

**Client:**

Surname, name / Company name

Address / Registered office

Company ID Number:

Tax ID Number:

Contact person:

E-mail:

Tel:

Provider:

Letiště Praha, a. s.

K letišti 1019/6

161 00 Prague 6

Company ID Number: 28244532

Tax ID Number: CZ699003361

Provision of the Lounge Services, Private Check-in Service, Meet and Assist or the AeroRooms Services under the following conditions:

Lounge:☐ ERSTE Premier Lounge Terminal 1☐ ERSTE Premier Lounge Terminal 2☐ VISA Lounge☐ VISA Lounge + Private Check-in Service☐ VISA Lounge + Meet and Assist☐ VISA Lounge + Private Check-in Service + Meet and Assist

AeroRooms: ☐ with access from the public area ☐ with access from the transit/non-public area

Date (date and time):

Estimated number of passengers:younger than 3 yearsyounger than 14 years

Estimated total price **CZK incl. VAT***

*The total price is based on the current price list below, which may vary depending on the actual number of persons.

In case of booking capacity of ERSTE Premier Lounge:

Lounge: ☐ ERSTE Premier Lounge Terminal 1

☐ ERSTE Premier Lounge Terminal 2

Date (date and time slot):

Number of passengers: children under 12 years old (inclusive)

In case of provision of the VISA Lounge Services + the Private Check-in Service and/or Meet and Assist:

Names of passengers provided with the Services:

Total number of pieces of checked baggage:

Destination:

Flight number: **Flight date and time (departure from/arrival to Prague):**

Method of payment for the Services: ☐ credit/debit card ☐ cash

In case of provision of the AeroRooms Services:

Names of passengers provided with the Services:

Date and time of arrival at the hotel:..... **and departure from the hotel:**



Baby crib:

..... YES / NO*

*Strike out or delete whichever option is inapplicable

Method of payment for the Services:

☐ credit/debit card

☐ cash

Terms and Conditions for Provision of the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services at Prague/Ruzyně Airport, as amended, shall form an integral part of the Order. By signing the Order, the Client confirms to have read this document, as amended, and accepts the terms and conditions set forth therein.

Date:

Client's signature:



**Terms and Conditions for Provision of the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services at Prague/Ruzyně Airport
(hereinafter the “Terms and Conditions”)**

I.

Specification of the Services

The Lounge Services include:

ERSTE Premier Lounge T1:

- convenience and comfort of the Lounge
- all-inclusive refreshments
- TV, Wi-Fi, newspapers
- children's playroom
- acoustic box with connection to PC
- showers
- for passengers travelling to countries outside the Schengen Area from Terminal 1
- located on the second floor in the transit area of Terminal 1, behind the passport control and the walk-through shopping area in the direction of Pier B
- open daily from 5:30 a.m. to 10:00 p.m.

ERSTE Premier Lounge T2:

- convenience and comfort of the Lounge
- all-inclusive refreshments
- TV, Wi-Fi, newspapers
- children's playroom
- office corner with a PC
- showers
- for passengers travelling to countries within the Schengen Area from Terminal 2
- located on the second floor in the transit area of Terminal 2, on the right side behind the security checkpoint
- open daily from 5:00 a.m. to 10:00 p.m.

VISA Lounge:

- convenience and comfort of the Lounge
- individual security check
- all-inclusive refreshments

- TV, Wi-Fi, newspapers
- children's playroom
- showers
- primarily for passengers travelling within the Schengen Area from Terminal 2; may be also used by passengers departing from or arriving at Terminal 1
- located on the second floor in the public area of Terminal 2
- open daily from 5:00 a.m. to 10:00 p.m.

Private Check-in Service

- special individual passenger and baggage check-in service
- cannot be purchased separately; it is available only when purchased in conjunction with the access to the VISA Lounge or under the Special Deal announced by the Provider
- the Client shall arrive 120 minutes before the scheduled departure time at the information desk in the Departure Hall of Terminal 2, where the Client's baggage and travel documents will be collected by the Provider's agent. Then, during provision of the VISA Lounge Services, the Client's travel documents, boarding pass and checked-in baggage tag will be delivered to him/her by the agent directly to the Lounge. The Client shall then only go through the private security check, after which he/she shall proceed directly to the aircraft
- only for passengers departing from Terminal 2 (the Schengen Area)
- must be ordered at least 24 hours in advance
- provided only from 6:00 a.m. to 9:00 p.m.

Meet and Assist

- the service ensures a comfortable and smooth passage through the airport, when we



accompany you from the VISA Lounge to the departure gate and provide the necessary assistance for you

- the service also includes the possibility of assisted shopping in Duty Free stores
- the service works on the Concierge principle
- can only be used for departures from Terminal 2 (Schengen area)
- must be ordered at least 24 hours before departure
- cannot be purchased separately, but only with the simultaneous purchase of VISA Lounge Services or VISA Lounge Services in conjunction with the Private Check-in Service
- the service is provided only from 6:00 a.m. to 9:00 p.m.

Reservation of capacity in the ERSTE Premier Lounge

- this service allows you to reserve capacity in the ERSTE Premier Lounge in Terminal 1 and Terminal 2 for a specific time slot, for a visit to the Lounge no earlier than 2–3 hours before departure, for a maximum of 4 people (adults + children) within one time slot
- the service does not include access to the Lounge. To enter the Lounge, you must present a valid ID that allows you to enter the Lounge free of charge or at a discounted rate, or purchase an entry at the Lounge reception desk
- reservations can be cancelled free of charge no later than 48 hours before the requested date of the Lounge Services; otherwise, the reservation fee is non-refundable
- Written confirmation of the reservation must be presented upon entry to the Lounge together with your boarding pass and entry ID, if used to access Lounge Services

The AeroRooms Services include:

- hotel rooms for 1–4 persons

- baby crib on request
- snacks and drinks to buy
- TV, Wi-Fi, magazines
- open non-stop
- 2 types of accommodation:

Public part of the hotel

- for passengers before departure who have not been checked in yet, or after arrival at any terminal
- with access in the public area of the terminal in the connecting building between Terminal 1 and Terminal 2
- access to the hotel is not possible without prior booking and a valid travel document; a valid booking (order) number must be reported to the hotel staff via the video doorbell upon entry

Transit/non-public part of the hotel

- only for passengers departing from Terminal 1 (only for flights outside the Schengen Area) or transferring within Terminal 1 or between Terminal 1 and Terminal 2, who have already been checked in and checked in their baggage and have a valid boarding pass and a valid travel document
- with access in the transit area of the terminal, behind the passport control in the Departure Hall of Terminal 1
- prior booking is not necessary but recommended (if a prior booking is made, its number must be reported to the hotel staff upon entry)

Common Provisions

To enter the Lounges, you must present a valid boarding pass with a flight date that matches the date of entry to the Lounge.

You can enter the Lounge no earlier than 3 hours before your scheduled departure during the Lounge's opening hours.

II. Order

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**Letiště Praha, a. s.
Prague Airport**

K letišti 1019/6
161 00 Prague 6

Tel: + 420 220 111 111
informace@prg.aero
information@prg.aero

www.prg.aero

Commercial Register: Municipal Court in Prague, Section B, Insert 14003

Company ID Number: 28244532

Tax ID Number: CZ699003361



Lounge Services can be used upon presentation of a so-called entry identifier (e.g. Priority Pass, DragonPass, premium payment cards), if the Provider has an individual agreement with the issuer of such identifier, or upon purchase of Services.

Contracts for the use of Lounge Services and AeroRooms, including all additional Services, will be concluded by the Provider exclusively with persons over 18 years of age. Minors may use the above-mentioned Services only when accompanied by their legal guardian or other authorized adult.

Reservation of capacity in ERSTE Premier Lounge

Reservation of capacity in ERSTE Premier Lounge can be made in the event of free capacity using the online form on the Provider's website.

Reservations must always include:

- date and selected time slot of the reserved capacity
- number of adult passengers, or children, for whom the reservation is made (maximum 4 people in total)
- flight number

Order for the ERSTE Premier Lounge and the VISA Lounge Services

The order for the ERSTE Premier Lounge and the VISA Lounge Services can be made using the online form on the Provider's website or by e-mail (see contact details below) no later than 2 hours prior to the requested time for provision of the Lounge Services. Depending on the occupancy of the Lounges, the Services can be purchased at the Lounges' reception desks without a prior booking.

The order for the Lounge Services must always contain the following information:

- date of provision of the Service
- number of passengers provided with the Services
- Client's contact details (name, surname, postal code, e-mail address, telephone number)

- flight number
- purpose of travel

The order may also contain the following (optional) information:

- billing information – in case of a business trip (company name, company identification number, tax identification number, registered office).

After sending the order for the Lounge Services, the Client will receive an order acceptance issued by the Provider, which will be sent to the e-mail address the Client entered when placing the order for the Services.

Order for the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist

The order for the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist can be made using the online form on the Provider's website or by e-mail (see contact details below) no later than 24 hours prior to the requested time for provision of the VISA Lounge Services and the Private Check-in Service and/or Meet and Assist.

The order for the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist must always contain the following information:

- number and names of passengers provided with the Services
- total number of pieces of checked-in baggage
- flight number
- date and time of flight (departure from Prague)
- destination
- method of payment for the Services
- Client's contact details (telephone number, e-mail address)

After sending the order for the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist, the Client will receive an automatically



generated e-mail from the Provider confirming the order was received. This e-mail will be sent to the e-mail address of the Client which he/she entered when placing the order for the Services. Due to the limited capacity of the VISA Lounge in conjunction with the Private Check-in Service and/or Meet and Assist, the Provider reserves the right to accept or reject the Client's order as an offer for contract within 2 (two) hours after receiving the order for the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist. Notification of acceptance or rejection of the order shall be sent electronically to the Client by the Provider to the same e-mail address of the Client.

Order for the AeroRooms Services

The order for the AeroRooms Services can be made using the online form on the Provider's website (public part of the hotel) or by e-mail (transit/non-public part of the hotel). See contact details below. Where the public part of the hotel is concerned, the order must be placed no later than 48 hours prior to the requested time for provision of the AeroRooms Services. The order for the AeroRooms Services in the transit/non-public part of the hotel can be placed electronically no later than 48 hours prior to the requested time for provision of the Services or on the spot at any time.

The order for the AeroRooms Services must always contain the following information:

- number and names of passengers provided with the Services
- date and time of arrival at and departure from the hotel
- method of payment for the Services
- Client's contact details (telephone number, e-mail address)
- access to the hotel (from public or transit/non-public area of the terminal)

The order for the AeroRooms Services may also contain the following (optional) information:

- baby crib requirement
- billing information – in case of a business trip (company name, company identification number, tax identification number, registered office).

After receiving the email order, the Customer will be informed of the final price of the AeroRooms Services. Depending on the occupancy of AeroRooms, the email order will be confirmed (accepted) or rejected. Notification of acceptance or rejection shall be sent to the Client to the e-mail address of the Client which he/she entered when placing the order for the AeroRooms Services. Upon final confirmation of the order, the Client will receive a booking (order) number that he/she will use upon entry to prove his/her identity.

Common Provisions

For the purposes of these Terms and Conditions, the provisions on ordering shall also apply mutatis mutandis to the reservation of capacity in the ERSTE Premier Lounge.

If the Client uses the online form on the Provider's website to order the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services, he/she will be allowed to check and change the data he/she entered into the order prior to sending the order to the Provider, including with regard to the Client's possibility to detect and correct mistakes made when entering the data into the order. The Client sends the order by clicking on the "**OBJEDNAT SE ZÁVAZKEM PLATBY**" ("ORDER WITH A PAYMENT COMMITMENT") button. The data in the order are regarded as correct by the Provider.

If the Client uses e-mail to place an order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services, then, by sending the order through the above-mentioned means of distance communication, the data in the order are regarded as correct by the Provider.

If, after sending the order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services, the Client finds out that the order sent contains incorrect information or he/she wishes to



modify the data, he/she is obliged to immediately inform the Provider by e-mail in which he/she shall indicate which data in the sent order are incorrect or which he/she wishes to modify, indicating their correct or modified form.

After being accepted by the Provider, the order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services becomes a legally binding contract within the meaning of Act No. 89/2012 Coll., Civil Code, as subsequently amended (hereinafter the "Civil Code").

The Contract is concluded for a fixed period, i.e., the period of provision of the Services agreed in the Contract and the rights and obligations resulting therefrom and shall be concluded exclusively under these Terms and Conditions.

The Provider's contact details for booking capacity, placing an order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services and cancelling the Services are as follows:

ERSTE Premier Lounge T1:

Telephone: + 420 220 114 583
E-mail: erstepremierlounge@prg.aero
www.prg.aero

ERSTE Premier Lounge T2:

Telephone: + 420 220 114 591
E-mail: erstepremierlounge@prg.aero
www.prg.aero

VISA Lounge:

Telephone: + 420 220 115 909
E-mail: visalounge@prg.aero
www.prg.aero

VISA Lounge + Private Check-in Service and/or Meet and Assist:

Telephone: + 420 220 115 909

E-mail: visalounge@prg.aero
www.prg.aero

AeroRooms

Telephone: + 420 220 115 670
E-mail: aerorooms@prg.aero
www.prg.aero

III.

Price List and Payment Terms

Lounges, the Private Check-in Service and Meet and Assist

ERSTE Premier Lounge* 1 030 CZK / 1 person

VISA Lounge* 1 220 CZK / 1 person

VISA Lounge* + Private Check-in Service

2 340 CZK / 1 person

3 590 CZK / 2 persons

860 CZK / 1 child under 14 years¹ accompanied by an adult

*** Free for children under 3 years² accompanied by an adult.**

*** The Price covers a two-hour-long stay in the Lounge.**

Meet and Assist

2 160 CZK / 1 person

2 880 CZK / 2 persons

Free for children under 3 years accompanied by an adult.

ERSTE Premier Lounge capacity reservation

150,- CZK / adult

50,- CZK / child up to 12 years (inclusive) accompanied by an adult

¹ For the purposes of these Terms and Conditions, a child under 14 years is considered a child who has not yet reached his/her 14th birthday.

² For the purposes of these Terms and Conditions, a child under 3 years is considered a child who has not yet reached his/her 3rd birthday.



AeroRooms

Hotel room – from 11:00 a.m. to 5:00 p.m.

from 1 200 CZK / single room
from 1 200 CZK / double room
from 2 400 CZK / three-bedded room
450 CZK / each additional child under 3 years²

Hotel room – from 6:00 p.m. to 10:00 a.m.

from 2 400 CZK / single room
from 2 400 CZK / double room
from 3 600 CZK / three-bedded room
500 CZK / each additional child under 3 years²

AeroRooms prices vary depending on the season. The exact price will be calculated when making a reservation before you make a binding order for AeroRooms Services.

The local tax for the stay (in the amount of 50 CZK per person and each commenced day of stay, except for the day of the start of the stay) is not included in the accommodation price and is paid on site.

Payment Terms:

The quoted prices are inclusive of the applicable VAT.

With prior agreement, the Price can be paid in CZK:

- by credit/debit card online (Lounges, capacity reservation),
- in cash or by credit/debit card at the Lounges' reception desks (Lounges, VISA Lounge + Private Check-in Service and/or Meet and Assist),
- in cash or by credit/debit card at the hotel's reception desk (AeroRooms).

The Provider 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 invoice was issued or

the date on which the payment was transferred to the Provider's account, whichever comes first.

- against an invoice (a tax document) issued by the Provider and sent to the Client's e-mail address specified by the Client; for contractual partners with whom the Provider has concluded a cooperation agreement for an indefinite period.

The invoice – the tax document – is payable within seventeen (17) days of the date of issue to the Client. The settlement of the amount due shall be carried out by transferring the amount due to the Provider's account. Should the due date fall on a Saturday, Sunday, time off and non-working days within the meaning of valid and applicable legal regulations of the Czech Republic, or on 31 December or on a day which is not a business day pursuant to Act No. 370/2017 Coll., on payments, as subsequently amended, the due day is then shifted to the closest previous business day. The date of execution of the taxable supply shall be the date on which the service was provided or the date on which the invoice was issued, whichever comes first.

If the Client chooses to make the payment by credit/debit card, he/she will be redirected to a third party payment gateway (a server) after placing the order, where he/she will fill out the necessary payment details. Once their validity is verified, the order will be confirmed and the price for the Services will be deducted from the Client's account.

IV.

Services Cancellation Policy

Without prejudice to the consumer rights pursuant to Article VII. of these Terms and Conditions, cancellation of the order is possible only for the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist no later than 12 hours before the booked time of arrival at the VISA Lounge, for the AeroRooms Services no later than 48 hours before the booked time of arrival at the hotel, and for capacity reservations in the ERSTE Premier Lounge no later than 48 hours before the



planned time of arrival at the Lounge. In this case, the Client will not be charged a cancellation fee.

If cancellation of the order is made by the Client less than 12 hours and more than 6 hours before the booked time for provision of the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist, the Client will be charged a withdrawal fee – a cancellation fee – of 50 % of the Price (excl. VAT) of the Services booked.

In case of cancellation of the order made less than 6 hours before the booked time for provision of the VISA Lounge Services in conjunction with the Private Check-in Service and/or Meet and Assist the Client will be charged a withdrawal fee – a cancellation fee – of 100 % of the Price (excl. VAT) of the Services booked.

If cancellation of the reservation of the ERSTE Premier Lounge of the order of the AeroRooms is made by the Client less than 48 hours before the booked time for provision of the Services, the Client will be charged a withdrawal fee – a cancellation fee – of 100 % of the Price (excl. VAT) of the Services booked.

Cancellation of reservations/orders can be made via an online form on the Provider's website (cancellation of reservations/orders) or, alternatively, by e-mail to the Provider's contact details listed above (cancellation of orders).

The Provider will issue an order cancellation receipt for the payment of the cancellation fee. The contracting parties acknowledge that the withdrawal fee – the cancellation fees – are not subject to VAT.

The Client will be informed about the cancellation fee in the appropriate amount he/she is being charged. An informative document confirming cancellation of the order and stating the amount charged will be sent to his/her contact e-mail address specified in the order or the e-mail address from which the order for the Services was placed.

If the funds for the Services booked are held on the Client's card, the Provider is entitled to deduct the amount corresponding to the value of the Services provided or to the cancellation fee from this card.

V.

Information on the Processing of Personal Data

The Provider informs the Client as a data subject in accordance with Article 13 of Regulation (EC) No. 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter the "**GDPR Regulation**"), as well as in accordance with Act No. 110/2019 Coll., on personal data processing, as amended, of the processing of his/her personal data:

Purpose of the Processing of Personal Data:

Personal data are collected directly from the Client at the time of placing the order. The Provider undertakes to process accurate personal data for the sole purpose of:

- performance of the Contract [in accordance with Article 6(1)(b) of the GDPR Regulation] and its subsequent performance, including settlement of the Client's potential claims resulting from defective performance. The provision of the Client's personal data is justified by the identification of the contracting parties necessary for the conclusion and performance of the Contract (the contractual requirement), which would not be possible if the data were not provided. The Client's failure to provide personal data may result in the non-performance or termination of performance of the Contract by the Provider.
- compliance with the legal obligation applicable to the Provider [in accordance with Article 6(1)(c) of the GDPR Regulation]. The Provider has the obligation to fulfil the legal obligations arising from the regulations governing the rights and obligations with regard to consumer rights and bookkeeping. The Provider has also the obligation to fulfil the legal obligations arising from the Local Fees Act, for this purpose he is obliged to keep a record book in which he inscribes the Client's personal data.



- sending business messages (direct marketing) [in accordance with point 47 and point 70 and Article 6 (1)(f) of the GDPR Regulation]. In the given case of personal data processing, the Provider has a legitimate interest in promoting the services it provides.

The Provider undertakes not to process personal data in any manner incompatible with the above given purposes.

Extent of Personal Data:

The Provider undertakes to process personal data only to the extent necessary in relation to the above given purposes for which they are processed. The extent of personal data is as follows:

- name and surname of the Client (or other persons provided with the Services, if applicable);
- Client's contact details (telephone number, e-mail address);
- address of permanent residence or permanent address abroad of the Client (of other persons provided with the Services, if applicable);
- number of ID card or travel document of the Client (or other persons provided with the Services, if applicable).

Duration of the Processing of Personal Data:

The Provider undertakes to process personal data which are processed for the purpose of performance of the Contract for a period of 6 years from the day personal data were received from the Client. The Provider shall have the obligation to store personal data in accordance with general binding regulations, in particular Act No. 565/1990 Coll., Act of the Czech National Council on Local Fees, as amended and Act No. 235/2004 Coll., on value added tax. After this period, the Provider is obliged to dispose of personal data.

Categories of Recipients of Personal Data and Transfer of Personal Data:

The Provider declares that access to personal data will be provided only for respective employees of the

Provider who shall have the obligation of secrecy of the data, as well as of security measures which would compromise the security of the personal data if made available publicly.

The Provider also declares that it will not transfer personal data to third countries or any international organization.

Automated Decision-making:

Automated decision-making shall not be used when processing the Client's personal data pursuant to Article 22 of the GDPR Regulation.

Rights of the Data Subject

The Provider informs the Client about his/her rights under the GDPR Regulation, in particular:

- right of access to personal data (the data subject shall have the right to obtain confirmation from the Provider as to whether or not personal data concerning him/her are being processed pursuant to Article 15 of the GDPR Regulation);
- right to rectification (the data subject shall have the right to rectification of inaccurate personal data concerning him/her from the Provider without undue delay, and the right to have incomplete personal data completed pursuant to Article 16 of the GDPR Regulation);
- right to erasure (the data subject shall have the right to erasure of personal data concerning him/her from the Provider without undue delay where one of the grounds given in Article 17 of the GDPR Regulation applies);
- right to restriction of processing (the data subject shall have the right to restriction of processing from the Provider where one of the grounds given in Article 18 of the GDPR Regulation applies);
- right to data portability (the data subject shall have the right to receive the personal data concerning him/her, which he/she has provided to the Provider, in a structured, commonly used and machine-readable format, and have the right to transmit the data to



another controller without hindrance from the Provider to which the personal data have been provided where one of the grounds given in Article 20 of the GDPR Regulation applies);

- right not to be subject to any decision based solely on automated processing (the data subject shall have the right not to be subject to any decision based solely on automated processing, including profiling which produces legal effects concerning him/her or similarly significantly affects him/her pursuant to Article 22 of the GDPR Regulation);
- right to lodge a complaint with a supervisory authority, which is the Office for Personal Data Protection, with its registered office at Pplk. Sochora 727/27, 170 00, Prague 7.

Data Protection Officer:

In accordance with Article 30(1)(a) of the GDPR Regulation, the Provider shall provide the Client with the contact details of the data protection officer.

All your inquiries, suggestions or other submissions relating to the processing of your personal data may be addressed to the data protection officer, at: dpo@prg.aero.

The Client hereby declares that he/she was duly informed by the Provider about the processing of personal data in accordance with Article 13 of the GDPR Regulation, and that the provided personal data are accurate and true.

The Client declares that he/she is entitled to provide personal data of other persons using the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services to the Provider, as they are personal data subjects.

VI.

Termination of the Contract

In the event of the Client's repeated failure to fulfil his/her obligations set out in these Terms and Conditions, the Provider is entitled to withdraw from the Contract. The

withdrawal shall become effective upon the delivery of written notification to the other contracting party.

VII.

Consumer Rights

The provisions of this Article shall apply to the contractual relationship concluded with the Client as a consumer, meaning any individual who, outside his/her trade, business or profession, concludes a contract with the Provider as an entrepreneur or has other dealings with the Provider (hereinafter the "**Client-consumer**").

Consent. The Client-consumer gives his/her consent to the use of means of distance communication to conclude the Contract. Upon an express request of the Client-consumer, the Provider shall begin the performance of the Contract already during the withdrawal period.

Costs. Costs incurred by the Client-consumer as a result of the use of means of distance communication in connection with the conclusion of the Contract shall be borne by the Client-consumer himself/herself. These costs do not differ from the standard rate.

Withdrawal. In accordance with Section 1829 (1) of Act No. 89/2012 Coll., Civil Code, as subsequently amended (hereinafter the "**Civil Code**"), the Client-consumer has the right to withdraw from the concluded Contract within 14 days of the date of its conclusion without giving any reason. The Client-consumer shall send the notification of withdrawal from the Contract to the Provider within 14 days of the date of the conclusion of the Contract. To withdraw from the Contract, the Client-consumer may use the Provider's Model Withdrawal Form, which forms Annex 1 to these Terms and Conditions. Notification of withdrawal from the Contract may be sent by the Client-consumer to, among others, the Provider's address or e-mail address: Airportlounges@prg.aero.

In the event of withdrawal from the Contract by the Client-consumer pursuant to this Article, the Contract shall be cancelled from the beginning.



In the event of withdrawal from the Contract by the Client–consumer pursuant to this Article under which services have already been provided by the Provider at the express request of the Client–consumer prior to the expiry of the withdrawal period, the Client–consumer shall pay the Provider a proportion of the agreed price for the services provided until the moment of withdrawal.

In the event of withdrawal from the Contract by the Client–consumer pursuant to this Article, the Provider shall return the Price received from the Client–consumer within 14 days of the day of withdrawal from the Contract by the Client–consumer, to the account from which the Price was paid by the Client–consumer, or to the account associated with the payment card from which the Price was paid. The Provider is also entitled to return the Price in another way, if the Client–consumer agrees and does not incur any additional costs thereby.

If the Client - consumer indicates in the Order the beginning of the provision of the Service before the expiration of the period for withdrawal from the contract, then the Client - consumer hereby explicitly asks the Provider and agrees that, in the event that the beginning and further provision of the Service falls within the period for withdrawal, the Provider begins and continues with the provision of the Service already during this period. With regard to this express request and consent, the Client— consumer takes note that in accordance with the provisions of Section 1837 letter a) of the Civil Code does not have the right to withdraw from the contract in such a case, if the Service has been provided in full. In accordance with the cited provision of Section 1837 letter a) of the Civil Code, the Provider informs the Client - consumer even before the conclusion of the contract, that in cases according to this article, i.e. in cases where the Service was performed with the express consent of the Client - consumer even before the expiration of the period for withdrawing from the contract, the Client - consumer does not have the right to withdrawal from the contract.

Complaint Handling, Information on Rights Arising from Defective Performance. Complaints and claims lodged by the Client–consumer are handled by the Provider via the following e-mail address:

Airportlounges@prg.aero. The Provider shall send the information on the handling of the complaint lodged by the Client–consumer to the e-mail address of the Client–consumer which he/she entered when placing the order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services. The Client - consumer has the option to file a complaint in writing at the address of the Provider's registered office, or in person at the Lounge or hotel reception. In the event that the Service was not provided for reasons on the part of the Provider or the performance was defective, the Client - consumer can exercise legal rights from the Provider due to defective performance, in particular, he/she 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 Service if defective performance constitutes a material breach of the contract.

Authorization, Inspection, Supervision. The Provider has authorization to provide the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms 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.

Conflict solving. The Client - consumer can submit a proposal for an out-of-court settlement of a dispute to the designated entity for out-of-court settlement of consumer disputes, which is the Czech Trade Inspection, Central Inspectorate - ADR Department, Štěpánská 44, 110 00 Prague 1, Email: adr@coi.cz, Web: adr.coi.cz The Client - consumer can also use the online dispute resolution platform, which is established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

Other Information Provided:

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**Letiště Praha, a. s.
Prague Airport**

K letišti 1019/6
161 00 Prague 6

Tel: + 420 220 111 111
informace@prg.aero
information@prg.aero

www.prg.aero

Commercial Register: Municipal Court in Prague, Section B, Insert 14003

Company ID Number: 28244532

Tax ID Number: CZ699003361



The concluded Contract, including these Terms and Conditions, is electronically stored by the Provider and is not accessible.

The individual technical steps taken to conclude the Contract, including the possibility to detect and correct mistakes made when entering the data prior to placing the order, are listed in Article II. above.

These Terms and Conditions and the Contract have been drawn up in the Czech and English language. The Contract may be concluded in the Czech or English language only.

The provider is not bound by any code of conduct in relation to the Client–consumer. The Provider voluntarily complies with the Rules of Conduct and Ethical Principles, which are freely accessible on the Provider's website: www.prg.aero.

These Terms and Conditions are in accordance with the data provided to the Client–consumer prior to the conclusion of the Contract. These data are included in the Terms and Conditions and cannot be amended.

VIII. **Declarations**

The Client declares that he has familiarized himself with the Code of Ethics of Business Partners (hereinafter referred to as the “**Code**”) on the website www.prg.aero/ekop. By signing this contract, the Client undertakes to proceed in the performance of this contract in accordance with the Code and to demand this from the contractual partners who will participate in the performance of the contract. The contracting parties have agreed that the Provider is entitled to verify compliance with the obligations arising from the Code of the Client and its contractual partners who will participate in the performance of the contract. The Client undertakes to provide the Provider with the cooperation necessary for such verification, including on-site verification.

If the Client does not cooperate or if the Provider discovers serious violations of the Client's obligations according to the previous paragraph, the Provider is

entitled to withdraw from this contract, with effect from the date of delivery of the withdrawal to the Client.

Also, by signing this contract the Client:

- declares and guarantees that it is not an entity to which sanctions pursuant to Act No. 69/2006 Coll., on the Implementation of International Sanctions, as amended (hereinafter referred to as “IIS”), prohibit trading in the Czech Republic,
- declares and guarantees that it is not an entity that public contracting authorities are according to Act No. 134/2016 Coll., on Public Procurement, as amended (hereinafter referred to as “PP”) obliged to exclude from the procurement procedure,
- declares and guarantees that neither he nor his real owner is entered on the national sanctions list according to Act No. 1/2023 Coll., on restrictive measures against certain serious acts applied in international relations (Sanctions Act), as amended, nor on a similar list of the European Union,
- declares and guarantees that any performance under the contract will not be in violation of IIS or PP.

If, during the validity of the contract, the Client discovers that the statements according to this article are not true, it is obliged to inform the Provider immediately.

In the event that the Client violates any obligation under this article and/or the Provider discovers that the Client's statements under this article are false, the Provider is entitled to withdraw from the contract, with effect from the date of delivery of the withdrawal to the Client.

IX. **Final Provisions**

The Contract becomes valid and effective once the Client's order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services is accepted by the Provider.

These Terms and Conditions and the Contract concluded on the basis thereof are governed by the law of the Czech



Republic, in particular the applicable provisions of the Civil Code.

The Provider's contact details are as follows: shipping address: **Letiště Praha, a. s., K letišti 1019/6, 161 00 Prague 6**, e-mail address: Airportlounges@prg.aero, telephone number: + 420 220 114 583.

All correspondence shall be sent to the e-mail address the Client entered when placing the order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services or to the address provided in the order for the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services.

These Terms and Conditions form an integral part of the Contract. The Provider reserves the right to amend them at any time.

Annex 1 – **Model Withdrawal Form** – forms an integral part of these Terms and Conditions.



Annex 1 to the Terms and Conditions for the Provision of the Lounge Services, the Private Check-in Service, Meet and Assist and the AeroRooms Services at Praha/Ruzyně Airport

Instruction on the consumer's right to withdraw from a contract concluded remotely
You have the right to withdraw from this contract within 14 days without giving a reason. The period for withdrawing from the contract ends 14 days after the day following the conclusion of the contract. You can withdraw from this contract by any unequivocal statement addressed to the company Letiště Praha, a. s., K letišti 1019/6 Praha 6 161 00, e-mail address: Airportlounges@prg.aero, telephone: +420 220 114 583 (for example, by letter sent via the postal service operator or via e-mail). You may use the attached sample withdrawal form, but it is not your obligation to do so. In order to comply with the deadline for withdrawing from this contract, it is sufficient to send the withdrawal from the contract before the expiry of the relevant deadline.
Consequences of withdrawal from the contract
If you withdraw from this contract, we will return to you without undue delay, no later than 14 days from the day on which we received your withdrawal from the contract, all finances that we have received from you on the basis of the contract. We will use the same payment method that you used to make the initial transaction for refunds, unless you have specifically specified otherwise. In no case will this incur additional costs for you. If you have requested that the provision of services begin during the period for withdrawal from the contract, you will pay us an amount proportional to the scope of the performance provided up to the time when you informed us of the withdrawal from the contract, namely compared to the total scope of performance specified in the contract.

Model Withdrawal Form

Notification of Withdrawal from the Contract

Addressee:

Letiště Praha, a. s.

K letišti 1019/6

161 00 Prague 6

I hereby declare that I am withdrawing from the Contract.

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Letiště Praha, a. s.
Prague Airport

K letišti 1019/6
161 00 Prague 6

Tel: + 420 220 111 111
informace@prg.aero
information@prg.aero

www.prg.aero

Commercial Register: Municipal Court in Prague, Section B, Insert 14003

Company ID Number: 28244532

Tax ID Number: CZ699003361



Date of conclusion of the Contract:

Name and surname of the Client:

Address of the Client:

Order number as indicated in the order confirmation e-mail:

Date:

Signature: