

terms

OF USE OF THE VIP LOUNGE

Aena welcomes you and requests that you please take a moment to read these simple rules, which are designed to promote a pleasant stay for you and for all of our customers.

- Users must register access to the VIP lounge at the reception desk. Your data is confidential, so please respect others' space while you wait and maintain a prudent distance from the customer in front of you. If you bring a companion, he/she must also be identified and accredited.
- During your stay in the lounge, in order to maintain a peaceful ambience, please be discreet, converse in a soft and quiet tone so as not to disturb others. Please lower the volume of electronic devices.
- The maximum time of programmed stay in any of our VIP Lounges shall be four (4) hours immediately before of the programmed time of departure of the flight contained in the boarding pass of the users that access to the VIP Lounges. In case of delays in the departure of lights, this term shall be extended for the duration of the corresponding delay.
- If customers decide to leave the lounge during their stay, accreditation must be presented upon return.
- For hygiene reasons, taking your shoes and socks off is prohibited in the room as is putting feet on the sofas and tables. Lying down on the sofas is not allowed.
- Pets are permitted in the lounge, but please remember that they must remain in their travel box throughout the stay.
- To maintain the facilities in perfect condition, please be tidy, responsible in your use of the lounge and notify the lounge staff of any irregularities found.
- If you are travelling with children, please ensure they are well-behaved. Running, jumping, playing with a ball, and shouting are not permitted. Under no circumstances should children be left unaccompanied in the lounge.
- The same as throughout the airport and under current legislation, smoking is not permitted, including electronic cigarettes.
- Do not leave any personal belongings unattended. The VIP Lounge will not take responsibility for any theft, damage, breakage or any loss that may occur to your belongings.
- Food and drink may only be consumed in the lounge and may not be taken outside this room. If you would like to enjoy an alcoholic cocktail or aperitif, please ask staff for the drinks menu available in the lounge.
- Please ask at the reception desk if you would like the TV remote, a mobile charger or any of the various kits available (shower, sewing, shoe cleaning or feminine hygiene).
- The VIP lounge offers free Wi-Fi to customers. Looking for the Wifi network (it will be the name of the lounge) and accessing through your Aena Club Cliente account, e-mail or RRSS to use the service.
- Stay alert to the boarding announcements as well as to the flight information screen. If you require additional information, please consult the reception desk.
- The VIP Lounge reserves the right to refuse admission to any passenger who does not abide by the rules or causes inconvenience to or complaints from other customers.
- Aena reserves the right to deny admission for operational reasons of capacity, without customers losing the right to access, the Usage Programme or Authorised Card, at any time within the opening times of the lounges until the expiry date of the access pass (six months from the date of purchase).
- Lounges are for use by passengers only. Therefore, commercial passengers who can present a valid travel document of a class that allows access to the VIP lounge will be able to access these services. In addition, Usage Programme or Authorised Card holders may enter when they are travelling in a private capacity using a confirmed and valid boarding pass (this does not include not confirmed boarding passes: "Crew", "extra Crew", "stand by" or similar).

There is a complaints and suggestions book available to customers.