

House Rules Vienna Airport Lounges

1. Access to the Lounge

Only departing flight passengers who can identify themselves as a Lounge guest by presenting a current boarding pass are permitted to stay in the lounge.

Lounge guests are persons

- who have purchased a right to stay in the lounge in the Vienna International Airport online store or directly at the lounge, or
- who, as holders of certain cards, memberships, vouchers, or as their guests, have the right to stay in the lounge free of charge, and
- who, as holders of certain cards, memberships, vouchers, or as their guests, have the right to stay in the lounge upon a certain payment and have paid the respective amount at the lounge.

Lounge guests must register at the lounge reception in accordance with the guidelines of our respective contractual partner before accessing the lounge. The boarding pass and the relevant access authorization (e.g. credit card) must be presented by the guest and electronically recorded by the lounge staff (e.g. by means of a scan). A stay in the lounge is permitted for a period of three hours from the time of registration. A longer stay is only possible if a day ticket has been purchased from the lounge or if certain tickets, memberships or vouchers expressly entitle the holder to a longer stay. At the request of the lounge staff, guests must identify themselves at any time by presenting their boarding pass. Access to the lounge may be temporarily denied if there is insufficient space.

2. Behavior inside the Lounge

The lounge is available to our guests for ordinary use.

Our guests must always behave appropriately and not disturb or endanger the lounge

operations or other guests (e.g. through dangerous behavior, inappropriate words or actions, noise, smell, unkempt appearance, influence of alcohol or drugs, infectious diseases or any illegal behavior).

Food and drinks offered inside the lounge may be consumed to an ordinary extent. It is not permitted to consume food and drinks that you have brought with you. It is not permitted to take any offered food, drinks, magazines, books, chargers and other lounge items out of the lounge. Above-average alcohol consumption and alcohol consumption by minors is not permitted. Smoking or vaporizing tobacco or liquids is only permitted in designated outdoor areas of the VIENNA Lounge (Terminal 1).

Animals are allowed in the lounge under the same conditions that apply to the transportation of animals in the aircraft (e.g. in a transport box). Wardrobe and personal belongings are not stored by Vienna International Airport. Vienna International Airport is not liable for their theft, damage or loss.

3. Data Protection

Information about how Vienna International Airport processes your personal data and what rights you have as a data subject can be found at:

viennaairport.com/en/data_protection_policy

Data Protection

