

## **General Terms and Conditions for MyAirportGuide Services**

### **1 General Terms and Conditions**

FraSec Services GmbH, a subsidiary of the Fraport AG, offers the MyAirportGuide accompanying services described below at Frankfurt Airport.

These services consist of:

- A **Guide Service**, which further offers customers the opportunity to be accompanied through the terminal facilities of Frankfurt Airport from the agreed meeting point by expert attendants without luggage transport.
- A **Group Guide Service**, which accompanies groups of passengers without luggage transport on the grounds of the terminal facilities at Frankfurt Airport.
- And the **Guide Service Permanent Care**, which in addition to the first-mentioned products ensures continuous care until boarding.

The accompanying service is generally provided in German and English. When booking an additional package for a specific foreign language, the service is provided by an companion who can communicate in the selected language (level B1). Only one of the listed foreign languages can be selected per accompanying service. The language portfolio available for the accompanying service can be found in the respective product.

### **2 Guide Service**

- The Guide Service is available at Frankfurt Airport for arriving and departing customers and transfer passengers.
- Our Guide Service actively helps with general orientation. It assists our passengers at check-in, baggage check-in, entry/exit, customs and, if possible, at the aviation security checkpoint with use of the priority passage at all checkpoints.
- The guide service can be booked for a maximum of 4 persons. Luggage transport is not included.
- Departing customers will be met at the agreed time at a pre-defined entrance to the terminal facilities or optionally in the long-distance or regional train station area of the airport and guided on foot directly to the check-in for the flight they have booked.
- Afterwards, they will be accompanied through aviation security and passport control directly to the boarding gate for their flight. This is where the service ends.
- Customers arriving by air will be met at the arrival gate or, in the case of apron arrivals, at the bus gate and accompanied on foot to their destination within the airport terminal facilities or railway stations.
- For transfer passengers, the accompaniment includes all necessary steps (including a re-check-in if required) from the arrival gate until reaching the gate for the connecting flight. This is done in the most direct and fastest way possible.

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Continuous assistance during the stay at Frankfurt Airport cannot be provided within the scope of this product. In the event of a change of flight or platform at short notice, it is the responsibility of the guests to consider the announcements made by the carriers.

For persons with reduced mobility, a separate, free service is available for assistance at Frankfurt Airport. Further information is available at [www.fracares.de](http://www.fracares.de) or the respective airline (see the operating company's GTC).

**This product is not intended for children/young people under the age of 18 travelling alone, as we are unable to offer permanent care in this context in order to comply with the statutory duty of care. For this purpose, our special Guide Service Permanent Care product is available on separate request.**

### **3 Group Guide Service**

The Group Guide Service includes the services of the Guide Service for groups of 5 to 100 people.

- - We guide the group through the airport with up to 4 employees.
- - For groups of 21 passengers or more, we provide two guides.
- - For groups of 41 passengers or more, we provide three guides.
- - For groups of 61 passengers or more, we provide four guides.

The fee for this service depends on the size of the group and can be found on the product page.

This product is not intended for children/young people under the age of 18 travelling alone, as we are unable to offer permanent supervision in this context in order to comply with the statutory duty of care. For this purpose, our special product Guide Service Permanent Care is available on separate request.

### **4 Guide Service Permanent Care**

This product is only available on special request for a fixed period of time for passengers over 12 years of age. It includes a continuous accompaniment of passengers within the terminal areas of Frankfurt Airport from arrival to boarding. This service is charged on a sliding scale per hour or part thereof.

### **5 Conclusion of the contract and provision of the accompanying service**

The booking of the accompanying services is made online via [www.serviceshop.flughafen-frankfurt.de](http://www.serviceshop.flughafen-frankfurt.de).

The application form must be completed in full. After successful receipt of the order, customers will receive an automatic confirmation of receipt by mail. FraSec Services GmbH will check within 24 hours of receipt of the order whether the resources required to carry out the order are available. An agreement on the provision of the service is concluded upon

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receipt of the electronic order confirmation from FraSec Services GmbH, which is sent to the customers by separate mail to the mail address specified in the webshop.

## 6 Service Provision

The service employees designated for the booked service are identifiable to the booking customers by means of a specially designed pick-up sign on which the name of the respective customer is displayed. The booking customers will identify themselves to the designated service employees at the latest 15 minutes after the scheduled arrival time at the meeting point. FraSec Services GmbH will make every effort within the scope of technical and operational possibility to provide the service despite any delay on the part of the customers.

Departing customers are obliged to choose the time for the meeting with the respective service employee(s) in such a way that this time is at least 120 minutes or the airline's specification before the scheduled departure time of the booking passengers. If a time closer to the scheduled departure time for the booked flight has nevertheless been selected, the passengers bear the risk should the gate for the departure not be reached in time.

For arriving customers, unless otherwise agreed, the scheduled arrival time applies when picking up at the boarding gate or at the terminal stop of the apron bus. If the arrival time of the flight is delayed by more than 30 minutes, FraSec Service GmbH is released from providing the agreed service. It will make every effort, within the scope of its technical and operational possibilities, to provide the service despite a delay on the part of the customer.

## 7 Charges and Payment

The fees for the service ordered by the clients depend on the selected category of the accompanying service and on the number of persons to be accompanied and can be taken from the Webshop [www.serviceshop.flughafen-frankfurt.de](http://www.serviceshop.flughafen-frankfurt.de).

Payment for the booked service is made in advance in the Service Shop by credit card or, if offered, by SEPA direct debit. In all cases, we initiate payment with the booking confirmation. **Cash payment is not possible.**

## 8 Right of Retention, Set-Off, Liability

Customers may only assert rights of retention on the basis of counterclaims arising directly from this contract. Customers may only offset claims of FraSec Services GmbH against undisputed or legally established claims.

FraSec Services GmbH shall be liable without limitation for damages arising from injury to life, limb or health.

FraSec Services GmbH shall have unlimited liability for property damage and financial loss in the event of intent and gross negligence.

Otherwise, FraSec Services GmbH shall only be liable in the event of culpable breach of such obligations, the fulfilment of which is a prerequisite for the proper performance of the

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contract and on the observance of which the customer may regularly rely, whereby the liability shall be limited to compensation for the foreseeable damage typical for the contract. Damage not exceeding EUR 5,000 shall be deemed typical and foreseeable for the contract. Liability under the Product Liability Act remains unaffected, as does liability based on statutory provisions that provide for liability even in the absence of fault.

**9 Cancellation**

In the event of cancellation of confirmed orders up to 24 hours before collection at the agreed meeting point, the fee paid will be refunded less a processing fee of EUR 30 gross.

If the cancellation is made at a later time, the entire fee for the agreed service will be due. Cancellation must be made in writing by e-mail to [MyAirportguide@frasec.de](mailto:MyAirportguide@frasec.de), the time of receipt (CET) being binding.

**10 Data Protection**

In the case of booking requests for MyAirportGuide accompanying services at Frankfurt Airport via Fraport AG's online webshop, FraSec Services GmbH collects and processes the personal data of its customers for the purpose of executing the sales contract in accordance with Article 6 (1) sentence 1 b) German General Data Protection Regulation (GDPR). On this basis, FraSec Services GmbH only collects personal data that is necessary for the initiation, execution and termination of a contract between the customers and FraSec Services GmbH. Failure to provide the necessary data will result in us being unable to provide the services we offer.

**Type of data**

The following data is processed for booking enquiries: Salutation, title, company name, first and last name, address, VAT identification number (VAT ID), telephone number, e-mail address of the person making the booking as well as name(s), age and telephone number(s) of the person(s) to be accompanied. Pseudonyms may be used for the names of the persons to be accompanied, provided that the passengers have been informed of this by the Ordering Party. Telephone numbers of the guests are voluntary information.

**Transmission to third parties**

Customer data is not transmitted to third parties at any time. Fraport AG merely provides the platform for FraSec Services GmbH and does not collect any personal data itself.

**Payment service provider**

If a payment is necessary, this is made via independent third parties to whose websites customers are redirected to process the payment. FraSec Services GmbH itself does not make any payments. Credit card payments and, if offered, SEPA direct debit mandates are carried out by VR Payment GmbH.

**Legal basis**

In principle, the legal basis for processing the personal data of our customers is Art.6 Para.1 S.1 b (purpose of the contract).

In addition, the processing of the aforementioned data is necessary to protect the legitimate interests of us or a third party (Art.6 para.1 p.1f) German GDPR).

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For example, to document the use of our services for our customers and make it traceable or to prevent fraud.

**Storage Location**

The storage location for customer data is the Fraport data centre in Frankfurt Main, the West Europe Azure Cloud and servers of Plus.line AG.

**Service Provider**

BEMBEL GmbH, Große Rittergasse 88, 60594 Frankfurt develops and maintains Fraport's online shop and underlying systems.

**Retention period and Deletion**

We keep the personal data of our customers regarding orders for six years due to the legal obligation to keep records and anonymise them on 31.12. of the 6th year.

*Example:* If a customer orders a service from us and we confirm an accompanying service for 15.09.2022, we will delete the customer data on 31.12.2028. If an order request is rejected, the data will be anonymised within 24 hours of receipt of the order.