SJSC RIGA INTERNATIONAL AIRPORT
TERMS AND CONDITIONS OF MEET & GREET SERVICES

1. Description of the Meet & Greet services

1.1. Riga Airport (hereinafter – the Airport) provides Services to Airport passengers (hereinafter – Customers) with individual service and personnel support while moving around the Airport, in accordance with their description and the current Price List of the Airport Services.
1.2. The Meet & Greet service includes escorting the Customer to the Airport terminal, Fast Track Security, priority border control and baggage handling in accordance with the service description and the Price List.
1.3. The Services are available to all Customers, regardless of the carrier whose services they intend to use.

2. Service booking conditions

2.1. Services are provided upon prior booking. The Customer shall make a reservation no later than 48 hours before the Service (planned departure or arrival time).
2.2. Service booking can be made by filling out an electronic request form on the Airport's website: www.riga-airport.com.
2.3. Service booking shall contain the following data: type of service, flight date, time, flight number, number of passengers (adults, children up to 12 years of age), passenger list (name, surname), number of checked-in baggage, contact information, payment method, transfer service from/to long-term car park P3, if necessary.
2.4. The booking of the Services shall become effective upon receipt of an electronic confirmation sent to the Customer within 8 hours of the receipt of the booking of the Services.

3. Terms and Conditions of Payments and Service Cancellations

3.1. The prices and descriptions of the Services can be found in the current Price List, which is available on the Airport's website: www.riga-airport.com/en/meet-greet.
3.2. Services are provided after full pre-payment.
3.3. Payment for the Service may be made by pre-paid invoice/bank transfer or credit card or cash payment at the Airport Visitor Centre prior to the receipt of the Service.
3.4. In case of Service cancellation, by informing the Airport not later than two hours prior to arrival/departure, the payment for the unprovided Services will be refunded.
3.5. In case of Service cancellation less than two hours prior to arrival/departure, no refund will be made.

4. Service cancellation conditions

4.1. When requesting a Service in accordance with the provisions of Clause 2.1 and considering the cases referred to in Clause 4.2, the Airport shall have the right to reject or refuse to provide the Service even after its initial approval.

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4.2. The Airport may, by informing the Customer in a timely manner, cancel the Service request in the following cases: safety and security reasons, insufficient resources and capacity, force majeure circumstances, offering alternative solutions to the Customer as far as possible.
4.3. In case of force majeure circumstances, the payment for the Service will not be returned.

5. Customer's rights and obligations

5.1. It is the Customer's responsibility to send in a timely, correct and complete manner all data necessary for the reservation and its provision, such as the number of passengers, the name of the carrier used, the flight number and other information necessary for the provision of the Service.
5.2. The Customer is responsible for the validity of air tickets, valid travel documents in the country of arrival and the country of departure or when using the connecting flight.
5.3. The Customer is obliged to comply with international, European Union, Republic of Latvia, Airport and airline general safety and carriage regulations and to make sure that cabin baggage rules and dimensions comply with specified standards.
5.4. Use of the Services does not exempt the Customer (passenger) from the general passenger service requirements at the Airport – security control, border crossing and customs procedures, nor does the use of the Services entitle the Customer to disregard airline check-in times and/or airline carriage terms and conditions.
5.5. Minors shall be accompanied by an adult.

Information on the processing of personal data when making a reservation and receiving Services provided by the Airport

Personal data	Processing purposes	Legal basis	Data recipients	Storage period
Booking data: flight date, flight time (time of departure from Riga, time of arrival in Riga), flight destination, contact information (passenger or applicant), payment method	Making a reservation	General data protection regulations Article 6, paragraph one Sub-paragraphs a) and c) – consent of the data subject and fulfillment of a legal obligation	Airport	Five years
Information about the organization: name, address, postal code, place of residence, country code, cost centre, reference number, VAT number, credit card/invoice details. Invoice: the amount of the invoice. For natural persons: name, surname, personal identity number.	Preparation of the invoice	General data protection regulations Article 6, paragraph one Sub-paragraphs a), c) and f) — consent of the data subject, fulfillment of legal obligations and provision of legitimate interests	Airport	Five years after the last reservation

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