

# The VIP Services

## General Terms & Conditions

### Walk in Clients

<b>General Remarks</b>	<p>Zagreb International Airport Jsc. reserves the right to change these Terms and Conditions at any time. The new version of the Terms and Conditions will be posted on this website and will take effect immediately upon posting. For the purposes of these Terms and Conditions any reference to "MZLZ", "we", "us" and "our" is to International Zagreb Airport Jsc.</p> <p>We take reasonable care to ensure that all products and services information and pricing featured on this website is accurate and up to date. However, our products and 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 should contact us directly using the details in the "<a href="#">Bookings, Quotes, Rates and Contracts</a>" section of the VIP services website and you must rely on your own investigations.</p> <p>VIP Services referred to in this General Terms &amp; Conditions are:</p> <ul style="list-style-type: none"><li>a) VIP Lounge facility(ies) rent</li><li>b) VIP Fast Track Services</li><li>c) Additional VIP Services (projector rent, projection screen, Public Announcement (loudspeakers) rent, Porter Services, catering services, VIP bus and VIP minibus transfer services)</li></ul> <p>Price for the provision of relevant VIP Services is indicated in the VIP Services Price List – Walk in Clients.</p> <p>The VIP Client agrees to adhere to any no smoking policy in operation in any of the VIP Lounge Facilities and the passenger terminal building.</p>
<b>Booking &amp; Accessibility</b>	<p>We accept advance booking. Pre-payment for the booking is required. The booking is regarded as confirmed and services booked are guaranteed when the passenger/VIP Client receives a confirmation e-mail from us.</p> <p>The VIP Client shall provide all information necessary for the provision of a VIP Service, namely:</p> <ul style="list-style-type: none"><li>• Requested VIP Service</li><li>• Names, title(s) and number of the VIP Clients</li><li>• VIP Client's arrival date, and time</li><li>• VIP Client's vehicle registration plate number</li><li>• Party Ordering the VIP service OIB / International VAT number</li></ul>

- Party Ordering the VIP service 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.

We provide a wide variety of accessible services and facilities designed to enable more choice and greater independence as you travel through the airport, thus the airport VIP Services are accessible to the passengers with reduced mobility under these General Terms & Conditions and is subject to additional charges according to the VIP Services Price List.

#### Payment Options

Payment of VIP services is **not possible by cash or credit cards but only via bank transfer.**

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

For the avoidance of any doubt it is considered that the VIP Client has accepted these Terms and Conditions once it makes the payment of the issued pro-forma invoice or latest at the time when VIP Client starts using the relevant VIP Service if such VIP Client has not paid the pro-forma invoice. In case the VIP Client has payed pro-forma invoice for more person, each person has accepted these Terms and Conditions once it enters the VIP Lounge Facility or once it starts using any of the relevant VIP services.

The VIP Client must provide payment to the account:

**IBAN: HR0923600001102376399 with Zagrebačka banka d.d., Zagreb.**

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

On the date the invoice is issued MZLZ will make conversion of the invoice amount from EUR into HRK in accordance with middle exchange rate of the Croatian National Bank for that day.

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

Infants (age 0-2) free of charge.

If the payer is the VIP CLIENT, and not the PARTY ORDERING THE SERVICE, the PARTY ORDERING THE SERVICE is obliged to inform the VIP Client of the invoice that will be sent to them and of the payment conditions.

	<p>Upon the request for the provision of additional VIP service(s), the PARTY ORDERING THE SERVICE guarantees to pay for the relevant service(s). If the VIP CLIENT refuses to pay, the PARTY ORDERING THE SERVICE shall bear full responsibility for paying.</p>
<b>Cancellations</b>	<p>In the event of cancellations of bookings for VIP services, VIP Clients agree to send such cancellation in advance to the e-mail address: <a href="mailto:VIPServices@zag.aero">VIPServices@zag.aero</a></p> <p>If cancelling the VIP service at least <b>72 hours before</b> the VIP Service is to be provided, <b>100%</b> of the price will be refunded.</p> <p>Upon cancelling <b>between 24 to 72 hours before the VIP Service is to be provided</b>, <b>50%</b> of the price will be refunded.</p> <p><b>No refund</b> will be arranged for cancellations made within 24 hours prior to the reserved VIP Service date and time.</p> <p>For the avoidance of any doubt in all cases of cancellations and or changes made on a confirmed VIP Service provision a <b>minimum administration fee of 8 € per person or 25% of the total booking amount</b>, whichever is higher, will be charged to the VIP Client.</p> <p>Complimentary bookings, including redemption bookings are non-cancellable and non-modifiable.</p> <p><b>Catering services, cancellation</b> must be made <b>more than 24 hours in advance</b>. If cancellation is made less than 24 hours in advance, the VIP Client shall be invoiced in full according to directly negotiated and agreed upon terms and conditions of the catering service provider.</p>
<b>Last Minute</b>	<p>Last Minute surcharge applies on the price of the new and/or additionally requested VIP service.</p> <p>Namely, for all such last-minute VIP services requested occurring <b>up to 6 hours prior to requested usage of the VIP Service already booked 50% surcharge applies on the price of new and/or additionally requested VIP Service</b>, and for all Last-Minute VIP service changes and requests occurring <b>from 74 to 6 hours prior to requested usage of the VIP Service already booked, 25% surcharge applies on the price of new and/or additionally requested VIP Service</b>.</p>
<b>VIP Parking (Private Vehicles)</b>	<p>The VIP Lounge Facilities Client(s) enjoy <b>one hour of free parking for two cars</b> at the VIP dedicated parking slots.</p> <p>Following stated free parking time, vehicles must leave the VIP parking premises.</p> <p>For the VIP Fast Track Service Client(s) special protocol of entry and parking of vehicles escorting or greeting the VIP Fast Track Client(s) in front of the passenger terminal applies. That service is included in the VIP Fast Track Service Charge.</p>
<b>VIP Lounge Services</b>	<p>The VIP Client (if flying from ZAG) is required <b>to arrive at the relevant VIP Lounge Facility at least 1 hour before the departure</b>, in order to be on time for the flight, stated time is subject to changes and airline terms and conditions on a particular flight route.</p> <p>Upon departing from Zagreb Franjo Tuđman Airport <b>VIP groups are required to arrive at the airport VIP Lounge Facility together</b>.</p>

The VIP Client(s) shall ensure that he or she 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 VIP Lounge Facility and any third party lounge provider with whom we entered into an arrangement for the provision of the VIP Lounge Facilities reserve the right at their sole and absolute discretion to refuse entry or to remove any VIP Client whose behavior or dress is considered by us to be unsuitable or is likely to offend other VIP Clients using the same VIP Lounge Facilities next door at the same time.

**No external catering allowed.**

**Ala Carte and Standard catering services** will be available upon prior request and shall be paid by the VIP Client based on catering services provider price list. Depending on the complexity and type of Ala Carte catering service requested, the catering service must be ordered at last 72 h prior to requested VIP Service provision.

VIP Client(s) cannot take outside the VIP Lounge Facilities food and/or drinks provided to them in the VIP Lounge Facilities and will be asked to refrain from consuming food and/or drinks in the VIP Lounge Facilities other than food and/or drinks provided in the VIP Lounge Facilities.

#### VIP Fast Track Services

Not included in the VIP Lounge Facility rent charge. Separate charge applies.

The VIP Client (if flying from ZAG) is required to arrive at the relevant VIP Fast Track Service Meeting Point **at least 1 hour before the departure**, in order to be on time for the flight, stated time is subject to changes and airline terms and conditions on a particular flight route.

Upon departing from Zagreb Franjo Tuđman Airport **VIP groups are required to arrive** at the airport VIP Fast Track Service Meeting Point **together**.

When booking the VIP Fast Track Service, the VIP Client (or Party Ordering the VIP Service) must provide:

- VIP Fast Track Client's arrival and/or departure Flight number
- Vehicle registration plate number(s) and type of vehicle(s) escorting or picking up VIP Fast Track Service Client(s)

VIP Minibus or apron bus transfer is charged based on VIP Services Price List.

Exclusive VIP Fast Track check-in counter: separate, exclusive, allocated check in counter for registration of passenger and hold luggage will be available only in cases when possible due to capacity constraints.

#### Porter Services

Due to capacity constraints the Porter Service will be available to VIP Fast Track Client(s) only in cases when possible. Porter Service is charged based on the VIP Service Price List.

#### Customs/Immigrations Clearance and Security Screening Procedure

MZLZ cannot require from relevant institutions of the Republic of Croatia (including but not limited to the Ministry of Interior (Police), Ministry of Finance (Customs) to perform Customs clearance, Immigration or Border control clearance outside their standard, permanent, work place at the airport, i.e. we cannot request their services being performed in the VIP Lounge Facility, Business Lounge, at the aircraft or any

<b>On the Field Support</b>	<p>other area at the airport. In case needed these services are negotiated directly by the VIP Client with the relevant institution/Authority.</p> <p>The VIP Client remains fully responsible to follow all applicable Security, Customs and Border control regulations.</p> <p>The coordination of the VIP Client(s) actual arrival or departure must be coordinated with the Airport Duty Manager half an hour before the VIP Client's arrival at the Zagreb Franjo Tuđman Airport.</p>
<b>Liabilities</b>	<p>Airport Duty Manager contact mobile phone number: 0038598238505</p> <p>We shall under no circumstances be liable for indirect damage (such as loss of profit, loss of contract etc.) sustained by the VIP Client.</p> <p>MZLZ shall be liable to indemnify the VIP Client against damages, losses, costs, and expenses incurred or suffered by the VIP Client in connection with the provision of the relevant VIP Services which arose out of the MZLZ's ordinary negligence, always limited to the amount of charges received by MZLZ from the relevant VIP 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.</p> <p>We shall under no circumstances be liable for any VIP Client failing to board his or her flight and neither MZLZ nor any third-party lounge provider with whom MZLZ has entered into an arrangement for the provision of the VIP Services has any obligation to make flight announcements.</p> <p>We shall under no circumstances be liable or responsible for the personal belongings of any VIP Client. The VIP Client remains fully responsible for his/her belongings during the entire time of the VIP Service(s) provision.</p> <p>We shall not be liable for incorrect information supplied by the VIP Client, for flight delays and for third party acts or omissions including airlines, Security and Border control authorities (Police / Customs) or Ground Handler (e.g. MZLZ Ground Handling Ltd.).</p> <p>All information, recommendations and advise given by or on behalf of MZLZ to the VIP Client regarding airport services or flight details are given without liability on the part of MZLZ.</p> <p>The VIP Client shall fully indemnify and compensate MZLZ, its employees, subcontractors and agents in respect of all actions, suits, claims, demands, costs, charges or expenses arising (whether asserted by the VIP Client or third party) out of or in connection with the provision of the VIP Services which are caused directly or indirectly through the act or omission, willful misconduct or negligence of the VIP Client.</p>
<b>Force Majeure</b>	<p>We shall not be liable to the VIP Client for any loss or damage caused to or suffered by the VIP Client as a direct or indirect result of the provision of the VIP Services by or on behalf of MZLZ being prevented, restricted, hindered or delayed by reason of any circumstance outside the control of MZLZ.</p>

<b>Waiver</b>	No failure or delay by MZLZ, in exercising any right or power under this Terms & 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.
<b>Governing Law</b>	These conditions shall be construed in accordance with the Croatian law. In case of any dispute courts of Croatia shall have exclusive jurisdiction.
<b>Personal Data</b>	We respect the privacy of our VIP Clients in every aspect of our business and are committed to protecting your personal information. Personal information of the VIP Client is only used for the sole purpose of providing the VIP Service.
<b>Disclaimer</b>	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.
<b>Complaints</b>	The VIP Client(s) may provide us their feedback through the following <a href="#">online B2C Feedback Form</a> .