



VIP Terminal Terms & Conditions

VIP TERMINAL SERVICES TERMS & CONDITIONS¹

1. Definitions

Airport	means the Malta International Airport at Luqa;
Club	means the La Valette Club;
Fees	means the fees payable by a person as set out in paragraph 4;
Lounge	means the lounge located a few metres from the runway and separately from the main Airport building.;
Terms	means these terms and conditions;
VIP Terminal Service	means those services set out in paragraph 3.

2. Eligibility

- 2.1 The VIP Terminal Service is available to all passengers, regardless of class of travel and membership with the Club.

3. Description of the VIP Terminal Service

- 3.1 Passengers booking this service will be shown to the Lounge. Prior to departure, check-in, security screening, baggage handling, passport and customs formalities will be handled by the VIP Terminal staff. Passengers are offered complementary drinks and snacks before being escorted to their aircraft by staff or in a private vehicle. Upon arrival, VIP guests may choose to either stay in the Lounge or simply walk through the Lounge to their private vehicle where their luggage will be delivered.

¹ These terms and conditions were last updated on 15.06.2023.

4. Fee

- 4.1 The fee for a one-way VIP Terminal service is two hundred and thirty euro (€230) for the first passenger and one hundred and seventy-five euro (€175) for each additional passenger.
- 4.2 The one-way or two-way VIP Terminal Service fee shall apply for reservations made for use of the Lounge up to a maximum of 10 passengers.
- 4.3 Groups of passengers of more than 10 planning to make use of the Lounge must notify the Club [36 hours] in advance by sending an email on vipterminal@maltaairport.com. The Club shall revert with a proposal and may apply a revised service fee, at its discretion. Failure to do so will result in access to the Lounge being denied and no refunds will be given. Whilst the Club shall endeavour to do so, it cannot guarantee that groups of additional passengers of more than 10 will be able to make use of the Lounge due to capacities within the Lounge.
- 4.4 Upon confirmation of payment which can be made either via bank transfer or by credit card, passenger reservation shall be confirmed via the email provided.
- 4.5 Corporate members of the Club will be invoiced accordingly for a VIP Terminal Service rendered.
- 4.6 Excess luggage fees charged by airlines at the airport are not included in the fees and passengers shall be exclusively responsible for payment of any excess luggage fees directly to the relevant airline, including compliance with airline luggage terms and conditions.
- 4.7 Meeters and greeters are allowed to welcome and see off passengers at the VIP Terminal. The first two (2) persons are complimentary, however, a rate of sixty euro (€60) per person shall apply for each additional meeter or greeter.

5. Reservation & Cancellation

- 5.1 Reservations for the VIP Terminal Service must be made at least twenty-four (24) hours in advance of a passenger's scheduled departure or arrival time as issued on a passenger's air ticket by sending an email to: vipterminal@maltaairport.com.
- 5.2 Reservations must include the following details:
- Title of guests or salutation (Dr/Mr/Mrs/Ms)
 - Passengers name and surname as indicated on passport
 - Country of issue of passport held by travelling guests
 - Flight number/s
 - Date and time of flight/s
 - Destination and/or airport of origin; and
 - Method of payment

If applicable, upon reservation by a passenger, the following details of any meeter or greeter must also be included:

- a. Name & surname of each meeter or greeter; and
 - b. Car registration number/s
- 5.3 The lounge shall be open ninety (90) minutes before a flight's scheduled time of departure and thirty (30) minutes before a flight's scheduled time of arrival.
- 5.4 The Club shall not be responsible for missed flights as a result of passengers arriving late or where their travel documentation to their destination is insufficient, incomplete or incorrect. Passengers shall be responsible for ensuring that they have all valid travel documents.
- 5.5 The Club reserves the right to reject a reservation if availability or operational capacity does not permit confirmation of the VIP Terminal Service. Any official state business or security requirements at the Airport shall take precedence over all VIP Terminal Service reservations.
- 5.6 A VIP Terminal service reservation may be cancelled within forty-eight (48) hours from confirmation of reservation by contacting the Club on vipterminal@maltairport.com or +356 9943 0975.
- 5.7 If a cancellation is requested more than forty-eight (48) hours from confirmation of reservation, but up to twenty-four (24) clear hours prior to the day on which the service has been reserved a service charge for refund applies, the service charge is equivalent to 50% of the cost of the service booked or fifty euro (€50), whichever is the lower. A passenger shall not be entitled to any refund if a cancellation is requested less than twenty-four (24) clear hours prior to the day on which the service was reserved, or a passenger(s) do(es) not show up.
- 5.8 Reservation for the VIP Terminal Service shall entitle the passenger(s) to entry to the said VIP Terminal as from ninety (90) minutes prior to the flight's scheduled time of departure, or as from thirty (30) minutes prior to the flight's scheduled time of arrival (in each case, such scheduled times being those notified to the Club upon booking). If the relevant flight's actual time of departure or arrival varies to the scheduled time(s) as notified the Club upon booking, the time period for utilization of the confirmed reservation for the VIP Terminal Service shall be deemed to have elapsed. The Club reserves the right to accept or otherwise, a new reservation, at its sole discretion. It is also within the Club's absolute discretion whether to consider such change in timing as a cancellation, for the purposes of clause 5.7 above.
- 5.9 The Club reserves the right to cancel any VIP Terminal service reservation without warning. In such cases, the Club shall notify a passenger and, at its discretion, offer alternative services through the main terminal at the applicable Fees. Alternatively, a passenger shall be entitled, in lieu, to a full refund of the Fees.
- 5.10 Notwithstanding any other provisions of these Terms, the Club reserves the right to automatically suspend and/or cancel VIP Terminal service reservation without any obligation to refund all or any part of the fee paid at any time, if a passenger:
 - a. has provided misleading or fraudulent information when making a reservation; and

- b. is in breach of any of the conditions or requirements specified in these Terms.

6. Limitations of Liability

- 6.1 Subject to any statutory right that cannot be excluded or limited, the Club's total aggregate liability, whether arising in contract or in tort shall not exceed the provision of the VIP Terminal service again or, the payment of the costs of having the service provided again.

7. General Conditions

- 7.1 Passengers shall only be entitled to access the VIP Terminal on presentation of a valid Identity Card or Passport.
- 7.2 Up to two children under twelve (12) years of age can make use of the VIP Terminal per service (not per person) on a complimentary basis when travelling with paying accompanying adults. If children are over the age of twelve (12) years or exceed the amount of two children per service our standard fees will apply.
- 7.3 Any additional food or beverage options which do not form part of the VIP Terminal Service can be ordered up to 24 hours in advance at an extra charge.
- 7.4 Drop-off/parking bays are available for our clients. Due to security checks at the terminal, keys are to be left with our team if the vehicle is to remain at the Airport during the travelling journey. The airport's EOD and security team may need to inspect the vehicle or move it to a different parking location. The terms and conditions for the use of the main car park at the Airport are incorporated into and form part of these Terms. A copy of these terms and conditions are available here: <https://www.maltairport.com/passenger/getting-here/parking/>
- 7.5 The Club reserves the right to accommodate any last-minute changes or requirements which shall be communicated to the VIP Terminal Service team either via email on: vipterminal@maltairport.com or via phone on 00356 99430975.
- 7.6 The VIP Terminal Service does not exempt passengers from mandatory official measures in the passenger handling process such as passenger screening, passport control or clearing of customs.
- 7.7 The VIP Terminal Service does not exempt passengers from the terms and conditions (including the official check-in times, boarding procedures and luggage conditions and restrictions) of the airlines on which they are travelling. Passengers must comply with relevant airline terms and conditions and their corresponding procedures at all times.
- 7.8 A third party making a reservation for the VIP Terminal Service for and on behalf of a passenger shall ensure that each passenger using the VIP Terminal is aware of and understands that they are bound by these Terms.
- 7.9 No cameras, videos, or other recording devices, whether live-streaming or otherwise and whether on a mobile phone or other medium, may be used to capture sound and/or video by passengers and/or their guests who avail themselves of the VIP Terminal Service. The Club reserves the right to require the deletion of any photos, videos or other recorded sound and/or images from passenger and/or guests' mobile phone, camera, video or other recording device and to report the event to the relevant authorities.

The Club operates a strict no press policy. Passengers shall be held accountable if they or their guests disclose or identify any information relating to other passengers who are in the Lounge, or any other person at/making use of the VIP Terminal, whether in/to any press or social media including Facebook, Twitter, Instagram and on personal bias.

Passengers are responsible for ensuring they abide by the Terms and shall be responsible in all cases for the conduct of their guests.

- 7.10 The Club reserves the right to refuse entry or to remove any passengers and/or guests' who are in a state of inebriation or intoxication, or otherwise not in an orderly state or whose behaviour may cause or causes a nuisance to other passengers who are in the Lounge, or any other person at/making use of the VIP Terminal.

8. Assignment of Rights

- 8.1 The Club may subcontract, assign or in any manner transfer, any of its rights and/or obligations pursuant to these Terms, provided that notice thereof is given to you, at least two (2) days from the effective date of such subcontracting, assignment or transfer.

9. General

9.1 Notices

Any notice required to be given to the Club, shall be in writing and may be sent by registered mail, electronic mail or fax, return receipt requested, addressed to Club at the addresses set out below:

La Valette Club

Malta International Airport

pie, Malta International

Airport Luqa LOA 4000

E-mail address: vipterminal@maltaairport.com

9.2 Waivers

No forbearance delay or indulgence by the Club in enforcing any of the provisions hereof shall prejudice or restrict the Club's rights, nor shall any waiver of its rights operate as a waiver of any subsequent breach and no right, power or remedy herein conferred upon or reserved for the Club is exclusive of any other right, power or remedy available to the Club and each such right, power or remedy shall be cumulative.

9.3 Force Majeure

The Club shall not be responsible for any failure or breach of the Terms if the Club is prevented from doing, accomplishing or performing any act or thing required under these Terms due to causes beyond that Club's reasonable control.

9.4 Permission/Privacy

The personal data that you supply to the Club shall be processed in line with the relevant data protection and privacy laws, including but not limited to the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act, Chapter 586 of the Laws of Malta and subsidiary legislation thereto, as may be amended from time to time. For information on the rights of data subjects; the purposes of processing and the Club's lawful bases of such processing; recipients and transfers of personal data; data retention obligations; and, the technical and organisational measures adopted by the Club to keep the personal data secure, you should refer to the Club Privacy Policy on <https://www.lavaletteclub.com/privacy-policy>.

9.5 Acceptance

Reservation of the VIP Terminal Service constitutes acceptance of these Terms.

9.6 Conditions subject to change

The VIP Terminal Service offered by the Club is offered at the sole discretion of the Club.

The Club reserves the right to terminate, change, limit, modify or amend these Terms at its discretion.

The most recent Terms will be published on the website: www.lavaletteclub.com

9.7 Applicable Law

These Terms shall be read and construed in accordance with the laws in force in Malta from time to time.