

General Terms for using the VIP Service 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 made either in cash or by card (Visa or MasterCard) in Euro.
- All charges stated hereafter are quoted in EUR, include VAT, and apply to a 2-hour duration 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 travelers between ages 2 and 12.
- Infants under 2 years old use the VIP lounge free of charge.
- The prices apply to individual travelers.
- The "Family Price" includes two adults and two or more children under 12.
- A pre-booking is a booking submitted within 24 hours of using the VIP lounge.
- If the service has already started and the flight is canceled for reasons beyond FTSAM's control, the amount paid is not refundable.
- The price for the VIP service includes: a personal welcome from VIP staff, free luggage packing for departing passengers (on request), transport between the airport terminal and the aircraft, and priority check-in, security screening, and passport checks.
- 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 use of the VIP lounge, consumption, or transport to the aircraft.
 - **Upon arrival:** separate transport from the aircraft and priority passport control. The service does not include use of the VIP lounge, consumption, or 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 without 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 check-in closes or fails to present a valid personal identification document, flight ticket, or valid visa for the country of arrival or destination.