

## *General Terms and Conditions of Use of the Fast Track and the Departure Lounge*

These General Terms and Conditions apply to all customers of Stockholm Skavsta Airport (SSA), who wish to use the benefits of the Fast Track and/or the Lounge.

SSA reserves the right to alter these General Terms and Conditions at any time without prior notice.

These General Terms and Conditions are available on the website <http://www.skavsta.se>

They take precedence over any other document.

### Description of the Fast Track and the Lounge product

#### 1. A. Fast Track

The Fast Track is an option enabling holders to pass through security control quickly and calmly via a separate security queueing lane from those used by other passengers.

The Fast Track is different from the "Priority Boarding" products offered by airlines which give priority in aircraft boarding.

#### 1. B. Lounge

The Lounge is located in the airside section of the airport (after passing through security control) and is only accessible to holders of a recognized admission document.

It is accessible during airport opening hours by announcing arrival at the designated area at the Bar .

The following services are available:

- Warm and Cold drinks
- Snacks
- Food on order
- Wi-Fi
- Newspapers and Magazines
- Comfortable armchairs with work tables
- Charging possibilities for computer and mobile phone
- TV
- Flight information
- Priority access to Immigration, if applicable

## 2. How to use the Fast Track and/or The Lounge

Tickets to use the Fast Track and/or The Lounge are sold in accordance with the following terms and conditions:

- One ticket is required per person except for infants under the age of 2 accompanied by an adult ticket holder.
- Minors under the age of 18 have to be accompanied by an adult to get access to The Lounge;
- Access to the Fast Track and/or The Lounge is only available in conjunction with a boarding pass.;
- It entitles the holder to use the security lanes exclusively for Fast Track customers but:
  - does not, under any circumstances, guarantee the absence of a queue at security control;
  - does not exempt the holder from compliance with all security procedures;
  - does not exempt the holder from compliance with the general terms and conditions of the airline with which he is travelling.
- Once a reservation for the Fast Track and/or The Lounge has been confirmed, it can no longer be changed or cancelled by the customer.
- SSA reserves the right to close the Lounge (or offer a reduced service) at any time, without prior notice, for reasons of security, safety, default by a service provider or reasons beyond its control. No refund may be claimed in such circumstances.
- As access to the Lounge is limited, SSA reserves the right to refuse access to additional voucher holders.
- SSA reserves the right to close the Fast Track at any time, without prior notice, for reasons of security. No refund may be claimed in such circumstances.
- SSA accepts no liability for delays suffered by the holder of an access voucher for the Fast Track and/or The Lounge, as a result of failure by him to comply with the security or police regulations applicable within the airport, or in cases of force majeure.
- SSA reserves the right to check or to have checked by the Food & Beverage operator and/or own staff that each person in the Lounge is in possession of a valid ticket.

## 3. Obligations incumbent on customers

All customers purchasing access to the Lounge will be assigned a voucher with a number exclusive to them and not transferrable.

SSA reserves the right to refuse entry to anyone holding a pass for the Lounge whose dress or behavior are deemed inappropriate, without the customer being entitled to claim any form of refund.

SSA reserves the right to refuse entry to anyone holding a pass for one person who has provided access to the Lounge to a third party without a voucher.

Drinks and food provided to access pass holders must be consumed in the lounge and within reasonable limits.

It is strictly forbidden to use the internet access provided to visit sites of a sexual nature, contrary to common decency or inciting hatred or racial discrimination.

The Lounge is open strictly in line with airport opening hours. It may not in any circumstances be used as place to sleep.

The Lounge is cleaned once a day and users are therefore requested to dispose of their rubbish in the area provided before leaving the lounge.

4. Period of validity of the voucher

Access to the Fast Track and/or Lounge is only available on the date specified by the customer and during opening hours.

5. Informations / Claims

All requests for information or further details must be addressed to [info@skavsta.se](mailto:info@skavsta.se).

6. Applicable law and court of jurisdiction

All disputes or differences of opinion in relation to these General Terms and Conditions shall be subject to Swedish law.