

General terms and conditions

VIP service at Flughafen Hannover-Langenhagen GmbH

1. General

Flughafen Hannover-Langenhagen GmbH – hereinafter known as FHG – offers VIP Service as a special passenger care service according to the applicable service specifications and fees. The specifications and fees can be requested from FHG's VIP Service or found at <http://www.hannover-airport.de/vip>.

The terms and conditions stated here apply to our VIP Service. Any divergent terms and conditions of customers are not applicable, even if FHG has knowledge of them and does not expressly contradict them.

Should the customer desire services from VIP Service that are not part of the applicable detailed specification of services, they must be coordinated separately with FHG's VIP Service. Additional costs may arise in this conjunction; such costs must be borne by the customer.

The use of the VIP Service does not release passengers from the performance of any required official measures such as security checks, passport control and customs checks, unless an official exemption exists.

There is no general entitlement to the use of VIP services at FHG. This applies in particular if VIP Service cannot fulfill an order for services owing to *force majeure*, strikes, weather conditions or official measures.

2. Booking / Placement of the order

Bookings for VIP services should be made in writing to VIP Service (by e-mail or registration form) promptly and with all the necessary information at the latest 24 hours before the flight event.

The order is not legally binding until confirmation of it has been sent to the customer by VIP Service. The customer undertakes to inspect the order confirmation for correctness and to inform VIP Service immediately of any mistakes.

Changes to the requested VIP services (arrival or departure times, number of persons, etc.) must be communicated to VIP Service immediately in writing.

To ensure smooth passenger handling, the customer should arrive at Hannover Airport at least 45 minutes before the scheduled flight departure. However, it may then no longer be possible to receive certain services. For this reason, we recommend arriving at Hannover Airport approximately 1.5 hours before your scheduled departure.

Customers are liable for any damage they cause. In the event of improper or unreasonable conduct, customers can be expelled from the rooms used by VIP Service. In this case, the customer forfeits any claim to reimbursement by FHG.

3. Cancellation and non-acceptance

VIP services that have been booked and confirmed in binding fashion by FHG must be canceled in writing. Cancellation is only free of charge at least 24 hours prior to the start of the booked services. Cancellations are subject to the following cancellation charges:

Cancellation less than 24 hours prior to the service	30%
No-show (without cancellation)	100%

4. Rebooking / Changes

Customers shall inform FHG immediately of possible changes. In the event of short-term changes (those communicated less than 24 hours prior to arrival or departure) FHG is entitled to levy a surcharge of 50% of the invoice price.

If special services must be canceled, FHG is entitled to invoice the customer for costs that have already been incurred.

5. Payment conditions

Costs for VIP services must be paid either via invoice or by EC card or credit card.

6. Liability

FHG bears unlimited liability for any damage due to injury to life, body or health, for every instance of intent and gross negligence, and in every other legally prescribed case. If essential contractual obligations are affected, liability is restricted in cases of slight negligence to damage that is foreseeable and contractually typical. Essential obligations are defined as those obligations that arise from the nature of the contract and whose breach endangers the fulfillment of the contractual purpose, those obligations which, on the basis of the content of such a contract, are incumbent upon us with a view to achieving the contractual purpose, or whose fulfillment enables the correct execution of the contract in the first place, and on the fulfillment of which the customer regularly relies. In cases where minor contractual obligations are breached, liability for slightly negligent contractual breaches is excluded.

7. Data protection

Personal data will not be forwarded to third parties; it is used exclusively internally with reference to the individual instance of VIP handling.