



VIP TERMINAL
VIP SERVICE AT KRAKÓW AIRPORT
SCOPE OF SERVICE



Basic scope of the VIP Service

- access to a comfortable lounge at the VIP Terminal before or after the flight, both for passengers and their accompanying visitors (persons welcoming/saying goodbye to passengers)
- dedicated security control point
- dedicated check-in point
- dedicated passport control point
- dedicated customs clearance point
- access to a duty-free zone in the departure hall of the passenger terminal
- individual transport in a luxurious Lexus LS limousine between the VIP Terminal and the aircraft
- luggage service: handing in the luggage before the flight and luggage delivery directly to the VIP Terminal upon arrival
- refreshments, including snacks, hot and cold drinks and alcohol
- wi-fi, TV, Polish and foreign press in the electronic and paper form
- availability of office appliances: computer, fax machine, printer
- help of English-speaking and protocol-trained staff
- free parking in front of the main entrance to the VIP Terminal (during the term of the service).

Services provided at the client's request:

- Entrance of a person welcoming/saying goodbye to the passenger onto the apron, assisted by the VIP Service coordinator
- hotel booking
- taxi calling
- help in obtaining tourist information, as well as public transport and flight information.

Extra fee services provided at the client's request:

- piloting the client's vehicle: from the VIP Terminal to the aircraft (applies to private aircraft)
- catering (provided by MPL Services sp. z o.o.).

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