



## VIP SERVICE AT KRAKÓW AIRPORT

### TERMS AND CONDITIONS

1. The service will be provided based on a reservation 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: 351117055, BDO: 000013381, having share capital in the amount of PLN 101,232,000. Reservations 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. Booking form is available on [www.krakowairport.pl](http://www.krakowairport.pl)
3. To book a service, please send the completed form by email: [business@krakowairport.pl](mailto:business@krakowairport.pl) or fill the online form available on [www.krakowairport.pl](http://www.krakowairport.pl).
4. The service is provided for a fee in accordance with the applicable price list available on [www.krakowairport.pl](http://www.krakowairport.pl).
5. Payment should be made before the date of service by one of the accepted forms of payment: bank transfer, cash (up to the limit specified by law), payment card or online payment. Payments can be made in the Polish currency only. Payment for the service can be effected no earlier than 60 days before the service date, against an invoice received.

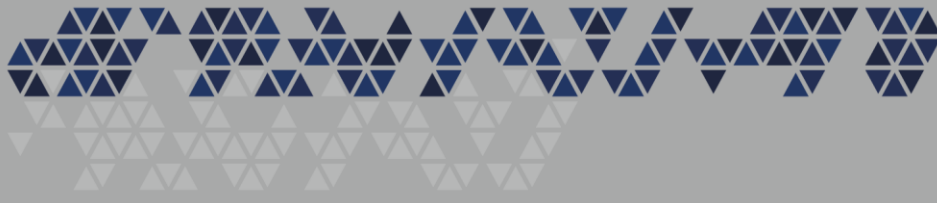
The entity providing online payment services is Fiserv Polska S.A. (owner of the Polcard trademark), KRS number 0000061293, NIP: 526-02-10-429.

6. Children up to 3 years of age accompanied by adults use the service free of charge.
7. The ordering party can cancel a booking without incurring any additional costs at least 24 hours before the date of the service. Otherwise, the ordering party will be charged with the costs in accordance with the applicable price list. Booking cancellation must be made in writing (email: [business@krakowairport.pl](mailto:business@krakowairport.pl)).
8. The ordering party, 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 entered into an agreement with Kraków Airport for the provision of the VIP service remotely or off business premises, pursuant to Article 27 of the Act of 30 May

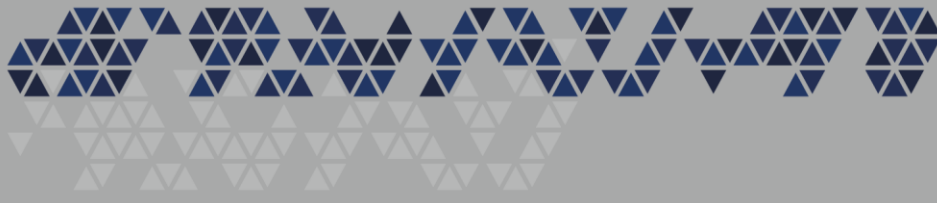


2014 on consumer rights (consolidated text: Journal of Laws of 2020, item 287 as amended), may withdraw from the agreement within 14 days of its conclusion. A declaration of withdrawal from the agreement may be sent in an electronic form to the email address [business@krakowairport.pl](mailto:business@krakowairport.pl), 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.

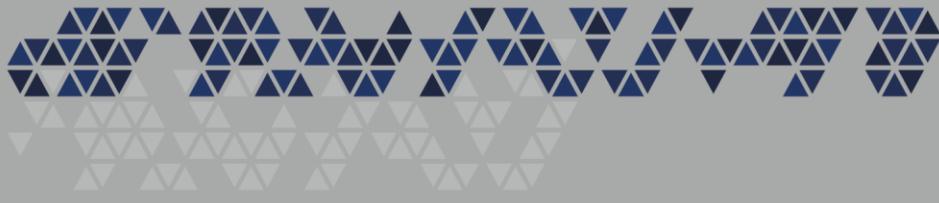
9. The consumer loses his or her right to withdraw from the agreement for the provision of the VIP service concluded with Kraków Airport remotely or off business premises, if the VIP service has been fully provided by Kraków Airport.
10. Complaints regarding the VIP service can be submitted by email to the following address: [business@krakowairport.pl](mailto:business@krakowairport.pl). Kraków Airport will reply within 7 days of receipt of a complaint.
11. The service is provided in the VIP Terminal.
12. 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).
13. A transiting passenger is a passenger who, after landing and staying in the VIP Terminal, continues his or her air travel on the same plane.
14. 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).
15. Only persons indicated on the booking form in advance can stay in the VIP Terminal. Minors must be accompanied by adults.
16. Persons departing on international flights are required to report at the VIP Terminal no later than 1 hour before the scheduled departure time of their flight. Passengers travelling on transatlantic flights or with more luggage are requested to arrive at the VIP Terminal at least 1.5 hours before the scheduled departure time of their flight.



17. Passengers of domestic flights travelling without any checked luggage are requested to arrive at the VIP Terminal no later than 30 minutes before the scheduled departure time of their flight.
18. Details of persons welcoming/saying goodbye to passengers should be provided on the service booking form. Two persons greeting/saying goodbye to a passenger can use the service free of charge (this applies to 1 booking for arrival, departure or transfer). Any additional persons greeting/saying goodbye to a passenger are subject to a fee as per the applicable price list.
19. Persons greeting a passenger are allowed to use the VIP Terminal no earlier than 30 minutes before the scheduled arrival time of the flight.
20. It can be arranged for passengers for whom a VIP service has been ordered to be greeted/said goodbye to on the apron. For detailed information in this respect please contact VIP Terminal staff.
21. A fee is charged as per the applicable price list for a stay of more than 2 hours in the VIP Terminal of passengers and persons greeting/saying goodbye to passengers.
22. Kraków Airport shall not be held liable for any change in the cost of the service resulting from an extended stay in the VIP Terminal in case of adverse weather conditions or other extraordinary circumstances disrupting flight schedule or causing delays.
23. 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.
24. Travellers should hold documents required for their air travel.
25. It is the responsibility of the passenger using the service to ensure that their hand luggage complies with international regulations and the carrier's standards (relevant information is available on the air ticket or from the carrier).
26. 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% of the value of the catering service will be added to the invoice.



27. Passengers using the service are subject to border and customs clearance and security control in the VIP Terminal. Passengers and accompanying persons are required to submit to the required security control procedures (personal and luggage) on entry to the airside area of the airport. Security check is carried out by competent security personnel. Standard control procedures are carried out in the presence of VIP & Business Services personnel. Security services restrict the right to carry out their activities with the sole participation of the interested parties.
28. Crews operating private flights whose passengers use the VIP service can stay in the VIP Terminal free of charge immediately before departure or upon arrival. Crew members are also entitled to use the VIP Terminal facilities for security control, border control and customs control as part of the service ordered for passengers.
29. Kraków Airport reserves the right to refuse the service where there has been no booking or payment, where it has been found that incorrect or untrue details have been provided, where persons using the service misbehave, and where such refusal is justified due to safety concerns.
30. In the event of a security threat or the occurrence of force majeure circumstances (an extraordinary, external, unforeseeable event that could not have been avoided even with the utmost care, such as fire, flood, terrorist attacks and any other event that could not have been prevented), the service may be cancelled or its date can be changed. Kraków Airport is not liable for any cancellation of the service or changed date of its provision resulting from the circumstances mentioned above. In the event of service cancellation by Kraków Airport, the ordering party will not be charged with cancellation costs. In the event that Kraków Airport changes the conditions of a booking, the ordering party may accept the new conditions or cancel the booking without incurring cancellation costs.
31. Kraków Airport reserves the right to introduce modifications in the conditions for booking of the service, of which it will immediately notify the ordering party. If the conditions for booking of the service in question are changed, the ordering party may accept the new booking conditions or cancel the booking.
32. Passengers using the service bear sole responsibility towards Kraków Airport, third parties and the entity with whose assistance the service is provided, for any damage to the VIP Terminal and to the means of transport to and from the aircraft available as part of the service, caused by themselves and persons accompanying them or under their care.



33. The ordering party is required to inform the persons for whom the service is booked about the applicable terms of service.
34. Animals are allowed in the VIP Terminal provided they are under the constant supervision of their owners and stay in special cages (this does not apply to a guide dog assisting a visually impaired person). Animals must not jeopardise the safety and comfort of other travellers and they must not contaminate the VIP Terminal. The owner is liable for his/her pet's behaviour and any damage caused.
35. Smoking tobacco, including smoking electronic cigarettes is forbidden in the VIP Terminal.

Revision: January 15, 2023