



**TERMS OF SERVICE PROVISION AT THE VIP LOUNGE  
AT RZESZÓW – JASIONKA ULMA FAMILY AIRPORT LTD.**

The VIP Lounge is owned by Rzeszów-Jasionka Ulma Family Airport Ltd. in Jasionka, Jasionka 942, 36-002 Jasionka, entered in the register of entrepreneurs in the District Court in Rzeszów, 12th Economic Division of the National Court Register under KRS number 0000296055, Statistical Identification Number (REGON): 180288180, Tax Identification Number (NIP): 5170240616, share capital PLN 603,299,400.00.

**I. DEFINITIONS**

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

- a) **Airport** – Rzeszów-Jasionka Ulma Family Airport Ltd. in Jasionka 942, 36-002 Jasionka;
- b) **Passenger** – a person who intends to use the Passenger Terminal in order to travel by an aircraft from the Airport;
- c) **Terms of Service** – the content of this document that sets the terms of using the VIP Lounge;
- d) **VIP Lounge** – a separate room located within the Passenger Terminal

**II. BOOKING**

1. Services at the VIP Lounge shall be rendered based on the Passenger's filing of a booking 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. Bookings should be made in writing, by filling in and sending a booking 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 bookings already made.
4. Payment for the booking should be made before the date of service in one of the acceptable forms of payment, i.e. by bank transfer (a confirmation of the transfer must be sent to [vip@rzeszowairport.pl](mailto:vip@rzeszowairport.pl)) or by payment card. It is also possible to pay by cash and credit card on the day of service or after service.
5. The advance payment is not required in the case of orders placed by entities of the Polish public administration and diplomatic missions.





6. A booking 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. The booking cancellation must be made in writing – by e-mail to the following address: [vip@rzyszowairport.pl](mailto:vip@rzyszowairport.pl).

### III. TERMS OF USING THE VIP LOUNGE

1. Internal terms of service 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:
  - a) ensure that the carry-on luggage and checked luggage are consistent with international regulations and the carrier's standards;
  - b) hold the flight ticket and other documents necessary during the journey;
  - c) 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.

### IV. 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 Terms of Service.

### V. 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 Terms of Service by the Passenger.





5. Any complaints concerning VIP services rendered upon the above Terms of Service 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)

## **VI. GENERAL PROVISIONS**

1. Only Passengers and authorised persons may be present in the VIP Lounge.
2. Children under the age of 5 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 booking form. Charge for additional catering - the cost is added to the total bill for VIP service.
6. The Airport reserves the right to change the terms and conditions of the VIP service booking, 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 booking 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 booking conditions of the VIP service, the Passengers who have made the booking can accept the new conditions or cancel the booking.

