

TERMS & CONDITIONS

1. Sales Process

- All requests for this service must be made by email.
- Requests for assistance should be made at least 72 hrs and no more than 60 days in advance.
- Payment for the service should be processed up to 48 hrs prior to the service provision. If payment is not made, the request for assistance will be cancelled.
- Payment for this service may only be made by bank transfer to:

Groundforce Portugal
VAT No. 506651649

Citibank International, PLC
Account EUR: 0031675006
NIB: 0169 0001 00031675006 28
IBAN: PT50 0169 0001 0003167500628
SWIFT: CITIPTPX

- Groundforce VIP assistance services are available for flights assisted by Groundforce Portugal at Lisbon, Oporto, Funchal and Porto Santo Airports. Please check the levels of assistance available at each airport.
- Assistance services are only provided for active (paid) reservations.

1.1 Children: up to the age of 12 (accompanied by an adult) may use the service free of charge.

1.2 Groups: requests for assistance for more than 9 passengers are subject to confirmation of availability and a price proposal, according to their specific requirements. These requests should be sent by email to VIP@groundforce.pt

2. Assistance Levels

LEVEL 1

(Without personalised transportation of hold baggage. Without connections.)

- **Departure** – Escort from the meeting point to the check-in desk and then on to the aircraft.
- **Arrival** – Escort from the aircraft to the Terminal's Arrivals Hall.



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LEVEL 2

(With personalised transportation of hold baggage. With connections.)

- **Departure** – Advance check-in. Escort from the meeting point (to the check-in desk, including help with hold baggage and assistance through the check-in process. Escort to the aircraft.
- **Arrival** – Escort from the aircraft to the Arrivals Hall, including assistance with hold baggage reclaim formalities. Accompaniment through baggage reclaim, help with hold baggage and escort to outside the Arrivals Hall.
- **Connections** – Escort from the aircraft and through the entire arrivals process, until boarding on the connecting flight. Applicable to transfers involving up to 3 hours waiting time between flights.

LEVEL 3

(Without personalised transportation of hold baggage. Without connections.)

- **Departure** – Advance check-in. Escort from the meeting point to the check-in desk, and from there to the aircraft, boarding by exclusive vehicle, when an airbridge is not used for boarding.
- **Arrival** – Escort from the aircraft to the Arrivals Hall, by exclusive vehicle (if an airbridge is not used for disembarking), including assistance with baggage reclaim formalities.

LEVEL 4

(With personalised transportation of hold baggage. With connections.)

- **Departure** – Advance check-in. Escort from the meeting point to the check-in desk, including help with hold baggage and assistance through the check-in process. Escort to the aircraft, including transport by exclusive vehicle, when an airbridge is not used for boarding.
- **Arrival** – Escort from the aircraft to the Arrivals Hall, by exclusive vehicle (if an airbridge is not used for disembarking), including assistance with hold baggage reclaim formalities. Accompaniment through hold baggage reclaim, help with baggage and escort to outside the Arrivals Hall.
- **Connections** – Escort through the transfer process – through the airport or directly from aircraft to aircraft. Includes transport in exclusive vehicle, when an airbridge is not used for boarding/disembarking. Applicable to transfers involving up to 3 hours waiting time between flights.

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3. Prices

	1 Pax	2 Pax	3 Pax	4 Pax	5 Pax	6 Pax	7 Pax	8 Pax	9 Pax
Level 1	54,00 €	82,80 €	111,60 €	140,40 €	169,20 €	198,00 €	226,80 €	255,60 €	284,80 €
Level 2	102,00 €	152,40 €	202,80 €	253,20 €	303,60 €	354,00 €	404,40 €	454,80 €	505,20 €
Level 3	126,00 €	183,60 €	241,20 €	298,80 €	356,40 €	414,00 €	471,60 €	529,20 €	586,80 €
Level 4	168,00 €	240,00 €	312,00 €	384,00 €	456,00 €	528,00 €	600,00 €	672,00 €	744,00 €

Notes:

- Prices for groups (over 9 people) are available upon request.
- The customer will always be escorted to the lounge if this service is included in their fare or profile.
- VAT included at the current rate.
- Prices may vary without previous warning.
- Customers with medical needs or requiring special assistance (wheelchairs, unaccompanied minors, etc.) should follow the procedures defined by the airline for the effect.

4. Meeting points and available Assistance Levels:

4.1. Departures Service

• Lisbon Airport

Adjacent area to the Premium store in Terminal 1

Levels of assistance 1, 2, 3 and 4 are available at Lisbon Airport.

• Porto Airport

Check-in Desk no 22

Levels of assistance 1, 2, 3 and 4 are available at Porto Airport

• Funchal Airport

• Check-in Desk no 8 (TAP tap| executive Desk)

Levels of assistance 1, 2, 3 and 4 are available at Funchal Airport.

• For clients with hold luggage the meeting shall be 1:30 before the flight and for clients without hold luggage 1:00 before the flight.



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- For clients flying to the USA, with or without luggage, the meeting at the airport shall be 2:00 before the flight.

4. 2. For arrival and transfer services, the meeting point shall be in the aircraft's front door.

5. Transfers

- Transfers are understood to mean flight connections within a maximum of 3 (three) hours.
- If the waiting period exceeds the time mentioned in the clause above, two Assistance services are charged: Arrival and Departure, with the respective fees payable (according to the price list in use, see point 3. Prices).
- Assistance levels 2 and 4 are available for transfers.

6. Other or Special Assistance

- This service does not replace the services provided by the airline in situations where passengers need special assistance due to medical or other reasons (such as customers with walking difficulties, unaccompanied minors, etc.). In these cases, please request the service you require when you make your ticket reservation.

7. Access to Airport Benefits and Facilities

- Assistances Level 4 in Lisbon grant automatic access to Groundforce's Blue Lounge. Otherwise (assistances level 1,2 and 3), lounge access depends on the fare or product purchased and on whether the passenger is a loyalty programme card holder.

8. Flight and/or Baggage Irregularities

- Passenger protection regulations/procedures are applied in accordance with the fare or product purchased.

9. Changes

- The required minimum advance notice is 48 hours.

10. Invoices

- To obtain an invoice/receipt, please inform your personal/professional relevant data by email.
- The delivery time for the invoice/receipt issued varies according to the customer's postal address and country of origin.

11. Cancellation Policy

11.1. Summary of Penalty Charges

- Level 1 – Non-refundable.
- Levels 2 to 4:
 - Cancellation 24hrs prior to the service or due to natural causes or reasons of force majeure - no penalty.
 - Cancellation 24hrs to 12hrs from delivery of the service – a penalty of 50% of the amount paid will be applied.
 - Cancellation 12hrs prior to the service provision – a penalty of 100% of the amount paid will be applied.
- Refunds will be paid within 7 working days.

11.2. Penalty Regulations

- The customer may cancel the service provision without penalty by sending an e-mail to Groundforce (marketing@groundforce.pt and hoc.lis1@groundforce.pt) up to the end of the service payment period, in other words, up to 24 (twenty four) hours prior to the service provision. This e-mail should include the customer's flight number.
- If the customer wishes to cancel the service and does not do so by the deadline set forth in the clause above (cancellations up to 12 hrs prior to the service provision), a penalty of 100% (one hundred percent) is applied for all levels of service.
- If the service cannot be provided for reasons of an operational nature attributable to Groundforce, of force majeure or unforeseen circumstances beyond their control, the customer will be reimbursed for the total amount paid within 7 (seven) working days.
- If the customer requests and pays for the services but does not use them due to reasons of force majeure, Groundforce will perform an internal assessment of the reason presented and may, if they deem appropriate, decide to refund the customer in full for the amount paid.
- For the purposes of the clauses above, reasons of force majeure or unforeseen circumstances include, but are not limited to: war, revolution, civil unrest, fuel shortages, state decrees, earthquake, seaquake, fire, flood, strikes, or any catastrophic event or other situations not attributable to the will of Groundforce and beyond their control. Whenever a customer requests a given service and, for any reason, including operational reasons, it is not possible to provide that service, but only a lower level of service, the customer will be refunded the difference between the service requested and the service provided, within 7 (seven) working days.



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- Whenever there is a delay to the customer's flight departure in excess of 2 (two) hours, Groundforce through the VIP Assistance service, must inform the customer of such a delay in a timely manner as soon as possible.
- Customer complaints are received and managed by the Groundforce Customer First complaints management and should be presented within 30 (thirty) days of the service provision.
- Customers may be reimbursed for the amount paid, subject to an internal investigation conducted by Groundforce and the subsequent decision reached, which should take place within 30 (thirty) days of receipt of the complaint by Groundforce VIP.