

## **Terms and Conditions**

### **1. Purpose**

The purpose of these general conditions is to regulate the general conditions for the service offered by Aena S.M.E., S.A referred to as Car Park Reservations. In the event of a discrepancy between the general conditions and the specific conditions of a specific service, that featured in the specific conditions shall prevail.

### **2. Scope of application**

These General Conditions regulate the contracting of the Car Park Reservations service which the state-owned commercial company Aena S.M.E., S.A (hereinafter Aena), as holder of the service, puts at the disposal of the users who register.

Aena has its own legal status and, unlike that of the State, has full legal capacity to act in order to meet its purposes and own capital. Aena is registered in the Companies Registry in Madrid, Volume 28.806, Folio 211, Section 8, Page M-518648.

#### **Aena contact details:**

Address: Peonías, 12 28042, Madrid.

Corporate Tax ID No.: A86212420

Contact phone number: 902 404 704

Contact e-mail: [webpublica@aena.es](mailto:webpublica@aena.es)

### **3. Subscription to the Car Park Reservations service**

The user may reserve a parking space in the car parks which belong to the Aena, S.M.E., S.A. network on our website. 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.

When making the reservation, the system will provide you with a localisation number. Possession of this number confirms and guarantees your reservation. This number will be used for any operation.

It is necessary to carry out the space reservation within a minimum of 3 hours before you plan to arrive at the car park. The reservation will otherwise not be valid.

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.

The customer may print a reservation confirmation.

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. 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.

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.

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

#### **4. Liability exclusion**

By using this service, you, as the user:

- Are responsible for the veracity and accuracy of the personal data communicated and authorise the collection and processing of these for this purpose. In the event of any change to your data, please let us know in order to keep it updated.

Likewise, Aena:

- Makes every endeavour to avoid any error in the content which could appear on this web site.
- Does not guarantee the accuracy or the updated status of the information that may be obtained from said application, that may be modified without prior notice.
- Accepts no liability derived from the use of the content of this site by third parties.
- Shall make every endeavour to ensure that the Car Park Reservation service does not suffer interruptions, however cannot guarantee the absence of technological faults or the permanent availability of the portal and the services contained therein. And, as a result, does not accept any liability for the damages which could arise due to a lack of availability and for faults in the access caused by disconnections, breakdowns, overloads or network faults not attributable to Aena.
- Does not guarantee the absence of viruses or other elements which could alter their IT system. Excludes any liability for damage of any kind as the result of said viruses or harmful elements.
- Aena does not accept any liability for the use or subscription made by a minor who is under 18 years old, nor for the damage caused to third parties, including the minor themselves, as the result of non-compliance with the legislation in force or with these General Conditions for the service. We recommend that in devices provided to minors who are under 18 years old, that the parental control mechanism options be enabled.

The information offered is not necessarily exhaustive, complete, exact or updated. In the case of tenders and legal texts there is no guarantee of the exact reproduction of the officially adopted text. Only the texts published in the printed editions of the corresponding official gazettes or in the press are considered as genuine.

The information provided by Aena is of a general nature and does not require either professional or legal advice of any kind.

#### **5. Ownership and communication**

Any communication made between Aena and the user will be valid when via [www.aena.es](http://www.aena.es); SMS; push notifications; e-mail; telephone; Aena customer services centre and/or letter.

#### **6. Modification of these conditions and warnings**

Aena reserves the right to modify the conditions and warnings which are applicable to these General Conditions. Aena could modify these conditions, notifying users of such modifications, a requirement which the parties expressly agree to and which is understood to be fulfilled with the publication of the variations via Aena's website [www.aena.es](http://www.aena.es) or via any other of Aena's communication points.

If the user were not to agree, they could cancel their reservation in accordance with the provisions in the sales conditions of this service.

#### **7. Applicable law and competent jurisdiction**

The acceptance of these General Conditions implies knowledge and agreement of the legal notices expressed herein and, in particular, of the fact that any conflicts related to this site will be governed exclusively by Spanish Law, making the Spanish Courts and Tribunals the only competent authorities.