

rules

OF USE FOR THE RELAX&GO 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 the rest of the users have a pleasant experience with us.

- To access the Relax&Go Lounge, you must purchase your pass at the welcome desk and present your boarding pass.
- The Relax&Go lounges are designed to serve travellers, for this reason, only commercial passengers who show a valid and confirmed ticket and make their payment at the desk will be able to access these services. 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.
- During your time in the Lounge, we ask that you hold conversations at a quiet and respectful volume. Keep your conversations in a calm, soft tone. We ask that you reduce the volume on your electronic devices. We recommend using headphones.
- The maximum time in any of our Relax&Go lounges is ninety (90) minutes immediately before the scheduled departure of the flight that appears on the boarding pass of the user entering the lounge.
- In the event that a customer decides to leave the lounge during their stay, we ask that they present their access pass 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 allowed. However, remember that they should remain in their carrier throughout your stay.
- 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 and use electronic cigarettes throughout the airport, in accordance with current legislation.
- Do not leave any personal belongings unattended. The lounge shall not be liable for any theft, breakage or damage to any of your belongings.
- The lounge has free Wi-Fi for its customers. To use this service, search for the Wi-Fi network through your device and access using your Aena Club account, email address or social media.
- The 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 operational reasons or capacity. In case of access limitations due to capacity, entrance to the lounge will be determined on a first-come-first-served basis. In any case, priority access to the lounge shall be given to pregnant women.
- The claims and suggestions book is available to the user.