



# VIP TERMINAL SERVICE PACKAGES & PRICES 2021



VIP TERMINAL

## VIP TERMINAL SERVICE PACKAGES DEPARTURE & ARRIVAL 2021\*

\* Overview of the services included in the arrival or departure service.  
Any fees payable to the airline shall be invoiced separately.

SERVICES/PACKAGES	SILVER	GOLD	PLATINUM
Personal VIP advisor	■	■	■
Premium check-in service and access to exclusive passport and security control	■	■	■
Individual limousine shuttle to or from the aircraft	■	■	■
Use of a private lounge (max. included usage period)	1 hr	2 hrs	3 hrs
Items of luggage per person** (max. included checked luggage items)	1 pc.	2 pcs.	5 pcs.
Exclusive access to the VIP Terminal via the secluded Court of Honor	■	■	■
Drinks service	■	■	■
Welcome snack	standard	advanced	advanced
À la carte meals	□	■	■
Option of personal greeting or farewell to passengers directly at the aircraft (max. included persons)	□	2 persons	4 persons
Tax refund support (digital validation costs are not included)	□	■	■
Concierge service (organisation of errands)	□	■	■
Shower facility	□	■	■
Parking in the directly adjacent VIP car park (max. 7 days for 1 car per service included)	□	□	■
Valet parking	□	□	■
City limousine service from/to Vienna (Mercedes S-Class)	□	□	■
VIP service outside of the opening hours without surcharge	□	□	■
Free rebooking	□	□	■
Last minute booking possible without surcharge	up to 24 hrs before departure	up to 24 hrs before departure	up to 12 hrs before departure
Free cancellation is possible	up to 48 hrs before departure	up to 48 hrs before departure	up to 12 hrs before departure

### VIP ARRIVAL OR VIP DEPARTURE SERVICE

Price for the 1 <sup>st</sup> passenger (net/incl. 20% VAT.)	€ 280,- / 336,-	€ 300,- / 360,-	€ 500,- / 600,-
Price for each additional passenger (net/incl. 20% VAT.)	€ 130,- / 156,-	€ 150,- / 180,-	€ 250,- / 300,-

\*\* checked luggage items (incl. bulky luggage) ■ included in the package □ NOT included in the package  
Additional fees may be payable to the airline

## OTHER VIP TERMINAL SERVICE PACKAGES



### VIP TERMINAL

#### VIP TRANSFER SERVICE

- Exclusive use of a lounge for up to 3 hours
- VIP support from arrival to departure
- Luggage check-in for 2 items of luggage per person
- Premium check-in service, exclusive passport and security control
- Tax refund support  
(digital validation costs are not included)
- À la carte meals and drinks service included
- Option of personal greeting or farewell to passengers directly at the aircraft (max. 2 persons)
- Individual limousine shuttle to or from the aircraft
- Exclusive access to the VIP Terminal via the secluded Court of Honor
- Shower facility

	net	incl. 20% VAT.
VIP transfer service for the 1 <sup>st</sup> passenger	€ 450,-	€ 540,-
Additional VIP transfer passenger	€ 220,-	€ 264,-
<b>ADDITIONAL SERVICES</b>		
Lounge for each additional hour	€ 200,-	€ 240,-
Each additional item of luggage	€ 10,-	€ 12,-
Additional accompanying persons in the room	€ 20,-	€ 24,-
Valet parking (excl. parking fee)	€ 40,-	€ 48,-
VIP service outside of the opening hours (per hour)	€ 150,-	€ 180,-
Rebooking fee	€ 100,-	€ 120,-
Additional VIP advisor	€ 150,-	€ 180,-
Additional VIP vehicle	€ 150,-	€ 180,-
Shower facility	€ 30,-	€ 36,-
COVID-19 PCR test (service charge included)	€ 150,-	€ 180,-

#### CANCELLATION FEES

Cancellation fee within 48 hours before the event	25%
Cancellation fee within 24 hours before the event	50%
Cancellation fee within 12 hours before the event	80%
No show	100%

#### LAST MINUTE & REBOOKING FEE

Last minute fee (for reservations made less than 24 hours in advance)	€ 100,-	€ 120,-
Rebooking fee (within 48 hours before the event per rebooking transaction)	€ 100,-	€ 120,-

#### GROUPS

Groups of 10 or more prices on request

#### CHILDREN

Children under the age of 12  
(when accompanied by an adult who has booked the VIP service) free

Valid from 01.01.2021. Prices are subject to change and printing errors are reserved. We reserve the right to change the allocated lounge at short notice due to potential protocol requirements.