



VIP SERVICE AT KRAKÓW AIRPORT

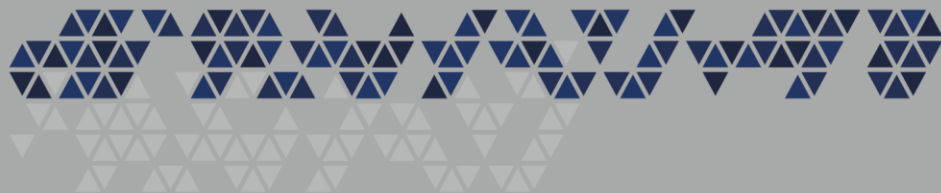
SCOPE OF SERVICE

Basic scope of the VIP service:

- access to a comfortable lounge at the VIP Terminal before or after the flight, both for passengers and their accompanying visitors (persons welcoming/saying goodbye to passengers)
- dedicated security control point
- dedicated check-in point
- dedicated passport control point
- dedicated customs control desk
- access to the duty-free zone in the departure hall of the passenger terminal
- individual transport in a Lexus limousine from the VIP Terminal to the aircraft
- luggage handling: checking-in luggage before the flight or luggage delivery directly to the VIP Terminal upon arrival
- refreshments, including snacks, hot and cold beverages and spirits
- wireless internet
- Polish and foreign newspapers and magazines in an electronic or traditional format
- access to office appliances: computer, printer
- service by staff who speak English and are trained in diplomatic protocol
- free parking in front of the main entrance to the VIP Terminal (for the duration of the service)

Services provided on request:

- entry on the apron of a person greeting/saying goodbye, assisted by a VIP Service Coordinator
- hotel booking
- calling a taxi
- help in obtaining tourist information and information about railway, bus and air services



Services provided on request at an extra charge:

- pilot service for the Client's vehicle: VIP Terminal – plane (for private planes)
- catering service beyond the standard catering offer available as part of the VIP service (service provided by a third party)

For detailed information about the scope of the service please call +48 12 639 33 04.

Revision: January 15, 2023