



General Terms and Conditions

for the Gate to Gate Service of Fraport AG

Table of Contents

1 General Provisions	3
2 Components of the Fraport Gate to Gate Service	3
3 Conclusion of Contract and Provision of the Fraport Gate to Gate Services	5
4 Prices and Payment	5
5 Right to Withhold Payment, Offsetting of Claims, Liability	6
6 Cancellations	6
7 Confidentiality and Data Protection	7
8 Ancillary Agreements and Legal Venue	7

1 General Provisions

1.1

Fraport AG offers the Gate to Gate Service described below to air travelers transferring at Frankfurt Airport.

1.2

This service may only be booked online; it is not possible to book or contact Fraport AG about it by phone.

1.3

Use of the Gate to Gate Service is subject to these General Terms and Conditions, in addition to the General Airport Regulations and Airport User Regulations.

https://www.fraport.com/en/misc/binaer/business-and-partner/services/guidelines-and-payment-terms/guidelines/5-1-1-airport-user-regulations/_jcr_content.file/5-1-1-airport-user-regulations.pdf

Terms and conditions of the customer that deviate from these have no validity, even if Fraport knows of them and/or has not explicitly rejected them.

1.4

Use of the Gate to Gate Service does not release customers from having to comply with official requirements such as aviation security, passport, and customs checks unless they have been officially exempted from these.

2 Components of the Fraport Gate to Gate Service

2.1

The Gate to Gate Service is available for groups of up to five persons booked for the same flight connection via Fraport. It is only good for one direction of travel (outbound or inbound).

2.2

After arriving at the airport, the customer and other booked persons are welcomed at the arrival gate, or the arrival location of the apron bus if the aircraft has been assigned to a remote parking position, by a service employee who then escorts them to the departure gate of the connecting flight. The arrival gate or bus arrival point is always in the terminal building. If the customers must clear an immigration, passport, or security check, they are assisted by the service employee.

The Gate to Gate Service comprises the following individual services in connection with this air journey:

- Pickup at the arrival gate or, when arriving from a remote aircraft position by bus, at the apron position
- Transfer across the apron in a limousine to the departure gate
- Escort of up to four additional persons (including up to three children) besides the passenger who books the service
- Free child booster seats if requested for transfer across the apron in a limousine (optionally bookable)
- Collection of all relevant travel documents
- Escort through any required immigration, passport or customers checkpoints
- Return of the travel documents together with the boarding passes after clearing all required checks

2.3

The Gate to Gate Service can be provided only if at least 45 minutes are available to complete the transfer.

2.4

The service employee waits at the arrival gate for up to 15 minutes, with the service being provided within a time window that takes deviations from the scheduled arrival time of up to three hours in either direction into account. After this waiting time elapses, the customer has no further claim to either performance of the service or a refund of the fee paid.

2.5

After arrival, the Gate to Gate Service employee collects and carries the relevant documents from the passengers. It is voluntary but necessary for them to temporarily relinquish their personal identification documents (acc. to Section 20, Paragraph 1 of the German Personal Identification Act).

2.6

According to EU Directive 1107/2006, passengers with limited mobility are entitled to a separate, free service that must be requested in advance from the airline or tour operator. If wished, persons with limited mobility can also be assisted within the scope of the Fraport Gate to Gate Service to the extent defined for this service

against payment of the fee agreed for the service, provided that they do not require medical care, they are not bedridden, they are able to climb stairs without assistance, and their mobility limitation was communicated when booking the service. Since the limousines used are not equipped to carry wheelchairs, it is therefore not possible to pick up wheelchair-dependent persons within the scope of the Gate to Gate Service

3 Conclusion of Contract and Provision of the Fraport Gate to Gate Services

3.1

The customer contracts Fraport to provide the Gate to Gate Service, starting with pickup at the arrival gate at the specified time, by booking it in the Service Shop of Fraport no later than 48 hours in advance.

3.2

The Gate to Gate Service may be booked on the Service Shop's website at <https://www.serviceshop.flughafen-frankfurt.de/de/products/gate-to-gate>

3.3

All fields of the order form must be completed. After successfully submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport then checks whether the resources required to fulfill it are available.

3.4

A contract for providing the service is concluded upon receipt of the electronic order confirmation, which Fraport sends by a separate email to the address that the customer provided when making the booking in the Service Shop. The email also informs the customer that the booking has been finalized and that they must print out the booking order and take it along on the trip.

4 Prices and Payment

4.1

The price of the Fraport Gate to Gate Service is based on the table below.

4.2

Up to three children no older than three years may travel free of charge in the company of an adult, while counting toward the maximum of five persons per group.

Price in EUR (incl. *VAT)	Price in EUR (incl. *VAT)	Price in EUR (incl. *VAT)	Price in EUR (incl. *VAT)	Price in EUR (incl. *VAT)
1 person	2 persons	3 persons	4 persons	5 persons
€145.24	€154.99	€164.74	€174.49	€184.23

* VAT 16% effective 01.07.2020 – 31.12.2020

4.3

Payment for the service must be made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, Fraport initiates collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

5 *Right to Withhold Payment, Offsetting of Claims, Liability*

5.1

The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport against other claims if the latter are undisputed or have been legally established.

5.2

Fraport is fully liable in the event of loss of life, injury, or harm to health. Fraport is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Act and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

6 *Cancellations*

The Gate to Gate Service may be canceled free of charge by notifying Fraport at least 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. Cancellations may only be submitted by email (to FRA-Premium-Service@fraport.de); it is not possible to cancel online or by phone.

7 Confidentiality and Data Protection

7.1

Fraport only uses personal data received from customers to the extent required to process and bill bookings and manage customers while complying with the applicable data protection regulations. It stores data only as long as is required in each case.

Additional information is available here:

<https://www.fraport.com/en/our-company/fraport/data-protection-statement.html>

7.2

Fraport does not divulge any customer data to third parties unless the customer explicitly permits Fraport to do so or Fraport contracts third parties to provide services. In this case, Fraport concludes a written agreement with the contracted company on compliance with the data protection regulations.

7.3

Personal data are provided to government institutions and agencies within the scope of the regulations applicable to the provision of booked services.

7.4

Except in order to comply with any applicable disclosure obligations imposed by law, Fraport pledges to treat all personal data of customers confidentially and to ensure that its employees as well as third parties contracted for fulfilling the contract are required to meet data protection requirements and practice confidentiality to the same extent.

8 Ancillary Agreements and Legal Venue

8.1

These General Terms and Conditions constitute part of the contract. Any and all ancillary agreements, amendments, and additions to the contract must be in writing in order to be valid. If one or more provisions of these General Terms and Conditions should be or become void or invalid, this will not affect the remaining provisions.

8.2

The legal venue and place of fulfillment is Frankfurt am Main, Germany.