



WARSAW  
CHOPIN  
AIRPORT

## RULES

# **SALE OF NON-AVIATION SERVICES AT THE KIOSK LOCATED AT WARSAW CHOPIN AIRPORT**

**RE-KIOSK-01**



## 1. GENERAL INFORMATION

### 1.1. Aim and scope of document application

1. The aim of this document is to set out the terms and conditions of sale of non-aviation services in the kiosk.
2. The kiosk will sell non-aviation services such as Fast Track, Executive Lounge and Business Pass Premium.
3. The kiosk selling non-aviation services is located in the general access zone in the Departure Hall of Warsaw Chopin Airport.

### 1.2. General Provisions

1. The provider (Seller) of non-aviation services within the premises of Warsaw Chopin Airport is Przedsiębiorstwo Państwowe „Porty Lotnicze,” ul. Żwirki i Wigury 1, 00-906 Warszawa (KRS 0000008194, REGON 000126652, NIP 5250000239).
2. The Client has the possibility of purchasing non-aviation services in the kiosk. The Seller does not provide remote sales of non-aviation services by means of the kiosk.
3. Complaints of Buyers regarding provision of specific non-aviation services are dealt with according to the procedure [“Receiving and processing complaints, requests and claims at ‘Polish Airports’ State Enterprise” \(PS-SKARGI/REKLAMACJE-01\).](#)
4. The complaints are to be submitted by email: [reklamacje@ppl.pl](mailto:reklamacje@ppl.pl).
5. All paper/traditional correspondence related to the sale of non-aviation services, including a request to issue an invoice, should be submitted to the address: *Przedsiębiorstwo Państwowe „Porty Lotnicze”, Biuro Sprzedaży, ul. Komitetu Obrony Robotników 49, 02-146 Warszawa.*



## 2. DETAILED INFORMATION

### 2.1. A purchase of non-aviation services

1. A purchase of each non-aviation service by means of the kiosk means the acceptance of the rules "Sale of non-aviation services at the kiosk located at Warsaw Chopin Airport" by the Buyer.
2. The sales agreement is concluded between the Seller and the Client after the payment following the displayed message "*Follow the instructions on the screen.*" Making the payment means the agreement to conclude a binding sales agreement and express and irrevocable acceptance of prices and descriptions of specific services.
3. The Seller shall not accept a return of the non-aviation service purchased in the kiosk by the Buyer.
4. The Buyer declares that the Buyer has the capacity to conclude this agreement, i.e. is of age and has the capacity to undertake legal obligations.
5. The Buyer declares that the purchase of non-aviation services is not for re-sale.
6. The Seller reserves the right to make amends to the rules "Sale of non-aviation services at the kiosk located at Warsaw Chopin Airport" at any time.
7. The rules "Sale of non-aviation services at the kiosk located at Warsaw Chopin Airport" are available by clicking the link [www.lotnisko-chopina.pl](http://www.lotnisko-chopina.pl).
8. The changes shall enter into force at the moment of their publication on the website of Warsaw Chopin Airport.
9. The Seller stipulates that the specific non-aviation service purchased in the kiosk is valid for the period of 12 months as calculated from the date of its purchase.
10. The Seller stipulates that during one transaction the Buyer can purchase not more than 99 non-aviation services of a kind at a time.



## 2.2. Prices

1. The prices of purchase of a single non-aviation service are as follows:
  - a) Fast Track service - PLN 30;
  - b) Executive Lounge service - PLN 150;
  - c) Business Pass Premium service - PLN 160.
2. The prices are given in Polish zloty (PLN) gross, taking into consideration all applicable taxes for the day of purchase of a specific non-aviation service.
3. The price provided in these rules at the moment of purchase of a specific non-aviation service is the final price, binding for the Buyer.
4. The Seller reserves the right to change prices of particular non-aviation services, introduce new services into sales, make and cancel promotional campaigns in a specific time, or make amends to them in accordance with Civil Code norms or other legal provisions.

## 2.3. Payment

1. The Buyer can make payment by means of pay card, debit card or credit card.
2. The Buyer can make contactless payments to the amount of PLN 100 without the necessity to confirm (authorize) them with PIN code. Payments above PLN 100 need to be confirmed by PIN code.
3. The standard confirmation of purchase of a specific aviation service in the kiosk is the receipt.
4. At the request of the Buyer, the invoice shall be issued by the Seller within seven days from the date of receiving the "Request for invoice" (F01-RE-KIOSK-01)" together with the attached receipt from the Buyer. The receipt must include the Buyer's NIP number, entered in the Kiosk during the purchase of the non-aeronautical service. Upon receipt of the a/m documents the Seller sends the invoice to the address provided by the Buyer. The basis for issuing the invoice is the submission of the original receipt to the Seller confirming the payment of the fee for the purchase of the non-aeronautical service at the Kiosk within 3 months from the end of the month in which the purchase was made.



### 3. DEFINITIONS AND ABBREVIATIONS

#### 3.1. Definitions

<b>Kiosk</b>	Self-service device in which non-aviation services are sold. Own definition – THHP
<b>Non-aviation services</b>	These are non-material benefits offered by the Seller to the Buyer, such as Fast Track, Executive Lounge and Business Pass Premium. Own definition – THHP
<b>Fast Track</b>	A service provided at Warsaw Chopin Airport allowing passengers to make use of fast pass through security control. Own definition - TH
<b>Executive lounges</b>	A service provided at Warsaw Chopin Airport allowing passengers to enter one of three Executive Lounges (Fantazja, Preludium, Bolero) after passing the security control and awaiting their flight. Own definition – TH
<b>Business Pass Premium</b>	A service provided at Warsaw Chopin Airport allowing passengers to make use of Fast Track and Executive Lounge (2 in 1). Own definition – TH
<b>Przedsiębiorstwo Państwowe „Porty Lotnicze”</b>	The managing entity of Warsaw Chopin Airport. Own definition – THHP
<b>Buyer</b>	A natural or legal person, visiting and/or willing to purchase non-aviation services for their own needs. Own definition – THHP
<b>NIP</b>	A ten-digit code for identifying taxpayers in Poland.

#### 3.2. Abbreviations

<b>Rules</b>	Rules “Sale of non-aviation services at the kiosk located at Warsaw Chopin Airport”.
<b>TH</b>	Sales Bureau
<b>TF</b>	Accounting and Finances Bureau
<b>TOOT</b>	Operational Analyses and Processes Division



<b>TSZQ</b>	Security Quality Control and Supervision Division
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#### 4. LIST OF RELATED DOCUMENTS

1. The rules "Fast Track Service at Warsaw Chopin Airport" (RE-FAST TRACK-01).
2. The rules "Business Pass, Business Pass Premium Services at Warsaw Chopin Airport" (RE-FAST TRACK-03).
3. "Terms and conditions of use of Warsaw Chopin Airport Executive Lounges" (ZA-EXL-01).
4. The procedure "Receiving and processing complaints, requests and claims at 'Polish Airports' State Enterprise" (PS-SKARGI/REKLAMACJE-01).

#### 5. LIST OF DOCUMENT USERS

1.	PPL organizational units	<b>TH, TF, TOOT, TSZQ, TDDNO</b>
2.	External entities	<b>passengers departing from Warsaw Chopin Airport</b>

#### 6. LIST OF APPENDICES

Appendix 1 – F01-RE-KIOSK-01 Request for invoice