



WARSAW  
CHOPIN  
AIRPORT

## RULES

# **FAST TRACK SERVICE AT WARSAW CHOPIN AIRPORT**

## **RE-FAST TRACK-01**

	Position	Date, stamp, signature
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## 1. GENERAL PART

### 1.1. Purpose of the document and scope of application

The objective of the Rules is to define the rules of commercial use of the FAST TRACK Service by passengers departing from Warsaw Chopin Airport.

### 1.2. General provisions

1. The Rules come into effect on the date of its issuance.
2. Subsequent amended issues of the Rules will be posted on Warsaw Chopin Airport's website at [www.lotnisko-chopina.pl](http://www.lotnisko-chopina.pl), in the FAST TRACK section.
3. Sales Bureau (TH), as the owner of the FAST TRACK Service, is responsible for the sale of FAST TRACK Cards, developing FAST TRACK policy along with the price list, providing Vouchers and FAST TRACK Cards to the Lost & Found Office, providing ticket rolls and fiscal rolls to the VIP and Executive Lounge Passenger Service Division and informing Rules users about introduced changes.
4. Supervision and Security Quality Control Division (TSZQ) is responsible for informing the entity providing access control and security screening about the regulations of and changes to the Rules upon prior notification by TH.
5. As part of the Fast Track Service the Processes and Passenger Service Quality Division (TOOT) is responsible for issuing and sale of Vouchers and issuing paid-for FAST TRACK Cards.
6. VIP and Executive Lounge Passenger Service Division (THHV) is responsible for preparing, on a daily basis, a fiscal report until 23:59 (alternatively: after finishing sales on a given day, no later however than before the first sale on the following day), submission of the above-mentioned reports to the Sales Bureau (TH) after the end of the month, replacement of paper rolls in the cash register, replacement of ticket rolls in the Kiosk, checking the proper connection of the device to the power supply and notifying the Sales Bureau about malfunction or damage of the device, keeping the cash register service log during the time its operated and providing the log at the request of the maintenance service.
7. Passenger claims concerning the execution of the FAST TRACK Service are processed in line with the „Receiving and processing claims concerning the activity of Warsaw Chopin Airport” procedure (PS-REKLAMACJE-01).



## 2. DETAILS OF THE SERVICE

### 2.1. Persons entitled to use the FAST TRACK Service

The FAST TRACK Service is available on commercial basis for passengers departing from Warsaw Chopin Airport, who have a FAST TRACK Card or a Voucher issued by the Lost & Found Office or an Entry ticket purchased at the Kiosk.

### 2.2. Voucher and Entry ticket purchase

1. Purchase of a Voucher for FAST TRACK single entry is possible at the Lost & Found Office (Monday to Friday between 6:00-22:00 and on weekends and holidays between 06:00-18:00), located in zone ABE of Terminal A Arrivals Hall at Warsaw Chopin Airport.
2. Purchase of a one-off Fast Track Entry ticket is possible at the Kiosk located in the public area of the Departures Hall.
3. Payment for a single entry Voucher can be made by cash or payment card at the Lost & Found Office.
4. Payment for a one-off Entry ticket can be made by payment card at the Kiosk.
5. The Voucher and the Entry ticket are not refundable.
6. The Entry ticket is valid as of the date of purchase for a period of 12 months.
7. The Voucher does not have to be used on the day of purchase.

### 2.3. FAST TRACK Card purchase

1. To order a FAST TRACK Card for a specified time, one should fill out the "Order of a personal FAST TRACK Card" (F01-FAST TRACK-01).
2. A filled out, signed and scanned order should be sent to: [fasttrack@polish-airports.com](mailto:fasttrack@polish-airports.com).
3. Based on information in the order form PPL will issue an invoice for the ordered FAST TRACK Card as per the "FAST TRACK Service price list" (Z03-RE-FAST TRACK-01).
4. The date of payment will be date PPL's bank account is credited with the amount due.
5. The FAST TRACK Card issuance process will be each time arranged with the person concerned via electronic correspondence. In order to speed up the process, the card will be available for pick up upon submission of proof of payment, as specified on the invoice, to [fasttrack@polish-airports.com](mailto:fasttrack@polish-airports.com).
6. The day the FAST TRACK Card is available for pick up is the first day of the validity period, unless otherwise agreed with the Customer.



7. The FAST TRACK Card will be available for pick up at the Lost & Found Office, open all week long (Monday to Friday between 6:00-22:00 and on weekends and holidays between 06:00-18:00), located in zone AB of Terminal A Arrivals Hall at Warsaw Chopin Airport.
8. The FAST TRACK Card can be sent by post or courier service, upon a request from the customer. For this purpose address details have to be provided.
9. PPL is not responsible for failure to deliver of the FAST TRACK Card, if incorrect address details are provided.

## **2.4. The rules of use of FAST TRACK Cards, the Voucher and the Entry ticket**

1. The templates of a FAST TRACK Card is shown in the "FAST TRACK Card template" (Z01-RE-FAST TRACK-01) enclosure.
2. The FAST TRACK cards bears the name of the card holder.
3. Children under 13 travelling with a Voucher, an Entry ticket or a FAST TRACK Card holder are entitled to use the FAST TRACK Service free of charge.
4. A holder of the FAST TRACK Card is entitled to use the FAST TRACK Service together with one accompanying person, only if travelling with a child/children under 13.

## **2.5. Verification of eligibility for use of the FAST TRACK Service**

1. The FAST TRACK card, the Voucher or the Entry ticket should each time be presented to the security employee at the automated gates located in front of security checkpoints in the FAST TRACK-dedicated area for the purpose of verifying Fast Track privileges.
2. The FAST TRACK Service can be used only with a valid boarding pass, also checked at the automated access control gates.

## **2.6. Location of the FAST TRACK checkpoint**

The FAST TRACK checkpoint is located on the departures level in the E zone of Chopin Airport Terminal A; its location is included in the „Location of FAST TRACK checkpoint" (Z02-FAST TRACK-01) enclosure.



### 3. DEFINITIONS

#### 3.1. Definitions

<b>Boarding pass</b>	<p>A card provided during check-in or in electronic form, printed from a website, based on which the passenger is admitted on board a plane. The pass contains personal details, flight number, sector and seat number, boarding time and gate number.</p> <p>Own definition – TH</p>
<b>Entry ticket</b>	<p>A document purchased at the Kiosk, entitling the passenger to to use the FAST TRACK Service on a one-off basis..</p> <p>Own definition – TH</p>
<b>FAST TRACK Card</b>	<p>A document containing the holder’s name, issued by Warsaw Chopin Airport in the form of a card, entitling the holder to use the FAST TRACK Service for a period specified on the document.</p> <p>Own definition – TH</p>
<b>FAST TRACK Service</b>	<p>A service provided at Warsaw Chopin Airport allowing the passenger to use a fast access security checkpoint.</p> <p>Own definition – TH</p>
<b>Kiosk</b>	<p>A self-service device for the purchase of non-aviation services</p> <p>Own definition – THHP</p>
<b>Lost and Found Office</b>	<p>A Lost and Found office located on the arrivals level in the AB zone of Warsaw Chopin Airport Terminal A.</p> <p>Own definition – TH</p>
<b>Service validity</b>	<p>A given period for which the right to use the service was purchased by the customer.</p> <p>Own definition – TH</p>
<b>the Price list</b>	<p>A list containing the prices of services connected with the use of the FAST TRACK Service, depending on the type of service purchased.</p> <p>Own definition - TH</p>
<b>the Rules</b>	<p>This document.</p> <p>Own definition - TH</p>
<b>Voucher</b>	<p>A document purchased at the Lost &amp; Found Office, entitling the passenger to use the FAST TRACK Service on a one-off basis.</p> <p>Own definition – TH</p>



### 3.2. Abbreviations

<b>PPL</b>	'Polish Airports' State Enterprise
<b>TH</b>	Sales Bureau
<b>TOOT</b>	Processes and Passenger Service Quality Division
<b>TSZQ</b>	Supervision and Security Quality Control Division
<b>THHV</b>	VIP and Executive Lounge Passenger Service Division

### 4. LIST OF ASSOCIATED DOCUMENTS

1. "Receiving and processing claims concerning the activity of Warsaw Chopin Airport" procedure (PS-REKLAMACJE-01).
2. Rules "Sale of non-aviation services at the Kiosk located at Warsaw Chopin Airport" (RE-KIOSK-01).

### 5. LIST OF DOCUMENT USERS

1.	PPL units	<b>TH, THHV, TOOT, TSZQ</b>
2.	Third parties	<b>ACS Sp. z o.o., Passengers departing from Warsaw Chopin Airport</b>

### 6. LIST OF ENCLOSURES

- Enc. 1 - Z01-RE-FAST TRACK-01 FAST TRACK Card template
- Enc. 2 - Z02-RE-FAST TRACK-01 Location of FAST TRACK checkpoint
- Enc. 3 - Z03-RE-FAST TRACK-01 FAST TRACK Service price list
- Enc. 4 - F01-RE-FAST TRACK-01 Order of a personal FAST TRACK Card