

**The Meet & Greet Services  
General Terms & Conditions  
("Terms and Conditions")**

Please read this Terms and Conditions carefully as they relate to your usage of Meet and Greet Services. The Terms and Conditions are applicable as of 16. February 2026.

**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 Meet and Greet Services.

We take reasonable care to ensure that all services information and pricing featured on this website are 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 Meet and Greet Services website and you must rely on your own investigations.

Meet and Greet Services referred to in this Terms and Conditions are:

- a) Meet and Greet Services Departure and Arrival
- b) Additional Meet and Greet Services (Porter services and BUS / Minibus transfer services (hereinafter: "M&G Services" or "Services" or "services"))

Price for the provision of relevant M&G Service is indicated in the Meet and Greet Services Price List – ("Price List").

The Client of M&G Services ("M&G Client") agrees to adhere to no smoking policy in the area where the M&G Services are provided and at the passenger terminal building.

**Booking & Accessibility**

The M&G services can only be requested by completing the online Meet & Greet service request form available on the MZLZ website at the following link <https://www.zagreb-airport.hr/en/passengers/at-the-airport/facilities-services/meet-greet-services/154> , either by the M&G Client or by a party ordering the services on behalf of the M&G Client (hereinafter: "party ordering the Services").

The M&G 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 the M&G 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 M&G 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 M&G Client or the party ordering the Services received a confirmation e-mail from us. For the avoidance of any doubt, in case M&G 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 M&G Client is aware of this Terms and Conditions.

By completing the online request form, the M&G Client or the party ordering the Services shall provide the information necessary for the provision of the M&G service. If additional information is required to deliver the M&G service, MZLZ will request such information from the M&G Client or the party ordering the Services

The online request form must be submitted 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 M&G Services are accessible to the passengers with reduced mobility under these Terms & Conditions and are subject to charges according to the M&G Services Price List.

### **Payment Options**

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

After the M&G Client or party ordering the Services receives an offer from MZLZ, issued based on an online request for the provision of the relevant Service, and if the M&G Client or party ordering the Services accepts the offer, the M&G Client or party ordering the Services is obliged to pay for the Service based on the offer and provide MZLZ with proof of payment. Payment according to the offer must be made no later than three administrative business days (excluding weekends and public holidays) prior to the requested date and time of use of the Service, and proof of payment must be submitted within that timeframe.

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

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

Following the M&G Service provision, MZLZ shall issue the invoice for provided M&G Service(s). Such invoice will reflect price of actually provided Services in line with the Terms & Conditions and M&G Services Price List. In case of a difference between the pro-forma invoice total value and the invoice total value, the M&G 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 M&G Clients or party ordering the Services and 30 days from invoice date for international M&G Clients or party ordering the Services.

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

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

The party ordering the Services bears full responsibility to MZLZ for payment of the provided M&G Services 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 M&G Services, the M&G Client or 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 M&G Service at least 72 hours before the M&G Service is to be provided, 100% of the price of the M&G Service will be refunded.

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

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

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

### **Last Minute**

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

Namely, for all such last-minute M&G Services requested occurring up to 6 hours prior to requested usage of the M&G Service already booked, 50% surcharge applies on prices from the Price list defined for the relevant M&G Services. For all Last-Minute M&G Service changes and requests for new and/or additional M&G Services occurring from 72 to 6 hours prior to requested usage of the M&G Service already booked, 25% surcharge applies on the prices from the Price list defined for the relevant service M&G Service.

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

The M&G Client(s) is entitled to use one hour of free parking for two cars at the M&G dedicated parking slots.

After the expiration of the free time for using the parking lot, vehicles must leave the M&G parking premises.

For the M&G Client(s) special protocol of entry and parking of vehicles escorting or greeting the M&G Client(s) in front of the passenger terminal applies. That service is included in the M&G Service Charge.

### **M&G Services Procedures**

#### **M&G Service – Departures/Arrivals/Transfer**

The M&G Client (if flying from ZAG) is required to arrive at the relevant M&G Service Meeting Point at least 1 hour before the departure, in order to be on time for the flight.

Upon departing from Franjo Tuđman Airport, M&G groups (if flying from ZAG) are required to arrive at the airport M&G Meeting Point together.

## **Additional M&G Services**

### **a) BUS / Minibus transfer services**

Minibus or apron bus transfer is charged based on M&G Services Price List.

### **b) Porter Services**

Due to capacity constraints the Porter Service will be available to M&G Client(s) only in cases when possible. Porter Service is charged based on the M&G 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 and permanent workplace at the airport, i.e. we cannot request their services being performed in the other place than usual. In case of need for provision of services of the competent authority outside their standard place for the provision of services, M&G Client shall negotiate directly with the relevant institution/authority.

The M&G Client remains fully responsible to follow all applicable security, customs and border control regulations.

## **On the Field Support**

The coordination of the M&G Client(s) actual arrival or departure must be coordinated with the Airport Duty Manager half an hour before the M&G Client's arrival or departure at the Zagreb Franjo Tuđman Airport in such a way that the M&G Client contacts the Airport Duty Manager

Airport Duty Manager contact mobile phone number: 0038598238505

## **Liability**

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

MZLZ shall be liable to indemnify the M&G Client against damages, losses, costs, and expenses incurred or suffered by the M&G Client in connection with the provision of the relevant M&G Services which arose out of the MZLZ's ordinary negligence, always limited to the amount of charges received by MZLZ from the relevant M&G 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 M&G 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 M&G Services has any obligation to make flight announcements.

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

We shall not be liable for incorrect information supplied by the M&G 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 advice given by or on behalf of MZLZ to the M&G Client regarding airport services or flight details are given without liability on the part of MZLZ.

The M&G 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 M&G Client or third party) arising out of or in connection with the provision of the M&G Services and which are caused directly or indirectly through the act or omission, willful misconduct or negligence of the M&G Client.

### **Force Majeure**

We shall not be liable to the M&G Client for any loss or damage caused to or suffered by the M&G Client as a direct or indirect result of the provision of the M&G 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 & 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 M&G Clients in every aspect of our business and are committed to protecting your personal information. Personal information of the M&G Client is only used for the sole purpose of providing the M&G 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 M&G 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.