

## General Terms and Conditions

### 1. In General

Kurz Aviation Service GmbH, hereinafter referred to as KAS, offers the VIP service in accordance with the descriptions listed in the currently valid fee list valid at the time. These can be requested from KAS and/or can be viewed on our website, [www.bac-stuttgart.com](http://www.bac-stuttgart.com).

The terms and conditions stated here apply to the VIP Service. Terms and conditions deviating from those of the customer shall not apply, even if KAS is aware of them and does not expressly object to them.

Any deviating VIP services requested by the customer that are not listed and included in the list of services must be agreed upon with the KAS VIP Service. Possible additional costs for this are to be paid by the customer.

The use of the KAS VIP Service does not exempt passengers from officially prescribed regulations, such as passenger, passport and customs checks. An exception to this is an official exemption for named persons.

Passengers with reduced mobility are regularly assisted in this regard by the SAG Boarding Support Service of Airport Stuttgart GmbH. Their terms and conditions apply to this service. KAS merely acts as an intermediary for the service.

There is no general entitlement to support from the KAS VIP Service. Especially not if the VIP service cannot be provided due to force majeure, strikes, weather conditions, or official measures.

### 2. Booking/Conclusion of the contract

Orders for the VIP service must be submitted to KAS in writing by registration form or e-mail no later than 24 hours before departure.

The client and contractual partner is the person whose name and billing address are stated in point 7 of the registration form.

The VIP service becomes legally binding when KAS confirms the order with the client. The accuracy of the order confirmation must be checked by the client. The client must point out any errors immediately.

In order to carry out a VIP service in accordance with the order, it is necessary to arrive at the General Aviation Terminal at least 75 minutes before departure. If the customer arrives later, KAS may no longer be able to provide some services. In order to provide a relaxed VIP service, we recommend arriving at the GAT at least 90 minutes before departure.

The customer is liable for any damage caused by the customer. In the event of improper behavior towards KAS and other guests, the customer may be expelled from the premises. In such cases, KAS reserves the right to withdraw from the service. In the event of improper behavior towards KAS and other guests, the customer may be expelled from the premises. In such cases, KAS reserves the right to withdraw from the service. In such a case, there is no right to reimbursement from KAS.

### 3. Cancellations and non-acceptance

Cancellations of VIP services that have already been confirmed as binding can only be made in writing. The following cancellation costs will be charged:

|   |                         |
|---|-------------------------|
| - up to 24 hours before departure                 | free of charge          |
| - less than 24 hours before departure             | 50% of the order value  |
| - Non-cancellation without cancellation / no-show | 100% of the order value |

### 4. Changes/ Rebookings

Changes to the order details must be communicated in writing up to 24 hours before departure and only become binding when confirmed by KAS. Costs already incurred at this time must be charged to the client.

### 5. Terms of payment

The fees for the VIP service are to be paid in cash, by invoice, or EC or credit card.

### 6. Limitations of liability

KAS is not liable for damages resulting from slightly negligent breaches of duty by KAS or its vicarious agents. This exclusion does not apply to a culpable injury to life, limb, or health. Furthermore, the exclusion does not apply to breaches of contractual obligations, which are primarily to be seen in the care of the VIP customer until departure or after arrival and the breach of which would jeopardize the achievement of the purpose of the contract. Liability is limited to the damage that can typically occur in the care of VIP customers. The limitation of liability also applies in favor of the respective employees of KAS.

### 7. Data Protection

Personal data is collected, processed and stored for internal administrative and billing purposes. It is not passed on to third parties. The personal data required for the check-in process will only be transmitted to the airline or its check-in service provider.