

VIP lounge- Terms of Use

1. Services Offered

Services	CIP	VIP/VVIP
Escort Services	✓	✓
Check-in Services	✓	✓
Refreshment (Light snacks and Drinks)	✓	✓
Immigration Clearance	✓	✓
Customs Clearance	✓	✓
Baggage Handling	✓	✓
Wait till the final call	✓	✓
Emergency and first aid services	✓	✓

Annex 1 has a list of VVIP and VIPs.

2. **Request for service:** VIP services shall be provided upon receipt of receipt. Requests detailing the service required, date, time and details of passengers shall be forwarded to airport via e-mail to lounge@ganairport.aero, 3 hours before the time lounge service required. Application form shall be available at our website: www.ganairport.com.
3. **Ad-hoc requests:** Walk-in passengers may only be accommodated based on the availability of space at the lounge. Even in such instances, refreshments may need to be restricted or not provided based on availability.
4. **Prices :** All prices are in USD, however, government institutions shall be allowed to pay in MVR based on the prevailing exchanges approved by MMA.
5. **Cancellation:** all cancellation requests should be submitted to AIA prior to 2 hours before time by email to lounge@ganairport.aero. Passengers will be charged as per the schedule if they fail to request for cancellation as mentioned.
6. **Classification of movements:** Arrival and departure for a passenger are to be considered as separate movements for which separate requests shall be placed. Each single movement is 3 hours and if a passenger utilizes the facility for more than 3 hours, the number of movements shall be calculated in blocks of 3 hours.
7. **Multiple Passengers:** AIA reserves the right to services more than 01 passenger at any given time.
8. **Access**
 - a) Only passengers are allowed access inside the lounge. Non-passengers and protocol are advised to wait in the lobby. Those who wish to wait with VIPs shall provide such information in the request form and obtain pass to enter the lounge.
 - b) Pass holders may also be granted access to VIP without any charges. Passes shall be issued by AIA upon request by the protocol.
9. **Quality of Service:** AIA as service provider shall commit to provide an exceptional quality of service within the lounge.
10. **Charges:**
 - a) All VVIPs and accompanying protocol members shall be exempted from the services.
 - b) Spouses, children, family and any others accompanying the VVIPs shall be charged as per the charges mentioned above.
 - c) Children above 2 years shall be charged same price as an adult.
11. **VIP Request:** Request for VIP of VVIP service should be from the respective ministry or state institutions.
12. **Prohibitions and Restrictions**
 - a) Smoking inside the lounge is forbidden except in designated areas allotted for smoking.
 - b) Passengers are not allowed to bring in food into the lounge.
 - c) Proper conduct should always be maintained within the lounge and staff in charge of the lounge reserves the right to dismiss any person who fails to do so.
 - d) Accompanying adult or guardian shall be responsible for children under the age of 16.
13. **Disclaimer:** AIA shall not be held responsible for any damages for events beyond their control nor shall be liable to pay back the amount charged for the service.
14. **Amendment:** AIA reserves the right to change the services provided and charges applicable for the service. Such amendments shall be communicated beforehand.
15. **Disputes:** Any disputes arising between AIA and the passenger regarding the lounge service shall be endeavoured to be settled amicably by mutual discussion and agreement. If the parties fail to arrive at a mutual agreement, then the matter shall be referred to a court of competent jurisdiction in the Republic of Maldives.



Annex 1:

a) VVIP

- i) President of Maldives
- ii) Vice President of Maldives
- iii) Former Presidents
- iv) Speaker of the Parliament
- v) Chief of Justice
- vi) Attorney General
- vii) Presidents and Heads of States

b) VIP

- i) Members of the Parliament
- ii) Prosecutor General
- iii) Cabinet Ministers
- iv) State Ministers
- v) Maldivian High Commissioner
- vi) Foreign Diplomats and Secretaries
- vii) City Councilors and Mayor