

SJSC RIGA INTERNATIONAL AIRPORT

Terms of Use of VIP Centre Services

1. Description of VIP Centre Services

- 1.1. The VIP Centre of SJSC "Riga International Airport" (hereinafter – the Airport) provides high-quality services to Airport passengers, persons meeting or accompanying passengers, and guests (hereinafter – Customers), offering an individual approach in comfortable conditions in accordance with the service description and the Airport's applicable Pricelist (hereinafter – the Pricelist).
- 1.2. The VIP Centre service (hereinafter – the Service) includes the Customer's stay in the VIP Centre premises; preparation of travel documents; organisation of identity document and customs control procedures; baggage check-in and collection; provision of security screening for the passenger and their hand baggage; escorting and/or meeting the passenger at the aircraft using the VIP Centre's vehicle; as well as rental of business facilities and other services in accordance with the Service description and the Pricelist.
- 1.3. The Services are available to all Customers, regardless of the airline whose services they intend to use, in accordance with the Pricelist in effect on the date the Service is provided.

2. Conditions for Booking Services

- 2.1. Services are provided based on a booking made and confirmed in advance. Booking should be made no later than 24 hours before the Service (scheduled departure or arrival time). Service reservations made less than 24 hours prior to the Service will be evaluated based on the availability of space and resources. Bookings made less than 2 hours before the Service will be charged an additional fee in accordance with the Pricelist.
- 2.2. The Service can be booked in the following ways: (1) by completing the electronic request form on the Airport's website: www.riga-airport.com/en; (2) by sending a request to the following email address: VIP@riga-airport.com, or (3) by calling +371 20220059.
- 2.3. The booking of the Service shall include the following information: the passenger's first and last name, flight date and time, flight number, destination, payment method, contact details (telephone number and email address), and the registration numbers of the vehicles requiring access to the VIP Centre.
- 2.4. A Service booking shall become effective only upon receipt of confirmation sent electronically by the VIP Centre. The confirmation shall be sent to the Customer no later than 3 hours after receipt of the Service booking request if the request is received between 6:00 and 21:00. Outside these hours, the confirmation shall be sent within 9 hours of receipt of the Service booking request.
- 2.5. By booking the VIP Centre Service and receiving confirmation of the booking, the Customer confirms that they have read the Terms of Use of the Services of the VIP Centre of SJSC RIGA INTERNATIONAL AIRPORT (hereinafter – the Terms of Use), that the Terms of Use are binding on the Customer, and that the Customer agrees to comply with them in full. The Terms of Use are publicly available to the Customer on the Airport's website: [VIP Centre RIX](http://www.riga-airport.com/en).
- 2.6. For diplomatic and consular missions, international organisations and institutions of the European Union, as well as public administration authorities of the Republic

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of Latvia, the Service shall be booked using the official letterhead of the respective institution, signed by a person authorised to represent or duly authorised to act on behalf of the institution, and sent from the institution's official e-address or official organisational email address. The Customer shall be responsible for the accuracy of the information provided therein, in accordance with the requirements of applicable laws and regulations.

3. Payments and Service Cancellation Terms

- 3.1. The Service prices and descriptions are set out in the applicable Pricelist, which is available on the Airport's website: www.riga-airport.com, or at the VIP Centre.
- 3.2. Services are provided with full prepayment. For the provision of the Services, in addition to the information specified in Paragraph 2.3 of the Terms of Use, the Customer may be required to provide their personal identification number or date of birth (for non-residents) and email address for the preparation of payment documents.
- 3.3. Payment for the Service may be made by means of a prepayment invoice/bank transfer, online credit card payment, or credit card or cash payment at the VIP Centre prior to receiving the Service.
- 3.4. If the Customer has chosen to pay by bank transfer, the VIP Centre may request the Customer to provide a copy of the payment order.
- 3.5. Prepayment shall not be required for diplomatic and consular missions, international organisations and institutions of the European Union, as well as public administration authorities of the Republic of Latvia, provided that their requests are submitted on the official letterhead of the respective institution (mission, organisation or institution), signed by a person authorised to represent or duly authorised to act on behalf of the respective institution, and sent from the institution's official e-address or official organisational email address. Prepayment shall also not be required for the Airport's cooperation partners with whom a Service Agreement has been concluded.
- 3.6. 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 2 hours after the actual time of arrival. For a stay outside this period, a fee for the rent of premises will be calculated in accordance with the Pricelist. An additional fee will not be calculated in case of flight delays due to bad weather conditions or technical problems of aircraft.
- 3.7. In the event of cancellation of the Service, provided that the VIP Centre is notified by telephone and by email at VIP@riga-airport.com no later than two hours before the scheduled arrival/departure, payment for the Services not provided shall be refunded.
- 3.8. In the event of cancellation of the Service less than two hours before the scheduled arrival/departure, or in the event of the Customer's failure to appear, 100% of the payment made for the Service shall be retained. If the Service is provided on a post-payment basis, an invoice for the Service shall be issued.
- 3.9. The VIP Centre shall be entitled to refuse and not provide the Service to the Customer if the circumstances specified in Paragraph 4.4 of the Terms of Use have arisen. In such cases, 100% of the payment for the Service shall be retained.

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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 Paragraphs 4.2 and 4.4, 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 may, upon notifying the Customer, refuse to provide the requested Service in the following cases:
 - 4.2.1. Insufficient resources and/or capacity of the VIP Centre;
 - 4.2.2. For privacy reasons associated with the presence of a prominent VIP person;
 - 4.2.3. For reasons of security and safety;
 - 4.2.4. For *force majeure* circumstances;
 - 4.2.5. In the cases specified in Paragraph 4.4 of the Terms of Use.In the event of the circumstances specified in Paragraph 4.2 of the Terms of Use, except for those specified in Paragraph 4.4, the VIP Centre may, where possible, offer the Customer alternative solutions.
- 4.3. Upon occurrence of *force majeure* circumstances, the payment for the Service is not returned.
- 4.4. The VIP Centre shall have the right to refuse to provide the Service or to discontinue the provision of the Service if the Customer is under the influence of alcohol or other intoxicating substances, fails to follow the instructions of Airport staff, or behaves in an offensive and/or disrespectful manner towards Airport staff or other Customers.

5. Customer's Rights and Obligations

- 5.1. The Customer shall be responsible for providing the VIP Centre, in a timely, accurate and complete manner, with all information necessary for booking and providing the Service, such as the number of passengers, passengers' first and last names, the name of the airline used, flight number, payer's details, and any other information required 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. The Customer shall comply with international, European Union and Latvian laws and regulations, as well as the security and carriage rules of the Airport and the airline and shall ensure that the requirements and dimensions of hand baggage comply with the standards specified by the carrier.
- 5.4. Use of the Services shall not exempt the Customer (passenger) from complying with the requirements applicable to passenger handling at the Airport, including aviation security screening, border control, and customs procedures. Use of the Services shall not entitle the Customer to disregard the check-in deadlines and/or carriage rules established by the airline for the flight.
- 5.5. Minors shall be accompanied by their legal or authorised representatives.
- 5.6. The Customer shall be liable for any damage caused by the Customer or by the actions of the passengers, delegation members or guests booked by the Customer while using the VIP Centre Services.
- 5.7. The VIP Centre shall not be liable for the Customer's personal belongings left unattended in the VIP Centre premises or in the vehicle.

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5.8. The VIP Centre shall not be liable for any health problems, deterioration of health or death of the Customer during the provision of the Service. The VIP Centre shall not be liable for any deterioration of health arising from the individual health conditions of a person, pre-existing medical conditions or other circumstances beyond the VIP Centre's control during the provision of the Service.

6. Miscellaneous

- 6.1. The Airport's internal rules and regulations, as set out in the information published for customers on the Airport's website under [House Rules | RIX](#), shall be binding on VIP Centre Customers.
- 6.2. The Customer shall maintain confidentiality and discretion with regard to other visitors to the VIP Centre. The Customer shall ensure that persons using the Service together with the Customer, including passengers, persons meeting or accompanying passengers, delegation members and guests, also maintain discretion and refrain from any conduct that could infringe upon the privacy or legitimate interests of other visitors to the VIP Centre.
- 6.3. The Customer, including persons meeting or accompanying passengers, shall not be permitted to enter or remain in areas of the VIP Centre not designated for them.
- 6.4. Pets may be present in the VIP Centre premises only when accompanied by their owner. Outside designated areas, pets shall be kept on a leash. The Customer shall be fully responsible for the behaviour of their pet and shall ensure that it does not disturb other visitors or staff of the VIP Centre. The Customer shall also be liable for any material loss or damage caused by the pet to the VIP Centre premises, equipment or third parties.

Information about the processing of personal data when booking and receiving VIP Centre Services

Personal data	Processing objectives	Legal basis	Data recipients	Retention period
Booking data: passenger's name, surname flight date, flight time (departure time from Riga, arrival time in Riga); flight destination, contact details (of the passenger or the person making the booking); vehicle registration number, payment method.	Booking	Article 6(1)(a) and (c) of the General Data Protection Regulation – the data subject's consent and compliance with a legal obligation.	1) Airport 2) State Border Guard 3) State Revenue Service 4) Carrier	Five years
Name, initials, address, type of person (VIP Customer/contact person), organisation, special requests.	VIP service provision	Article 6(1)(a) and (c) of the General Data Protection Regulation –	1) Airport 2) State Border Guard	Five years

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		the data subject's consent and compliance with a legal obligation.	3) State Revenue Service 4) Carrier	
Organisation details: name, address, postcode, permanent residence, country, code, cost centre, reference number, VAT number, credit/invoice details. Invoice: invoice amount. For natural persons: first name, surname, personal identity number.	Invoice	Article 6(1)(a), (c) and (f) of the General Data Protection Regulation – the data subject's consent, compliance with a legal obligation and the pursuit of legitimate interests, in accordance with Section 11, Paragraph five of the Accounting Law.	1) Airport	Five years after the last booking