

Terms and conditions of the Meet & Assist service at Krakow Airport

1. The Meet & Assist service can be provided only after booking the service at least 24 hours earlier and after confirmation that the order can be accepted by the John Paul II International Airport Kraków – Balice Ltd.
2. To order the Meet & Assist service it is necessary to send a booking form by fax, e-mail, or post 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 Meet & Assist service booking form is available at www.krakowairport.pl.
4. The Meet & Assist service is provided against a fee according to the valid price list.
5. The booking may be cancelled no later than 24 hours before the order execution date. Otherwise, the ordering party will be charged the costs specified in the valid price list. The booking must be cancelled in writing by sending a fax to: +48 12 639 34 15 or by e-mail sent to: business@krakowairport.pl.
6. The service is provided during the opening hours of the Business Lounges according to the information provided at www.krakowairport.pl The service is provided to passengers departing from the T1 terminal.
7. Only those persons who have been registered previously may use the Meet & Assist service (the booking form).
8. The John Paul II International Airport Kraków-Balice Ltd reserves the right to refuse to provide the service if incorrect data has been furnished or in the event of improper behaviour of the guests, if it is justified for safety and security reasons.
9. The departing passengers are requested to check-in at the designated location no later than one hour before the scheduled departure time. Passengers travelling on transatlantic flights or with extra luggage are requested to check-in at least one and a half hour before the scheduled departure time.
10. Passengers should hold their flight tickets and other relevant documents required throughout the flight.
11. Passengers using the Meet & Assist service undergo check-in, customs clearance, and security checks. Passengers must undergo the relevant security checks (applying to persons and luggage) by the entrance to the restricted area of the airport. The security checks are performed by the competent security personnel. Standard check procedures are carried out with the assistance of VIP & Business Services personnel. Security personnel reserve the right to carry out the procedure only in the presence of the concerned parties.
12. In the event of any security threat or occurrence of force majeure circumstances, the Meet & Assist service may be cancelled or changed. The John Paul II International Airport Kraków - Balice Ltd assumes no liability in relation thereto.
13. The John Paul II International Airport Kraków - Balice Ltd reserves the right to change the terms and conditions for booking the Meet & Assist service and immediately notify the concerned parties about such changes. If the terms and conditions for booking this service are changed, the passengers who have booked it may accept the new booking terms and conditions or cancel the booking without incurring any additional costs.

