



VIP TERMINAL VIP SERVICE AT KRAKÓW AIRPORT TERMS AND CONDITIONS



1. The service will be provided only if the booking is made at least 24 hours in advance and after you receive a confirmation that the request can be accepted by the John Paul II International Airport Krakow-Balice Ltd. (on a first-come, first-served basis).
2. The VIP Service is ordered by sending a booking form by fax (+48 12 639 34 15) or e-mail (business@krakowairport.pl), by completing an on-line form or sending a letter to the following address: Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o., ul. Kpt. M. Medweckiego 1, 32-083 Balice.
3. The booking forms for the VIP Service are available at krakowairport.pl.
4. The VIP Service is provided against payment according to the applicable price list. The price list is available at krakowairport.pl.
5. The payment should be made before the date of the service in the form of a bank transfer or a card not present transaction (Mail Order). Prepayment is not required for orders placed by Polish public administration bodies and diplomatic authorities.
6. For children aged 3 and younger who accompany adults the service is free of charge.
7. The reservation can be cancelled no later than 24 hours before the service. Otherwise the ordering party will be charged with the cost of the service according to the price list. Cancellation requires a written application (fax: +48 12 639 34 15/e-mail: business@krakowairport.pl).
8. The VIP Terminal may be occupied only by persons who previously reported their presence (booking form). Minors must be accompanied by adults.
9. Departing passengers and persons saying good-bye to departing passengers are advised to report at the VIP Terminal no later than 1 hour before the planned departure. Passengers of long-haul flights or travelling with larger luggage are advised to arrive at the VIP Terminal at least 1.5 hours before the planned departure.
10. Passengers of domestic flights without registered luggage are advised to arrive at the VIP Terminal no later than 30 minutes before the planned departure.



11. The data of the persons welcoming /saying goodbye to passengers should be entered in the VIP service booking form. For any two persons welcoming/saying goodbye to passengers (per 1 reservation for arrival, departure or transfer) the VIP Service is free of charge. Additional persons welcoming/saying goodbye to passengers are charged according to the applicable price list.
12. Persons welcoming passengers may use the VIP Terminal not earlier than 30 minutes before the planned flight arrival.
13. It is permissible to welcome/say goodbye to passengers for whom the VIP Service is ordered on the apron. Detailed information on the subject is provided by the VIP Terminal staff, in line with the guidelines of the "VIP Service Procedures".
14. Staying in the VIP Terminal for longer than 2 hours will result in charging an additional fee according to the applicable price list.
15. Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o. shall not be held accountable for any changes to the cost of the Service arising from a prolonged stay in the VIP Terminal caused by unfavourable weather conditions or other unforeseen circumstances that would disturb the flight timetable or cause a delay.
16. The VIP parking lot in the vicinity of the VIP Terminal can be accessed only by previously reported vehicles (booking form).
17. Passengers should carry boarding passes and other relevant documents as may be required during flight.
18. Passengers using the VIP Service are obliged to make sure that their hand luggage meets international regulations and carrier standards (corresponding information available on the flight ticket or at the carrier).
19. The catering service will be provided only if requested (booking form). Payment is due according to the bill issued by the provider – MPL Services sp. z o.o. The amount specified in the bill shall be increased by the handling fee of 20% of the catering service value.
20. Passengers using the VIP Service are subject to a border check, customs clearance and security control. Passengers and accompanying persons are obliged to undergo suitable safety procedures (personal and luggage control) at the entry to the restricted zone of the airport. Security control is carried out by the security staff according to their competence. Standard security procedures take place in the presence of the VIP & Business Services staff. The security staff reserve the right to conduct their activities only with the participation of the interested parties.



21. Attendants on private flights whose passengers use the VIP Service may stay in the VIP Terminal free of charge directly before the departure or upon arrival. Attendants are also entitled to use the infrastructure of the VIP Terminal to perform security control, border checks and customs clearances within the scope of the ordered VIP Service for passengers.
22. Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o. reserves the right to refuse to provide the service in case of a lack of payment, incorrect data or in the event of improper behaviour of the guests, provided that it is justified by safety reasons.
23. In case of a safety threat or the occurrence of force majeure, the VIP Service may be cancelled or altered. Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o. shall not be held accountable in such situations.
24. Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o. reserves the right to alter the terms and conditions of the reservation of the VIP Service, of which it shall immediately notify the interested parties. If the terms and conditions for booking of this service are changed, the passengers who made the booking may either accept the new terms and conditions for booking or cancel the booking at no extra charge.

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