

GENERAL POLICIES

Booking and use of service

The Client shall provide all information necessary for the provision of VIP services e.g.:

- number and names of passengers/delegates in arrival or departure;
- their flight number(s),
- their times of the arrival or departure at the Franjo Tuđman Airport;
- their official title;
- requested quantity of luggage for which Porter services are requested;
- Vehicle registration plate number and type of vehicles escorting or picking up VIP Fast Track service client(s) etc.

Such information must be provided to the Service Provider at the latest **4 administrative business days** (excluding weekends and Holidays) prior to the requested service date and time.

For Bookings, inquiries and group discounts please contact: VIPServices@zag.aero

The Service Provider shall not be liable for incorrect information supplied to the Service Provider by the Client, for flight delays and for third party acts or omissions including airlines, security and border control authorities, ground handler.

The Client remains fully responsible for his/her personal belongings during the entire time the VIP service is provided.

The Client must respect the check-in, Security check of passengers and their hold and carry-on luggage and gate closure time at the Airport as specified by the respective airline. The Service Provider may refuse any service in case of late arrival by the Client at the agreed place of reception; in such case no refund is granted and the full price is due.

VIP Services Rates

SERVICE	AMOUNT €
VIP Fast Track service - arrival / per passenger/delegate	100,00
VIP Fast Track service – departure / per passenger/delegate	100,00
VIP minibus / per ride (max capacity up to 8 passengers / delegates)	30,00
VIP apron bus / per ride (max capacity up to 50 passengers / delegates)	50,00
Porter Services (up to 4 pcs of baggage)	25,00

*Notice: Stated prices are VAT exclusive.

Customs/Immigrations clearance and Security screening procedure

Pursuant to rules and regulations in force at the airport, the Service Provider cannot perform Customs control nor Immigrations or security screening procedure to VIP Fast track passengers/delegates (i.e. body check & carry-on baggage screening).

Furthermore, the Service Provider cannot require from relevant institutions of the Republic of Croatia (including but not limited to Ministry of Interior / Ministry of Finance / Police / Customs) to perform Customs clearance, Immigration clearance or Police services outside their standard, permanent, work place at the airport, i.e. the Service Provider cannot request that customs check or passports control is performed in VIP Lounge, CIP/Business lounge, at the aircraft or any other area on the airport. In case needed these services are negotiated directly by the Client with the relevant institutions.

The Client remains fully responsible to follow all applicable security, customs and immigration regulations.

Porter Services

Due to capacity constraints the Porter Service will be available only in cases when it is possible. The surcharge for this service amounts to 25€ (up to 4 pcs of baggage) VAT exclusive.

Exclusive check-in counter

Separate allocated check in counter for registration of passengers and hold luggage will be available only when possible due to capacity constraints.

VIP bus/VIP minibus

30€ surcharge applies for the VIP mini bus transfer to/from the passenger terminal per ride, VAT exclusive.

The capacity of the VIP minibus is 8 passengers/delegates.

For groups of 9 or more passengers/delegates, 50€ surcharge applies for the VIP bus transfer to/from the passenger terminal per ride, VAT exclusive.

The capacity of the VIP bus, large apron bus, is 50 passengers/delegates.

Catering services

Catering services will be provided directly as requested and per valid pricelist of the catering service provider ([BTA](#)), prices are not fixed, and special discounts are not applied. Catering service is negotiated and charged separately.

For catering services, cancellation must be made more than **24 hours** in advance. If cancellation is made less than **24 hours** in advance, the Client shall be invoiced by the catering service provider according to directly negotiated and agreed upon Terms and Conditions of the catering service provider.

Changes in booking, Cancellations, no shows

The Client shall inform the Service Provider immediately of any changes or cancellations. For last-minute cancellations (less than **72 hours** before arrival or departure of the flight) the Service Provider shall be entitled to charge a fee to the Client based on 25% of the Order value (pro-forma invoice).

No refund is granted and the full price is due, if booked services are cancelled or rebooked less than **18 hours (Monday through Friday) or 24 hours (on Weekends and Holidays)**, before arrival or departure of the flight or are not utilized (no-shows). Likewise, if VIP Services need to be cancelled, the Service Provider shall be entitled to invoice the Client for costs already incurred.

Last minute changes request in terms of new, additional, service requests (<72 hours) 25% surcharge applies on price of the newly requested VIP service.

Coordination during the arrival or departure from the Airport

The coordination of delegations and vehicles arrival in front of the passenger terminal building is to be arranged by the Client with the Airport Duty Manager half an hour before the arrival at the Franjo Tuđman Airport. Airport Duty Manager(s) can be reached via mobile/cell phone number: 098 238 505. For all calls outside Croatia their mobile/cell phone number is 0038598238505.

In case of VIP Fast Track service, special protocol of entry and parking of vehicles which wait for arrival of delegations or escort departure of delegations in front of passenger terminal, and that service is already included in VIP Fast Track Service.

In cases when VIP Fast Track service is not requested and confirmed by Order, parking of vehicles in front of the passenger terminal building is possible only in accordance with the "[Kiss & Fly](#)" parking area price list, as well as relevant Terms & Conditions.

Invoicing & Payment

Payment of VIP services is not possible by cash or credit cards.

Following receipt of the Offer by the Service Provider, delivered Order by the Client, confirmation of the Order and service rendered by the Service Provider, the Service Provider will issue a pro-forma invoice to the Client. Pro-forma invoice is to be paid at the latest **3** administrative business days (excluding weekends and Holidays) prior to requested VIP service provision date and time.

The Client must provide payment to the account: IBAN: HR0923600001102376399 with Zagrebačka banka d.d., Zagreb;

Following VIP service provision, Service Provider shall issue the invoice for provided VIP service(s). This invoice will reflect harmonization in line with the General policies of VIP service provision. In case of a difference between the pro-forma invoice total value and the invoice total value, the Client must provide payment of stated difference in total values to the above mentioned IBAN account. On the date the invoice is issued the Service Provider will make conversion of the invoice amount from EUR into HRK in accordance with Mean Exchange Rate of the Croatian National Bank for that day.

Invoice Payment term is due in 8 days from invoice date for domestic clients and 30 days' from invoice date for international clients.