

Aeroporto G. Marconi di Bologna Spa  
YOUFIRST Services  
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Email: marconilounge@bologna-airport.it

## General Terms and Conditions

### 1. General provisions

1.1 As the operating company of Bologna Airport, Aeroporto G. Marconi di Bologna Spa – referred to below as BLQ or "we" – offers services named "YOUFIRST" in accordance with the corresponding service descriptions and fees to provide special support and service to passengers when arriving or departing, services provided are subject to these Terms and Conditions.

1.2 YOUFIRST services cannot be used to obtain an exemption from mandatory official measures in the passenger handling process such as passenger screening, passport control or clearing customs.

1.3 We collect, store and process data related to your person, bank accounts etc. as specified in the service request form.

### 2. Orders, changes

2.1 To request a YOUFIRST service, please complete our request form in full, sign it and send it by e mail or fax to the above-named contacts.

2.2 Please request the service as well in advance as possible, giving at least 48 hours' notice for the service (prior to the time at which the service is to begin, based on the departure or arrival time of the passenger requiring services).

2.3 A request becomes a binding order for us only when we have sent confirmation to the customer. Even when the request is sent within the time periods stated in 2.2, the service is still subject to availability of resources and therefore can't be granted as a given standard.

2.4 Please be sure to inform us without delay of any change in the requested services (such as changes in arrival or departures times, number of persons). The changes will not be binding for us until we confirm the amended order.

### 3. Cancellation / non-acceptance of services

3.1 In case of cancellation notified between 48 and 24 hours in advance 50% of total amount will be charged, In case of late cancellation (less than 24h from the scheduled time of service), 100% of the amount will be charged. If passengers are no show, the service will be fully charged.

### 4. Meeting point

4.1 Our personnel will make themselves identifiable at the arranged meeting point. The passengers being assisted must also identify them-selves to our personnel.

## **5. Terms of payment**

5.1 All indicated amounts are net of VAT, which is charged at the current statutory rate. We are entitled to declare full or partial payment to be due in advance. Other-wise our invoices are payable within 30 days of the invoice date.

## **6. Additional services**

6.1 On request we can agree to provide special services not included in regular YOUFIRST services. Special services are provided at an additional charge as stated in YOUFIRST service price list.

## **7. Disclaimer**

7.1 BLQ is not liable for damages resulting from force majeure or other causes for which it is not to blame such as intervention on the part of public authorities or inaccurate information on the order data (arrival or departure times, connection flights, flight destinations, etc.).

7.2 For unexpected events not depending on the VIP Service staff and the Airport, where the assistance doesn't take place as expected, the VIP Service will deny any liability and the assistance won't be refunded.

7.3 All services are provided in conjunction with the airport infrastructure and we are not liable should the Airport authorities temporarily or definitely remove and / or refuse access to, but not limited to, the Fast Track for example