



## **KUN VIP SERVICE TERMS AND CONDITIONS**

1. The holder of KUN VIP service booking shall be considered to have read and accepted these terms and conditions.
2. All bookings must be completed online or by e-mail and upon completion and payment for the service, a confirmation will be sent to the provided email address.
3. KUN VIP service can be provided during the officially stated Kaunas Airport operational hours.
4. KUN VIP service is provided by Airo GH Ltd, further here referred as AGH.
5. AGH reserves a right to refuse the service to passengers that have not made payment for KUN VIP or other AGH services, that have provided false information, are behaving in inappropriate manner or when it is justified by security considerations or demanded by airport security personnel.
6. Children up to 2 years are provided the service free of charge.
7. Any passengers aged 16 and/or younger must be accompanied by at least one adult.
8. AGH will only accept requests for service cancellation or re-schedule of itinerary made directly by the client in a written form by e-mail.
9. Any changes to the confirmed bookings (arrival time, departure time, number of passengers, etc.) received no less than 24 hours prior to the service is accepted in a written notice by e-mail and may be subject to additional charge.
10. The company will accept written cancellations, submitted no less than 48 hours before the scheduled service time (Scheduled Time of Arrival). Cancellation less than 48 hours prior to the service is subject to 50% of the service fee paid. Cancellation less than 24 hours prior to the service is subject to 100% of the service fee paid. This standard policy is applicable in case no other conditions are specified in the individualized offer. Contacts for changes, rescheduling or cancellation: [kunvip@agh.lt](mailto:kunvip@agh.lt)
11. In case an airline cancels the scheduled flight, the passenger should send a written request with cancellation confirming data to AGH and the paid fee will be transferred back, excluding the administration fee of 35 euros.
12. No show within 20 minutes upon the arrival of the designated flight on date of service is subject to full payment of total order amount and is non-refundable.
13. In case of delayed flight arrival (Scheduled Time of Arrival) AGH will put maximum effort to secure service provision, yet it may be subject to availability and cannot be guaranteed.
14. AGH representative will be holding a clearly visible name card of the KUN VIP service passengers at the aircraft stand upon the scheduled arrival.
15. Upon meeting the AGH representative, the passengers will be asked present booking confirmation number. The passengers will be asked to enter the provided vehicle and provide the bag tags of their checked-in baggage items. AGH representative will collect the passengers' baggage off the baggage belt in the passenger terminal.
16. The passengers will be driven outside the airport security-controlled area and will proceed to the destination address, indicated on their KUN VIP service booking form.

17. AGH representative will pick up the checked-in baggage items off the baggage belt and will inform the passenger if apparent damage to the baggage observed. AGH holds no liability for the damage and any claims should be dealt according to the airlines' terms and conditions. Any claims have to be filled in by the passenger personally at the designated Baggage claim area.
18. If a personal vehicle is used for pick up, the driver and the vehicle will be issued temporary passes. For this purpose, personal data will be requested and the driver will be asked to provide a valid ID and vehicle registration document before entry to airport controlled area.
19. If a personal vehicle is used for pick up, there cannot be any personal items, except of standard car set up, especially weapons.
20. If a personal vehicle is used for pick up, the driver must obey the national and local traffic regulations, listen, and mind the instructions, provided by the airport or AGH staff.
21. If a personal vehicle is used for pick up, the driver may be asked to perform a sobriety check.
22. Passengers are responsible for possession and provision of correct and valid travel documents.
23. For enquiries on rules and terms on entry, visa requirements or customs regulations, please contact the respective government bodies for detailed information.
24. Booking of KUN VIP service does not exempt passengers from obligatory government measures and checks unless the responsible government agency has issued such an exemption.
25. Depending on the origin or/and destination mandatory checks are provided by several governmental bodies: Customs of the Republic of Lithuania, State Border Guard Service and Kaunas Airport Aviation Security service. Any issues that may arise due to passengers' documents or belongings issues, including but not limited to visa problems at the immigration, customs clearance, declared items or similar, will be regarded as sole responsibility of the passengers and may be immediately considered as the end of the service.
26. In the event of security threat or occurrence of force majeure circumstances, the service may be cancelled or a different date coordinated. AGH are not subject to incurring possible costs or losses.
27. All services are subject to availability. AGH reserves the right to assess every order and decide acceptance of order due to a very short notice, force majeure, etc.
28. The passengers and ordering body shall be held liable for any damage caused to AGH, Kaunas airport or third parties.
29. Passenger details will be taken and kept at the time of booking, and by making a booking, each passenger consents to the use of such passenger's information, including but not limited to name, passport details and travel arrangement details. The personal data of passengers provided at the time of booking KUN VIP will be protected under the recommendations of the State Data Protection Inspectorate or other recommended practices. Privacy policy available at [www.agh.lt/privacy-policy](http://www.agh.lt/privacy-policy)
30. AGH reserves the right to amend these Terms and Conditions and readily make the latest revision publicly available at [www.agh.lt](http://www.agh.lt)