

Online sales terms and conditions for Parking and other service (“Fast Track”, “VIP Lounge”)

1. Subject

These sale terms and conditions relate to the purchase on the easyparking.adr.it website of airport services offered by ADR Mobility S.r.l.

The sale of these services is performed by ADR Mobility S.r.l., a company subject to the management and coordination of Aeroporti di Roma S.p.A., with registered offices at in Via Pier Paolo Racchetti, 1 - 00054 Fiumicino (Rome), Tax code no. and Rome Register of Companies no. 11910191003 - VAT ID 119101191003 Share capital 1,500,000.00 fully paid up.

The Customer is required to read carefully these terms and conditions governing the purchase of services provided on the website www.adr.it in compliance with the provisions of Legislative Decree no. 206 dated 6 September 2005 ('Consumer Code') and Legislative Decree no. 70 dated 9 April 2003 (hereafter, 'E-commerce Decree').

Making a purchase according to the established procedures, the Client declares to have read all the instructions given during the purchase procedure and to fully accept these terms and conditions.

ADR Mobility S.r.l., hereafter referred to also as ADR Mobility, reserves itself the right to modify such terms and conditions.

2. Rules for easy Parking purchases

The purchase of ADR Mobility airport services is complete once a booking number is issued; this will be communicated to the client via an email sent to the email address provided at the booking stage.

The sale will be considered complete when ADR Mobility (sender easyparking) sends the client an e-mail confirming the order relating to the required service, containing:

- name and surname of the client or corporate name of the legal entity;
- Transaction identification code
- Service(s) required;

The e-mail will state the procedure with which to receive the required services and any further information that will need to be provided.

For further information, please visit our website at www.adr.it/easyparking or contact the service directly at the e-mail addresses specified for each individual service. For more information, see the [FAQ](#) on the website or on the [easy Parking Facebook page](#).

3. Individual services offered by ADR MOBILITY

PASSENGER SERVICES

Parking

1. The purchase of parking is offered by ADR Mobility, a company subject to the management and coordination of Aeroporti di Roma.

2. Once in the car park, the customer must follow the instructions communicated via e-mail and accept the Regulations on the "General conditions of use" affixed in the car park and also available for consultation online (www.adr.it/parcheggi-fiumicino and www.adr.it/parcheggi-ciampino).

3. For any information requests or for any complaints, write to easyparking@adrmobility.it indicating: name of claimant, purchase date for the service and description of the complaint.

4. Any variations to the entry/exit with respect to the purchase date and time are possible and do not change the purchase amount at the same parking duration of if the following conditions are met:

a) early entry: if entry is no more than 3 (three) hours early;

b) late entry: can take place at any time as long as it is prior to the foreseen exit time.

For any variations of the parking duration indicated in the booking confirmation e-mail:

if parking duration is shorter than the booked period, there will be no reimbursement of the amount paid at the booking stage;

if the parking duration is more than 3 (three) hours longer than the booked duration, the parking in addition to the third hour will be calculated at the following daily rates:

- P-Terminal ABCD €9.50 per day
- P-Uncovered Long Stay €5.00 per day
- P-Covered Long Stay €6.00 per day
- P-Motorcycle €8.00 per day
- P-ExecutiveT1-T3 €13.50 per day

to be settled prior to exiting the car park.

5. The booking can be cancelled or changed up to 1 hour prior to the originally booked time by accessing your booking on the ADR Mobility easyparking website found on the e-mail received. In the event of cancellation, you will be offered a voucher valid for 6 months that you will be able to use for a subsequent purchase from www.adr.it/easyparking. The code is neither reimbursable, nor can it be converted into cash, and it can be used for only one purchase. Should the new parking duration be shorter, the difference cannot be reimbursed. In the event of changes to the parking duration or use of the voucher to park for a shorter time than that purchased, the difference will not be reimbursed. If the change generates a higher price than the one already paid, payment of the price difference will be due. If the purchased parking is modified, it will not be possible to change the previously selected parking and the payment method.

Any payment by the client can be made only using American Express, Visa, Mastercard, Diners and Maestro credit cards.

Some data relating to the order number, the amount to be paid and payment completion, which are necessary in order to purchase the required service, will be exchanged between ADR Mobility and the Bank on dedicated protected lines and with all the assurance provided by the use of security protocols implemented by payment systems.

ADR Mobility does not store personal data and the credit card number used in the purchase, as this information is managed exclusively by the Bank.

Fast Track

1. The Fast Track service offered by Aeroporti di Roma, mother company of ADR Mobility, allows the passenger to gain access more rapidly to the gates via a dedicated route;

2. These reserved routes are currently present at Fiumicino and Ciampino;

3. Aeroporti di Roma and ADR Mobility will not be held responsible if you lose a flight due to a delay in reaching the departure gate and will not be held responsible in case a passenger is denied access to the departure gate for failure to follow the airport security regulations in relation to hand luggage;

4. Aeroporti di Roma and ADR Mobility will not be answerable for any possible disturbance to passengers derived from a high number of Fast Track service users.

5. The booking can be cancelled or modified by sending an e-mail to welcomevipservice@adr.it. In the event of cancellation, you will be offered a voucher that can be used for a subsequent purchase and which has no expiration date.

6. To request information regarding the Fast Track service it is necessary to email welcomevipservice@adr.it indicating the required service, the number of passengers, the contact details of a reference, date and incoming and/or outgoing flight.

VIP Lounges

1. When purchasing the VIP Lounge service, available only at the Fiumicino Airport, you get exclusive conveniences and services in the two lounges managed by the Aviapartner company: Passenger Lounge gate E non-Schengen and Passenger Lounge gate D Schengen. Comfortable and air-conditioned lounges, dedicated personnel, newspapers and magazines, real-time flight information.

2. The two VIP lounges, available for purchase on ADR e-commerce, are located:

- a) Passenger Lounge gate D Schengen in D transfer departures area;
- b) Passenger Lounge gate E non-Schengen.

Within the terminal there are dedicated signs that make it easy to find the lounges.

3. Hours: the service can be used Monday through Sunday: a) Passenger Lounge gate D Schengen, from 5:30 to 20:30; b) Passenger Lounge gate E non-Schengen from 6:45 to 23:45.

4. The VIP lounge opening times must be observed. In the event of a flight delay, the lounges will not be kept open beyond the above-mentioned times.

5. To use the service, you must produce your boarding card and the service booking e-mail.

6. Access to the lounge allows to benefit from the services that are available within it. The documents detailing the purchase will be collected by the personnel in the lounge once you have produced them who will verify their validity.

7. ADR Mobility will not be answerable for any discomfort that passengers might experience when using the services within the VIP Lounge.

8. To request information regarding the VIP Lounge service it is necessary to email welcomevipservice@adr.it indicating the required service, the number of passengers, the contact details of a reference, date and incoming and/or outgoing flight.

9. The complete list of VIP LOUNGES in the Fiumicino airport is available at www.adr.it/vip-lounge.

4. General rules for airport services

1. In the event of a temporary lack of services due to unforeseen reasons, ADR Mobility will endeavour to reinstate the regular functioning of services and to minimise any discomfort to clients;

2. ADR Mobility, during the purchase of services, will obtain personal data from clients and any other service users; these will be treated in accordance to what set out in Legislative Decree 196/03 and GDPR 676/2016 (read the advisory below);

3. For any suggestions and information requests, please use the email addresses of the specific above-mentioned services, indicating: name of claimant, purchase date for the service and nature of the complaint.

5. Payment method

Any payment by the client can be made only using American Express, Visa, Mastercard, Diners and Maestro credit cards.

Some data relating to the order number, the amount to be paid and payment completion, which are necessary in order to purchase the required service, will be exchanged between ADR and the Bank on dedicated protected lines and with all the assurance provided by the use of security protocols implemented by payment systems.

ADR does not store personal data and the credit card number used in the purchase, as this information is managed exclusively by the Bank.

6. Price

The price of services must be considered to include VAT, except for the cases detailed below.

Indeed, when providing services to customers who do not live in Italy (whether they live in the EU or outside the EU), we cannot comply with VAT due to the absence of the residency conditions (under article 7-ter of Presidential Decree no. 633/72): the price remains the same regardless (and in this case it will be net of the VAT not collected).

There are no further surcharges beyond those highlighted at the moment of purchase, except for any bank or postal commissions.

7. Invoicing

The amounts relating to the services provided will always be invoiced by ADR Mobility.

To this end, during the on-line purchase, the client will need to complete the sections relating to his personal and tax details.

When the payment transaction is complete, ADR Mobility will send the invoice relating to the purchased service via email, to the email account provided.

8. Cancellation

If the service will not be used by the client, it can be reimbursed through a cancellation process. Cancellation is possible only for the Fast Track service.

The cancellation must be made by registered mail addressed to Aeroporti di Roma - via Pier Paolo Racchetti 1, 00054 Rome, to the attention of the service you are requesting cancellation for, beginning from 10 working days from the conclusion of the contract (articles 64 and 65, Consumer Code). The reimbursement of what was paid will be made by ADR within thirty days from the date of reception of the cancellation request.

Cancellation cannot be requested for the VIP Lounge and Parking services. Nevertheless, for all the services (fast track, parking and VIP lounge), it is possible to request a change of booking or cancellation with the consequent use of the voucher according to the methods indicated in the next article.

9. Information or Complaints

For any information requests or for any complaints, write to easyparking@adrmobility.it indicating: name of claimant, purchase date for the service and description of the complaint.

9. Name change, booking change, cancellation

The purchase of the service implies receipt of a voucher that can be used by the bearer. Anyone in possession of this voucher has the right to use the purchased service, independently of the person who purchased the service or who is indicated as the user of the service.

Cancellation or change of the service is permitted for the Fast Track and Parking services by accessing your personal page on the easyparking website or by contacting the welcomevip@adr.it service. By cancelling the booking within 1 hour prior to the originally booked time, you will receive a voucher that can be used at a later date. If the voucher is used to park for a shorter time than that purchased, the difference will not be reimbursed.

For the VIP Lounge service, you must contact the e-mail address welcomevip@adr.it.

10. False statements

By filling in the request form for airport services, the purchaser is aware of the penal sanctions in case of false statements, of the creation or use of false documents, referred to in art. 76 of the Presidential Decree 445 of 28 December 2000.

11. Privacy Policy Advisory

We are providing this privacy policy advisory pursuant to the laws in effect on privacy (European Regulation 2016/679, 'GDPR' - and L.D. no. 196/03 and any subsequent amendments).

1. Data processing controller: ADR Mobility S.r.l. with registered office at via Pier Paolo Racchetti, 1 - 00054 Fiumicino (Rome).

2. Types of data processed: The data processed by ADR Mobility includes personal information such as first and last name and email address.

3. Purposes and legal base of the data processing ADR Mobility will process your personal data, upon your request, only for the purpose of providing e-commerce airport services to the passenger. Providing this data is necessary for these purposes, and if you do not consent to processing this data it will not be possible to provide any services requested online. Parties who enter data on behalf of third parties (family members, friends, colleagues, etc.) state: (i) they have the agreement of the interested party to the entry of their data and the related request for service; (ii) they will inform them of the contents of this page. Also, your specific and separate agreement will be required for the use of your data for direct marketing purposes, specifically to send you newsletters related to airport services and air transport, business promotions and institutional advertisements. This data is provided voluntarily, and, if you do not agree to its processing, the newsletter service will not be provided, without prejudice to the possibility of using the other services related to the use of the e-commerce service.

4. Data processing method: The data is processed according to the law by means of manual, electronic and telematic tools, with algorithms strictly connected to the indicated purposes, so as to guarantee the safety and confidentiality of that data.

5. Data storage times: Your personal data will be stored only for the time necessary for the purposes for which they were collected, in compliance with the minimisation principle in article 5.1.d) of the GDPR, for a period of 5 years. Regarding promotional and marketing purposes, for a period of 3 years consistent with the purposes and in compliance with the laws in force on the subject.

6. Recipients of the data: Within ADR Mobility, only parties assigned to data processing by the Data Controller and authorised to perform the processing procedures on the aforementioned activities will become aware of the personal data you provided. Your data may also be processed by only the third-party companies to which ADR Mobility may entrust specific activities and services related to the management of the offered service (e.g., ADR Security, ADR and its website). The data will be used also by individuals that manage payment services (bank, post, etc.). Data will be also processed by ENAC as the entity that issues permits at the airport's premises. Furthermore, such data can also be communicated to the relevant Public Authorities, according to the requirements set out by law. Such data will not be shared.

7. Rights of the interested parties: Finally, we hereby inform you that articles 15-22 of the GDPR provide you with ways to exercise your specific rights; the interested party can obtain from the Data Controller: access, correction, deletion, limits on processing, removal of permission as well as the portability of that party's data. The interested party also has the right to refuse permission to process the data. If you exercise your right to refuse permission to process your data, the Data Controller reserves the right to not follow up on your appeal and thus to proceed with the processing in the event that there are legitimate reasons to proceed with the processing that prevail over the interests, rights and liberties of the interested party. The rights mentioned above can be exercised either by entering your reservation (email link received at the time of purchase), or by a request made of the Data Protection Officer (DPO) at the following address: dpo@adr.it. The Data Protection Officer's contact information is available at www.adr.it.