

# Conditions of Service

## Service conditions

We inform our kind passengers that they can make use of the Platinum Service Exclusive service provided by Celebi Ground Handling Hungary Kft. under the following conditions.

- At the reservation please fill in precisely the ordering form. We cannot take liability for eventual mistakes deriving from erroneously given data.
- For ensuring adequate standard services it is in every case necessary that our guests show up at the airport sharp on time defined by us. Eventual delays can result in lowering of service quality or failure of certain part-services. In such cases we cannot refund the price of missing services.
- Using Platinum Service doesn't exempt the passengers from the obligatory security, border police and custom's formalities. We ask you when planning your travel to consider also the time needed for these.
- The Platinum Service is exclusively ground service. For the flight in every case the rules of the selected airline are decisive.
- Celebi Ground Handling Hungary Kft. considers order for Platinum Service as obliging for itself only after confirmation of same in writing. The confirmation is to be sent to the contact address defined by the guest in a CONFIRMATION form introduced for this purpose.
- In case within 24 hours after ordering no confirmation is received we kindly ask to get into contact by the phone.
- Cancellation or postponement of any one already ordered and confirmed service is possible without extra charge 12 hours before commencement of the service. In case of cancellation in 12 hours before commencement we charge 100% of the price of the ordered service as a penalty. Postponement of ordered service is only possible once and for a new time-point within maximum one month.
- In the Platinum Lounge exclusive waiting-room T2A and T2B considering the high standard of the lounges it is obligatory to show up in orderly appearance. Celebi Ground Handling Hungary Kft. keeps the right, that in case of not acceptable appearance or flagrant behaviour significantly disturbing other guests it may refuse or cease the provision of the service.
- The service of Platinum Service is utilized at own risk, Celebi Ground Handling Hungary Kft. doesn't hold any liability for any kind of personal injury occurring in the course of the services.
- Child tickets are all children from 3-12 years of age. Children 2 years and under are free of charge.
- Celebi Ground Handling Hungary Kft. doesn't undertake liability for inconveniences caused by circumstances beyond its own failure.