

# The scope of the VIP service provided at Krakow Airport

## **The basic scope of the VIP service included in the price:**

1. coordination of the check-in procedure, security checks, customs clearance, and ground services (passenger transport between the VIP lounge and the apron and luggage handling)
2. making the VIP lounge available to passengers and accompanying persons (meeting/seeing off)
3. snacks including the offered foodstuffs
4. access to the wireless Internet, satellite television
5. access to a computer, fax, and printer
6. assistance provided by English speaking personnel trained in diplomatic protocol
7. a possibility of using the parking area situated in the vicinity of the VIP lounge and the multi-storey car park at Krakow Airport (when using the service)

## **Services provided upon request, included in the price:**

1. hotel reservation
2. taxi calling
3. ordering external transport
4. assistance with obtaining tourist, railway, bus, air transport information

## **Services provided upon request, charged additionally:**

1. piloting the Customer's vehicle between the VIP lounge and the aircraft (applies to private aircraft)
2. catering service (provided by MPL Services Sp. z o.o.)

