

RULES OF USE FOR THE MEET&ASSIST SERVICE

- ✓ Once the service is purchased, the airport's Meet & Assist service will contact the customer to agree on the date and time of the service and the meeting point at the airport, depending on the terminal and the departure or arrival flight.
- ✓ Once a purchase has been made, the system will send the purchaser a purchase-confirmation email containing the sale ID, QR Code and a file for downloading the e-ticket with the QR code onto the purchaser's mobile. It also includes Aena's contact details for any additional information required about the purchased Meet & Assist service.
- ✓ The user must show up at the meeting point at the agreed time and introduce themselves to the Meet & Assist staff. If they have not arrived at the meeting point within 15 minutes of the time agreed upon, and have not previously advised of this delay, the passenger will lose access to this service and will not receive a refund. If the service time is modified due to a delay in the scheduled flight time, the user must notify this at least 1 hour in advance.
- ✓ Upon arrival, the user will show the QR code of the booking made to our staff to be able to use the service.
- ✓ The acquisition of a service for 2 or more users implies their joint use in a group and in the same service.
- ✓ If the service is booked for multiple users, all of these users must be at the meeting point at the scheduled time. If any of the users does not arrive within 15 minutes of the meeting time, that user will lose access to the service.
- ✓ The service will conclude once the passenger has been accompanied to the previously agreed final point of the airport: boarding gate, arrivals area, VIP Lounge.
- ✓ The maximum time for the provision of the service shall be 3 hours. This time can be extended in occasional cases of unexpected flight delays, provided that the personnel for the Meet & Assist service have availability.
- ✓ The service includes assistance and accompaniment to the passenger in the processes of check-in and baggage collection, not understood as a baggage transfer service, which will be carried by the passenger himself.
- ✓ In the booking process, the terminal of the airport where the service is requested to be provided and the relevant arrival or departure flight(s) shall be indicated so that the accompaniment service can be duly scheduled and provided. The user will be able to check these data in advance with their airline company or on the website www.aena.es.
- ✓ For the use of the VIP lounge in the Meet & Assist service, Rules for the Use of Aena VIP lounges available in the lounge or the Aena website www.aena.es apply.
- ✓ For the proper use of the service, all the users, as well as those that travel with minors under their supervision, must comply with the rules of coexistence and avoid harming the rest of the passengers.
- ✓ A 25% increase on the service shall apply for the service for unaccompanied minors under 18 years of age. In order to duly provide the service, it is obligatory to indicate during the purchasing process that the user(s) are unaccompanied minors.
- ✓ The user must always be attentive to boarding announcements, as well as to flight information screens. If you require any additional information, you can ask the Meet & Assist personnel.
- ✓ The users must duly present their identification when they arrive at the relevant security checkpoints.



- ✓ For the use of the Fast Lane/Fast Track service, rules for the Use of "fast lane" priority access available in the lounge or on the Aena website www.aena.es apply.
- ✓ During the process of access to the checkpoints, we ask you to follow the instructions of the security personnel and to hand personal belongings required by the said personnel or by the National Security Forces so that they can be scanned, where applicable.
- ✓ Under no circumstances does use of this service for priority access to checkpoints exempt users from the requirement for complying with security regulations, which apply equally at all the airport's checkpoints.
- ✓ The use of the Meet & Assist service does not exempt the passengers from their obligation of going to the security checkpoints ahead of time for the departure of their relevant flights regulated by their relevant transport contracts.
- ✓ It is forbidden to smoke and use electronic cigarettes throughout the airport, in accordance with current legislation.

A claims and suggestions book is available to the customers.

