

RULES FOR THE USE OF FAST LANE PREFERENTIAL ACESSE

- Users must identify themselves correctly upon arrival at the relevant security checkpoints. Each of the users' details are confidential, as a result of which they are asked to respect the spaces while they wait and keep a prudent distance from the customer in front of them.
- During the process of accessing the checkpoints, users are asked to follow the instructions of the security personnel and hand over any personal belongings that may be requested by said personnel or the State Security Forces for inspection
- Under no circumstances does use of this preferential access service at the checkpoint exempt users from complying with the security regulations, which apply equally to all the airport's security checkpoints.
- Use of the preferential accesses regulated does not exempt passengers from their obligation to undergo the security checks in good time before the departure of their respective flights, as indicated in their transport contracts.
- In order to maintain the facilities in perfect condition, customers are requested to use the accesses responsibly and to inform the staff of any irregularities found at them.
- To ensure proper use of the service, all the users, as well as those travelling with minors in their care, must maintain the rules of co-existence and avoid inconveniencing any other passengers.
- Do not leave any personal items unattended. Aena cannot be held liable for any theft, loss, breakage or any other damage to your items.

A complaints and suggestions book is available to customers.