

# Terms of Use of the Luxembourg Airport Lounge operated by Luxair Services

## 1. Lounge Operation

The lounge at Luxembourg airport is operated by Luxair Services, providing premium lounge amenities and facilities (the **Lounge**) to eligible passenger (the **Passenger**). Subscribing to the service or accessing the Lounge implies unreserved acceptance of these terms of use.

## 2. Conditions of access

2.1. Access to the Lounge is reserved for eligible passengers of legal age holding a fare class ticket qualifying the access or a valid membership card. Membership and access are non-transferable and may only be used by the passenger travelling, cardholder or authorized individual.

2.2. Access to the Lounge is subject to presentation of the boarding pass for departure from Luxembourg airport on the same day at the entrance of the Lounge.

2.3. Access to the Lounge is allowed up to four (4) hours before scheduled flight departure.

## 3. Lounge Services

3.1. The Lounge is accessible and open according to the operating hours as displayed at the entrance of the Lounge. Operating hours are subject to change without prior notice to the Passenger.

3.3. The Lounge includes the following services, which may be modified, should this be required by the airport's safety or security regulations or if operational constraints render it necessary:

- *Dining area*
- *Magazines*
- *Workspace*
- *Toilets*

3.4. Among the services provided, the Lounge offers Passengers a selection of food and non-alcoholic and alcoholic beverages. Consumption is permitted only inside the Lounge, and it is prohibited to take food or beverages out of the Lounge.

Alcohol consumption must be responsible.

The consumption of alcoholic beverages by Passenger below the legal drinking age is strictly prohibited. To this extent, Luxair reserves the right to carry out identity checks.

3.5. Passenger acknowledges that the Lounge is a "silent lounge", meaning that no announcements will be made to call Passengers for their flights inside the Lounge. It is therefore the Passenger's responsibility to keep himself informed of any information or changes relating to their flight, such as delays, cancellations, schedule changes. Luxair cannot be held liable for any missed flights or other issues arising from such situation.

## 4. Pets

Pets are allowed in the lounge but must not sit on furniture, eat or drink from Lounge service ware, and must remain under the owner's control at all times.

## 5. Minors

Only minors accompanied by an adult may enter the Lounge. Children under the age of twelve (12) years old should not be left unattended at any time within the Lounge and must be under constant supervision by the accompanying adult.

## 6. Behaviour

6.1. Passengers are expected to conduct themselves in a respectful and courteous manner towards other passengers and staff in the Lounge. Passenger undertakes to comply at all times with (i) the present terms of use, and (ii) all rules, regulations, procedures or instructions applicable in the Lounge. Any inappropriate behaviour or failure or breach to comply with such terms, conditions, rules, regulations, procedures or instructions may lead to immediate expulsion from the Lounge and the loss of lounge access privileges, without any refund to the Passenger or liability to Luxair.

6.2. Passengers are solely responsible for their personal belongings while using the Lounge. Luxair shall not be liable for any lost, stolen, or damaged items. Passengers (i) shall ensure that their luggage and other personal items do not obstruct walkways or seating areas, and (ii) must keep their belongings in designated storage areas or in their immediate vicinity to maintain a safe and comfortable environment.

## 7. Restrictions

Luxair reserves the right to modify, restrict, or deny access to the Lounge in the event of safety, security concerns, maximum capacity limits, maintenance work, force majeure event or other reasons beyond Luxair's control. Luxair shall not be held liable for any consequences arising from these restrictions or modifications.

## 8. Miscellaneous

8.1 Luxair reserves the right to modify and otherwise change these terms of use at any time at its sole discretion.

8.2. As part of the services provided in the Lounge, Passengers' personal data are processed in accordance with applicable legislation and Luxair's Security and Privacy Policy, which can be accessed at the following address: <https://www.luxair.lu/en/information/security-and-privacy-policy>

8.2. These terms of use shall be governed by the laws of Luxembourg. To the extent permitted by law, you agree to submit to the exclusive jurisdiction of the courts of Luxembourg, for settlement of any dispute which might arise as a result of or in connection with these terms of use.