

1. SPLOŠNI POGOJI / GENERAL TERMS AND CONDITIONS

- 1.1. Cenik je veljaven za storitve oskrbe komercialno pomembnih potnikov (CIP in PIP), ki potekajo skozi Glavni potniški terminal ali Terminal splošnega letalstva (GAC).

The Price List shall apply to concierge services rendered to important passengers (CIP & PIP) travelling through the Main passenger terminal or the General aviation terminal (GAC).

- 1.2. Kot »CIP« ali »PIP« so obravnavani potniki, ki predstavljajo pomembne osebe iz domačega in tujega gospodarskega področja ali domačega in tujega javnega življenja.

Passengers representing important persons from the domestic and foreign economic fields or domestic and foreign public life are considered as "CIP" or "PIP". (CIP - Commercially Important Person; PIP: Publicly Important Passenger)

- 1.3. Ne glede na določilo iz točke 1.2, storitev lahko naročijo vsi potniki, ki potujejo preko Letališča Jožeta Pučnika Ljubljana.

Regardless of the provisions referred to in Item 1.2 of this document, this service may be booked by all passengers travelling through Ljubljana Jože Pučnik Airport.

- 1.4. Vsi postopki se izvajajo skladno s predpisi za oskrbo pomembnih potnikov Fraporta Slovenija d.o.o.

All procedures are implemented in accordance with the rules and regulations for airport concierge services of Fraport Slovenija d.o.o.

- 1.5. Naročilo storitve:

Naročila za storitve oskrbe pomembnih potnikov je možno oddati preko obrazca »Naročilo VIP storitev«, ki je objavljen na spletni strani Fraporta Slovenija, od ponedeljka do petka, v času uradnih ur od 07.30-15.30 ure, najkasneje 48 ur pred izvedbo storitve, po elektronski pošti na naslov: vip@fraport-slovenija.si

Za uradno najavo se smatra, ko Fraport Slovenija prejme ustrezno izpolnjen zgoraj omenjeni obrazec.

Booking the service:

The order for the airport concierge service may be submitted by filling the »VIP service order form«, published on the web site of Fraport Slovenija. It can be sent from Monday to Friday, during business hours from 07:30 to 15:30 hours, not later than 48 hours prior to the event, to the following e-mail address: vip@fraport-slovenija.si

The service is considered ordered, when a duly completed order form is received by Fraport Slovenija.

1.6. Način plačila

Storitve so plačljive po predračunu.

Navedene cene ne vključujejo DDV. DDV se zaračuna skladno z veljavno zakonodajo.

Method of payment

The services are payable by pro-forma invoice.

No VAT is included in the prices stated. VAT is calculated in accordance with the applicable legislation.

1.7. Odpoved storitev

Potrjene storitve je možno odpovedati najkasneje 24 ur pred pričetkom izvajanja storitev, v pisni obliki. Odpoved mora biti poslana po elektronski pošti na naslov:

vip@fraport-slovenija.si

V primeru kasnejše odpovedi se storitev zaračuna kot sledi:

- 12 do 24 ur pred storitvijo 50 % od cene storitve
- manj kot 12 ur pred storitvijo 100 % oz. polno ceno storitve

Cancellation of the service

The service may be cancelled in writing no later than 24 hours prior to the commencement of services. The cancellation notice must be submitted by an email to the following e-mail address: vip@fraport-slovenija.si

In a case of delayed cancellation, the services shall be charged as follows:

- 12 to 24 hrs prior to the event 50 % of the service charge
- less than 12 hrs prior to the event 100 % of the service charge

2. CENE STORITEV / CHARGE OF SERVICES

2.1. PRIHOD LETALA / ARRIVAL

Seznam storitev:

- sprejem potnikov neposredno pri izhodu iz letala
- prevoz (samostojna parkirna pozicija), spremstvo in namestitev v VIP salonu
- organizacija in pomoč pri vstopnih postopkih (kontrola potnih listov in carinska kontrola)
- organizacija dostave oddane prtljage (na carinsko kontrolo ali direktno v VIP salon)
- spremstvo do mejne in carinske kontrole (za potnike, ki ne priletijo iz EU)
- spremstvo do vozila

List of services:

- *welcome assistance at the point of disembarkation of the aircraft*
- *transfer by a private vehicle and escort to the VIP Lounge*
- *assistance with entry formalities (Passport control and Customs)*
- *luggage handling assistance (the luggage is collected and delivered either directly to the VIP lounge or to the customs control)*
- *escort guidance through border control and customs control (for passengers not arriving from the EU)*
- *escort through the arrival hall to passenger's onward mode of transportation*

Enota mere:

Enota mere za obračun je potnik, ki se nanaša na posamezno uradno najavo, preko za to določenega obrazca, kot je navedeno v točki 1.5 tega cenika.

Service measurement unit:

The service measurement unit is a passenger, as booked on the official order form referred to in Item 1.5 of this Price List

Cena za storitev v prihodu letala/ *Charges in arrival*

Storitev/ Service	Enota mere/ Service measurement unit	*Cena v EUR/ *Price in EUR
Oskrba pomembnih potnikov – CIP/ PIP <i>Airport concierge service –CIP/PIP</i>	Potnik/ <i>Passenger</i>	220,00

* Navedena cena ne vključuje DDV. DDV se zaračuna skladno z veljavno zakonodajo.

* *No VAT is included in the prices stated. VAT is calculated in accordance with the applicable legislation.*

Izjeme:

Storitev se ne obračuna osebam:

- ki izvajajo spremstvo pomembnim potnikov. Spremstvo je predhodno najavljeno in dogovorjeno med Fraportom Slovenija in naročnikom storitev ob naročilu storitev
- otrokom, starim do dveh let

Exemptions:

The services shall not be charged to the following persons:

- *persons accompanying CIP/PIP passengers, when previously communicated and agreed between Fraport Slovenija and a Client upon placing the order*
- *children up to 2 years of age.*

2.2. ODHOD LETALA / DEPARTURE

Seznam storitev:

- sprejem potnikov pred potniškim terminalom
- organizacija sprejema oddane prtljage in prijave na let
- organizacija in pomoč pri postopkih v odhodu
- namestitve v VIP salonu, organizacija postrežbe s pijačo in lahкими prigrizki (*)
- prevoz in spremstvo do vhoda v letalo

() VIP salon: v osnovno ceno je vključena uporaba salona do ene ure ter postrežba s pijačo in prigrizkom za eno osebo. Vsaka dodatna začetna ura v salonu se obračuna posebej.*

List of services:

- *meet & greet curbside or in front of the passenger terminal*
- *check-in assistance (seat selection, baggage transactions and boarding)*
- *guidance through departure procedures*
- *escort to the VIP Lounge where complimentary snacks and drinks are provided (*)*
- *transfer and escort to the aircraft*

() VIP Lounge: the basic price includes the use of VIP Lounge areas up to one hour with complimentary snacks and drinks for one person. Every additional hour spent in the VIP Lounge is calculated separately.*

Enota mere:

Enota mere za obračun je potnik, ki se nanaša na posamezno uradno najavo, preko za to določenega obrazca, kot je navedeno v točki 1.5 tega cenika.

Service measurement unit:

The service measurement unit is a passenger, as booked on the official order form, referred to in Item 1.5 of this Price List

Cena za storitev v odhodu letala / *Charges in departure:*

Storitev / Service	Enota mere/ Service measurement unit	*Cena v EUR/ Price in EUR
Oskrba pomembnih potnikov – CIP / PIP <i>Airport concierge service - CIP/PIP</i>	Potnik/ <i>Passenger</i>	220,00

* Navedena cena ne vključuje DDV. DDV se zaračuna skladno z veljavno zakonodajo.

**No VAT is included in the prices stated. VAT is calculated in accordance with the applicable legislation*

Izjeme:

Storitev se ne obračuna osebam:

- ki izvajajo spremstvo pomembnim potnikov. Spremstvo je predhodno najavljeno in dogovorjeno med Fraportom Slovenija in naročnikom storitev ob naročilu storitev.
- otrokom, starim do dveh let

Exemptions:

The services shall not be charged to the following persons:

- *persons accompanying CIP/PIP passengers, when previously communicated and agreed between Fraport Slovenia and a Client upon placing the order*
- *children up to 2 years of age.*

2.3. DODATNE STORITVE in STORITVE NA POSEBNO ZAHTEVO / ADDITIONAL SERVICES AND SERVICES ON SPECIAL REQUEST

Storitev / Service	Enota mere/ Service measurement unit	*Cena v EUR/ Price in EUR
Dodatna začetna ura uporabe VIP salona <i>Additional hour of use of the VIP lounge</i>	Ura / Hour	80,00
Dodatni potnik/ <i>Additional passenger</i>	Potnik / <i>Passenger</i>	80,00

* Navedena cena ne vključuje DDV. DDV se zaračuna skladno z veljavno zakonodajo.

**No VAT is included in the prices stated. VAT is calculated in accordance with the applicable legislation.*

Morebitne dodatne storitve so možne po predhodnem dogovoru, skladno z zmožnostmi letališča.

Additional services may be rendered subject to prior agreement, provided that airport facilities and capacities are taken into consideration.