

## **TERMS AND CONDITIONS FOR ONLINE BOOKING OF VIP LOUNGES AT AIRPORTS**

### **1.- PURPOSE**

This document sets out the terms and conditions for purchasing access to VIP lounges using the Vueling Airlines, S.A. website or App.

Acceptance of these General Conditions is a prerequisite, essential and obligatory for you to be able to contract the services described here. You will not be able to make a booking unless you confirm that you have read and accepted these Conditions of Sale. The User declares that he/she is of legal age and has the necessary legal capacity to contract the services offered.

### **2.- CONDITIONS OF SERVICE**

The VIP lounge booking services are intended for end consumers, for their own use and enjoyment or for the use and enjoyment of the persons on whose behalf the User declares to be legally authorised to act, as provided for in General Law 26/1984, of 19 July on the Defence of Consumers and Users, and Royal Legislative Decree 1/2007, of 16 November, approving the consolidated text of the General Law for the Defence of Consumers and Users and other supplementary laws. Therefore, the resale or transfer of the contracted services is totally prohibited.

### **3.- IDENTIFICATION**

The user will be required to have their ID, passport or other valid identification document to access the booked VIP lounge. They will also be asked to present their ticket or boarding pass to gain access.

Failure to use this service due to not having the necessary documentation is the sole responsibility of the user and will not give rise to the refund of the amounts paid for this service. The user shall check the documentation required in the Terms and Conditions of the VIP Lounge in question, as these may vary depending on the airport.

### **4.- RULES FOR USE OF THE LOUNGES**

For VIP Lounges managed by AENA, the following rules of use will apply. Please therefore consult the rules of use of each particular VIP Lounge in advance, as there may be differences to the following:

- a. You must register your access to the VIP Lounge at the welcome desk. Your data is confidential, so please respect personal space while waiting and keep a prudential distance from the customer in front of you. If you have a companion, he or she must also be properly identified and accredited.
- b. While in the Lounge, in order to maintain a relaxed atmosphere, please show discretion and hold conversations in a calm, quiet tone. Please keep your electronic devices at a reasonable volume.

- c. The maximum scheduled stay time in any of our VIP Lounges will be four (4) hours, immediately prior to the scheduled departure time of the flight that appears on the boarding pass of the users who access the Lounge. In the event of delays in the departure of flights, this period may be extended by the duration of the corresponding delay.
- d. If customers decide to leave the Lounge during your stay, they will be required to show their accreditation again when re-entering.
- e. For hygiene reasons, it is forbidden to go barefoot in the Lounge and to put your feet on sofas and tables. Lying on the sofas is not permitted.
- f. Pets are allowed in the lounge; however, please note that they must remain in their carry case throughout their stay.
- g. To keep the facilities in perfect condition, please be tidy, use the Lounge in a responsible manner and report any irregularity to the Lounge staff
- h. If travelling with children, please control their behaviour. Running, jumping, playing ball and shouting are not allowed. Under no circumstance may unaccompanied children be inside the Lounge.
- i. As is the case throughout the airport, smoking is not permitted; this includes electronic cigarettes.
- j. Do not leave any personal items unattended. The VIP Lounge shall not be held liable for any theft, deterioration, breakage or damage that your belongings may suffer.
- k. Consumibles must be used exclusively in the Lounge and it is forbidden to remove them from the Lounge. If you wish to have an alcoholic drink, ask our staff about the range of drinks available in the Lounge.
- l. If you wish, please ask at the welcome desk for the TV remote control, a mobile charger or any of the various kits available (for showers, sewing, shoe cleaning or feminine personal hygiene).
- m. The VIP Lounge has free Wifi for all its customers.

Please remember that each VIP Lounge has its own rules of use and they may not necessarily be the same as those indicated above. It is the user's sole responsibility to consult and respect them.

## **5.- PRICE**

The final prices of the services shown on screen include VAT and any other state, regional or local tax that may be applicable at current rate at the time of booking. Special offers, promotions or discounts, if any, will be valid until the date indicated or while stocks last.

Vueling Airlines will not refund any amount when the enjoyment of the arranged service is the sole responsibility of the user.

## **6.- MODIFICATION OF THESE TERMS AND CONDITIONS AND CAVEATS**

Vueling Airlines, S.A. reserves the right to modify the conditions and warnings applicable to these General Conditions. Vueling Airlines may change these conditions, informing users accordingly; the parties hereby agree that this requirement shall be met with the publication of the changes on Vueling's website [www.vueling.com](http://www.vueling.com) or via any other reliable means.

## **7.- OTHERS**

- i. The user hereby confirms that they understand and accept that the VIP Lounge service provided is a service provided by an external provider contracted by Vueling Airlines, S.A. In the event of a conflict between these Terms and the terms and conditions of the Provider, owner or manager of a Lounge, the latter shall take priority and prevail over these Terms.
- ii. Any access tickets, plane tickets or vouchers presented at the VIP Lounge reception shall be deemed invalid if they have been tampered with or if their identification number is not clearly legible. In this case, they will not be refundable either.

## **8.- CONFIDENTIALITY AND PROTECTION OF PERSONAL DATA**

For information on the processing of your personal data, please consult our Privacy Policy: <https://www.vueling.com/es/atencion-al-cliente/politica-de-privacidad>.

## **9.- APPLICABLE LAW AND COMPETENT JURISDICTION**

These Conditions shall be interpreted, governed and applied in accordance with the provisions hereof and in applicable Spanish legislation. In general, the terms and Conditions are subject to the provisions of Law 7/1998, of 13 April, on General Contracting Conditions, General Royal Legislative Decree 1/2007, of 16 November, for the Defence of Consumers and Users as amended by Law 3/2014, Organic Law 15/1999, of 13 December, on the Protection of Personal Data, Organic Law 3/2018, of 5 December, on the Protection of Personal Data and guarantee of digital rights, Law 7/1996, of 15 January, on the Regulation of Retail Trade, Law 34/2002 of 11 July, on Information Society Services and Electronic Commerce and any other applicable local or regional regulations.

For any dispute arising from the existence, access, use or content of the Conditions of Sale, the contracting parties, expressly waiving any other jurisdiction they may be entitled to, submit to the exclusive jurisdiction and competence of the Courts and Tribunals of Barcelona. However, in cases where the interested party is considered to be a "consumer" of the services, the above clause of submission shall not apply. Instead, the applicable jurisdiction shall at all times be the one corresponding to them on the basis of their consideration as a consumer.