

## MEET&ASSIST AT KRAKÓW AIRPORT

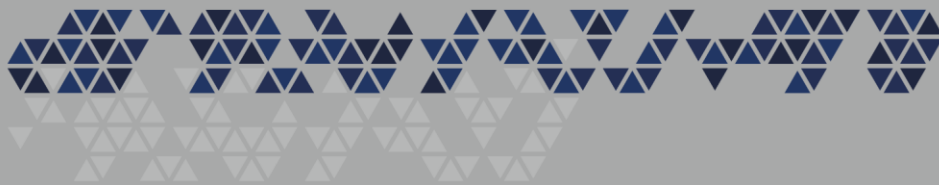
### TERMS OF USE

1. The service will be provided based on a reservation made via a 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 into 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).
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 Meet & Assist 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 Meet & Assist service concluded with Kraków Airport remotely or off business premises, if the Meet & Assist service has been fully provided by Kraków Airport.
10. Complaints regarding the Meet & Assist 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 can be provided during the opening hours of the Business Lounge. Business Lounge opening hours can be found on [www.krakowairport.pl](http://www.krakowairport.pl)
12. The service is provided for passengers departing from the John Paul II International Airport Kraków Balice.
13. Only persons indicated on the booking form can benefit from the service.
14. Kraków Airport reserves the right to refuse the service to persons who have not made a booking or have not effected payment, provided false or incorrect data, behave in an inappropriate manner, and where it is justified by security considerations.
15. Persons for whom the service has been booked are required to attend at a previously agreed meeting point to meet with a member of VIP & Business Services, no later than one hour before the scheduled departure time of their flight. Passengers travelling on transatlantic flights or with more luggage are required to arrive at least 1.5 hours before the scheduled departure time of their flight.
16. Travellers should hold documents required for their air travel.
17. Passengers using the service are subject to check in, border and customs checks as well as security control (Fast Track) at counters located in the Passenger Terminal.
18. Passengers are required to undergo the required security screening procedures (people and baggage) when entering the air side of the airport. Security control will be carried out by the security services based on their competence. Standard control procedures will



be performed with the assistance of VIP & Business Services staff. The security services reserve the right to proceed with the interested parties only

19. 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.
20. Kraków Airport reserves the right to amend the terms for booking of the service, in which case interested parties will be notified immediately. In the event that terms for booking of the service change, the ordering party can accept the new terms or cancel the booking.
21. The Ordering Party shall be held liable for any damage caused to Kraków Airport or third parties by passengers, persons accompanying them or staying under their care during the service.
22. Smoking tobacco, including smoking electronic cigarettes outside specially designated areas is forbidden on Kraków Airport premises.
23. The ordering party is required to inform the persons for whom the service is booked about the applicable terms of service.

Revision: January 15, 2023