



## General conditions for online sales - Fiumicino

### 1. Subject

These terms and conditions of sale concern the purchase of the Easy Parking service managed by ADR Mobility S.r.l. and the VIP Lounge and Fast Track services managed by Aeroporti di Roma S.p.A. at Leonardo da Vinci airport in Fiumicino.

The sale of such services is made by ADR Mobility S.r.l., a company that is directed and managed by Aeroporti di Roma S.p.A., with registered office in Via dell'Aeroporto di Fiumicino 320 - 00054 Fiumicino (Rome), Tax code no. and Rome Register of Companies no. 11910191003.

The Customer must carefully read these terms and conditions, regulating the purchase of services made on the website in accordance to what is set out by Legislative Decree no. 206 dated 6 September 2005 (Consumer Code) and by Legislative Decree no. 70 of 9 April 2003 (e-Commerce Decree).

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

ADR Mobility reserves the right to change these terms and conditions.

### 2. Rules for purchase the Easy Parking service

The purchase of the Easy Parking service is complete once a booking number is issued; this will be communicated to the Customer via an email sent by ADR Mobility to the email address provided during the booking phase, containing:

- the name and surname of the customer;
- parking assigned according to availability;
- parking start and end date;
- indications regarding the use of the Booking Code.

For further information, please read the FAQs on the website or on the Easy Parking Facebook page.

### 3. Payment options

Every payment by the Customer can take place only through 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.

#### **4. Price**

The price paid includes VAT.

There are no further surcharges beyond those highlighted at the time of purchase.

#### **5. Invoicing**

For the Easy Parking service, an invoice must be required by ADR Mobility.

For additional “Fast Track” and “VIP Lounge” services, the invoice must be issued by Aeroporti di Roma S.p.A. as the service manager.

During the online purchase, the customer has the option to request an invoice, which they will receive by the end of the month of purchase, by filling in their personal and tax details and, on the date on which the transaction is carried out, they will receive the invoice relating to the Easy Parking service by separate email from ADR Mobility S.r.l. and that relating to the “Fast Track” and “VIP Lounge” services from ADR S.p.A.

#### **6. Reimbursements**

In the event that a flight is cancelled or for any other reason not attributable to ADR Mobility, no refund of the amount paid shall be provided.

#### **7. Change to the prepaid booking**

Any change to the prepaid booking can be made provided that the purchase has already been completed, therefore any advance/postponement to the entry/exit times is permitted within the limits provided for in section 8.

#### **8. Rules for parking entry/exit**

Any changes to the entry/exit with regard to the booking date and time are possible and do not affect the booking fee for equal lengths of stay, provided that the following conditions are complied with:

1. Early entry: provided that entry is not advanced by more than 3 (three) hours;
2. Postponed exit: can be applied at any time, provided that it is before the expected exit time.

For any changes to the length of stay specified in the booking confirmation email:

-If the length of stay is less than the booked period, no refund of the amount paid during the booking stage will be provided;



-If the length of stay is over 3 (three) hours longer than the booking, the applicable extra daily fee shall be calculated after the extra three hours:

-P-Terminal ABCD €9.50 per day

-P-Long stay €5.50 per day

to be paid before leaving the car park.

The Customer, once entering the car park, must follow the instructions provided by email and accepts the "General Terms and Conditions of Use" displayed in the car park and which can be consulted online.

## 9. Information or Complaints

For any information or complaints, please write to [easyparking@adrmobility.it](mailto:easyparking@adrmobility.it), specifying: the name of the applicant, service purchase date and description of the complaint.

## 10. Other Services

### 10.1 Fast Track

10.1.1. The Fast Track service allows the passenger to gain access more rapidly to the gates via a dedicated route.

10.1.2. These restricted routes are currently available at Fiumicino Airport only at Terminals 1 and 3.

10.1.3. 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.

10.1.4. ADR Mobility will not be liable for any possible disturbance to passengers derived from a high number of Fast Track service users.

10.1.5. The booking shall be final from the time of receipt of a confirmation email containing a booking code to be presented on the day of the service to ADR assistance staff.

10.1.6. To request information regarding the Fast Track service it is necessary to email [welcomevip@adr.it](mailto:welcomevip@adr.it) indicating the required service, the number of passengers, the contact details of a reference, date and incoming and/or outgoing flight.

### 10.2 VIP Lounge

10.2.1. By purchasing the VIP Lounge service, you can access comforts and exclusive services in the two rooms managed by the Aviapartner Company present in departure area D "I Mosaici" and departure area G "Le Anfore". Comfortable and air conditioned lounges, dedicated personnel, newspapers and magazines, real-time flight information.

10.2.2. The two VIP Lounges are located: a) "I Mosaici", boarding area D; b) "Le Anfore", boarding area G. There are special signs inside the airport directing passengers to the lounges.



10.2.3. Opening times: the service can be used from Monday to Sunday: a) "I Mosaici" from 06:30 am to 8:30 pm; b) "Le Anfore" from 6:30 am to 11:30 pm.

10.2.4. It is necessary to adhere to the VIP rooms opening times. Were there a flight delay, the rooms will not be kept open beyond the above-mentioned times.

10.2.5. To use the service, you must produce your boarding card and the email with which you booked the service.

10.2.6. Access to the room allows to benefit from the services that are available within it. The documents detailing the purchase will be collected by the personnel in the room once you have produced them.

10.2.7. ADR Mobility will not be liable for any discomfort that passengers might experience when using the VIP Lounge service.

10.2.8. The booking shall be final from the time of receipt of a confirmation email containing a booking code to be presented on the day of the service to ADR assistance staff.

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

## **11. General regulations for the Fast Track and VIP Lounge services**

11.1. Passengers who wish to use the services must necessarily have travel document and/or regular boarding pass.

11.2. As part of the same journey, the cut-off slip can only be used once for each service and cannot be transferred.

11.3. Passengers are required to comply with the times established by the airline for arriving at the airport and at the boarding gate.

11.4. In the event that a flight is cancelled or for any other reason not attributable to ADR Mobility, no refund of the amount paid shall be provided.

11.5. In the event of a temporary unavailability of services due to unanticipated reasons, ADR Mobility will endeavour to reinstate the regular functioning of services and to minimise any discomfort to passengers. If a ticket is not used, only for the reasons referred to in the preceding point, the service may be accessed another time for a subsequent journey or a refund can be requested. Failure to use the service will entitle the passenger to demand compensation for damages.

11.6. ADR Mobility, during the purchase of services, will obtain personal data from passenger customers that will be processed in accordance with the provisions of Legislative Decree 196/03.

11.7. For any complaints, 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.