

# VIP Lounge

# Rules

Aena welcomes you and kindly asks you to take a few moments to read these simple rules for use of the Lounge, which aim to ensure that you and all our guests have a pleasant stay.

1. Failure to comply with any of the VIP Lounge's rules may result in being denied entry or being asked to leave the VIP Lounge by staff, without this entitling the guest to any refund or compensation.
2. VIP Lounges are designed to serve travellers who are departing. Therefore, only commercial passengers who show a valid and confirmed plane ticket, who have made their payment at the counter, on the website or App, who travel in a class allowing access to the VIP Lounge, or who are holders of authorised programmes or cards may access these services. If may be necessary, when requested, to show an identity document.
3. You must register your access to the VIP Lounge at the welcome desk. Your data is confidential, so we kindly ask you to keep a respectful distance between you and the client in front of you when queueing. If you bring a guest with you, they must also show their ID and register.
4. Access to any of our VIP Lounges is permitted from four (4) (\*) hours immediately prior to the scheduled flight departure time. Please confirm any special conditions with your company. If you require early access to the Lounge, please do not hesitate to ask about the charges at the welcome desk.
5. To ensure a peaceful atmosphere during your stay in the VIP Lounge, we kindly ask for your discretion: Please ensure that your conversations are calm and not overly loud and keep the volume of your electronic devices low. The use of headphones is recommended.
6. Should guests decide to leave the VIP Lounge during their stay, they are kindly requested to present their pass again when re-entering the Lounge.
7. For hygiene reasons, it is forbidden to take your shoes off in the VIP Lounge and to put your feet on the sofas and tables. Please note that it is not permitted to lie down on the sofas.
8. It is not permitted to be shirtless, nude or in underwear anywhere in the VIP Lounge, including the terrace.
9. Pets are allowed in the Lounge, but we remind you that they must always remain in their travel carriers. This condition does not apply to guide dogs.
10. To keep the facilities in tip top condition, guests are kindly asked to be tidy, to use the VIP Lounge responsibly and report anything out of order to the Lounge staff.
11. If you are travelling with children, please keep their behaviour under control. Running, jumping, ball games, and shouting are not permitted. Under no circumstances may minors be left unaccompanied in the VIP Lounge.
12. As is the case throughout the airport and according to current legislation, smoking is not allowed, not even electronic cigarettes (vaping), except in designated smoking areas (terraces).
13. Please do not leave your personal belongings unattended. The VIP Lounge is not responsible for any theft, breakage, or damage to your belongings.
14. Food and drink are only to be consumed inside the Lounge and must not be taken outside the Lounge. If you wish to have an alcoholic beverage, please ask our staff about the selection available in the Lounge.
15. Please feel free to request at the welcome desk, should you need one, a mobile phone charger or any of the kits available (for showering, sewing, shoe-cleaning or feminine hygiene).
16. The VIP Lounge offers free Wi-Fi access to its guests. To use this service, find the Wi-Fi network on your device (it will be named after the Lounge) and log in using your Aena Club account, email or social media accounts.
17. Please pay attention the flight information screens. Aena cannot be held responsible for missed flights due to failing to pay attention to the screens. If you need any additional information, do not hesitate to enquire at the welcome desk.
18. The VIP Lounge reserves the right to refuse admission to any passenger who does not comply with the rules or whose behaviour causes disturbance or complaints from other guests.
19. Purchase of Access with flight information provided: If the day and time of the flight were indicated upon purchase, access will only be valid for that same day. You may enter from the lounge's opening until the maximum time allowed before your flight's departure. If your flight is delayed, this will be verified at check-in, and the reservation will be adjusted to maintain the original access conditions.
20. Purchase of Access without flight information provided: If the day and time of the flight were not indicated upon purchase, access will be valid for three (3) months from the date of purchase. Access is subject to capacity availability. Aena may limit entry for operational reasons, but this does not imply the loss of the right of use while the access is valid.
21. In the event of full capacity, customers who purchased through the Aena website or app, customers with a prior reservation confirmed by Aena, or who are Aena Lounge cardholders will have priority access.
22. Accesses to the VIP Lounge purchased through the Aena official App or website are for single use and are only valid for the day and time indicated when purchasing and booking the lounge.
23. A complaints and suggestions book is available to customers.

(\*) This time may be reduced when airport volumes are at their maximum levels.