

OPERATOR T&CS: USE AND ACCESS POLICIES OF THE VIP LOUNGES

GESTIÓ I SERVEIS TRADE CENTER (hereinafter referred as "GIS") in order to make the stay at the VIP Lounges more pleasant and fulfilling for all its clients operates in relation with the use and access policies as following:

- It is mandatory that the Client checks-in at the reception desk of the Lounge in order to access to the VIP Lounge. The Personal Data of the Client is strictly confidential, please keep your turns and wait in the line giving the rest of the Clients privacy in order to wait for the access at the Lounge. If you don't travel alone please make sure that your guest is correctly identified and authorized.
- Each access is accepted for a period of three hours in the Lounge. After this period of time, the Client that wishes to extend the stay must buy another access.
- During the stay at the Lounge, in order to make it more pleasant for all its clients, we ask all the clients to keep a low volume of voice, keep it discreet and with headphones when using electronic devices.
- If the Client during the stay at the Lounge wishes to exit the room, it is mandatory, in order to be able to enter again, to inform the receptionists or lounge supervisor. The boarding pass and the card/voucher that entitles the client to have access to the lounge will be asked again.
- For hygiene reasons, we ask our Clients to make a good use of the Lounge premises. It is strictly prohibited to walk barefoot, put the feet on the tables, chairs or sofas of the Lounge and make any non-diligent use of the furniture. It is prohibited to use the sofas as bed and sleep on them.
- We ask all the Clients to be organized and make a responsible and good use of the Lounge. In case any Client observes a non-diligent use, please inform the personal at the entry desk.
- Minors are welcomed to the Lounge. No minor would be permitted its access to the Lounge without the company of an adult. For safety reasons we ask the Clients that travel with children and minors to keep an eye on them at all times. The behaviour of the children and minors must be in accordance with the policies of the Lounge. It is strictly prohibited to play with balls, run, jump and make loud noises. We ask the parents and the adults that accompany the minors to keep them quiet at all times. Minors are not allowed to be alone in the Lounge.

- In accordance with the Italian Laws it is strictly prohibited to smoke in the Lounge premises. The Lounge has smoke detectors and anyone smoking will be asked to leave the Lounge and airport security will be informed.
- We ask our Clients to look after their personal belongings at all times. GIS will not be held responsible for any loss nor disappearance, robbery or prejudice that those objects might suffer in the Lounge.
- Consumption of goods in the Lounge are exclusive for Lounge clients. It is not permitted to take the food and goods out of the Lounge, including newspapers and magazines. If you wish to consume an alcoholic drink please consult the variety that we offer at your disposal in the Lounge or ask our personal to assist you in anything you need.
- The announcement of the boarding hours and times and also the information of the flights appear in the TVs disposed around the Lounge. We ask our clients to keep attention to the information at all times. The personal at the Lounge is at the disposal of the client for any questions or needs that they might have. Boarding callings will not be done via sound system at the Lounge.
- The Lounge reserves its right to refuse admission to any passenger that does not attend and behaves properly in accordance with the code of conduct of the Lounge.
- GIS reserves its right to refuse the entry to any Client in the following situations:
 - If the Lounge reaches its maximum capacity.
 - Due to safety reasons or any other regulation of this kind.
 - If the Client or its companions is/are drunk or under the effect of prohibited drugs or narcotic substances.
 - Clients that due to their behaviour generate unpleasantness or discomfort to other clients and users of the VIP Lounge.
 - If the Client or its companions are not well dressed accordingly with the Lounge policies. It is strictly prohibited to be naked in the Lounge and all its premises, as well as wearing bikinis or any bathing suit. Guests will not be allowed to enter the VIP Lounge if their attire is not in accordance with the policies of the Lounge.
 - If the Client consumes a prodigious amount of alcoholic drinks (GIS recommends a moderate consume, and advises 2 alcoholic drinks per person as a maximum).
 - Minors that consume alcoholic drinks which is strictly prohibited
 - Clients wearing clothes with symbolism that incites violence, racism or xenophobia.

- GIS has at the disposal of the Client a book of complaints and suggestions. Please ask the personal at the entry desk of the Lounge for complaint sheets.
- The Client undertakes that he/she will behave appropriately and will not put in danger any other guests or damage the Lounge and its premises during its stay at the Lounge.
- If at any moment, during the stay at the Lounge, the Client is arrested, retained or evicted of the VIP Lounge, the access cost will not be refunded as a result of his/her conduct.