

THE RULES OF

Letiště Praha, a. s.

with its registered office at K letišti 1019/6, 161 00 Praha 6

Registration No.: 282 44 532

VAT No.: 699003361

registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 14003

CONCERNING THE PROVISION OF THE SECURITY FAST-TRACK COMMERCIAL SERVICE AT THE SECURITY CHECKPOINT OF TERMINAL 2 AT VACLAV HAVEL AIRPORT PRAGUE

- SECURITY FAST-TRACK RULES FOR KIOSK -

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1. PREAMBLE:

- 1.1 Letiště Praha, a. s. (hereinafter referred to as the "**Operator**") is the operator of the international public airport Prague/Ruzyně (also known as Vaclav Havel Airport Prague) (hereinafter referred to as the "**Airport**"); for commercial flights of air carriers including passenger transport, the Operator uses mainly Terminal 1 (for flights to countries outside the Schengen Area) and Terminal 2 (for flights to countries within the Schengen Area).
- 1.2 Within the scope of its business activities, the Operator provides, among other things, screening of passengers and cabin baggage in accordance with generally binding legislation governing the protection of civil aviation against unlawful acts (hereinafter referred to as the "**security control**"). At the same time, the Operator has provided priority access to its security checkpoints to passengers using the Security Fast-Track service at the centralised security control point in Terminal 2 at the Airport (hereinafter referred to as the "**Security FastTrack Service**").
- 1.3 The Operator has established the following rules concerning the provision of the commercial Security FastTrack Service at the security checkpoint of Terminal 2 at Vaclav Havel Airport Prague (hereinafter referred to as the "**Rules**" or the "**Security FastTrack Rules for Kiosk**"). These Rules govern the mutual rights and obligations of the parties arising in connection with or under the contract for the provision of the commercial Security FastTrack Service at Vaclav Havel Airport Prague (hereinafter referred to as the "**Contract**"), entered into by and between the Operator and a customer (hereinafter referred to as the "**Customer**") through one of the 4 kiosks located in Terminal 2 of the Airport (hereinafter referred to as "**Kiosks**", individually referred to as the "**Kiosk**").
- 1.4 The provisions of these Rules form an integral part of the Contract.
- 1.5 In addition to these Rules, the Operator has also created (i) Rules for the provision of the

Security FastTrack Service at the centralised security control point of Terminal 2 at Vaclav Havel Airport Prague, intended for ordering the Security FastTrack Service by air carriers and further (ii) Rules for the provision of the Security FastTrack Service at the centralised security control point of Terminal 2 at Vaclav Havel Airport Prague intended for ordering the Security FastTrack Service by passengers and business partners.

2. THE SPECIFICATION OF THE SECURITY FAST-TRACK SERVICE

2.1 The Security FastTrack Service:

- The Security FastTrack Service represents the possibility of providing selected passengers departing to countries within the Schengen Area from Terminal 2 of the Airport with priority access to the security checkpoint over other passengers who do not use the Security FastTrack Service thanks to the use of a special corridor marked **FAST TRACK**;
- For the Security FastTrack Service, a security checkpoint has been dedicated by the Operator within the centralised security control point at Terminal 2 of the Airport, equipped with a WTMD (Walk-Through Metal Detector) for the primary screening of persons, an HHMD (Hand Held Metal Detector) for the secondary screening of persons, and an SSC (Security Scanner, a full-body scanner) designed for either the primary and/or secondary screening of persons. In addition, the security checkpoint has an X-ray or a CT X-ray for cabin baggage screening, and an ETD (Explosives Trace Detector) for passenger and/or baggage screening;
- The Security FastTrack Service is intended to provide passengers with expedited passage to the security checkpoint in the departure hall of Terminal 2 at the Airport, but in no way constitutes a deviation from the standard security screening process provided by the Operator. All passengers departing from the Airport are subject to the same security procedures and regulations;

- By providing the Security FastTrack Service, the Operator does not guarantee the Customer a passage through the security check within any minimum or maximum time limit as the continuity of the security check passage may be affected by an extraordinary event in the field of civil aviation security or the number of passengers at any given time. **The Operator strongly states and advises that it is the sole responsibility of each passenger to arrive at their departure gate well in advance of the announced boarding time as specified by the air carrier.** The Operator is not to be liable for any injury sustained by the Customer/ the user of the Security FastTrack Service as a result of not allowing sufficient time for the check-in and security processes at the Airport;
- Due to technical reasons, the Security FastTrack Service may not be used for baby carriages, wheelchairs, and/or any luggage other than standard carry-on luggage within the maximum dimensions prescribed by air carriers;

2.2 The location and method of providing the Security FastTrack Service

- The Security FastTrack Service is provided in the departure hall of Terminal 2 at the Airport (a centralised security checkpoint);
- The Security FastTrack Service is offered in the form of a dedicated corridor marked **FAST TRACK** leading to a dedicated security checkpoint;
- The Security FastTrack Service is provided on a one-time basis, within a period of 90 minutes from the purchase of the service by the Customer at one of the Kiosks;
- An individual Security FastTrack service is deemed to have been provided and fulfilled by presenting a voucher with a generated QR code by the Customer.

3. ORDER FOR SECURITY FAST-TRACK

3.1 In case of free capacity, the ordering of the Security FastTrack Service can be made using one of the 4 kiosks located in Terminal 2 of the

Airport, specifically at ticket office 19 (departures), ticket office 13 (arrivals) and ticket offices 23 and 25 (exit machines from the P2 Express car park).

- 3.2** If the Customer is interested in ordering the Security FastTrack Service, she/he shall select the item "Buy FastTrack" within the displayed offer on one of the Operator's Kiosks.
- 3.3** The contractual relationship between the Operator and the Customer is concluded upon payment of the price for the Security FastTrack Service by the Customer in cash or by credit card at the payment terminal of the Kiosk. From the moment of conclusion of the Contract, the Customer is entitled to use the Security FastTrack Service in accordance with the Contract. The Contract is concluded for a definite period of time, i.e., for the period of provision of the service agreed in the Contract and the rights and obligations arising therefrom and may be concluded only in accordance with these Rules.
- 3.4** The Security FastTrack Service ordered via the Kiosk can be used immediately after payment via the Kiosk.
- 3.5** **QR code.** Immediately after paying the Price for the Security FastTrack Service, the Kiosk will generate and print a voucher with a QR code for the Customer, valid for 90 minutes from the time of purchase of the Security FastTrack Service. The voucher with the generated QR code, once presented, will allow the Customer to pass through the validator dedicated to the Security FastTrack Service to the security checkpoint provided by the Operator in the departure hall of Terminal 2 of the Airport.
- 3.6** The voucher with the generated QR code is portable and the person who has concluded the Contract can pass it on to a third party for use. In such case, the third party will be subject to the same rights and obligations as the person who concluded the Contract if she/he wishes to use the Security FastTrack Service. The Customer is responsible for making the



third party aware of the terms of the Contract.

4. HOW TO USE THE SECURITY FASTTRACK SERVICE:

4.1 At the Airport, the Customer:

- follows the FASTTRACK navigation in the Terminal 2 departure hall, which will direct the Customer to the central security checkpoint. Here the Customer will find a designated corridor marked FASTTRACK;
- presents the boarding pass and voucher with the generated QR code to an employee of the Operator at the gate validator, who then grants the Customer priority access to the security checkpoint;
- acknowledges that the validity of the voucher with the QR code is 90 minutes from the time of purchase of the service; after the expiration of the voucher with the generated QR code, the Customer's entitlement to use the Security FastTrack Service expires.

5. THE PRICE AND PAYMENT TERMS OF THE SECURITY FAST-TRACK SERVICE

5.1 The price for the Security FastTrack Service provided in the departure hall of Terminal 2 of the Airport for those ordering the service via the Kiosk under these Rules, is the amount of:

CZK 250 per person (without any age distinction) (hereinafter referred to as the "Price").

5.2 The quoted Price is inclusive of the applicable VAT. The Price can be paid in CZK in cash or by credit/debit card at the payment terminal of the Kiosk.

5.3 The Operator will issue a tax document for the provided taxable supply in accordance with the legal provisions applicable, in particular Act No. 235/2004 Coll., on value added tax, as amended. The date of execution of the taxable supply shall be the date on which the service was provided or the date on which the tax

document was issued or the date on which the payment was transferred to the Operator's account, whichever comes first. This tax document is stored on the Kiosk display under the "Receipt" field. If the Customer wishes to print the tax receipt, she/he must tick this box when ordering the Security FastTrack Service.

6. CONTRACT TERMINATION

6.1 Until the Customer starts to use the Security FastTrack Service, the Operator is entitled to withdraw from the Agreement at any time if reasons of special importance (e.g. urgent operational or security reasons) so require. In such case, the Operator shall refund the Price to the Customer without undue delay. The Price will always be refunded to the Customer to the bank account to which the payment card is registered, through which the Price was paid on the basis of the order. If the Price was paid in cash, then to the account designated by the Customer for this purpose.

7. CONSUMER RIGHTS

7.1 The provisions of this Article shall apply to the contractual relationship concluded with the Customer as a consumer, meaning any individual who, outside his/her trade, business or profession, concludes a Contract with the Operator as an entrepreneur or has other dealings with the Operator.

7.2 **Complaint Handling, Information on Rights Arising from Defective Performance.** Complaints and claims lodged by the Customer are handled by the Operator via [an online form](#), which can be found on the Operator's website: <https://www.prg.aero/en/contacts>. The Operator shall send the information on the handling of the complaint lodged by the Customer to the e-mail address of the Customer which she/he entered when placing the order for the Security FastTrack Services. The Customer has the option to file a complaint in writing at the address of the Operator's registered office as well. In the event that the

Security FastTrack Service was not provided for reasons on the part of the Operator or the performance was defective, the Customer can exercise legal rights from the Operator due to defective performance, in particular, the Customer can exercise the right to seek remedial action within a reasonable period of time, or may withdraw from the Contract for the provision of the Security FastTrack Service if defective performance constitutes a material breach of the Contract.

7.3 **Authorization, Inspection, Supervision.** The Operator has authorization to provide the services on the basis of a trade licence. Trade inspection shall be carried out by a competent trade licensing office within the scope of its competence. Supervision over the protection of personal data shall be carried out by the Office for Personal Data Protection. Supervision of compliance with Act No. 634/1992 Coll., on consumer protection, as subsequently amended, shall be carried out, among other things, by the Czech Trade Inspection Authority to the defined extent.

8. FINAL PROVISIONS

8.1 The Contract comes into force and becomes effective upon payment of the Price for the Security FastTrack Service by the Customer.

8.2 These Rules and the Contract entered into based on them are governed by Czech law, in particular the relevant provisions of the Civil Code. Any disputes arising out of or in connection with these Rules and/or the Contract will be submitted, within the meaning of the Czech Civil Procedure Code, to the general court of the Operator for their decision.

8.3 Contact details of the Operator: address for service: **Letiště Praha, a. s., K letišti 1019/6, 161 00 Prague 6**, e-mail address: fasttrack@prg.aero.

8.4 The Rules are available in Czech and English language. The Contract may be concluded in the Czech or English language.

8.5 These Rules form an integral part of the Contract. The Operator is entitled to change their wording at any time.