

KRAKÓW AIRPORT BUSINESS LOUNGE TERMS OF USE

General

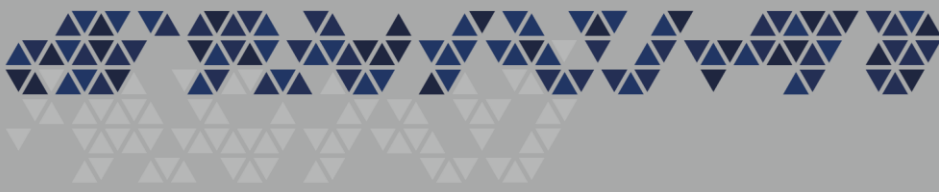
1. Entrance to the Business Lounge (hereinafter referred to as the Lounge) is located in the departures area of the passenger terminal (level +1), opposite Gate 2.
2. Valid Lounge opening hours are available on www.krakowairport.pl
3. The Lounge is intended for passengers waiting for an outbound flight from Kraków Airport and for passengers in transit, whose destination is not Kraków.
4. Passengers can stay in the Lounge for a limited time only. A passenger can enter the Lounge three hours before the scheduled departure time of their flight. A passenger may be accepted in the Lounge earlier than three hours before the scheduled departure time of their flight (a maximum of six hours) subject to an additional fee (as per applicable price list available on www.krakowairport.pl).

Business Lounge Terms of Use:

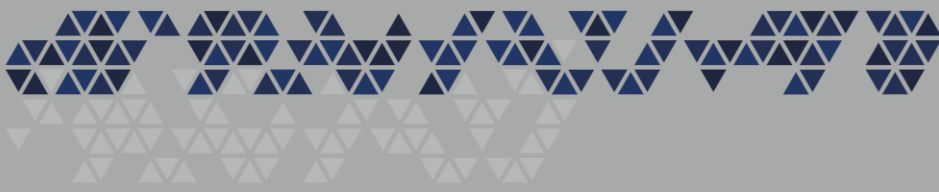
1. The Lounge is available to passengers holding a valid boarding card (one that is valid for departure on the same day):
 - a. travelling in business class, holding a valid invitation, voucher, loyalty card or another document indicated by an airline that has concluded a contract with the company Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o. o. (hereinafter referred to as Kraków Airport), or
 - b. holding one of valid membership cards issued by partners who have concluded contracts with Kraków Airport, or
 - c. holding a valid invitation issued by Kraków Airport or Kraków Airport partners, or
 - d. after paying a fee for stay in the Lounge as per the valid price list available on www.krakowairport.pl

Information on documents the holders of which can access the Lounge can be obtained from Lounge reception desk (phone: +48 12 639 34 96, e-mail: business@krakowairport.pl) and on www.krakowairport.pl.

Kraków Airport does not accept responsibility for any changes made by carriers or other partners with respect to documents entitling their holders to use the Lounge.

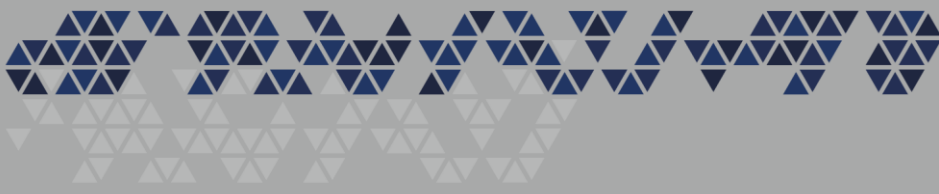


2. Payments for access to the Business Lounge should be made directly at the reception by cash (up to the amount of the limit specified by law) or by pay card. Payments can be made in the Polish currency only.
3. On entering the Lounge, a passenger is required to show to reception desk staff his or her boarding pass for departure from Kraków Airport on the same day (in one of the forms approved by the carrier), and a membership/loyalty card, voucher or invitation accepted by the Lounge or a proof of payment for access to the Business Lounge. The passenger presenting a membership/loyalty card, voucher or invitation must be the holder of these documents.
4. Kraków Airport reserves the right to refuse access to the Lounge to a passenger who has provided incorrect or untrue information, where it is found that he/she is not authorised to use the Lounge. Lounge reception staff are authorised to verify documents presented by a passenger to confirm his/her right to enter the Lounge.
5. Passengers travelling with children up to three years of age can use the Lounge at no charge for their children. Children older than three years of age can access the Lounge on the same terms as adults. Children must always be supervised by an adult while in the Lounge.
6. If a child behaves inappropriately, disturbing the rest of other passengers or the working conditions of Lounge staff, or where this is justified by safety considerations, Lounge staff may refuse a passenger with a child to use the Lounge and ask them to move to areas designated for children in the passenger terminal.
7. If the provisions of these Regulations are not complied with, Kraków Airport has the right to ban the violator from the Lounge. A Lounge ban can be temporary (up to 6 months) or permanent, where gross violation has occurred. Lounge staff can call the Airport Security Service to handle persons violating the provisions of these Regulations.
8. Smoking, including smoking electronic cigarettes, is prohibited in the Lounge.
9. Luggage carts are not allowed in the Lounge.
10. Pets are allowed in the Lounge provided they are supervised by their carers at all times and are kept in cages/boxes (except guide dogs accompanying a blind person). Regulations for air travel with pets are set out in the policies of air carriers operating on Kraków Airport. Pets must not threaten the safety and comfort of rest



of other travellers and must not foul the Lounge. A pet's carer is liable for his or her pet's behaviour and any damage it causes.

11. Kraków Airport does not accept any responsibility for passenger's belongings left in the Lounge. Items left behind in the Lounge will be handed over to Kraków Airport's Lost and Found Desk: phone: +48 12 639 36 95; email: lostandfound@krakowairport.pl
12. Travellers using the Lounge are solely responsible for any damage caused by themselves and persons under their care while in the Lounge, as well as for damage caused to third parties staying in the Lounge.
13. Food and drinks offered in the Lounge are for on-site consumption only. It is not allowed to take out any products from the Lounge, except for situations where temporary legal restrictions, orders and bans have been imposed with respect to catering businesses. In such cases, a suitable notice will be placed in the Lounge and on www.krakowairport.pl
14. Alcoholic beverages offered in the Lounge are for persons over 18 years of age only. Alcoholic beverages can only be consumed within the Lounge.
15. Flight status loudspeaker announcements are not broadcast in the Lounge. Passengers are required to check the current status of their flight on their own. Status flight information can be obtained at the gate appropriate for a given flight and on screens with visual information available in the Lounge. Kraków Airport does not accept any responsibility for a passenger's failure to go to the gate at the time required by the carrier.
16. In the event of any flight irregularities, any changes to flight bookings or other flight-related changes can only be made individually by the passenger, not via Lounge staff.
17. Kraków Airport reserves the right to change the terms and conditions of the Business Lounge service. Information about any such change will be posted immediately on www.krakowairport.pl and at the reception of the Lounge.
18. In the event of a security threat or 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 other events that could not have been prevented) the use of the Lounge may be limited and the terms of use of



the Lounge may be changed. Kraków Airport does not accept any responsibility for temporary limitation of access to the Lounge or for changes to the terms of use of the Lounge due to the above-mentioned circumstances.

19. Any comments regarding the operation of the Lounge can be submitted in electronic form to business@krakowairport.pl or via the form at <https://krakowairport.pl/pl/opinia>

Updated on: 8 December 2022