

VIP Lounge Terms and Conditions at Wrocław Airport

1. General Provisions
 - 1.1. To use the VIP Lounge, a service reservation must be made at least 24 hours in advance and confirmed.
 - 1.2. Reservations can be made through the airport's website <https://airport.wroclaw.pl/> or by sending an email to vip@airport.wroclaw.pl.
 - 1.3. If the VIP service is reserved less than 12 hours before the scheduled departure or arrival, the passenger will be charged 50% of the service fee, regardless of whether the service is ultimately provided or cancelled.
2. Cancellation Policy
 - 2.1. Reservations can be canceled no later than 12 hours before the scheduled service time.
 - 2.2. If the reservation is canceled after this deadline, the customer will be charged 50% of the service fee.
 - 2.3. Cancellations must be made in writing via email to vip@airport.wroclaw.pl.
3. Rules for Using the VIP Lounge
 - 3.1. Only individuals listed in the reservation form are allowed to stay in the VIP Lounge.
 - 3.2. Departing passengers must report to VIP service at least 60 minutes before the scheduled departure time, or 90 minutes before if they have additional checked baggage.
 - 3.3. Children under the age of 3 traveling with adults can use the VIP service free of charge.
 - 3.4. Catering services can be ordered through an additional request in the reservation form. The menu and pricing will be sent via email.
 - 3.5. The VIP service reserves the right to refuse service in cases of incorrect data submission or inappropriate behavior.
4. Passenger Responsibilities
 - 4.1. Passengers must complete their airline check-in process independently on the airline's website.
 - 4.2. Passengers are responsible for having all necessary travel documents, including visas if required by the destination country.
 - 4.3. Passengers must comply with the airline's baggage policies, including size and weight limitations as specified on the airline's website.
 - 4.4. Wrocław Airport is not responsible for denied boarding due to non-compliance with airline requirements.
 - 4.5. VIP guests are subject to border, customs, and security controls. Passengers must comply with all security procedures.
5. Welcoming and Farewell Guests
 - 5.1. A welcoming or farewell guest may be registered in advance. The passenger must provide the guest's full name in advance.
 - 5.2. These guests may enter the VIP Lounge no earlier than 30 minutes before the arrival or departure of the passenger.
6. Parking Regulations
 - 6.1. The VIP Lounge has designated parking spaces for passengers using the VIP service. The VIP parking fee is not included in the VIP service price. VIP parking can be booked through the airport website or via email along with the VIP service reservation.
7. Changes and Service Cancellation
 - 7.1. In case of security threats, the VIP service may be modified or canceled. Wrocław Airport S.A. is not responsible for any consequences of such changes.
 - 7.2. Wrocław Airport S.A. reserves the right to modify the VIP service booking conditions and will notify affected parties promptly.

These regulations take effect upon publication. Using the service signifies acceptance of the above terms.

Port Lotniczy Wrocław S.A.