



Served passengers are those, who have arrived to the Premier VIP Lounge no later than 1 hour 20 minutes prior to the scheduled departure.

The arrived passengers are greeted by the Premier VIP Lounge representatives by the aircraft stairs (or at the air bridge exit) with a sign, carrying the passenger's name or "Premier VIP Lounge".

For identification purposes, the passenger gives the Premier VIP Lounge representative the number of the order. Also, the Lounge representative has the right to ask a passenger for their ID.

During the registration of passengers for a departure, a representative of an airline has the right to demand the presence of the passenger and / or baggage at the main check-in counter.

The passport, customs control and aviation security a passenger passes through in person, along with his luggage and hand luggage.

Passenger's auto transport can be parked on Premier VIP Lounge parking lot solely for the period of meeting / departure of passengers.

50% of the service cost is charged under the following circumstances: the service is interrupted for reasons beyond contractor's control, the customer did not cancel the order 1 hour before the scheduled arrival or 2 hours before the flight departure.

In case the flight was cancelled or delayed and the passenger service was not begun - the passenger, in case of complete order cancellation, pays for the stay at the Premier VIP Lounge and the cost of the provided services for the visiting / accompanying persons.

In case transit / transfer passenger cancels part of the trip - the cost of servicing this order does not change and constitutes 100% of the cost of the package of services ordered for the transfer / transit passenger.

The administration of the Airport Boryspil is not responsible for the actions of other airports and airlines, namely:

- aircraft replacement
- flight delay
- customs and / or passport control delay - damage or loss of luggage during the period when it is under air carrier's responsibility
- refusal of the airline representative to take passengers and / or baggage or hand luggage aboard.

Airport Boryspil administration has the right to refuse service at the Premier VIP Lounge to people who are drunk or violate public order. Under these circumstances, the payment is not returned.