

## 01. GENERAL

1.1 The product HAJway (hereinafter referred to as „HAJway“) is intended to provide passengers with plannable access to the security checkpoint by registering in advance via a digital application for a specific time slot for access to the security checkpoint.

1.2 Contracts for the booking of a time slot for access to the security checkpoint at Hannover-Langenhagen Airport via the HAJway service are concluded between Flughafen Hannover-Langenhagen GmbH and the airport operator.

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and the booking customer (hereinafter „user“). These Terms of Use apply to the business relationship between FHG and the user concerning the booking of a time slot for access to security control.

## 02. SUBJECT MATTER OF THE CONTRACT AND SCOPE OF SERVICES

2.1 With the HAJway product, FHG offers users and, if required, fellow travellers the possibility of accessing the security checkpoint at Hannover-Langenhagen Airport at a time period selected by the respective user. Access is possible in the time window from five minutes before to five minutes after the selected period („time window“). The booking of the time slot is subject to the condition that sufficient capacity is available for access to the aviation security checkpoint; the assessment of this is made exclusively by FHG. The user has no right to a time slot.

2.2 The HAJway product is free of charge.

2.3 The user may only use HAJway in his own name and, if applicable, for the previously named fellow travellers and for lawful purposes. The user may not use HAJway for purposes other than those expressly permitted herein. The user may use HAJway only to the extent permitted by these Terms of Use and applicable laws, rules and regulations.

2.4 HAJway may only be booked directly by the user for himself and any fellow travellers; resale is not permitted.

## 03. BOOKING PROCESS/CONCLUSION OF THE CONTRACT

3.1 The booking process for the HAJway service ([hannover-airport.de/hajway](https://hannover-airport.de/hajway)) at Hannover Airport via the website of Hannover Airport is carried out through the reservation system integrated into the airport's website. The use of the booking tool requires that functional cookies are enabled in the user's web browser. After accessing the relevant page on the official airport website, the user may open the booking form and enter the flight details required for the reservation. These details include, in particular, the flight number, the departure date, the scheduled departure time, the operating airline, as well as personal contact information such as the user's name and email address.

The information provided by the passenger for the use of the HAJway service must be accurate and complete in all respects. The information provided must not infringe any intellectual property rights or other rights of third parties.

The services outside the booking process, in particular the regulation of HAJway access to the security check itself, are provided by FHG.

3.2 After entering and submitting the required information, the system will display available time slots for the use of the HAJway access to the security checkpoint. The user may then select an available time slot and confirm the reservation. The time slots generally cover a period of approximately 15 minutes and entitle the user to use the designated access within the reserved time frame. After the booking has been successfully completed, the user will receive an electronic confirmation sent to the email address provided.

The information provided by the passenger for the use of HAJway must be accurate in all respects. The information provided must not infringe any intellectual property rights of third parties.

By selecting the field „CREATE A DATE“ you complete the booking process for HAJway and at the same time make a binding offer to FHG to use the services of the

HAJway product after the booking process. With the confirmation of receipt of your booking on the websites and other related technologies of CLEAR and Whyline and by e-mail to the e-mail address provided by you, a contract is concluded between the user and FHG. The contract may be concluded in German or English.

3.3 On the day of travel, the user shall proceed to the security checkpoint of the respective terminal and use the designated HAJway entrance. Presentation of a valid boarding pass is required to verify the reservation.

3.4 Use of the HAJway service requires that check-in and, where applicable, baggage drop-off have already been completed. If the reserved time slot is not used, the user may still proceed through the airport's regular security checkpoints.

In order to carry out the booking and provide the service, FHG processes the personal data provided by the user as part of the booking process in accordance with Art. 6 Para. 1 lit. b) DSGVO.

Further information on this data processing can be found in the data protection declaration at <https://www.hannover-airport.de/en/sonderseiten/data-protection-statement>.

3.5 These Terms of Use may be printed or saved by the user prior to the conclusion of the contract. The user may access them permanently either (i) by printing or saving the Terms of Use using the functions of their web browser or (ii) by waiting for the automatic booking confirmation, which will also be sent to the email address provided by the user. A separate request for these Terms of Use is not available.

## 04. ACCESS TO THE SECURITY CHECKPOINT

4.1 The user is entitled to proceed to a HAJway-designated access point for the security checkpoint during the reserved time slot at Hannover Airport. Access to the designated queue for the security screening area will be granted upon presentation of a valid boarding pass. Entry is only permitted within a time window of five minutes before until five minutes after the reserved time (example: reserved time 10:00 a.m. – access permitted from 9:55 a.m. until 10:05 a.m.).

4.2 The user is responsible for fulfilling all requirements necessary to pass the boarding pass control and the aviation security screening. This includes, in particular, possession of a valid boarding pass for a departing flight on the respective day as well as all required valid travel documents. The user must also ensure that check-in and, if applicable, baggage drop-off procedures have been completed in due time.

4.3 The above provisions shall also apply to any accompanying travelers. The user may reserve the same time slot for several persons traveling together on the same flight. Use of the reserved time slot is limited exclusively to the travelers included in the reservation. All travelers must arrive together at the HAJway access point and present their individual valid boarding passes.

4.4 The operator reserves the right to make changes to the access system or operational procedures for operational, security-related, or organizational reasons. Access to the HAJway service is subject to actual availability and the applicable security regulations.

## 05. LIABILITY

5.1 FHG's liability for damages is limited to intent and gross negligence. FHG's liability for damages resulting from injury to life, body or health shall remain unaffected. Insofar as FHG's liability is excluded or limited, this shall also apply to the personal liability of its employees, representatives and vicarious agents.

5.2 FHG is not liable for damages resulting from force majeure or other causes beyond its control, such as official interventions, security-related measures at the airport, incorrect information from airlines regarding departure times or departure gate information, or delays in check-in.

5.3 The HAJway product expressly does not include any guarantee for passing the aviation security check at a certain time, a certain waiting time before the security check, a faster or timely passing of the aviation security check in order to reach a certain flight. FHG's liability in this respect is expressly excluded.

**06. FINAL PROVISIONS**

6.1 These Terms of Use and all legal relationships between FHG and the user shall be governed exclusively by the laws of the Federal Republic of Germany, to the exclusion of all international and supranational (contractual) legal systems, in particular the UN Convention on Contracts for the International Sale of Goods.

6.2 Should any of these provisions be invalid, this shall not affect the validity of the remaining provisions.

6.3 The EU Commission has set up an internet platform for the online settlement of disputes between entrepreneurs and consumers („ODR plat-form“). The platform can be reached at <https://ec.europa.eu/consumers/odr>. FHG is not obliged to participate in a procedure for alternative dispute resolution of a consumer arbitration board and currently does not do so. These terms of use are written in German and English. In the event of any discrepancies, the German version alone shall prevail.

Flughafen Hannover-Langenhagen GmbH

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