



SHUTTLE SERVICE AT KRAKÓW AIRPORT THE TERMS AND CONDITIONS



1. The Shuttle Service between the terminal and an aircraft can be provided only after booking the service at least 24 hours prior to the execution date and after confirmation that the order can be accepted by the John Paul II International Airport Krakow-Balice Ltd. (on a first come, first served basis).
2. To order the Shuttle Service between terminal and aircraft the Ordering Party shall send a booking form by e-mail: business@krakowairport.pl, fax: +48 12 639 34 15 or post to the following address: John Paul II International Airport Krakow-Balice Ltd., ul. Kpt. Medweckiego 1, 32-083 Balice.
3. The Shuttle Service booking form is available at krakowairport.pl.
4. The Shuttle Service is provided against a fee according to the valid fee list available at krakowairport.pl.
5. The service is provided for passengers traveling on both domestic and international flights upon their departure and after their arrival.
6. The service is provided for maximum 6 passengers at a time.
7. Passenger using the Shuttle Service undergoes check-in, customs clearance, security checks and proceeds to the proper gate unassisted. After presenting his identity document and boarding pass to the proper boarding gate staff he proceeds to the awaiting car.
8. In case of multiple bookings for the Shuttle Service on one departing flight the driver awaits for all passengers at the proper gate and takes them to the aircraft.
9. In case of multiple bookings for the Shuttle Service on one arriving flight the driver awaits for all passengers at front door of the aircraft and takes them to the arrivals hall.
10. The driver awaits for the Shuttle Service passengers with a name board at all times.
11. The booking may be cancelled no later than 24 hours before the order execution date. Otherwise, the ordering party will be charged as specified in the valid fee list. The booking must be cancelled in writing by sending a fax to: +48 12 639 34 15 or by e-mail: business@krakowairport.pl.
12. Kraków Airport reserves the right to refuse to provide the service if incorrect data has been furnished or in the event of a guest's improper behavior and also if it is justified for safety and security reasons.

Reservations ▶ t: +48 12 639 33 04 ▶ f: +48 12 639 34 15 ▶ e: business@krakowairport.pl

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13. Children up to 3 years old, accompanied by adults, may use the Shuttle Service free of charge.
14. The passengers benefiting from the shuttle service are obliged to ensure that the carry-on luggage complies with the international regulations and carrier's standards (relevant information available on the flight ticket or from the carrier).
15. Passengers shall hold the flight ticket and other relevant documents required.
16. Passengers using the service are obliged to appear at the proper gate on time (according to the terms and conditions specified by the airline).
17. In case the passenger shows up at the gate after boarding is completed the service will not be provided and Kraków Airport will not offer any refund.
18. In the event of any security threat or occurrence of force majeure circumstances, the service may be cancelled or changed. The John Paul II International Airport Kraków - Balice Ltd. assumes no liability in relation thereto.
19. Kraków Airport reserves the right to change the terms and conditions for booking the Shuttle Service and immediately notify the concerned parties about such changes. If the terms and conditions for the Shuttle Service have been amended, passengers who had booked it prior to those changes may accept the new terms and conditions or cancel the booking without incurring any additional costs.

Update: 7th of September 2017

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