

## **SJSC "RIGA INTERNATIONAL AIRPORT" TERMS AND CONDITIONS FOR THE USE OF VIP CENTRE SERVICES**

### **1. Description of the VIP Centre Services**

- 1.1. The Airport VIP Centre provides top quality Services to Airport passengers, persons meeting and seeing off passengers and guests (hereinafter - the Customers), providing an individual approach in comfortable conditions, in accordance with Service description and the current Pricelist of Airport Services.
- 1.2. The VIP Centre Service includes the Customer's stay in the VIP Centre premises, document processing, passport and customs control process, baggage check-in and receipt, passenger and hand baggage security control, escorting and/or meeting at aircraft with a VIP Centre vehicle, as well as rental of business premises and other services in accordance with the Service description and Pricelist.
- 1.3. The Services are available to all Customers regardless of the carrier and in accordance with the Pricelist.

### **2. Conditions for Booking Services**

- 2.1. Services are provided subject to advance booking. Booking should be made no later than 24 hours before the Service (scheduled departure or arrival time). Service bookings made less than 24 hours prior to the Service will be evaluated based on the availability of premises and resources. Bookings made less than 6 hours before the Service will be charged an additional fee (in accordance with the Pricelist).
- 2.2. The Service can be booked by filling in the electronic request form on the Airport website: [www.riga-airport.com](http://www.riga-airport.com); by sending a request to the e-mail address: [VIP@riga-airport.com](mailto:VIP@riga-airport.com) or by calling +371 20220059.
- 2.3. The booking should contain the following data: passengers' name, surname, flight date, time, flight number, destination, method of payment, contact information, vehicle number plates, which require access to the VIP Centre.
- 2.4. The Service booking takes effect as soon as the confirmation sent by the VIP Centre electronically is received; confirmation will be sent to the Customer no later than within 3 hours from the receipt of the Service booking during the period from 6:00 to 21:00, outside the specified time within 9 hours from the receipt of the Service booking.
- 2.5. For diplomatic and consular missions, international organisations and institutions of the European Union, as well as organisations and institutions of the European Union and institutions of the Republic of Latvia, Service bookings should be made using the official form of the respective institution and it should be certified by the signature of the authorized person.

### **3. Payment and Cancellation of Services**

- 3.1. Service prices and Service description are available in the current Pricelist, which can be found on the Airport's website: [www.riga-airport.com](http://www.riga-airport.com) or at the VIP Centre.

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- 3.2. Services are provided subject to full prepayment. For the provision of Services, in addition to the information referred to in Paragraph 2.3, the Customer's credit card details may be required
- 3.3. Payment for the Service can be made by prepaid invoice/bank transfer, credit card payment online, or by credit card or as a cash payment at the VIP Centre before receiving the Service.
- 3.4. The prepayment is not required for diplomatic and consular missions, international organisations and institutions of the European Union as well as authorities and institutions of the Republic of Latvia whose applications have been received on official forms of the respective institution (mission, organisations, authority), which are certified by the signature of the authorised person, as well as for cooperation partners with whom a Service agreement has been concluded.
- 3.5. The price of the Service includes the Customer's (passenger's) stay at the VIP Centre for two hours before the scheduled time of departure or for two hours after the actual time of arrival. For a stay outside this period of time, a fee for the rent of premises will be calculated in accordance with the Pricelist.
- 3.6. The fee is not calculated in case of flight delays due to bad weather conditions or technical problems of aircraft.
- 3.7. Customers who cancel the pre-booked Service at least two hours before the arrival/departure will not be charged for the Service, and the payment for the Services not provided will be returned.
- 3.8. Customers who cancel the pre-booked Service less than two hours before the arrival/departure will be charged the full price of the Service.

### **4. Conditions for the Refusal of the Service**

- 4.1. In case of applying for the Service in accordance with Paragraph 2.1 when assessing the cases provided for in Paragraph 4.2, the VIP Centre has the right to refuse the Service request or deny the Service also after the initial confirmation.
- 4.2. The VIP Centre, by timely informing the Customer, may refuse the Service request in the following cases: insufficient resources and capacity, privacy reasons related to the presence of a VIP person, for security and safety considerations, due to force majeure circumstances, offering alternative solutions to the Customer.
- 4.3. Upon occurrence of force majeure circumstances, the payment for the Service is not returned.

### **5. Customer's Rights and Obligations**

- 5.1. Customers have a duty to send (in a timely and correct manner) all the data needed for the booking such as the number of passengers, their names and surnames, the name of the airline, flight number and other information necessary for the provision of the Service.
- 5.2. The Customer is responsible for the validity of airline tickets, valid travel documents both in the country of departure and in the country of arrival or transfer on a connecting flight.
- 5.3. Customers must observe the general safety and transport regulations of the European Union, the Republic of Latvia, the Airport and the respective

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airline, and to be sure that the rules and dimensions of the cabin baggage comply with the set standards.

- 5.4. The use of the Service does not in any way release the Customer (passenger) from the general standards of passenger servicing at the Airport: security controls, border crossing and customs procedures; the use of the Service does not give the right to disregard the scheduled check-in times and/or the rules for the carriage of the airline.
- 5.5. Minors must be accompanied by an adult.
- 5.6. For departing Customers (passengers), the recommended arrival time at the VIP Centre is one hour before the scheduled flight; passengers on long-haul flights and/or with non-standard or large number of hold baggage units should arrive at the Airport one and a half hours before the scheduled flight.

### **6. Confidentiality and Privacy Policy**

- 6.1. Processing of the personal data of the Airport's Customers is carried out in good faith and in accordance with the applicable laws and regulations, incl. General Data Protection Regulation (EU) 2016/679.
- 6.2. The personal data of the Airport's Customers are processed by the VIP Centre for the provision of the Services; Customer personal data are not used or processed for other purposes.
- 6.3. The VIP Centre guarantees that its employees who are responsible for handling of Customer's personal data are committed to complying with the confidentiality obligations.
- 6.4. When booking and receiving the Service, Customer personal data will be processed in accordance with Annex 1 to these Terms and Conditions.
- 6.5. Full details of data processing can be found on the Airport's website in the "Privacy Policy" section.
- 6.6. Any disputes and disagreements are resolved through mutual negotiations. If the Airport and the Customer cannot agree, then any dispute, disagreement or claim relating to the use of the Service will be settled by a court of law of the Republic of Latvia in accordance with the effective laws and regulations of the Republic of Latvia. 6.7. VIP Centre staff are responsible for monitoring the compliance with the Terms and Conditions.

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### Information about the Processing of Personal Data when Booking and Receiving VIP Centre services

Personal data	Purpose of processing	Legal basis	Data recipients	Storage period
Booking data: names/surname of passengers, flight date, flight time (departure time from Riga, arrival time in Riga), flight destination, contact details (passenger or applicant), vehicle number plate, type of payment	Making a booking	Article 6 (1) (a) and (c) of the General Data Protection Regulation - consent of the data subject and fulfilment of a legal obligation	1) RIX VIP 2) Border Guard 3) Customs 4) Airlines	Five years
Name, initials, address, type of person (VIP client/contact person), organization, special wishes	Provision of a VIP service	Article 6 (1) (a) and (c) of the General Data Protection Regulation - consent of the data subject and fulfilment of a legal obligation	1) RIX VIP 2) Border Guard 3) Customs 4) Airlines	Five years
Information about the organization: name, address, postal code, permanent residence, country, code, cost centre, reference number, VAT number, credit card/invoice details. Invoice: invoice amount. For natural persons: name, surname, personal identity number	Invoice preparation	Article 6 (1) (a), (c) and (f) of the General Data Protection Regulation - consent of the data subject, the performance of legal obligations and the safeguarding of legitimate interests	1) RIX VIP	Five years after the last booking