



AIRPORT BUSINESS LOUNGE AT KRAKÓW AIRPORT

TERMS OF USE

General

1. Schengen Business Lounge is located in the departures area of the passenger terminal (Level +1).
2. Non-Schengen Business Lounge is located in the departures area, in the eastern part of the passenger terminal (Level +1, beyond passport control).
3. For up-to-date opening times of the Business Lounge please see www.krakowairport.pl.
4. Outside the opening times of the Non-Schengen Business Lounge, passengers are invited to use the Schengen Business Lounge.
5. The duration of your stay in the Schengen Business Lounge and the Non-Schengen Business Lounge is limited. Passengers can access the lounge three hours before the scheduled time of departure of their flight.

Business Lounge terms of use:

1. The Business Lounge service (hereinafter: Lounge) can be used by Passengers:
 - a. travelling in Business Class, holders of a valid invitation, voucher, loyalty card or other document indicated by airlines which have entered into an agreement with the company Międzynarodowy Port Lotniczy im. Jana Pawła II Kraków-Balice sp. z o.o. (hereinafter: Kraków Airport)
 - b. holders of valid membership cards issued by partners who have entered into agreements with Kraków Airport
 - c. holders of valid invitations issued by Kraków Airport or partners of Kraków Airport
 - d. who have paid to use the Lounge, as per the applicable list of charges available on www.krakowairport.pl

Information on the documents passengers need to present to use the Lounge can be obtained at the reception of the Lounge (phone: +48 12 639 34 96, email: business@krakowairport.pl) and on www.krakowairport.pl.

Kraków Airport is not liable for any changes made by carriers or other partners regarding the documents needed by passengers to be able to access the Lounge.



2. Payment for access to the Business Lounge can be made directly at the reception by cash (up to the amount not exceeding the limit specified by law) or by payment card. Payments can be made in the Polish currency only.
3. On entering the Business Lounge, the Passenger is required to show to reception desk staff his or her boarding pass (in one of the forms approved by the carrier) for departure from Kraków Airport on the given day, and a membership/loyalty card accepted by the Business Lounge, voucher, invitation or proof of payment for access to the Business Lounge).
4. Kraków Airport reserves the right to refuse entry into the Lounge to a Passenger who has provided invalid or untrue details, as a result of which it becomes evident that the passenger is not entitled to use the Lounge. Lounge reception staff are authorised to verify documents presented by the Passenger to confirm his/her right to use the Lounge.
5. Passengers travelling with babies under three years of age can use the Lounge with no charge for the babies. Children over three years of age can enter the Lounge on the same terms as adults. All children staying in the Lounge have to be attended by an adult.
6. In case of misbehaviour on the part of the Passenger or child leading to the disturbance of other Passengers' rest or of the working conditions of Lounge staff, or where this is justified by safety concerns, Kraków Airport reserves the right to request the Passenger to leave the Lounge or request the guardian and the child to move to an area in the passenger terminal designated for children.
7. Smoking tobacco, including smoking electronic cigarettes is forbidden in the Lounge.
8. Passengers are not allowed to bring in luggage carts into the Lounge.
9. Animals are allowed in the Lounge provided they are under the constant supervision of their owners and stay in special cages (this does not apply to a guide dog assisting a visually impaired person). Animals must not jeopardise the safety and comfort of other travellers and they must not contaminate the Lounge. The owner is liable for his/her animal's behaviour and any damage caused.
10. Kraków Airport is not liable for Passenger property left at the Lounge. Any items left at the Lounge will be handed over to Kraków Airport's Lost and Found Desk.
11. Any person staying at the Lounge shall be solely liable for any damage caused to Kraków Airport or third parties staying at the Lounge by them or persons under their care.



12. The offer of food and beverages available in the Lounge is for on-site consumption only. Taking any products outside the Lounge is not allowed, except for situations where temporary restrictions, orders and prohibitions on carrying out restaurant business activity have been introduced. In such cases, relevant information will be posted in the Lounge and on www.krakowairport.pl
13. Alcoholic beverages offered at the Lounge are for people over 18 years of age only.
14. Loudspeaker flight status announcements are not broadcast in the Lounge. Passengers are required to check flight status on their own on an ongoing basis. Flight status information can be obtained at the appropriate gate for your flight or on monitors in the Lounge displaying visual information. Kraków Airport is not liable for Passenger's failure to go to the departure gate at a time required by the carrier.
15. In the event of any irregularities in air traffic, the Passenger should change his or her flight bookings and make any other changes related to the flight on their own, with no mediation from the Lounge staff.
16. Kraków Airport reserves the right to change Business Lounge terms of service, of which it will immediately inform by posting relevant information on www.krakowairport.pl or at the reception of the Lounge.
17. 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 changed. Kraków Airport is not liable for any cancellation of the service or changed provision of the service resulting from the circumstances mentioned above.

Revision: February 17, 2022