

General Terms for using the VIP lounge at Burgas Airport and Varna Airport

General Terms are designed for all actual and potential VIP users willing to use Burgas and Varna airports

- Payment should be done either in cash or by card (Visa or MasterCard) in Euro or in the relevant BGN currency.
- All charges stated hereafter are quoted in EUR, include VAT and are for a duration of 2 hours for one flight.
- If the time for using the VIP lounge is exceeded due to a flight delay, no additional fee is charged. In all other cases, if the established time for using the VIP Lounge is exceeded, the next interval/s for using the service will be charged.
- Children are travellers between 2 and 12 years old.
- Infants of up to 2 years old use the VIP lounge free of charge.
- The prices are valid for individual travelers.
- The “Family Price” includes two adults and two or more children up to 12 years old.
- A pre-booking is a booking submitted within 24 hours before using the VIP lounge.
- In case the service was already started and meanwhile the flight was cancelled because of reasons beyond FTSAM control, the amount paid is not refundable.
- The price for using the VIP service includes: personal welcome by VIP staff, free luggage packing for departing passengers (on request), transport from the airport terminal to the aircraft or vice versa, priority check-in, priority security check and priority passport check.
- The price includes the consumption in the VIP lounge of the following assortment:
 - Hot drinks (tea, coffee, cappuccino, etc.)
 - Soft drinks (mineral water, juice, fizzy drinks)
 - Sandwich
 - Sweets
 - Nuts
 - Fruits
 - Alcohol (wine, beer, limited assortment of hard alcohol)
- **“Fast Track” service** includes:
 - **On departure:** priority check-in, security check and passport check. The service does not include the use of the VIP lounge, the corresponding consumption and transport to the aircraft. **The “Fast Track” service on departure** is available only at Varna airport.
 - **On arrival:** separate transport from the aircraft and priority passport control. The service does not include the use of the VIP lounge, the corresponding consumption and baggage collection.
- The combined **VIP ARRIVAL and DEPARTURE service** with prior request can be used within a period of up to 7 days.
- Provision of the service for passengers not having a pre-booking is not guaranteed, as the service is subject to availability.
- FTSAM AD and VIP staff shall not assume any responsibility if the VIP passenger arrives after closing the check-in or fails to present a valid personal identification document, flight ticket or valid visa for the country of arrival or destination.