

Terms of Business

VIP-Service

Flughafen Hannover-Langenhagen GmbH

1. General

- 1.1. The Flughafen Hannover-Langenhagen GmbH – in the following referred to as Hannover Airport – offers VIP Services as special services for passengers according to the current description of offered services. Information on services can be obtained from the VIP Services Unit of Hannover Airport or by visiting <http://www.hannover-airport.de/index.php?id=vip-service0>
- 1.2. The terms of business mentioned here apply to the offered VIP Services. Deviating terms of business of the customer do not apply even if Hannover Airport is aware of them and does not explicitly disagree.
- 1.3. Should a customer request services of the Hannover Airport VIP Services Unit, which are not offered in the current description of services, the customer must request and coordinate this with the VIP Services Unit in advance. The request services may generate further costs which are to be paid by the customer.
- 1.4. Use of the VIP Services does not generally exempt passengers from obligatory government measures or requirements, such as aviation security checks, passport and customs checks, unless the responsible government agency has issued an exemption.
- 1.5. A general claim to the offered services of the Hannover Airport VIP Services Unit does not exist. This is specifically the case if the Hannover Airport VIP Services Unit cannot provide the booked services due to force majeure, strike measures, weather conditions or due to measures ordered by government agencies.

2. Booking / Agreement of the Order

- 2.1. The booking of offered VIP Services should be done and received in writing (e-mail, booking form) by the VIP Services Unit as soon as possible and no later than 5 days before the flight(s).
- 2.2. The order becomes legally binding upon the customer having received the order confirmation of the VIP Services Unit. The customer is obligated to check the order confirmation in regard to its correctness and contact Hannover Airport (VIP Services Unit) immediately should there be any errors.
- 2.3. The VIP Services Unit must be informed in writing immediately about any corrections or changes connected with the offered VIP services (arrival time, departure time, number of persons, etc.).
- 2.4. To guarantee a smooth check-in service, the customer should be at the Hannover Airport 45 minutes before departure time. Failure to do so might mean that the customer cannot receive some services. Therefore we recommend that our customers be at the Hannover Airport 1 ½ hours before departure.
- 2.5. The customer is liable for damages caused by him. Furthermore, he can be expelled from the facilities, if he behaves improperly towards other guests. In this case, he has no claim for reimbursement against Hannover Airport.

3. Cancellation of Services and No Show

- 3.1. Booked and binding confirmed VIP services can be cancelled free of charge up to 24 hours before the service is to be performed. Categorically, cancellations must be in writing. Short-notice cancellations are subject to the following cancellation charges:

Cancellation within 24 hours	30%
Without cancellation (No Show)	100%
Change of booking (/rebooking)	50%

4. Rebooking / Corrections (Changes)

- 4.1. The customer is to inform Hannover Airport immediately in the event of changes and cancellations. In the case of short-term changes (less than 24 hours before arrival or departure), Hannover Airport is entitled to make an additional charge and in the case of short-term cancellations (less than 24 hours before arrival or departure), charge the full agreed price.
- 4.2. If special services have to be cancelled, Hannover Airport is entitled to charge the customer for costs already incurred.

5. Terms of Payment

- 5.1. The costs for the offered VIP services are to be paid after receiving the invoice or by EC/ credit card.

6. Liability

- 6.1. Hannover Airport is subject to unlimited liability for damages resulting from injury to life, body or health, in all cases of willful intent and gross negligence, and in all other legally regulated cases. Insofar as essential contractual obligations are concerned, liability for slight negligence is limited to the foreseeable damages typical for this type of contract. Essential contractual obligations are essential obligations that result from the nature of the contract and whose violation would endanger the attainment of the intent of the contract as well as obligations which the contract, due to its content, imposes upon us to attain the intent of the contract, the fulfillment of which only make possible the proper execution of the contract, the compliance with which you may continuously rely on. In the case of violation of non-essential contractual obligations, the liability for slightly negligent breaches of obligations is excluded.