasionka;
2. **Passenger** – a person who intends to use the Passenger Terminal in order to travel by an aircraft from the Airport;
3. **Regulations** – the content of this document that sets the terms of using the VIP Lounge;
4. **VIP Lounge** – a separate room located within the Passenger Terminal

# RESERVATION

* 1. Services at the VIP Lounge shall be rendered based on the Passenger’s filing of a reservation of a VIP service at the Airport by a notice of at least 24 hours and upon confirmation of acceptance of the order by the Airport (granted on the first-in basis)
  2. Reservations should be made in writing, by filling in and sending a reservation form available at the Airport’s website: [www.rzeszowairport.pl.](http://www.rzeszowairport.pl/)
  3. The VIP Service is rendered for a fee set in the applicable price list available at the Airport’s website: [www.rzeszowairport.pl.](http://www.rzeszowairport.pl/) The Airport reserves the right to change the price list, which, however, has no impact on reservations already made.
  4. The payment for the reservation should be made before the date of the service in one of the acceptable forms of payment, i.e. bank transfer (it is required to send a confirmation of the transfer to the address vip@rzeszowairport.pl) or by credit card. It is also possible to pay in cash and by credit card on the day of service or after service.
  5. The fee for the service should be paid before the service date – by bank transfer. Sending a confirmation of transfer to the address [vip@rzeszowairport.pl is required.](mailto:vip@rzeszowairport.pl)
  6. The advance payment is not required only in the case of orders placed by entities of the Polish public administration and diplomatic missions.
  7. A reservation can be cancelled not later than 24 hours before the order completion date. Otherwise, the Passenger shall be charged with the costs of 100% of the value of the service. Cancellation of the reservation must be made in writing – by e-mail to: [vip@rzeszowairport.pl](mailto:vip@rzeszowairport.pl).

# TERMS OF USING THE VIP LOUNGE

1. Internal regulations and provisions concerning security at the Airport as well as provisions of the Act of 3 July 2002 Aviation Law with respective executive provisions all apply at the VIP Lounge.
2. The passenger using the VIP Lounge is obliged to comply with the marking placed in the VIP Lounge and to comply with orders of the VIP Lounge staff.
3. While using the VIP Lounge, the Passenger is obliged to:
   1. ensure that the carry-on luggage and checked luggage are consistent with international regulations and the carrier’s standards;
   2. hold the flight ticket and other documents necessary during the journey;
   3. comply with terms of carriage of the airline, including checked and carry-on luggage standards and to accept the security, border control and customs control procedures binding at the Airport.

# LIABILITY OF THE PASSENGER

1. The passenger using the VIP lounge shall be liable for any damage caused to the Airport or third parties, including by accompanying persons.
2. The passenger using the VIP Lounge shall bear liability for compensation for destruction in the VIP lounge.
3. The passenger using the VIP Lounge is obliged to immediately inform the Airport, by contacting the VIP Lounge staff of any events described in these Regulations.

# LIABILITY OF THE AIRPORT

1. The Port shall not be held liable for items left in the VIP Lounge by the Passengers, except for the situations specified herein.
2. The Airport is responsible for any damage caused by its employees during the rendering of the VIP services.
3. The passenger using the VIP Lounge is obliged to immediately notify the Airport of the occurrence of damage for which the Airport is responsible.
4. The Airport shall not be held liable for any damage resulting from actions of third parties, force majeure and failure to observe the provisions of these Regulations by the Passenger.
5. Any complaints concerning VIP services rendered upon the above Regulations shall be submitted to the Airport to the following address: Jasionka 942, 36-002 Jasionka or by e-mail to: [vip@rzeszowairport.pl](mailto:vip@rzeszowairport.pl)

# GENERAL PROVISIONS

1. Only Passengers and authorised persons may be present in the VIP Lounge.
2. Children under the age of 3 who accompany adults shall use the VIP services free of charge. Underage children must be looked after by adults.
3. The Airport reserves the right to refuse to perform the service in the event of provision of incorrect data or inappropriate behaviour of the Passengers.
4. To receive the VIP service, Passengers are obliged to report to the VIP reception desk in order to verify the rights and complete the formalities. Departing passengers should report to the VIP reception no later than one hour before the scheduled departure. Passengers travelling with more items of checked baggage should arrive not later than 1.5 hours before the scheduled departure.
5. Additional services such as catering / restaurant services are available upon placing an additional order by the reservation form. Service fee – according to the rates set by entities performing the order. A handling fee of 20% of the value of the catering service is charged to the account.
6. The Airport reserves the right to change the terms and conditions of the VIP service reservation, and the Passengers concerned shall be notified immediately of such changes.
7. In the event of adverse weather conditions or other exceptional circumstances that may disturb the schedule of flights or cause delays, the Airport reserves the right to change the cost of the service resulting from the extended stay in the VIP room.
8. In the case of a security threat, for operational reasons or in the case of an event of force majeure, the VIP service may be changed or revoked by the Airport.
9. The Airport reserves the right to change the reservation of the VIP service, including the right to cancel the VIP service, and the Passengers concerned shall be notified immediately of such changes. In the event of changing the reservation conditions of the VIP service, the Passengers who have made the reservation can accept the new conditions or cancel the reservation.