



### **Clarifications / Additional Information for VIP Services in Israel:**

- Bronze and silver service / extra agent VAT at 0% will be charged. All other prices, do not include VAT and will be added as per Israeli Law
- The above prices are per flight: Arrival or Departure
- Aerohandling Ltd. or any party on its behalf, shall not be held liable for any delay and / or damages incurred by circumstances beyond their powers and responsibility in any case, Aerohandling will not be liable for any collateral damage.
- All personal items and luggage are the sole responsibility of the customer.
- Please be aware that it is possible that a certain part of the service or all of it may not be provided in practice, either temporarily or permanently and/or the services will be provided in a different format from time to time, all in accordance with the company's ability to provide the services which results, among other things, from the regulations of the Airport Authority, or directives of other entities, weather, faults and disruptions beyond the control of the company, strikes, security situation or war, epidemics, etc. It will be clarified that the company will not be held responsible for the scope and/or manner of providing the services provided by it as stated.
- A 5% Discount is provided for bronze and silver reservations made online: [www.vipbengurion.com](http://www.vipbengurion.com)
- For making reservations for more than 9 guests, you must book directly through our reservation center by email: [info@aerovip.co.il](mailto:info@aerovip.co.il)
- Passengers detained or inadmissible by authorities for an excess of 90 minutes, will be charged an additional 75\$. Rates also apply for transfer services.
- Customers with Departure services are required to call the Shift Manager 15 minutes prior to arrival at the terminal. +972-524-803070 (Available 24/7)
- The reservation, either done on-line or through the reservations center, will be considered as approved only once a confirmation email will be sent.
- After placing the order, check the order confirmation carefully. Without a correction notice, these details will be considered as confirmed.
- Clients who ordered on the website and request to make any changes to the orders less than 24 hours before the meeting time, the 5% online discount will be reduced.
- The company may refuse to provide a service for any reason and at its sole discretion and the customer will not have any claim/demand against the company regarding this refusal.
- Rates may be updated and changed at any time according to Aerohandling's sole discretion.

TERMS AND CONDITIONS

### Cancellation policy and payment terms

- There is NO refund for Cancellations made within 12 hours of service or for No Shows on confirmed reservations.
- Reservations cancelled 12-24 hours before service will be refunded 50%.
- All charges will be made in New Israeli Shekel (₪) according to the exchange rate on the day the invoice is issue.
- Changing the date or flight time in less than 24 hours from the meeting time will be considered a cancellation of the order and will be charged according to the company's cancellation policy.

### Transfer Services

- A taxi ride with an excess of 3 suitcases and over 2 passengers, or a journey by van for up to 6 guests and over the amount of 6 suitcases, will require ordering an additional vehicle (and paying for 2 vehicles)
- A surcharge of 5\$ will be automatically added to any transfer reservation originating at the airport.
- Assistance with baggage to or from the residence the extra cost of 60\$. (up to 6 pieces), Parking in front of the residence is required
- If the traveler is delayed upon arrival for more than an hour a waiting fee of 54\$ will be added to the service cost. The company is not obligated to provide the service beyond two hours after the scheduled landing time according to the order. In any case, upon the arrival of the driver and even if the service is not finally provided, for any reason not directly dependent on the company, the full amount of the order will be paid, including an addition for the waiting time.
- If the traveler is delayed for the pick-up for the departure service, a waiting fee of 27\$ will be charged for every half hour of delay.
- An additional stop in the same city can be added to the reservation for the additional cost of 25\$.
- For reservations made for Transfer services only (without VIP services at the airport) and additional 30\$ will be added to the cost of the transfer
- Car seats / Booster Chairs can be secured in advance, based upon availability, for the additional cost of 18\$ (per chair)

### Service Terms and Conditions for Available Lounges

- Private room in Fattal may be ordered at additional cost 90\$ per person
- greeter (Passenger's guest): Main lounge Fatal: \$ 50.00 per person Private room Fatal:\$ 90.00 per person
- Arrival to the Arbel / Fattal Lounge is scheduled for 2.5 hours prior to the flight's departure. The traveler is solely responsible for arriving on time.
- Late Arrivals may result in the following: Missing the departure of the flight/ Non acceptance of luggage at Check In / Transfer of Service to Terminal 3. In all the mentioned cases, the reservation will be charged in full.
- Entrance to any laounge, in the Duty-Free area, can be added to the reservation for 67\$ per person.
- The Fattal rates are prices for 2-hour hosting period, any additional time spent in the lounge will be in additional charge of 150\$ for two additional hours and up to 3 guests
- Porterage service for 1-10 pieces of luggage is 112\$ / Loading or unloading, up to 20 pieces of luggage is 150\$
- If the guest is directed by one of the airport responsible parties to continue the process in Terminal 3, the charge will still be made according to the pre-ordered platinum service.
- Aero VIP may update the rates during the year due to operational changes. The travelers will be updated on any changes in advance.

