



WARSAW  
CHOPIN  
AIRPORT

**TERMS AND CONDITIONS OF USE  
OF WARSAW CHOPIN AIRPORT  
EXECUTIVE LOUNGES**

**ZA-EXL-01**



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## **1. PERSONS ENTITLED TO USE WARSAW CHOPIN AIRPORT EXECUTIVE LOUNGES**

1. Persons departing from Warsaw Chopin Airport listed in appendix Z01-ZA-EXL-01 are entitled to use Warsaw Chopin Airport Executive Lounges free of charge.
2. Persons departing from Warsaw Chopin Airport, travelling in business class or holding loyalty cards listed in appendix Z02-ZA-EXL-01 are entitled to use Warsaw Chopin Airport Executive Lounges in accordance with airline regulations included in bilateral agreements.
3. Persons who paid a one-off charge at the Lounge reception desk as per the applicable price list included in appendix Z03-ZA-EXL-01 are entitled to use Warsaw Chopin Airport Executive Lounges.
4. Persons who paid the charge using the kiosk for the sale of non-aviation services, located at Warsaw Chopin Airport, in compliance with the terms stipulated in the Rules "Sale of Non-aviation Services at the Kiosk Located at Warsaw Chopin Airport" (RE-KIOSK-01).
5. Persons who bought a voucher for access to the Lounge or paid for access in advance by bank transfer, on the basis of a pro-forma invoice, are entitled to use Warsaw Chopin Airport Executive Lounges.
6. Business Pass / Business Pass Premium card holders and holders of one-off Business Pass Premium vouchers/single-entry tickets are entitled to use Warsaw Chopin Airport Executive Lounges in accordance with the "Rules of the Business Pass, Business Pass Premium Service at Warsaw Chopin Airport" (RE-FAST TRACK-03).
7. Persons who hold cards issued by PPL and agencies and organizations bound by agreements with PPL, in accordance with the provisions of such agreements.

## **2. RULES OF USE OF EXECUTIVE LOUNGES AT WARSAW CHOPIN AIRPORT**

The detailed rules of use of Executive Lounges are included in the "Rules of use of Warsaw Chopin Airport Executive Lounges" (RE-EXL-01).

## **3. SCOPE OF SERVICES PROVIDED AT EXECUTIVE LOUNGES**

1. Services available at Executive Lounges include:
  - a) snacks and meals (cold snacks, warm meals, alcoholic and non-alcoholic beverages);
  - b) access to Polish and foreign daily newspapers and magazines;
  - c) Internet access through PCs and free Wi-Fi;



- d) additional power sockets for charging electronic equipment;
  - e) a TV with terrestrial digital television channels;
  - f) flight information screens;
  - g) showers, toilets, an accessible toilet;
  - h) baby changing tables and a baby care room (Preludium Lounge).
2. Executive Lounge staff:
    - a) provides bar service on an ongoing basis, full offer available;
    - b) maintains cleanliness and order in the Lounge.
  3. If additionally requested, the Executive Lounge staff provides assistance in obtaining flight, bus or train information.

#### **4. PRICE LIST AND TERMS OF PAYMENT**

1. Accessing Chopin Airport Executive Lounges requires earlier booking. The Lounges are available to passengers every day between:
  - a) Bolero Lounge 6:00 – 23:00,
  - b) Fantazja Lounge 5:00 – 23:00,
  - c) Preludium Lounge 4:00 – 23:00.
2. Persons listed in appendix Z01-ZA-EXL-01 are entitled to use Executive Lounges free of charge without time restrictions.
3. The one-off charge for accessing an Executive Lounge is specified in the valid price list – appendix Z03-ZA-EXL-01.
4. The charge can be paid by cash (in PLN) or credit/debit card at the Lounge reception desk.
5. One-off entry can be purchased at the kiosk for the sale of non-aviation services, located on level +200 in the public area of the Warsaw Chopin Airport Departures Hall in accordance with the terms stipulated in the Rules "Sale of Non-aviation Services at the Kiosk Located at Warsaw Chopin Airport" (RE-KIOSK-01).
6. If the payment for using the Lounge is made by bank transfer, it should be effected within the deadline and to the bank account specified on the invoice.
7. The payment effective date is the date on which the a/m bank account is credited with the amount due.
8. All additional information can be obtained by contacting the Executive Lounge Passengers Service Section (THHVE) and Terminal Services Sales Section (THHPT), at the specified phone numbers.



## 5. CONTACT

1. Passenger service - Executive Lounge Passengers Service Section - **Lounge Coordinators / Acting Shift Managers:**
  - a) phone: (+48) 22 650 22 05,
  - b) fax: (+48) 22 650 27 66,
  - c) e-mail: [KoordynatorzyExl@polish-airports.com](mailto:KoordynatorzyExl@polish-airports.com);
2. Contracts/terms of cooperation - Terminal Services Sales Section - **Lidia Gadacz-Jaczewska:**
  - a) phone: (+48) 22 650 13 21,
  - b) e mail: [l.gadacz-jaczewska@polish-airports.com](mailto:l.gadacz-jaczewska@polish-airports.com).

## 6. DEFINITIONS AND ABBREVIATIONS

### 6.1. Definitions

<b>Loyalty card</b>	A personal card issued by the airline to a passenger participating in a given airline's / alliance's loyalty programme. <small>THHVE's own definition</small>
<b>Lounge reception desk</b>	A reception area at Executive Lounges, located next to the main entry to the Lounge. <small>THHVE's own definition</small>
<b>Executive Lounge / Lounge</b>	A dedicated area for resting and waiting for the flight available to entitled passengers or persons who paid a one-off charge as per the applicable price list, located in the Chopin Airport transit area. <small>THHVE's own definition</small>
<b>FAST TRACK Service</b>	A service provided at Warsaw Chopin Airport allowing the passenger to use a fast access security checkpoint. <small>„Rules of Business Pass, Business Pass Premium Service at Warsaw Chopin Airport” (RE-FASTTRACK-03)</small>
<b>Free entry</b>	Passenger's obtaining of one-off access to an Executive Lounge upon payment of a charge as per the applicable price list. <small>THHVE's own definition</small>



## 6.2. Abbreviations

<b>THHV</b>	VIP and Executive Lounge Passengers Service Division
<b>THHVE</b>	Executive Lounge Passengers Service Section
<b>THHP</b>	Non-Aviation Services Sales Division
<b>THHPT</b>	Terminal Services Sales Section

## 7. LIST OF ASSOCIATED DOCUMENTS

1. „Procedure of passenger service at Warsaw Chopin Airport Executive Lounges” (PS-EXL-01).
2. “Rules of use of Warsaw Chopin Airport Executive Lounges” (RE-EXL-01).
3. “Rules of Business Pass, Business Pass Premium Service at Warsaw Chopin Airport” (RE-FAST TRACK-03).
4. Rules “Sale of Non-aviation Services at the Kiosk located at Warsaw Chopin Airport” (RE-KIOSK-01).
5. Bilateral agreements between PPL and airlines or other companies.

## 8. LIST OF DOCUMENT USERS

1.	PPL organizational units	<b>THHV, THHVE, THHP, THHPT</b>
2.	Third parties	<b>as per relevant agreements</b>

## 9. LIST OF APPENDICES

- App. 1 - Z01-ZA-EXL-01 List of persons entitled to use Executive Lounges free-of-charge use of Warsaw Chopin Airport Executive Lounges
- App. 2 - Z02-ZA-EXL-01 Loyalty cards entitling the holder to free-of-charge use of Warsaw Chopin Airport Executive Lounges
- App. 3 - Z03-ZA-EXL-01 Warsaw Chopin Airport Executive Lounges price list
- App. 4 - Z04-ZA-EXL-01 Location of Warsaw Chopin Airport Executive Lounges