

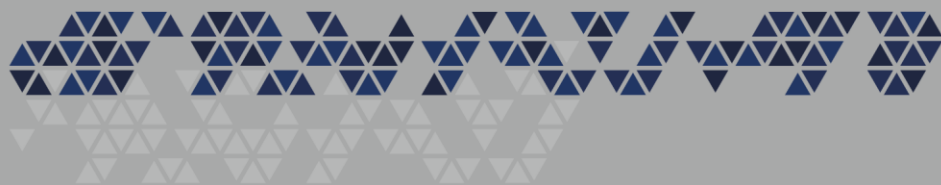


INDIVIDUAL TRANSPORT AT KRAKÓW AIRPORT TERMS OF USE

1. The service will be provided only if the booking is made using a service booking form at least 24 hours in advance and after you receive a confirmation of request acceptance by the company Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o. with the address: ul. Kpt. M. Medweckiego 1, 32-083 Balice (hereinafter: Kraków Airport) (on a first-come, first-served basis).
2. Booking form is available on www.krakowairport.pl
3. To book a service, please send the completed form by fax to: +48 12 639 34 15, or email: business@krakowairport.pl
4. The service is provided for a fee in accordance with the applicable price list available on www.krakowairport.pl.
5. Payment should be made before the date of the service using one of the payment methods: bank transfer, cash (up to an amount not exceeding the limit specified by law) or by Mail Order. Payments will only be accepted in the Polish currency.
6. The service is provided to passengers travelling on scheduled flights, both for departures and arrivals.
7. The service is provided for up to 6 passengers at a time.
8. A passenger using the service should check in, check their luggage, go through security control and customs on his/her own and appear at the appropriate departure gate. The passenger should show their identity document and boarding pass to the staff at the appropriate departure gate and proceed to a vehicle waiting in front of the appropriate departure hall.
9. If several transport bookings for one flight have been made, the car will wait for all passengers at the appropriate departure gate, and then it will drive up to the plane.
10. For arrival bookings, the car will wait for all booked passengers at the front exit from the plane, and then drive up to the arrivals hall.



11. Each time the driver will wait for passengers holding a board with their names.
12. The ordering party can cancel a booking without incurring any additional costs at least 24 hours before the date of the service. Otherwise, the ordering party will be charged with the costs in accordance with the applicable price list. Booking cancellation must be made in writing (fax: +48 12 639 34 15 / email: business@krakowairport.pl).
13. Kraków Airport reserves the right to refuse the service where there has been no booking or payment, where it has been found that incorrect or untrue details have been provided, where the passenger/passengers misbehave, and where such refusal is justified due to safety concerns
14. Children up to 3 years of age accompanied by adults use the service free of charge.
15. It is the responsibility of the passengers using the service to ensure that their hand luggage complies with international regulations and the carrier's standards (relevant information is available on the air ticket or from the carrier).
16. Travellers should hold documents required for their air travel.
17. A passenger using the service is required to appear at the appropriate departure gate on time, as required by the regulations of the respective airline.
18. If a passenger arrives at the departure gate after the boarding procedure has been completed, Kraków Airport will not provide the service and it will not refund the cost of booking the service incurred by the passenger.
19. In the event of a security threat or the occurrence of force majeure circumstances (an extraordinary, external, unforeseeable event that could not have been avoided even with the utmost care, such as fire, flood, terrorist attacks and any other event that could not have been prevented), the service may be cancelled or its date can be changed. Kraków Airport is not liable for any cancellation of the service or changed date of its provision resulting from the circumstances mentioned above. In the event of service cancellation by Kraków Airport, the ordering party will not be charged with cancellation costs. In the event that Kraków Airport changes the conditions of a booking, the ordering party may accept the new conditions or cancel the booking without incurring cancellation costs.



- 20.** Kraków Airport reserves the right to introduce modifications in the conditions for booking of the service, which it will immediately announce. If the conditions for booking of the service in question are changed, the ordering party may accept the new booking conditions or cancel the booking.
- 21.** Passengers using the service bear sole responsibility towards Kraków Airport, third parties and the entity with whose assistance the service is provided, for any damage to means of individual transport to and from the aircraft available as part of the service, caused by themselves and persons accompanying them or under their care.
- 22.** Smoking tobacco, including smoking electronic cigarettes outside specially designated areas is forbidden on Kraków Airport premises.
- 23.** The ordering party is required to inform the persons for whom the service is booked about the applicable terms of service.

Revision: 5 November 2021