

## GENERAL TERMS AND CONDITIONS FOR THE PURCHASE OF MEET & ASSIST SERVICES

### 1. SUBJECT MATTER

This document contains the general terms and conditions for purchasing the Meet & Assist services that Aena offers in airports where this service is provided.

Purchase of each service implies full acceptance of these general terms and conditions, without users being able to claim different prices from the ones determined by the official unit rate.

### 2. PURCHASES.

Users may request the Meet & Assist services that Aena offers in Airports where this service is provided, subject to payment, via our Aena Website and Mobile App.

The purchase of Meet & Assist includes the Fast service, in airports where this is available, for which the general terms and conditions for purchasing Access to and the rules for using security checkpoints in Aena airports apply.

Under no circumstances does use of this service for accompanied, priority access to checkpoints exempt users from the requirement for complying with security regulations, which apply equally at all the airport's checkpoints.

The purchase of the Meet & Assist service for departures and transits includes use of the VIP lounge. In addition, the general terms and conditions for purchasing access to and rules for using Aena VIP lounges also apply to this VIP lounge service.

The prices to be applied to each Meet & Assist service, depending on the number of users using the service together (as a group), are the official prices approved by Aena for each type of service. The prices of the service are published on Aena's Public Website.

These prices may be subject to Aena S.A. promotions and discounts.

All the prices shown are in euros and include VAT or IGIC, as applicable.

Access prices are established by service, according to the number of people included in the service.

Once a service has been purchased, the airport will contact the user to arrange the service's date, time and meeting point.

Services can be used as soon as they are purchased; and they remain valid for six (6) months as from their date of purchase.

Bookings need to be made at least 72 hours before flight times.

The minimum period for cancelling the service is 24 hours.

If the cancellation is made during the previous 24, the service will be given as provided and no refund will be made.

The duration of the service is generally limited to a maximum of three hours.

For online purchases, clients must provide the key details (name, surname(s), email address, phone number, data and time of the service, airport and terminal) asked for by the system, otherwise the purchase process cannot go ahead. Where the system so allows, a specific date and time will be booked with purchases for using the priority access.

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. Users will have to show the code to Meet & Assist staff on their arrival at the airport in order to use the service. This code is required for confirming and guaranteeing purchase of the service, which cannot be changed.

Any attempt to use the service outside its specified times with the airport will be invalid. Clients



are likewise advised that any re-sale of the service is strictly prohibited, for which reason Aena shall not be responsible or liable for any possible fraudulent use of the codes.

Bookings of the service are personal and cannot be transferred to another person or between different airports.

Bookings of the service are only valid for specified dates, prices, VIP lounges, terminals and airports, once an airport contacts a client to agree on the service.

Clients will have a maximum of 14 calendar days to withdraw from their purchase agreement, provided they have not used or booked the service. We will process refunds for withdrawals from purchases using the same payment methods as the ones used by clients for their original transaction.

To exercise their right of withdrawal from a purchase through a clear statement (for example, a letter sent by post, fax or email), clients may use the model right-of-withdrawal form (1) shown below, although its use is not mandatory. For the purposes of complying with the right-of-withdrawal period, clients only need to communicate their exercise of this right before the corresponding period expires.

*(1) Model withdrawal form*

*(This form only needs to be filled in and sent if the client wishes to withdraw from the purchase agreement)*

- For the attention of [salasvip@aena.es](mailto:salasvip@aena.es)*
- I/We hereby declare that I am/we are withdrawing from the Meet & Assist service's purchase agreement*
- Sale ID*
- Booking locator*
- Name of the consumer*
- Consumer's email address and telephone number*
- Home address of the consumer(s) and user(s)*
- Signature of the consumer(s) and user(s) (only if a hardcopy version of this form is presented)*
- Date*

### 3. THE SERVICE.

The service booked in advance includes client accompaniment and guidance through the airport by our Meet & Assist agents.

Passengers will be able to purchase specific Meet & Assist services for any of the airports where this service is provided. Passengers must check the terminal for their flight in advance, in order to choose the corresponding service and VIP lounge.

Full information on airlines, terminals and location of VIP lounges is available on Aena's Public Website.

Users must show their sale code (ID or QR code), together with each person's boarding pass, at the Meet & Assist pick-up-point agreed on.

Users must arrive at the airport within the time required by their airline and pay attention to the airport's boarding-information screens as Aena shall not be liable for missed flights where users have not arrived at the Airport within the time needed or due to circumstances which have nothing to do with the effective provision of this service. Under such circumstances, charges for any booked Meet & Assist service will not be refundable.

As for arrival passengers, they will be met by a Meet & Assist agent at their boarding gate, the

arrivals lounge or Meet & Assist information point as agreed in advance.

The Meet & Assist agent will show the name of the client they are waiting for on a Tablet. Owing to the nature of airport operations, flights may be subject to last-minute gate changes, so if a client is unable to see their Meet & Assist agent once they reach their gate, they should call the Meet & Assist phone number provided beforehand by the airport. It is the arrival passenger's responsibility to ensure they meet their Meet & Assist agent. If the passenger continues their journey without approaching the agent at the pick-up-point agreed on or without contacting Meet & Assist by telephone, this will be considered a "no show" and may lead to the booking's cancellation at full costs.

A contact number must be provided as part of the booking process. Aena shall not be responsible or liable for any services that are not carried out because its Meet & Assist agents are unable to contact the passenger in question or the client is not at the meeting point agreed on at the time established during the booking process.

Aena reserves the right to refuse to provide this service, for reasons of organisation or capacity, or any of the VIP lounges for reasons of seating numbers.

#### 4. MISCELLANEOUS.

Aena reserves the right to hold clients accountable and liable for any improper use of the Meet & Assist service's purchasing system through its WEBSITE, or Mobile App, or for any failure to comply with the rules set out in the general terms and conditions.

Users shall be exclusively responsible and liable, if the service is used improperly, partially or wrongly, or if someone acts in their name or on their behalf, using the procedures and their identification code.

Aena reserves the right to cancel the access keys of users who misuse them under the terms and conditions provided for here.

Aena shall not be responsible or liable for any interruption, inaccessibility or failure of any kind which the system's operations may experience, as a result of possible occurrences in any of the telecommunication or other accessory services outside this organisation and necessary for its functioning. For any claims arising from these terms and conditions, the parties hereby submit to the jurisdiction and competence of the Courts and Tribunals of the city of Madrid, except where the law states otherwise.

Aena, for operational reasons, may amend its list of Airports where the services governed by this document are available, as well as update its regulated rates.