

# Condizioni di vendita online Servizi aeroportuali

## Servizi al Passeggero

### 1. Oggetto

I presenti termini e condizioni di vendita hanno per oggetto l'acquisto sul sito [www.adr.it](http://www.adr.it) dei servizi aeroportuali gestiti da Aeroporti di Roma S.p.A.

La vendita di tali servizi viene eseguita da Aeroporti di Roma S.p.A, società soggetta a direzione e coordinamento di Atlantia S.p.A., con sede legale in Via Pier Paolo Racchetti, 1 - 00054 Fiumicino (RM) ,Codice fiscale e Registro delle Imprese di Roma 13032990155 - P. IVA 06572251004 Capitale sociale 62.224.743,00 int. Ver.

Il Cliente è tenuto a leggere attentamente tali termini e condizioni che disciplinano l'acquisto dei servizi effettuati sul sito [www.adr.it](http://www.adr.it) conformemente a quanto stabilito, dal Decreto Legislativo 6 settembre 2005, n. 206 ("Codice del Consumo") e dal Decreto Legislativo 9 aprile 2003, n. 70 (di seguito, "Decreto Ecommerce").

Effettuando un acquisto, secondo le modalità previste, il Cliente dichiara di aver preso visione di tutte le indicazioni fornite durante la procedura d'acquisto e di accettare integralmente i presenti termini e condizioni.

Aeroporti di Roma S.p.A., in seguito anche ADR, si riserva il diritto di modificare tali termini e condizioni.

### 2 Regole per l'acquisto dei Servizi

L'acquisto dei servizi aeroportuali di ADR si conclude con l'emissione di un numero di prenotazione che verrà comunicato al cliente con un'email inviata all'indirizzo di posta elettronica introdotto in fase di prenotazione.

La vendita sarà considerata conclusa con l'invio da parte di ADR al cliente di una e-mail di conferma dell'ordine relativo al servizio richiesto contenente:

- nome e cognome del cliente o ragione sociale della persona giuridica
- codice fiscale
- Partita IVA (solo se persona giuridica)
- Data di nascita (solo se persona fisica)
- Numero volo (solo per servizi ai passeggeri)
- Matricola (qualora richiesto)
- Servizio/i richiesti;

L'email riporterà le modalità con cui ricevere i servizi richiesti e le ulteriori informazioni da fornire.

Per ulteriori informazioni consultare il sito [www.adr.it](http://www.adr.it) o contattare direttamente il servizio alla e-mail indicate nel singolo servizio.

### 3. I singoli servizi offerti da ADR

#### SERVIZI AI PASSEGGERI

## **Fast Track**

1. Il servizio del Fast Track permette al passeggero di accedere più velocemente nell'area imbarchi attraverso un percorso dedicato;
2. Questi passaggi riservati sono attualmente presenti a Fiumicino solo presso il Terminal 1 e 3;
3. Aeroporti di Roma non sarà responsabile in caso di perdita del volo dovuta a ritardo nella presentazione all'uscita d'imbarco e non sarà responsabile nel caso al passeggero sia rifiutato l'accesso all'area d'imbarco per il mancato rispetto della normativa di sicurezza aeroportuale in relazione al bagaglio a mano;
4. Aeroporti di Roma non risponderà in caso di eventuali disagi per i passeggeri derivati da un elevato numero di utilizzatori del servizio di Fast Track.
6. Per richiedere informazioni sul servizio Fast Track è necessario inviare una e-mail all'indirizzo [welcomevipservice@adr.it](mailto:welcomevipservice@adr.it) indicando il servizio richiesto, numero di passeggeri, contatti di un referente, data e volo di arrivo e/o partenza.

## **Sala Vip**

1. Acquistando il servizio della sala VIP si ottengono comodità e servizi esclusivi nelle due sale gestite dalla Società Aviapartner: Passenger Lounge molo E extra Schengen e Passenger Lounge molo D Schengen. Salotti confortevoli e climatizzati, personale dedicato, quotidiani e riviste, informazioni sui voli in tempo reale.
2. Le due sale vip sono ubicate: a) Passenger Lounge molo D Schengen in area transiti imbarchi D; b) Passenger Lounge molo E extra Schengen. All'interno dello scalo è presente apposita segnaletica che facilita l'individuazione delle sale.
3. Orari di accesso: il servizio può essere utilizzato da lunedì a domenica: a) Passenger Lounge molo D Schengen dalle 05.30 alle 20.30; b) Passenger Lounge molo E extra Schengen dalle 06:45 alle 23:45.
4. È necessario rispettare gli orari di apertura delle sale vip. In caso di ritardo dei voli non è prevista l'estensione dell'apertura delle medesime oltre gli orari indicati.
5. Per usufruire del servizio dovrà essere presentata la carta d'imbarco e la email di prenotazione del servizio
6. L'accesso alla sala consente la fruizione dei servizi nella stessa presenti. I titoli acquistati verranno ritirati dal personale della sala al momento della presentazione.
7. Aeroporti di Roma non risponderà in caso di disagi che ai passeggeri possano derivare dall'utilizzo dei servizi della Sala Vip.
8. Per richiedere informazioni sul servizio di Sala Vip è necessario inviare una e-mail all'indirizzo [welcomevipservice@adr.it](mailto:welcomevipservice@adr.it) indicando il servizio richiesto, numero di passeggeri, contatti di un referente, data e volo di arrivo e/o partenza.

#### **4. Norme generali per i servizi Aeroportuali**

1. In caso di temporanea indisponibilità dei servizi dovuta a cause contingenti, ADR si attiverà al fine di ripristinare il regolare funzionamento e minimizzare i disagi al cliente;
2. ADR nell'ambito dell'acquisto del servizio entrerà in possesso di dati personali del cliente e di eventuali altri utilizzatori dei servizi che tratterà conformemente a quanto stabilito dal D.Lgs. 196/03 [leggi informativa](#);
3. Per eventuali reclami, suggerimenti, richieste di informazioni e reclami scrivere agli indirizzi e-mail dei singoli servizi su riportati indicando: nome del richiedente, data di acquisto del servizio e descrizione del reclamo.

#### **5. Modalità di Pagamento**

Ogni pagamento da parte del cliente potrà avvenire unicamente per mezzo delle carte di credito dei circuiti American Express, Visa, Mastercard, Diners e Maestro.

Alcuni dati riferiti al numero ordine, l'importo da pagare e l'avvenuto pagamento, necessari al fini dell'acquisto del servizio richiesto, saranno scambiati tra ADR e l'Istituto Bancario su apposite linee protette e con tutte le garanzie assicurate dall'utilizzo dei protocolli di sicurezza previsti dai circuiti di pagamento.

ADR non entra in possesso dei dati e del numero della carta di credito utilizzata nell'acquisto in quanto tali informazioni saranno trattate esclusivamente dall'Istituto Bancario.

Per i soli servizi di tesseramento e corsi di formazione è possibile il pagamento anche attraverso bollettino postale.

A tal fine l'utente dopo aver selezionato, al termine della compilazione del form di ecommerce, la modalità "Stampa bollettino" potrà scaricare il bollettino e effettuare il pagamento presso i canali abilitati (uffici postali, banco posta, tabaccai abilitati, ecc.).

Il pagamento deve avvenire entro 30 giorni dalla richiesta del servizio/i. Il servizio potrà essere usufruito entro e non oltre sei mesi dell'effettuazione del pagamento.

#### **6. Prezzo**

Il prezzo dei servizi deve intendersi comprensivo di IVA, salvo quanto di seguito precisato.

Infatti, nel caso che le prestazioni di servizi che siano rese a favore di clienti non residenti in Italia (sia soggetti UE che extra-UE), non è previsto assoggettamento ad IVA per assenza del presupposto territoriale (ex art. 7-ter del DPR n. 633/72): ferma resta comunque l'invarianza del prezzo stesso (che in tal caso sarà al netto dell'IVA non dovuta).

Non sono previsti ulteriori sovrapprezzi oltre a quelli evidenziati al momento dell'acquisto salvo eventuali commissioni bancarie o postali.

## **7. Fatturazione**

I corrispettivi delle prestazioni rese saranno sempre oggetto di fatturazione da parte di ADR.

A tal fine, in fase di acquisto online, il cliente dovrà obbligatoriamente compilare le sezioni relative ai propri dati anagrafici e fiscali.

Al momento del perfezionamento della transazione di pagamento, ADR provvederà a trasmettere via email all'indirizzo dichiarato la fattura relativa al servizio acquistato.

Per i servizi di formazione effettuati da ADR Security S.r.l. la fattura verrà emessa da quest'ultima.

## **8. Recesso**

In caso di non utilizzo del servizio da parte del cliente questo potrà essere rimborsato, attraverso recesso.

Il recesso deve essere esercitato, attraverso raccomandata, indirizzata a Aeroporti di Roma - via dell'Aeroporto di Fiumicino 320, 00054 Roma alla cortese attenzione del servizio presso cui si richiede il recesso, a partire dai 10 gg lavorativi dalla conclusione del contratto (art. 64 e 65 codice del consumo). Il rimborso di quanto versato verrà effettuato da ADR entro trenta giorni dalla data di ricezione del diritto di recesso.

Non è possibile richiedere il recesso per i servizi di welcome vip, in quanto nel caso di specie Aeroporti di Roma si impegna a fornire la prestazione ad un periodo prestabilito (art. 55 c.1 codice del consumo).

Non è possibile richiedere il recesso per i servizi di tesseramento, patente aeroportuale, forniture per l'aeroporto e duplicato attestato formazione, in quanto l'esecuzione del servizio (ossia della pratica) inizierà a seguito del pagamento effettuato dal cliente e comunque prima della scadenza dei 10 gg lavorativi richiesti per l'esercizio del recesso (art 55. c.2 codice del consumo).

## **9. Cambio nominativo persona o mezzo**

Eventuali cambi del nominativo della persona o del mezzo indicato come fruitrice/fruitore del servizio potranno essere ammessi solo in determinate situazioni e solo previo benestare di Aeroporti di Roma. Si prega di contattare i singoli servizi, alle e-mail su indicate, al fine di richiedere tale possibilità.

## **10. Dichiarazioni mendaci**

Con la compilazione del modulo di richiesta dei servizi aeroportuali l'acquirente è consapevole delle sanzioni penali, nel caso di dichiarazioni non veritiere, di formazione o uso di atti falsi, richiamate dall'art. 76 del D.P.R. 445 del 28 dicembre 2000.

## **11. Informativa privacy**

Ai sensi della normativa vigente in materia di privacy (Regolamento Europeo 2016/679 “GDPR” - e D.Lgs. n. 196/03 e successive modifiche ed integrazioni) viene fornita la seguente informativa.

**a) Titolare del trattamento**

Aeroporti di Roma S.p.A. con sede in via Pier Paolo Racchetti, 1 - 00054 Fiumicino (Roma).

**b) Tipologie di dati trattati**

I dati trattati da ADR S.p.A. includono informazioni personali quali nome, cognome, e indirizzo mail.

**c) Finalità e base giuridica del trattamento**

ADR S.p.A. tratterà i suoi dati personali, previo sua richiesta, esclusivamente per le finalità di acquisto dei servizi aeroportuali di e-commerce quali, Servizi al Passeggero, Tesseramento, Patente Aeroportuale, Forniture per l'Aeroporto, Formazione, Addestramento. Il conferimento dei dati è necessario per il perseguimento della suddetta finalità, in caso di suo diniego al trattamento non sarà possibile fornirle le prestazioni richieste on-line.

Colui che inserisce dati anche per conto di terze persone (suoi dipendenti, fornitori, colleghi, ecc.) dichiara: (i) di aver avuto il consenso da parte dell'interessato all'inserimento dei suoi dati e alla relativa richiesta del servizio (ii) ad informarlo sul contenuto della presente pagina.

Inoltre un suo specifico e separato consenso potrà esserle richiesto per l'utilizzo dei dati per finalità di marketing diretto, in particolare per inviarle newsletter relative a servizi aeroportuali e di trasporto aereo, promozioni commerciali e pubblicità istituzionale. Il conferimento dei suddetti dati ha natura facoltativa e, in caso di mancato consenso al trattamento, non sarà effettuato il servizio di newsletter senza che ciò comporti, comunque, alcun pregiudizio in ordine alla possibilità di usufruire degli altri servizi connessi alla fruizione del servizio e-commerce.

**d) Modalità del trattamento**

I dati sono trattati nel rispetto delle norme vigenti a mezzo di strumenti manuali, informatici e telematici, con logiche strettamente connesse alla finalità indicate, in modo da garantire la sicurezza e la riservatezza dei dati stessi.

**e) Tempi di conservazione dei dati**

I Dati Personali saranno conservati solo per il tempo necessario alle finalità per le quali vengono raccolti nel rispetto del principio di minimizzazione ex art. 5.1.c) GDPR per il tempo di 5 anni. Con riferimento alle finalità promozionali e di marketing, per un periodo di tempo di 3 anni coerente con le finalità ed in conformità con le disposizioni vigenti in materia.

#### **f) Destinatari dei dati**

All'interno di ADR S.p.A. possono venire a conoscenza dei dati personali da lei forniti esclusivamente i soggetti incaricati del trattamento dal Titolare e autorizzati a compiere le operazioni di trattamento sulle attività suddette. Inoltre i suoi dati potranno essere trattati dalle sole società terze a cui ADR potrebbe affidare specifiche attività e servizi connessi alla gestione del servizio offerto (es. ADR Security, e del sito internet).

I dati saranno utilizzati anche dai soggetti che gestiscono i servizi di pagamento (banca, posta, ecc.). I dati saranno trattati anche da ENAC in qualità di soggetto che rilascia i permessi in ambito aeroportuale.

Inoltre tali dati potranno essere comunicati anche alle competenti Pubbliche Autorità in adempimento ad obblighi di legge. I predetti dati non saranno oggetto di diffusione.

#### **g) Diritti degli interessati**

La informiamo, infine, che gli artt. 15-22 GDPR conferiscono agli interessati la possibilità di esercitare specifici diritti; l'interessato può ottenere dal Titolare del trattamento: l'accesso, la rettifica, la cancellazione, la limitazione del trattamento, la revoca del consenso nonché la portabilità dei dati che lo riguardano.

L'interessato ha inoltre diritto di opposizione al trattamento. Nel caso in cui venga esercitato il diritto di opposizione il Titolare si riserva la possibilità di non dare seguito all'istanza, e quindi di proseguire il trattamento, nel caso in cui sussistano motivi legittimi cogenti per procedere al trattamento che prevalgono sugli interessi, diritti e libertà dell'interessato.

I diritti di cui sopra potranno essere esercitati o accedendo alla propria prenotazione (link mail ricevuta al momento dell'acquisto), o con richiesta rivolta al Data Protection Officer (DPO) al seguente indirizzo [dpo@adr.it](mailto:dpo@adr.it). I dati di contatto del Data Protection Officer sono disponibili su [www.adr.it](http://www.adr.it)

# E-COMMERCE REGULATION

## General Terms and Conditions for Online Sales of Airport Services

### 1. Subject

1.1. These General Terms and Conditions for Sales of Airport Services ("General Terms and Conditions for Sales") govern the sales of airport services (Fast Track, VIP Lounge, Parking, Meeting Rooms and Premium Showers; hereinafter referred to jointly as "Passenger Services") offered by Aeroporti di Roma S.p.A. (hereinafter "ADR"), a company subject to the management and coordination of Atlantia S.p.A., with registered offices in Via Pier Paolo Racchetti, 1 - 00054 Fiumicino (Rome), Tax Code and Rome Register of Companies no. 13032990155 - VAT No. 06572251004 - Share capital 62,224,743.00 fully paid up, through the website [www.romeairports.com](http://www.romeairports.com). The terms and conditions applicable to each airport service are indicated below.

1.2. The Customer must carefully read these General Terms and Conditions for Sales before purchasing Passenger Services.

1.3. By making a purchase, according to the terms and methods provided for each service in these General Terms and Conditions for Sales, the Customer states to know and accept these General Terms and Conditions for Sales and the documents referred to herein, including the Privacy Policy.

1.4. ADR reserves the right to update these General Terms and Conditions for Sales at any time. The updated version of these General Terms and Conditions for Sales is always available on the site [www.romeairports.com](http://www.romeairports.com).

### 2. Passenger Services

#### 2.1. Fast Track

2.1.1. The Fast Track service allows faster access to the gates via a dedicated lane. Lanes reserved for this purpose are currently present at the Rome-Fiumicino International Airport "Leonardo da Vinci" and at the Rome-Ciampino International Airport "G. B. Pastine".

2.1.2. In order to use the Fast Track service, the Customer must have: a) a travel document and valid boarding card; b) the QR code sent by ADR at the time of booking or the voucher issued by ADR in the cases described below, which must be shown upon entry to the reserved lanes.

2.1.3 The cost of the Fast Track service is per passenger. The Fast Track service is free for passengers between 0 and 12 years old when accompanied by a paying adult.

2.1.4. Customers intending to use the Fast Track service must in any case always following the security regulations in force at the airport and the handler's policy relating to transporting hand luggage.

2.1.5. Failure to use the service due to incidental causes of any nature, including force majeure, will only give the Customer the right to request a new voucher that can be used without a time limit.

2.1.6. ADR will not be held responsible in the event that a flight is missed due to a delay in reaching the departure gate and will not be held responsible if a passenger is denied access to the boarding area due to failure to follow the airport security regulations in relation to hand luggage. Furthermore, ADR will not be held responsible in the event of any inconvenience deriving from a high number of users of the Fast Track service and disclaims all responsibility with respect to any damages caused by passengers during the use of the Fast Track service.

2.1.7. Customers can modify their Fast Track Order no later than 24 hours before the entry time shown on the Order by sending an e-mail to [welcomevipservice@adr.it](mailto:welcomevipservice@adr.it). In the event of a change to the time, Customers will receive a voucher that can be used within 24 months for a subsequent purchase of the same service. In the event of failure to use (no-show) or a request to change the booking after the indicated time (24 hours), the purchaser will not be entitled to reimbursement or to use the service at a later time. Cancellation of the Fast Track service or reimbursement of the Order is not possible in accordance with the provisions of Art. 59, paragraph 1, letter n) of the Italian Consumer Code.

2.1.8. To request information regarding the Fast Track service an e-mail can be sent to [welcomevipservice@adr.it](mailto:welcomevipservice@adr.it) indicating the required service, the number of passengers, the contact details of a contact person, the date and the incoming and/or outgoing flight.

## **2.2. VIP Lounge - Aviapartner (after security controls - Pier D and E Non-Schengen)**

2.2.1. The purchase of the VIP Lounge service includes all the comforts and exclusive services offered in the two VIP lounges equipped with comfortable air-conditioned lounges, dedicated staff, daily newspapers and magazines, bar and buffet service, and flight information in real time. The above services are managed by the company Aviapartner.

2.2.2. The two VIP lounges, available for purchase on the [www.romeairports.com](http://www.romeairports.com) website, are located after the security controls at Rome–Fiumicino International Airport “Leonardo da Vinci”:

a) Passenger Lounge Pier D Schengen, transfers Boarding Area D;

b) Passenger Lounge Pier E non-Schengen.

The full list of VIP lounges at Rome–Fiumicino International Airport “Leonardo da Vinci” is also available at the following address: [www.adr.it/vip-lounge](http://www.adr.it/vip-lounge). Within the airport there are dedicated signs that make it easy to find the lounges. Only the two lounges mentioned in this section can be purchased via the [romeairports](http://romeairports.com) website.

2.2.3. It is necessary to adhere to the VIP lounge opening hours. In the event of flight delays, the lounges will not be kept open beyond the indicated times. The VIP lounges can be accessed Monday to Sunday during the following times:

a) Passenger Lounge Pier D Schengen - 05:30 to 20:30;

b) Passenger Lounge Pier E Extra-Schengen - 06:45 to 23:45.

2.2.4. In order to access the VIP lounges, the Customer must have a boarding card and present the Order Confirmation sent by ADR at the time of booking the service. The documents purchased will be collected by staff in the lounge, who will check their validity.

2.2.5. The cost of the VIP Lounge service is per passenger. The VIP Lounge service is free for passengers between 0 and 12 years old when accompanied by a paying adult.

2.2.6. Failure to use the service due to incidental causes of any nature, including force majeure, will exclusively give the Customer the right to receive a new voucher that can be used without time limits.

2.2.7. Furthermore, ADR will not be held responsible in the event of any inconvenience deriving from a high number of users of the VIP Lounge service, nor for any damages caused by passengers during use of the VIP Lounge service. ADR also disclaims any responsibility in the event of theft or loss of personal items left unattended by the Customer inside the VIP lounges during use of the VIP Lounge service.

2.2.8. The Customer can modify their VIP Lounge Order no later than 24 hours before the entry time shown on the Order by sending an e-mail to [welcomevipservice@adr.it](mailto:welcomevipservice@adr.it). In the event of a change to the time, the Customer will receive a voucher that can be used within 24 months for a subsequent purchase of the same service. In the event of failure to use (no-show) or a request to change the booking after the indicated time (24 hours), the purchaser will not be entitled to reimbursement or to use the service at a later time. Cancellation of the Welcome VIP service or reimbursement of an Order is not possible in accordance with the provisions of Art. 59, paragraph 1, letter n) of the Italian Consumer Code.

2.2.9. To request information about the VIP Lounge service an e-mail can be sent to [welcomevipservice@adr.it](mailto:welcomevipservice@adr.it) indicating the required service, number of passengers, contact details of a contact person, date and incoming and/or outgoing flight.

### **2.3. VIP Lounge – Hello Sky (T3 Departures – before security controls)**

2.3.1. The purchase of the VIP Lounge - Hello Sky service includes all the comforts and exclusive services of the Hello Sky Lounge, managed by GIS Italia, located in Terminal 3 land side, Departures, adjacent to the Hello Sky Meeting Room, which is signposted.

2.3.2. The service includes:

- a) Access to the lounge;
- b) Open buffet;
- c) À la carte dishes;
- d) Rest area;
- e) Audiovisual device; 47" LCD screen, Polycom and video conference;
- f) Business Corner, Welcome Desk;
- g) Wi-Fi;
- h) Daily newspapers and magazines.

2.3.3. The VIP Lounge can be used for a maximum of 3 hours and is open from 06:00 to 23:00 every day of the year. The service can only be used by persons over the age of 18.

2.3.4. The cost of the VIP Lounge service refers to each individual passenger.

2.3.5. In order to access the VIP Lounge, all users must have a valid identification document. The purchaser must present the Order Confirmation sent by ADR at the time of booking the service. The documents purchased will be collected by staff in the lounge, who will check their validity.

2.3.6. Smoking is not permitted in the Hello Sky VIP Lounge. Failure to comply will result in a € 100 fine from GIS Italia.

2.3.7. ADR will not be held responsible in the event of any inconvenience deriving from the use of the Hello Sky VIP Lounge Service, nor in relation to any damages caused by passengers or users during use of the service. ADR also disclaims any responsibility in the event of theft or loss of personal items left unattended by the Customer inside the Hello Sky VIP Lounge during use of the service.

2.3.8. The Customer can modify their Hello Sky VIP Lounge Order no later than 24 hours before the entry time shown on the Order by sending an e-mail to [info@hellosky.travel](mailto:info@hellosky.travel) or by phoning +300697150200. The order can only be changed once, and only to a period between 4 days before and 4 days after the original order. Cancellation of the VIP Lounge service or reimbursement of an Order is not possible in accordance with the provisions of Art. 59, paragraph 1, letter n) of the Italian Consumer Code. In the event of failure to use (no-show) or a request to change the booking after the indicated time (24 hours), the purchaser will not be entitled to reimbursement or to use the service at a later time.

2.3.9. For information about the Meeting Room service, please consult the website of Hello Sky, which manages the service, at [www.hellosky.travel/en/](http://www.hellosky.travel/en/) or contact Hello Sky at [info@hellosky.travel](mailto:info@hellosky.travel).

2.3.10. Failure to use the service due to incidental causes of any nature, including force majeure, will exclusively give the Customer the right to receive a new voucher that can be used without time restrictions.

2.3.11. The full list of VIP lounges at Rome–Fiumicino International Airport “Leonardo da Vinci” is also available at the following address: [www.adr.it/vip-lounge](http://www.adr.it/vip-lounge). Within the airport there are dedicated signs that make it easy to find the lounges. Only the lounges referred to in these regulations can be purchased via the [romeairports](http://romeairports) website.

## **2.4. Parking**

2.4.1. The Parking service makes it possible to book parking spaces at the Rome–Fiumicino International Airport “Leonardo da Vinci” and at the Rome–Ciampino International Airport

“G. B. Pastine”. The parking purchase is offered by ADR Mobility, a company subject to the management and coordination of Aeroporti di Roma.

2.4.2. Once the Customer has entered the car park, they must follow the instructions received via e-mail and accept the Regulations on the “General Terms and Conditions of Use” displayed in the car park and available also on-line (<http://www.adr.it/web/aeroporti-di-roma-en-/pax-fco-parking> and <http://www.adr.it/web/aeroporti-di-roma-en-/pax-cia-parking2> )

2.4.3. Any changes to the entry/exit date and time shown on the Order Confirmation are possible if the overall duration of the stay has not changed and the following conditions are met:

- in the event of early entry: the entry is brought forward no more than 3 (three) hours than the time shown on the Order Confirmation;
- in the event of later entry: the entry is in any case prior to the exit time shown on the Order Confirmation.

In the event of changes to the duration of the stay shown on the Order Confirmation:

- if the duration of the stay is less than the one shown on the Order Confirmation, no reimbursement of the amount paid by the Customer during the booking will be made;
- if the duration of the stay is more than 3 (three) hours over the one shown on the Order Confirmation, the following full daily fees will apply after the third hour: For Fiumicino: P-Terminal ABCD € 9.50 per day – P-Long stay uncovered € 5.00 per day – P-Long stay covered € 6.00 per day – P-Moto € 8.00 per day – P-Executive T1-T3 € 13.50 per day. For Ciampino: P3 € 6.00 per day, P4 € 8.20 per day, P5 € 7.50 per day, P6 € 3 per day, P7 € 6 per day.

The additional amount must be paid before leaving the car park.

2.4.4. The Customer can cancel or amend their Parking Order no later than one hour before the entry time shown on the Order by accessing the purchase page indicated in the e-mail received, which redirects to the ADR Mobility [easyparking.adr.it](http://easyparking.adr.it) website.

- a) In the event of cancellation, the Customer will receive a voucher valid for 6 months, which can be used for another purchase of the same service at [adr.it/easyparking](http://adr.it/easyparking). The code cannot be reimbursed or exchanged for cash and can only be used for one purchase, and if the stay is shorter, the difference cannot be reimbursed;
- b) In the event of changes to the stay or use of the voucher for stays shorter than the one purchased, the difference cannot be reimbursed. If the change generates a higher price than the one already paid, payment of the difference in price is due. In the event of change to the stay purchased, it will not be possible to change the car park and payment method chosen previously.

2.4.5. To request information regarding the Parking service an e-mail can be sent to [easyparking@adrmobility.it](mailto:easyparking@adrmobility.it) indicating the required service, contact details of a contact person, date and incoming and/or outgoing flight.

## **2.5. Premium Showers**

2.5.1. The Premium Shower service makes it possible to book a shower service at Fiumicino Airport. The service is managed by the company GIS Premium Italia S.r.l., a commercial partner of Aeroporti di Roma.

2.5.2. The Premium Shower service is located in Terminal 3 land side, Departures, close to the signposted Hello Sky Meeting Room.

2.5.3. The service includes:

- a) Shower kit including towel, shower gel, slippers;
- b) Spacious shower cubicle;
- c) Private bathroom;
- d) Hairdryer;
- e) Mirror.

2.5.4. As an add-on to the Premium Service, the Lounge Service can be requested for an additional cost of €20 or breakfast for €15, which can be booked in person.

2.5.5. The maximum duration of the Service is 30 minutes. Open 07:00 to 21:00.

2.5.6. Only one person is permitted entry at a time. The service can only be used by individuals over the age of 18.

2.5.7. In order to access the Premium Shower, the user must have a valid identification document. The purchaser must present the Order Confirmation sent by ADR at the time of booking the service. The documents purchased will be collected by staff in the lounge, who will check their validity.

2.5.8. Smoking is not permitted in the Premium Shower. Failure to comply will result in a € 100 fine from GIS Italia.

2.5.9. ADR will not be held responsible in the event of any inconvenience deriving from the use of the Premium Shower Service, nor in relation to any damages caused by passengers or users during use of the service. ADR also disclaims any responsibility in the event of theft or loss of personal items left unattended by the Customer inside the Premium Shower during use of the service.

2.5.10. The Premium Shower Order cannot be changed. For any communication the Customer can send an e-mail to [info@hellosky.travel](mailto:info@hellosky.travel) or phone +300697150200.

Cancellation of the Premium Shower service or reimbursement of an Order is not possible in accordance with the provisions of Art. 59, paragraph 1, letter n) of the Italian Consumer Code. In the event of failure to use (no-show) or a request to change the booking after the indicated time (24 hours), the purchaser will not be entitled to reimbursement or to use the service at a later time.

2.5.11. For information about the Premium Shower service, please consult the website of Hello Sky, which manages the service, at [www.hellosky.travel/en/](http://www.hellosky.travel/en/) or contact Hello Sky at [info@hellosky.travel](mailto:info@hellosky.travel).

## **2.6. Meeting Rooms**

2.6.1. The Meeting Room service makes it possible to book a meeting room at Fiumicino Airport. The service is managed by the company GIS Premium Italia S.r.l., a commercial partner of Aeroporti di Roma.

2.6.2. The Meeting Room is located in Terminal 3 land side, Departures, and is signposted. The room hosts up to a maximum of 10 people and the entry price guarantees:

- a) Access to the Hello Sky Lounge;
- b) Open buffet;
- c) Rest area;
- d) Audiovisual devices (47" LCD screen, Polycom and video conference);
- e) Business Corner;
- f) Welcome Desk;
- g) Wi-Fi;
- h) Daily newspapers and magazines.

2.6.3. The Meeting Room price varies based on the duration of the service (minimum 1 hour to maximum 6 hours). The cost of the service refers to the entire Meeting Room and is not based on the number of users, which cannot be more than 10.

2.6.4. The Meeting Room is open from 07:00 to 23:00 every day of the year. The service can only be used by individuals over the age of 18.

2.6.5. In order to access the Meeting Room, all users must have a valid identification document. The purchaser must present the Order Confirmation sent by ADR at the time of booking the service. The documents purchased will be collected by staff in the lounge, who will check their validity.

2.6.6. Smoking is not permitted in the Meeting Room. Failure to comply will result in a € 100 fine from GIS Italia.

2.6.7. ADR will not be held responsible in the event of any inconvenience deriving from the use of the Meeting Room Service, nor in relation to any damages caused by passengers or users during use of the service. ADR also disclaims any responsibility in the event of theft or loss of personal items left unattended by the Customer inside the Meeting Room during use of the service.

2.6.8 The Customer can modify their Meeting Room Order no later than 24 hours before the entry time shown on the Order by sending an e-mail to [info@hellosky.travel](mailto:info@hellosky.travel) or by phoning +300697150200. Cancellation of the Meeting Room service or reimbursement of an Order is not possible in accordance with the provisions of Art. 59, paragraph 1, letter n) of the Italian Consumer Code. In the event of failure to use (no-show) or a request to change the booking after the indicated time (24 hours), the purchaser will not be entitled to reimbursement or to use the service at a later time.

2.6.9. For information about the Meeting Room service, please consult the website of Hello Sky, which manages the service, at [www.hellosky.travel/en/](http://www.hellosky.travel/en/) or contact Hello Sky at [info@hellosky.travel](mailto:info@hellosky.travel).

### **3. Procedure for purchasing the Passenger Services**

3.1. In order to purchase the Passenger Services, the Customer must send a specific purchase order ("Order") by accessing the related page on the [www.romeairports.com](http://www.romeairports.com) website, selecting the chosen service(s) and providing the required information.

3.2. Before sending the Order, the Customer must have read and accepted these General Terms and Conditions for Sales and the documents mentioned herein, including the Privacy Policy.

The details provided by the Customer can be modified/corrected before sending the Order.

3.3. Sending the Order constitutes a contractual offer of purchase of the service(s) indicated in the Order and is binding for the Customer.

3.4 By sending the Order, the Customer states that they have received the information under Art. 49 of the Italian Consumer Code and specifically, that they have read and accepted the conditions and limitations provided for exercising the right to withdraw from the individual airport services available, and to have been informed in advance, pursuant to Art. 51, paragraph 2 of the Italian Consumer Code, that sending the Order leads to the obligation to pay the amount due.

3.5. ADR reserves the right not to accept the Order, for example, in the event of:

- unsuccessful payment for any reason;
- fraudulent behaviours or risk of such in use;
- saturation of available places;
- unavailability of the service.

3.6. The purchase of the Passenger Services shown in the Order concludes with the issue of a booking number sent to the Customer to the e-mail address provided during booking. The sale will be considered complete when ADR sends the Customer an Order Confirmation e-mail relating to the requested service(s) ("Order Confirmation"), containing:

- name and surname of the Customer or corporate name of the legal entity requesting the Order;
- summary of the Passenger Services requested with the Order alongside the methods of use;
- price of the Passenger Services requested with the Order;
- identification PIN of the transaction;

- QR code for Fast Track service bookings.

3.7 For any claims, an e-mail can be sent, indicating the name of the requesting party, date of purchase of the service and description of the claim, to the following addresses:

- a) Fast Track Service: [welcomelvipservice@adr.it](mailto:welcomelvipservice@adr.it)
- b) VIP Lounge Service: [welcomelvipservice@adr.it](mailto:welcomelvipservice@adr.it)
- c) Parking Service: [easyparking@adrmobility.it](mailto:easyparking@adrmobility.it)

#### **4. Payments – Payment Methods – Invoicing**

4.1. The price of services must be considered to include VAT, except for the cases detailed below. When providing services to customers who do not live in Italy (whether EU or non-EU citizens), we cannot comply with VAT due to the absence of the residency condition (under Article 7-ter of Italian Presidential Decree no. 633/72): the price remains the same regardless (and in this case it will be net of the VAT not collected).

4.2. No additional surcharges shall be made in addition to those identified at the time of purchase except for any bank or postal fees.

4.3. All payments by the Customer can take place only through American Express, Visa, Mastercard, Diners and Maestro credit cards.

4.4. Some data relating to the order number, the amount to be paid and payment completion, which are necessary in order to purchase the required service, will be exchanged between ADR and the Bank on dedicated protected lines and with all the assurance provided by the use of security protocols implemented by the payment systems. ADR does not store personal data or the credit card number used in the purchase, as this information is managed exclusively by the Bank.

4.5. The sums relating to the services provided will always be invoiced by ADR. To this end, during the on-line purchase, the customer will need to complete the sections relating to personal and tax details. When the payment transaction is complete, ADR will send the invoice relating to the purchased service via email, to the email account provided.

#### **5. Cancellation and Changes to the Order**

5.1. Once the Customer has received the Order Confirmation, they can request the cancellation of their Fast Track or Parking booking according to Art. 2.1.7 and Art. 2.3.5 of these General Terms and Conditions for Sales. However, cancellation of a VIP Lounge service Order is not possible in accordance with the provisions of Art. 2.2.9 of these General Terms and Conditions for Sales.

5.2. Once the Customer has received the Order Confirmation, they can in any case modify their booking relating to the service(s) purchased, according to the provisions in these General Terms and Conditions for Sales.

#### **6. Use of the Passenger Services by Third Parties**

Any individual in possession of the Order Confirmation has the right to use the service(s) purchased regardless of the person who purchased the service or shown on the Order Confirmation as purchaser of the service(s).

## 7. Privacy Policy

During the purchase of the service, ADR will come into possession of personal data of the customer and of any other users of the services, which it will process according to the provisions of this Policy prepared in accordance with existing privacy legislation (European Regulation 2016/679 “GDPR” and Italian Legislative Decree no. 196/03 and subsequent amendments and integrations).

1. Data Controller: Aeroporti di Roma S.p.A. with registered office at via Pier Paolo Racchetti, 1 - 00054 Fiumicino (Rome).
2. Types of data processed: The data processed by ADR S.p.A. includes personal information such as first and last name and e-mail address.
3. Purposes and legal basis of the data processing: ADR S.p.A. will process your personal data, upon your request, only for the purposes of providing the e-commerce airport services for passengers. Providing this data is necessary for these purposes, and if you do not consent, it will not be possible to provide any services requested on-line.

Parties who enter data on behalf of third parties (family members, friends, colleagues, etc.) state that: (i) they have the agreement of the interested party to enter their data and the related request for the service; (ii) they will inform them of the contents of this page.

In addition, your specific and separate consent will be required to use your data for direct marketing purposes, specifically to send you newsletters relating to airport services and air transport, business promotions and institutional advertising. This data is provided voluntarily and, if you do not consent to its processing, the newsletter service will not be provided, without prejudice to the possibility of using the other services relating to the use of the e-commerce service.

4. Data processing methods: The data is processed according to current law by means of manual, electronic and telematic tools, with algorithms strictly connected to the indicated purposes, so as to guarantee the security and confidentiality of the data.
5. Data storage times: Your personal data will be stored only for the time necessary for the purposes for which it was collected, in compliance with the minimisation principle pursuant to Article 5.1. c) of the GDPR, for a period of 5 years. With reference to promotional and marketing purposes, for a period of 3 years consistent with the purposes and in compliance with the related laws in force.
6. Data recipients: Within ADR S.p.A., only parties assigned to data processing by the Data Controller and authorised to perform the processing procedures on the

aforementioned activities will be informed about the personal data you provided. In addition, your data may be processed by the sole third-party companies that ADR may entrust with specific activities and services relating to the management of the service offered, such as ADR Security, ADR Mobility, Aviapartner, GIS Premium Italia, and the company Piksel, the party in charge of processing which manages and maintains the Rome Airports platform. The data will also be used by individuals that manage payment services (bank, post, etc.). Data will also be processed by ENAC as the entity that issues permits at the airport's premises. Furthermore, this data may also be communicated to the relevant Public Authorities, according to the requirements set out by law. Such data will not be shared.

7. Rights of the data subjects: Finally, we inform you that Articles 15-22 of the GDPR provide data subjects with ways to exercise their specific rights; data subjects can obtain from the Data Controller: access, correction, deletion, limits on processing, removal of consent as well as the portability of the data pertaining to them. The data subject also has the right to refuse permission to process the data. If you exercise your right to refuse permission to process your data, the Data Controller reserves the right not to follow up on your appeal and thus to proceed with the processing in the event that there are legitimate reasons to proceed with the processing that prevail over the interests, rights and liberties of the data subject. The rights mentioned above can be exercised either by accessing your booking (e-mail link received at the time of purchase), or by a request made to the Data Protection Officer (DPO) at the following address: [dpo@adr.it](mailto:dpo@adr.it). The Data Protection Officer's contact details are available at [www.adr.it](http://www.adr.it).

## **8. General Provisions - Applicable Law - Jurisdiction**

8.1. If any of the provisions contained in these General Terms and Conditions for Sales is declared invalid or non-applicable, this provision will be considered null and void and the other provisions will remain fully valid and effective.

8.2. These General Terms and Conditions for Sales, alongside the Privacy Policy and the documents mentioned therein constitute the single and whole agreement between ADR and the Customer regarding the use of the Passenger Services.

8.3. Italian law will govern and make effective all rights, duties and obligations deriving from or relating in any way to the subject of this Contract.

8.4. Any dispute arising in relation to the interpretation, application or execution of this Contract will be deferred to the exclusive jurisdiction of the Italian Consumer Court, pursuant to Italian Legislative Decree no. 206 of 6 September 2005, where this jurisdiction is applicable. If this is not the case, the Court of Rome will have exclusive jurisdiction.