



## Meet & Greet - Terms and Conditions



### 1. How to order Meet & Greet airport service?

Please send your request for Meet & Greet service no later than 24 hours before departure / arrival time. We have to confirm all requests before the Meet & Greet booking are valid. You will receive an e-mail confirmation from us with booking details, contact information and payment information.

### 2. Late booking

Bookings made later than 24 hours before departure / arrival time will incur an additional fee.

### 3. Order Confirmation

As soon as we have received and accepted your request we will send you an order confirmation and payment information to the email address you provide in your request.

### 4. Correct information

The person who order the Meet & Greet service is responsible to ensure that the information provided on the request form is correct. Our company / Our Concierge will not be responsible for incorrect information given by the person who order.

### 5. Payment

Meet & Greet airport service must be prepaid by credit card, according to the order confirmation.

### 6. Agreement customers /Partners

Customers and partners who have entered into a business agreement with Gardermoen Service AS granted discounts and will receive an invoice for performed Meet & Greet afterwards.

### 7. Cancellation

You can cancel a Meet & Greet order, but be aware that there is an additional cancellation fee.

### 8. Changes to existing bookings

You change traveler name and or change the arrival/departure time, but be aware that there is an additional change fee if you change later than 12 hours before ARR/DEP time.

### 9. Flight delays

There are no extra charges if your flight is delayed.

### 10. At the airport

Change of gate / parking stand often occurs at short notice. We do what we can to keep track of this, but if it should happen that you do not find us at the gate / agreed location, please contact us immediately. Mobile phone number to your Concierge is applied in the order confirmation.

### 11. Opening hours for check-in, security / fast track, lounge etc. are beyond our control.

Responsibility for these facilities is at, airlines, handling operator and or the airport authorities.

**12. Our company is responsible for** performing Meet & Greet service according to your booking and our order confirmation. If we make a mistake that results in a not performed Meet & Greet assignment, we will of course refund the amount paid for the Meet & Greet service.

**13. Our company is not responsible for** any delays caused by the passenger himself, or by reason of lack of passports, visas or missing travel documents are denied boarding. The passenger is responsible for ensuring that they have all necessary travel documents available.

### 14. Extra costs / Refund

<b>Late Booking</b>	Bookings made later than 24 hours before departure / arrival time.	100% additional cost
<b>Changing fee</b>	Changes of departure / arrival time later than 12 hours before.	50% additional cost
<b>Cancellation fee</b>	If you cancel an existing booking, later than 12 hours before.	No refunds