

# The terms and conditions of VIP service at Krakow Airport

1. The VIP 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. (on a first come first served basis).
2. To order the VIP 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 VIP service booking form is available at [www.krakowairport.pl](http://www.krakowairport.pl)
4. The VIP 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 as specified in the valid price list. The booking must be cancelled in writing by sending a fax to: +48 12 6393415 or by e-mail: [business@krakowairport.pl](mailto:business@krakowairport.pl).
6. Only those persons who have registered previously are allowed in the VIP lounge (the booking form).
7. The VIP car park located near the VIP lounge and the multi-storey car park may be used only by previously registered vehicles (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 and the persons seeing off passengers are requested to check-in at the VIP lounge 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. The persons taking domestic flights, without any checked luggage are requested to arrive at the VIP lounge no later than 30 minutes before the scheduled departure time.
11. The persons meeting the passengers may use the VIP lounge no earlier than 30 minutes before the schedule arrival time.
12. Staying in the VIP lounge for more than 2 hours causes additional charge as specified in the valid price list (it applies to service during one air operation – arrival / departure)
13. The persons meeting/seeing off passengers who are specified in the VIP service booking form may use the VIP lounge free of charge.
14. The passengers using the VIP service must check as to whether their carry on luggage meets international regulations and carrier's standards (relevant information is available on the flight ticket or from the carrier).
15. Passengers should hold their flight tickets and other relevant documents required throughout the flight.
16. The catering service may be provided only after placing an additional order (the booking form). There is a fee corresponding to the receipt of the external supplier MPL Services Sp. z o.o.
17. The passengers using the VIP service undergo a check-in, customs clearance, and security checks. Passengers and accompanying persons 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 lounge personnel. Security personnel reserve the right to carry out the procedure only in the presence of the concerned parties.
18. In the event of any security threat or occurrence of force majeure circumstances, the VIP service may be cancelled or changed. The John Paul II International Airport Kraków - Balice Ltd assumes no liability in relation thereto.
19. The John Paul II International Airport Kraków - Balice Ltd reserves the right to change the terms and conditions for booking the VIP service for government delegations 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 new booking terms and conditions or cancel the booking without incurring any additional costs.

