



## GENERAL CONDITIONS FOR THE RESERVATION OF PARKING SPACES AT AENA S.M.E, S.A. AIRPORTS

- 1. PURPOSE:** This document covers the general conditions of Car Parks with Space Reservation and the operational regulation of the car park. The reservation of a parking space implies full acceptance of these terms and conditions. Users may not claim instalments or prices other than those of the reserved stays.
- 2. RESERVATIONS:** Customers may reserve a parking space in the car parks that belong to the Aena, S.M.E., S.A. (hereinafter Aena) network on its website or official app. They must provide the key data (name and surnames, registration number and/or VIA T, date and time of arrival, date and time of exit, email address, telephone number...) that the system requests and without which they will not be able to advance in the reservation process.

You will receive an email with your reservation confirmation at the email address that you entered during the reservation process. Make sure you have received this email. If you do not receive this email, please contact customer service or try again to make another reservation. Your reservation is not confirmed so if you go to the car park you will be charged at the official rate without a reservation.

The rate for reserved space parking will be calculated by periods of 24 hours and/or fraction, counting from the date and time that the car park is accessed to the exit of the vehicle from said car park, with a grace period of between 15 and 30 minutes, from the payment of the vehicle's reservation period.

The minimum payment amount will be that corresponding to the minimum stay according to the product/car park/airport conditions, and the duration of the stay will be calculated by complete days and/or divisions.

The amount of the reserved space parking rates and the grace periods will be established for each of the Airports belonging to the Network.

When making the reservation, the system will provide you with a localisation number. Having this number confirms and guarantees your reservation, provided that it complies with the reservation, sale and registration conditions for the vehicle parked in the car park, which must be the same vehicle that appears on the reservation. If the customer parks with a vehicle with a registration number other than the one shown in the reservation, the reservation is invalid.

It is necessary to carry out the space reservation within a minimum of 3 hours before you plan to arrive at the car park. Otherwise, the reservation will not be valid and the amount of the stay will be calculated according to the official parking rates in each car park and Airport.

Space reservation can only be carried out for one vehicle. To reserve the stay for more vehicles, make a separate reservation for each one of them.

Customers may access the car park with an interval of two hours in advance and 99 hours after the date and time of entry shown on the reservation. If the vehicle entry does not meet



these conditions, the reservation is invalid and the stay will be charged at the official rate without reservation at the car park where the vehicle is parked.

It will not be possible to extend the duration of your reservation once your vehicle is in the car park. If the duration of your stay exceeds the time reserved, you will be charged the price of the time exceeded according to the official rate in force in each carpark and airport.

The customer may print a reservation confirmation.

The customer may modify or cancel the reservation up to 3 hours before, inserting their localisation number on the website, as long as the payment of the reservation is to be completed at the end of the stay (reservations that are not prepaid). Once this deadline has passed, no more modifications or cancellations of the reservation are permitted.

The customer will be able to modify or cancel their reservation up to 3 hours before the date and time of entry by entering the reservation number on our website, providing the reservation is prepaid and was made more than 14 days before. Once this period is over, you will not be able to modify or cancel your reservation. More than 14 days after a prepaid reservation has been made, cancellations may incur a service fee, the conditions of which will be detailed on the reservation's webpage and in the confirmation email.

The customer will be able to modify or cancel their reservation up to one minute before the date and time of entry by entering the reservation number on our website, providing the reservation is prepaid and was made more than 14 days before.

Reservation changes and cancellations must be made through the Aena Call Center on 913 211 000 or through the official Aena website. Change or cancellation requests by email or any method other than those mentioned above are not accepted.

Aena is not responsible for incidents that may arise due to causes beyond the control of the car park or of the booking website such as flight changes or cancellations.

## 2.1. Withdrawal rights clause

For reservations with advance payment, the client has a maximum of 14 calendar days to reject the purchase, as long as the date and time of entry in the car park has not passed and the service has not already been used. We will proceed to carry out said reimbursement via the same method of payment that you used for the initial transaction.

To exercise withdrawal rights, we recommend cancelling the reservation directly on the Aena website (aenaparking.es). However, you may also notify us of your decision to withdraw from the contract by means of a clear statement (for example, by sending an email to aenaaparcamientos@aena.es). You can use the model withdrawal form (1) below, although this is not obligatory. To comply with the withdrawal period, simply ensure that the communication regarding the exercising of this right is sent before the corresponding period is completed.

*(1) Model withdrawal form*

*(Only fill in and send this form if you wish to withdraw from the contract)*

– For the attention of [aenaaparcamientos@aena.es](mailto:aenaaparcamientos@aena.es):

– I/we hereby communicate that I am/we are withdrawing from my/our car park space reservation contract of the following property/provision of the following service

– Reservation localisation number

– Consumer number

– User(s)/consumer(s) address

– Registration number of consumer's vehicle

– Signature of consumer(s) and user(s) (only if the following form is submitted in paper format)

– Date

- 3. GENERAL:** Access to the car park in which the parking space has been reserved will be completed when the vehicle enters said car park. In order to access this area, the customer must take a ticket at the access control barrier, as long as they are not registered in the pay-by-registration-number service. Should the access barrier neither open nor provide a ticket, contact our staff using the information button via interphone and we will help you to resolve the issue.

Park the vehicle and, when you come back from your trip, you can pay for your stay at the automatic payment machines or at the manual cashier, before recovering your vehicle, provided that you are not registered in the pay-by-registration-number service or your reservation is prepaid. In order to apply the car park space reservation rate, the arrival date and time will be validated by the parking ticket that you received at the entrance barrier upon your arrival at the car park. The car park holds no responsibility for any delays that the customer may incur due to causes out of the control of the former.

Complaint forms are available to customers at passenger service point(s) at each airport.

- 4. RATES:** The reserved space parking rates are established per full days of parking and/or part thereof (per minute).

The amount of this rate will be established for each of the different car parks and airports belonging to the network.

When you reserve the parking space, the system calculates the price to be paid for the stay that the user has specified. The system automatically applies the current rates for the period specified according to the car park and airport in the network selected, taking into account any offer or promotion which is valid at the time when the reservation is completed. The rates include VAT.

To find out our rates at the different car parks and airports in the network, visit Aena's website or enquire at its car park offices.

- 5. PAYMENT FOR THE STAY:** For reservations without prepayment, the payment of the reserved space parking will be carried out before you leave the car park, the arrival date and time being validated by the parking ticket that you received at the entrance barrier upon your arrival at the car park, and the rate being applied per full days and/of fraction, as agreed in this document. Payment can be made by cash or by credit card at the cashier's office or at the automatic machines in the car park, or through the mobile payment service available through the official Aena app. If you require an invoice, inform our staff.

Should the customer have paid for the reserved stay beforehand, the customer should validate their parking ticket before exiting. It can be made at the office or at the automatic machines at the car park or through the mobile payment service available in the official Aena app.

If the duration of your stay exceeds the reserved time, the period that exceeds the reservation will be charged according to the official rates in each car park and airport.

If the duration of your stay is less than the time reserved, you will be able to request to only be charged the time spent, according to the official rate in force in the carpark (without a reservation), instead of the price of the reservation. In the case of non-prepaid reservations, the customer can request to pay the amount due before leaving the car park. In the case of prepaid reservations, the customer can request a refund of the amount paid via [aenaaparcamientos@aena.es](mailto:aenaaparcamientos@aena.es), where they will evaluate whether the refund can be processed or not. Refunds will not be processed from the car park itself.

If the customer parks in a car park other than the one for which the reservation was made, the price with reservation of the parking where car is parked must be paid, whenever there is a reservation fee. If there is no price with reservation in the car park where the car is parked, the customer is charged for the stay at the official price without reservation. If the recalculated amount of your stay in the car park in which the car is parked is lower than your reservation, the amount of the reservation will be charged.

Any complaints regarding the service (reimbursement, bad service...) may be carried out by sending an email to [aenaaparcamientos@aena.es](mailto:aenaaparcamientos@aena.es).

- 6. INSURANCE POLICIES:** The operating company of the car park has contracted a General Civil Liability Policy with an insurance entity covering civil responsibility in terms of damage, removal or destruction of the motor vehicles (including fixed accessories and spare parts) which are within our power during the custody.

Excluded from this policy are: objects or goods inside the vehicles, manufacturing defects, faulty repairs or concealed damages, imperceptible due to the lack of care in conserving the vehicle. Only repairs for damage truly caused to the submitted vehicle when it is returned will be considered.

Users are under an obligation to inform the car park's staff, immediately and before they leave, of any damage, loss or harm they may have caused the car park itself or other customers. They must likewise inform staff of any damage, loss or harm their vehicle may have suffered inside the car park. If the damage, loss or harm is due to theft-robbery, the user concerned will need to process the corresponding preliminary report with the competent Security Forces.

If damage, harm or loss is detected in their vehicle, the user concerned will have to fill in an accident report at reception before they remove their vehicle.

Users shall be liable, before the business person and any other users, for any damage, loss or harm they cause from their total or partial failure to comply with their duties or for driving the vehicle incompetently inside the car park.

Applicable excesses to guarantees covered will be assumed by the operating company when it is demonstrated that the loss, theft, material or physical damages originate from the negligence, infraction or voluntary failure to comply with the rules that govern the activities of the object of the insurance.

Given the high concentration of electromagnetic waves and radio frequencies in the area of influence of the airports and stations, we warn that these waves may interfere with your vehicle's electric systems, such as alarms, radars, GPS systems, remote opening systems, etc. Regarding this, the operating company declines any responsibility as this constitutes an incidence which is completely out of their control.

- 7. OTHER:** Aena reserves the right to enforce the responsibilities corresponding to misuse of the ONLINE parking reservation system or due to breach of the rules contained in these general conditions.

The user is solely responsible in the event that the use of the service is defective, partial or incorrect, or if someone acting on his/her behalf or on their own, using the procedures and access code.

Aena reserves the right to cancel the access codes of users who misuse the system under the terms provided for in these conditions.

Aena is not responsible for interruption, inaccessibility or failure of any other kind that the operating system may be subject to as a consequence of any telecommunications or other services outside this entity and necessary for its operation. For all claims arising from these conditions, the parties submit to the jurisdiction of the courts of the City of Madrid, unless another jurisdiction applies due to legal imperative.

- 8. DIVERSIONS:** During periods of high occupancy, users may be offered a diversion to another car park of a superior category at no extra cost to the customer and prior voluntary agreement to said diversion.

If the duration of the stay exceeds the time reserved, the price of the period of time that exceeds the reservation will be charged in accordance with the fixed rates for the car park in which the reservation was made.

- 9. INFORMATION:** If you have any query, please contact the Aena Call Centre by calling 913 211 000 or by email, at [aenaaparcamientos@aena.es](mailto:aenaaparcamientos@aena.es).