

**Meeting, Conference and Training Rooms & Lounges Services**  
**General Terms & Conditions**  
**Walk in Clients**  
**(“Terms and Conditions”)**

Please read this Terms and Conditions carefully as they relate to your usage of the Meeting, Conference and Training Rooms & Lounges Services. The Terms and Conditions are applicable as of 01. May 2024.

**General Remarks**

For the purposes of these Terms and Conditions any reference to “MZLZ”, “we”, “us” and “our” is referring to International Zagreb Airport Jsc.

MZLZ reserves the right to change, from time to time, this Terms and Conditions, without notice, by publishing the amended Terms and Conditions on the MZLZ official website. The date of entry into force of such changes and/or amendments to the Terms and Conditions will be indicated in the published Terms and Conditions. In other words, the Terms and Conditions in force at the time-of-service provision shall apply. We recommend that you always read the Terms and Conditions before requesting the Meeting, Conference and Training Rooms & Lounges Services.

We take reasonable care to ensure that all services, information and pricing featured on this website is accurate and up to date. However, our services are continually updated and the images, specifications (and any prices) on this website are for general illustrative guidance only. For accurate up-to-date information you can contact us directly using the details in the "Bookings, Quotes, Rates and Contracts" section of the Meeting, Conference and Training Rooms & Lounges website and you must rely on your own investigations.

Meeting, Conference and Training Rooms & Lounges Services referred to in this Terms and Conditions include:

**Meeting and Conference Rooms & Lounges at new passenger terminal (“NPT”)**

- a) Conference room
- b) Meeting room 1
- c) Lounge Big
- d) Lounge Small

**Meeting and Conference Rooms at general aviation terminal (“GAT”)**

- a) GAT Lounge
- b) GAT Conference room

**Training Rooms**

- a) Training room 1, Šipad
- b) Training room 2, EX VIP

(hereinafter: “services” or “Services”)

Prices for the provision of services are indicated in the Meeting, Conference and Training Rooms & Lounges Price List ("Price List"). The client of Service ("Client") agrees to adhere to no smoking policy in any of the Meeting, Conference and Training Rooms & Lounges and the passenger terminal building.

### **Booking & Accessibility**

The Services are ordered/booked by sending a request via following e-mail [VIPServices@zag.aero](mailto:VIPServices@zag.aero) by Client or party ordering the Services in the name of the Client (hereinafter: "party ordering the Services").

The Services can only be ordered by booking in advance. Pre-payment for the booking is required as described in section "Payment Options". The booking will be deemed to be completed once when the Client or the party ordering the Services, as the case may be, receives a confirmation e-mail from us. At this point, this Terms and Conditions and Price list are deemed to have been fully accepted. In case the Client or the party ordering the Services has booked the Services for more persons, it shall be considered that each person has accepted these Terms and Conditions and the Price list once the Client or the party ordering the Services received a confirmation e-mail from us. For the avoidance of any doubt, in case Service is ordered by party ordering the Services, this Terms and Conditions and Price list are deemed to have been accepted by the party ordering the Services once party ordering the Services receives confirmation e-mail from us and the party ordering the Services shall ensure that the Client is aware of this Terms and Conditions.

The Client or the party ordering the Services shall provide all information necessary for the provision of the Service. When booking the Service, the Client (or party ordering the Services) must provide the following information:

- Requested Service
- Names, title(s) and number of the Clients
- Client's arrival date, and time
- Service usage time
- Client's vehicle registration plate number
- Party ordering the Services OIB / International VAT number
- Party ordering the Services full address, contact e-mail and telephone number

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

### **Payment Options**

Payment of the Service is not possible by cash or credit cards during provide the service but only pre-payment via bank transfer.

Following the Client or the party ordering the Services receipt of the offer from MZLZ based on the Client or party ordering the Services e-mail request for the provision of the relevant Service and following the confirmation of such offer by the Client or the party ordering the Services, MZLZ will issue a pro-forma invoice to the Client or party ordering the Services. Pro-forma invoice is to be paid at the latest 3 administrative business days (excluding weekends and Holidays) prior to the requested Service usage date and time.

The Client or the party ordering the Services must provide the payment to the account:

IBAN: HR092360001102376399 with Zagrebačka banka d.d., Zagreb.

Following the Service provision, MZLZ shall issue the invoice for provided Service(s). Such invoice will reflect harmonization in line with the Terms & Conditions and Price List. In case of a difference between the pro-forma invoice total value and the invoice total value, the Client or the party ordering the Services must provide payment of stated difference in total values to the above mentioned IBAN account.

Invoice payment term is due in 8 days from invoice date for domestic Clients or party ordering the Services and 30 days from invoice date for international Clients or party ordering the Services.

Infants (age 0-2) are free of charge.

If the payer is the Client, and not the party ordering the Service, the party ordering the Service is obliged to inform the Client of the invoice that will be sent to them and of the payment conditions.

The party ordering the Services bears full responsibility for paying Service(s) if the proforma invoice and invoice for actually provided Services is issued in the name of party ordering the Services.

### **Cancellations**

In the event of cancellations of bookings for Services, the Client or the party ordering the Services agree to send such cancellation in advance to the e-mail address: [VIPServices@zag.aero](mailto:VIPServices@zag.aero).

If cancelling the Service at least 72 hours before the Service is to be provided, 100% of the price of the Service will be refunded.

Upon cancelling between 24 to 72 hours before the Service is to be provided, 50% of the price will be refunded.

No refund will be arranged for cancellations made within 24 hours prior to the reserved Service date and time.

Complimentary bookings, including redemption bookings are non-cancellable and non-modifiable.

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 in full according to directly negotiated and agreed upon terms and conditions of the catering service provider.

### **Last Minute Services**

Last Minute surcharge applies on the prices from the Price list for each new and/or additionally requested Service.

Namely, for all such last-minute Services requested occurring up to 6 hours prior to requested usage of the Service already booked, 50% surcharge applies on prices from the Price list defined for the relevant Service. For all Last-Minute Service changes and requests for new and/or additional Services occurring from 74 to 6 hours prior to requested usage of the Service already booked, 25% surcharge applies on the prices from the Price list defined for the relevant Service.

### **Parking (Private Vehicles)**

The Client is entitled to use one hour of free parking for two cars at the VIP dedicated parking slots. After the expiration of the free time for using the parking lot, vehicles must leave the parking premises.

### **Rules of use**

The Client(s) shall ensure that is at all times appropriately dressed (e.g. with no non-appropriate exposure without the clothes, dirty clothes etc.) and shall at all times behave in an appropriate manner. The Meeting, Conference and Training Rooms & Lounges personnel and any third party lounge provider with whom we entered into an arrangement for the provision of the Service reserve the right at their sole and absolute discretion to refuse entry or to ask to leave any Client whose behavior or clothes is considered to be unsuitable or is likely to offend other Clients using the same facilities next door at the same time.

While using the Service, it is possible to order catering services.

Ala Carte and Standard catering services will be available upon prior request and shall be paid by the Client based on catering services provider price list. The catering services must be ordered at least 72 h prior to requested service provision (the exception are orders that can reasonably be expected to be delivered quickly, such as coffee, sandwich and similar products)

No external catering is allowed.

The Client(s) cannot take outside the Meeting, Conference and Training Rooms & Lounges facilities food and/or drinks provided to them in the Meeting, Conference and Training Rooms & Lounges facilities and will be asked to refrain from consuming food and/or drinks in the Meeting, Conference and Training Rooms & Lounges facilities other than food and/or drinks provided in such facilities.

### **On the Field Support**

The coordination of the Client(s) actual arrival or departure must be coordinated with the Airport Duty Manager half an hour before the Client's arrival at the Zagreb Franjo Tuđman Airport.

Airport Duty Manager contact mobile phone number: +38598238505.

### **Liability**

We shall under no circumstances be liable for indirect damage (such as loss of profit, loss of contract etc.) sustained by the Client.

MZLZ shall be liable to indemnify the Client against damages, losses, costs, and expenses incurred or suffered by the Client in connection with the provision of the relevant Services which arose out of the MZLZ's ordinary negligence, always limited to the amount of charges received by MZLZ from the relevant Client. For the avoidance of any doubt relevant amount of charges which represent the limit of liability of MZLZ shall include only the charges received by MZLZ in the month when the damage occurred.

We shall under no circumstances be liable for any Client failing to board his or her flight. Neither MZLZ nor any third-party lounge provider with whom MZLZ has entered into an arrangement for the provision of the Services has any obligation to make flight announcements.

We shall under no circumstances be liable or responsible for the personal belongings of any Client. The Client remains fully responsible for his/her belongings during the entire time of the Service(s) provision.

We shall not be liable for incorrect information supplied by the Client, for flight delays and for third party acts or omissions including airlines, security and border control authorities (Police / Customs) or ground handler.

All information, recommendations and advise given by or on behalf of MZLZ to the Client regarding airport services or flight details are given without liability on the part of MZLZ.

The Client shall fully indemnify and compensate MZLZ, its employees, subcontractors and agents in respect of all actions, suits, claims, demands, costs, charges (whether asserted by the Client or third party) arising out of or in connection with the provision of the Services and which are caused directly or indirectly through the act or omission, willful misconduct or negligence of the Client.

### **Force Majeure**

We shall not be liable to the Client for any loss or damage caused to or suffered by the Client as a direct or indirect result of the provision of the Services by or on behalf of MZLZ being prevented, restricted, hindered or delayed by reason of any circumstance outside the control of MZLZ.

### **Waiver**

No failure or delay by MZLZ, in exercising any right or power under this Terms and Conditions, will operate as a waiver, nor will any single or partial exercise of such right or power preclude any other or further exercise of any right or power hereunder.

### **Language and Governing Law**

These Terms and Conditions are made in Croatian and English language. In case of any inconsistency between Croatian and English version, the version in Croatian shall prevail.

These Terms and Conditions shall be construed in accordance with the Croatian law. In case of any dispute, courts of Croatia shall have exclusive jurisdiction.

### **Personal Data**

We respect the privacy of our Clients in every aspect of our business and are committed to protecting your personal information. Personal information of the Client is only used for the sole purpose of providing the Service.

### **Disclaimer**

We do not warrant, represent or undertake that the material on this website is accurate, complete or current or that the website will be free of defects or viruses and all conditions and warranties that might otherwise be implied by the law are excluded to the fullest extent permitted by law. We do not accept any liability for any losses or claims arising from any liability to access this website, use of this website, downloading of viruses, the loss or corruption to material that is downloaded and any website browser incompatibility problems. All documents downloaded from this website are downloaded, installed, and used at the user's own risk.

## **Complaints**

The Client(s) may provide us their feedback on email address ([feedback@zag.aero](mailto:feedback@zag.aero)), by the post (Međunarodna zračna luka Zagreb d.d., Rudolfa Fizira 1, 10410 Velika Gorica) or through the following online B2C Feedback Form.