



RULES OF USE OF THE VIP LINE ZONE AT WARSAW CHOPIN AIRPORT FOR INDIVIDUAL CLIENTS

ZA-VIPLINE-01

	Position	Date, seal, signature
Approved by	President of 'Polish Airports' State Enterprise	
Document owner	VIP Passengers Service Section Manager	
Document administrator	VIP Passengers Service Section Manager	



1. BOOKING AND RULES OF USE

1. Services in the VIP Line Zone (later referred to as "the VIP Line service") are provided based on booking submitted minimum 4 hours before the planned departure/arrival and based on an order placement confirmation received by the staff of Warsaw Chopin Airport VIP Zone.
2. To order VIP Line service a filled out "Booking of service in the Warsaw Chopin Airport VIP Line Zone" (F01-ZA-VIPLINE-01), should be sent to: vip@lotnisko-chopina.pl. The person who submitted the filled out document referred to in the above sentence to: vip@lotnisko-chopina.pl is a person submitting a request in view of these Rules.
3. The VIP Line service booking form is available at www.lotnisko-chopina.pl website.
4. Requests are received every day between 05:00 – 23:00.
5. The VIP Line service is provided every day between 05:00 – 23:00.
6. The VIP Line service is provided against payment as per the document – "Price list for services at Warsaw Chopin Airport VIP lounges" (Z02-ZA-VIPLINE-01), available on www.lotnisko-chopina.pl website (hereinafter referred to as "the Price list").
7. Cancellation of a booking is possible no later than 1 hour before the planned departure/arrival and requires a written request to: vip@lotnisko-chopina.pl. Otherwise, the person ordering the VIP Line service will be charged with the costs of booking as per the valid Price list.
8. Departing passengers and seeing off persons may arrive at the VIP Line Zone up to 2 hours, but no later than 60 minutes before departure or, in the case of transatlantic flights, an hour before departure.
9. Passengers traveling in transit may stay in the VIP Line Zone for up to 4 hours without additional charge. After this time is exceeded, they will be charged for an additional passage in accordance with the valid Price list (Z02-ZA-VIPLINE-01). The VIP Line Zone cannot guarantee the continuity of travel for reasons beyond the control of the VIP Line Zone.
10. In the event of leaving the VIP Line Zone transit passengers will be charged a fee for additional passage in accordance with the applicable Price List.
11. Meeters and greeters can enter the VIP Line Zone no earlier than 30 minutes before the planned arrival time.
12. Children under 12 may use the VIP Line Zone only if accompanying an adult in air journey.



13. In the event flight is cancelled for reasons beyond the control of Warsaw Chopin Airport or due to the passenger failing to comply with travel formalities, the person who ordered the VIP Line service will be required to pay the relevant fee as per the Price list.
14. The scope of services provided in the VIP Line Zone is specified in appendix Z01-ZA-VIPLINE-01, also available on www.lotnisko-chopina.pl website.
15. The VIP Line Zone staff is entitled to deny the provision of VIP Line service, if the payment for the service has not been recorded, data provided in the request form are determined inaccurate or the behaviour of the person using the service or accompanying persons is inappropriate, of justified by safety considerations.
16. The VIP Line staff is entitled to verify the authorisation of the person submitting the request or ordering the VIP Line service to assume liabilities covering the ordered VIP Line service.
17. Persons submitting the request or ordering the VIP Line service that are not listed in the KRS (National Court Register) or CEiDG (Central Registration and Information on Business) of the entity concerned are required to attach an appropriate power of attorney to the booking form.
18. If a booking is made on behalf of other person or entity without proper authorisation or with infringement of such authorisation, the person ordering the VIP Line service will be charged with the costs of booking as per the Price list.

2. RULES OF ORDERING A PERSONAL CARD

A personal VIP card, entitling the holder to a limited number of entries to the VIP Line Zone within 12 months from the date of making payment for the said card, can be obtained upon submitting a completed "Order form for a VIP card entitling its holder to use the VIP Line Zone at Warsaw Chopin Airport" (F02-ZA-VIPLINE-01) to vip@lotnisko-chopina.pl.



3. PRICE LIST AND TERMS OF PAYMENT

1. Fee for the use of the VIP Line Zone is payable as set out in the valid Price list (Z02-ZA-VIPLINE-01).
2. Children travelling with the VIP card holder may use the VIP Line Zone, depending on their age: 0-2 – free of charge, 2 – 12 – as per the valid Price list (Z02-ZA-VIPLINE-01).
3. Payment for the use of the VIP Line Zone should be made by cash, credit card at the VIP Line Zone or by bank transfer in advance (advance payment) or after the service is provided.
4. VIP Line services provided in a given month are invoiced by PPL as per the Price list, by the 15th day of the month following the settlement month in which the service is provided or within 7 days from the date of payment, if the payment was made by cash or credit card. The Customer authorises 'Polish Airports' State Enterprise to issue an invoice without their signature.
5. In the case of bank transfer, the payment for the amount shown in the invoice must be made by the date and to the bank account specified therein.
6. The date of payment will be the date of crediting bank account specified on the invoice with the amount due.
7. Any additional information can be obtained by contacting the VIP Passengers Service Section and Passenger Terminal Services Sales Section at the below telephone numbers.
8. The Enclosures form an integral part of these Rules.



4. CONTACT

1. Passenger service/booking/cancellations - VIP Line Passenger Service Section:
 - a) phone: (+48) 22 650 45 65; (+48) 22 650 44 40, (+48) 22 650 43 83
 - b) e mail: vip@lotnisko-chopina.pl
2. Passenger service/sale of cards - VIP Line Passenger Service Section:
 - a) phone: (+48) 22 650 45 65, (+48) 22 650 44 40, (+48) 22 650 43 83, (+48) 22 650 31 93
 - b) e mail: vip@lotnisko-chopina.pl
3. Contracts/cooperation/sale of cards - Passenger Terminal Services Sales Section:
 - a) tel.: (+48) 22 650 1321;
 - b) e-mail: terminal@ppl.pl.

5. LIST OF APPENDICES

- App. 1 - Z01-ZA-VIPLINE-01 Scope of services offered at the Warsaw Chopin Airport VIP Line Zone
- App. 2 - Z02-ZA-VIPLINE-01 Price list for services at Warsaw Chopin Airport VIP lounges
- App. 3 - F01-ZA-VIPLINE-01 Booking of service in the Warsaw Chopin Airport VIP Line Zone
- App. 4 - F02-ZA-VIPLINE-01 Order form for a VIP card entitling its holder to use the VIP Line Zone at Warsaw Chopin Airport