

rules

OF USE FOR THE LOUNGE

Aena would like to welcome you and ask that you take a moment to read these simple rules, which are designed to ensure you and all our other customers have a pleasant experience with us.

- You must register your entry to the VIP Lounge at the welcome desk. Your information is confidential, so we ask that you respect people's space while waiting and maintain a respectful distance from the person in front. In the event that you bring a guest, this person must also be duly identified and accredited.
- Aena may limit the number of guests admitted to the lounge depending on the available capacity.
- During your time in the Lounge, we ask that you hold conversations at a quiet and respectful volume in order to maintain a pleasant atmosphere. We ask that you reduce the volume on your electronic devices.
- The maximum time of a scheduled stay in any of our VIP Lounges is four (4) hours immediately before the scheduled departure of the flight that appears on the boarding pass of the user who accesses the Lounge. In the event that your flight departure is delayed, this period may be extended in accordance with the corresponding delay.
- In the event that a customer decides to leave the Lounge during their stay, we ask that they present their accreditation upon returning.
- For hygiene reasons, it is forbidden to remove shoes in the Lounge and place feet on sofas and tables. It is forbidden to lie down on the sofas.
- Pets are permitted to enter the lounge, but they must remain in their transport case for the duration of your stay, with the exception of guide dogs.
- In order to maintain the facilities in perfect condition, we ask that our customers be tidy, use the lounge responsibly and notify lounge staff of any irregularities they may come across.
- If you are travelling with children, please ensure they behave appropriately. It is forbidden to run, jump or play with balls, as well as to shout. Under no circumstances may minors enter the lounge without an accompanying adult.
- It is forbidden to smoke cigarettes and electronic cigarettes.
- Do not leave any personal belongings unattended. The VIP Lounge shall not be liable for any theft, breakage or damage to any of your belongings.
- The food and drink is for exclusive use in the Lounge and may not be taken outside of the lounge. If you would like an alcoholic drink, ask a member of the lounge staff for the available options.
- If you require the television remote control, a mobile charger or any of the available services (shower, sewing, shoe cleaning or female personal hygiene), please ask at the welcome desk.
- The VIP Lounge has free Wi-Fi for its customers. To use this service, search for the Wi-Fi network through your device (it will be the name of the lounge) and access using your Aena Club, email address or social media.
- Keep listening to boarding calls and checking the flight information screen. If you require any additional information, please do not hesitate to ask the welcome desk.
- The VIP Lounge reserves the right of admission for any passenger who does not comply with the rules or whose behaviour bothers or receives complaints from other customers.
- Aena reserves the right of admission for reasons of operational capacity, even if this means customers, holders of Use Programme or Authorised Cards being refused their right of entry, at any moment during the opening times of the lounges until their expiry date (six months from the purchase date). In any case, priority access to the lounge shall be given to pregnant women.
- The VIP Lounges are created in order to provide service for travellers. Therefore, only commercial travellers can access, as long as they show a valid travel document and once their payment is confirmed either at the desk or through the website or APP, are in a class that allows access to the VIP Lounge, or are holders of authorised programs or cards. Additionally, access will be allowed to non-confirmed boarding passes (Crew", "extra Crew", "stand by" or similar), as long as their holders have proof of payment at the Aena desk, website or App, or through the companies/airlines which do not expressly forbid it in their Terms and Conditions.
- There is a complaints and suggestions book available to customers.