

General Terms and Conditions Flughafen Zürich AG VIP Services

1. General

These general terms and conditions apply exclusively to Flughafen Zürich AG VIP Services (FZAG) contracts for services that are provided by VIP Services or organised by VIP Services on behalf of the Client.

2. Reservation

For reservations made on the day prior to the services or on the travel day a 50 % surcharge of the order value shall apply. The Client shall provide all information necessary for the provision of services. Reservation requests are generally accepted through the online system of FZAG, by e-mail or by fax. The Client will receive confirmation of the reservation by email or by fax. The contract shall come into force upon confirmation of the reservation.

FZAG reserves the right to cancel the reservation on important grounds without incurring liability for damages, in particular in the event of an emergency.

3. Services offered by VIP Services

The services are offered by VIP Services according to the VIP Services price list as published at the time of booking. They include services for arriving or departing Clients and transit Clients.

The Client is required to respect the check-in and gate closure times at the airport as specified by the respective airline. FZAG may refuse any service in case of late arrival by the Client at the agreed place of reception; in such case no refund is granted and the full price is due.

4. Special Services

VIP Services can also arrange Special Services requested by the Client such as catering services, hotel reservations, rental car reservations, rail tickets. VIP Services does not provide the Special Services itself, but instructs third parties in accordance with the Client's request.

FZAG is not responsible for Special Services and shall not held liable for any consequences out of such services or missed services.

5. Changes, cancellations and no-shows

The Client shall inform FZAG immediately of any changes or cancellations. For last-minute changes or cancellations (less than 24 hours before arrival or departure of the flight) FZAG shall be entitled to charge a fee based on the order value.

No refund is granted and the full price is due, if booked services are cancelled less than 12 hours before arrival or departure of the flight or are not utilized (no-shows).

Likewise, if Special Services need to be cancelled, FZAG shall be entitled to invoice the Client for costs already incurred. For catering services, cancellation must be made more than 48 hours in advance. If cancellation is made less than 48 hours in advance, the catering services shall be invoiced in full.

6. Prices and Payment terms

Payment shall be made in Swiss Francs (CHF/including VAT) by credit card, and shall be due immediately. The credit card will be charged upon confirmation of the booking. FZAG shall be entitled to require payment in advance.

7. Duty of the Client

The Client remains fully responsible for his/her personal belongings during the entire time the service is provided. The Client remains fully responsible to follow all applicable security, customs and immigration regulations.

8. Liability

FZAG shall not be liable for negligence, nor for negligence or gross negligence of its employees or associates, nor shall it be liable for any indirect or consequential damage or loss of profits.

FZAG shall not be liable for incorrect information supplied to FZAG, for flight delays and for third party acts or omissions including airlines, security and border control authorities, ground handler.

For services of third parties instructed at the request of the Client, FZAG shall only be liable for due diligence in selection and instruction of the third party.

9. FZAG website

The FZAG website contains links to third party websites. FZAG shall not be liable for the content of third party websites or for damages incurred by Clients as a result of accessing third party websites. Third party websites shall be consulted exclusively at the risk of and to the benefit of the Client.

10. Data protection

FZAG shall comply with the provisions of the relevant data protection regulations. Additional information is available in the FZAG data Protection Declaration under www.zrh.ch/data-protection-declaration.

FZAG reserves the right to contact the Client's airline in order to align its booking information with that of VIP Services.

11. Governing Law and place of jurisdiction

The contract shall be governed by **Swiss Law**. The UN Convention on Contracts for the International Sale of Goods (CISG) shall not be applicable. The exclusive **place of jurisdiction** is the registered office of **Flughafen Zürich AG**.
