

## **General Terms and Conditions of Use**

### **General Terms**

Florence Airport's Priority Lane service (indicated by appropriate signage) allows users to access security via a dedicated priority lane, separate from the regular lane used by departing passengers to go through security before reaching the departures area.

Staff will check that departing passengers have the correct documentation to benefit from this service, checking their access pass and boarding card.

After accessing the Priority Lane, passengers must proceed to an available security screening point.

Passengers must adhere to the airport security regulations in force and the airline's policy regarding hand baggage. Hand baggage will be subject to the appropriate checks.

If the service is temporarily unavailable due to unforeseen circumstances (e.g. breakdown of equipment or systems), including circumstances outside the control of Toscana Aeroporti ("force majeure"), Toscana Aeroporti will attempt to restore a normal service with as little disruption as possible to passengers. Passengers do not have the right to request refunds or compensation in the event that the service is unavailable.

Passengers are responsible for any damages sustained by TA during the use of this service. Toscana Aeroporti cannot be held responsible in any way if a passenger misses their flight a result of late arrival at the boarding gate. In addition, TA cannot be held responsible if a passenger is refused entry to the departures area for breaching security regulations and/or the airline hand baggage policy.

If a flight is cancelled (or does not operate due to any other cause not imputable to Toscana Aeroporti) refunds will not be made for access passes which have already been paid for and used.

Toscana Aeroporti will not be answerable for any inconvenience experienced by passengers due to an increase in the number of Priority Lane service users.

The use of the Priority Lane service is not refundable, unless otherwise expressly stated on the Conditions of Purchase indicated at the point of sale.

### **Conditions of Use**

To use Florence Airport's Priority Lane service, passengers must:

- a) possess a travel document and valid boarding card.
- b) possess a document/pass to access the service, which may differ according to the purchase method (printed booking confirmation if purchased online, document issued by Toscana Aeroporti Ticket Office, or a boarding pass issued by airlines who have a prior agreement with Toscana Aeroporti for use of the Priority Lane).

Children under 2 years may use the Priority Lane service free as long as they are accompanied by at least one adult passenger in possession of the documentation as indicated by a) and b) above.

A Priority Lane access pass is only valid for one passage through security. Multiple passes can be purchased simultaneously (for example for families, groups of friends or work colleagues) in one transaction.

Passengers must adhere to the relevant airline's regulations for their time of arrival at the airport and at the boarding gates.

A single-use pass for the Priority Lane bought from the Toscana Aeroporti Ticket Office is non-refundable and is valid for three months from the purchase date. After this three-month period, refunds will not be issued for unused passes.

If a passenger intends to use Priority Lane more than once during the same journey, they must be in possession of the requisite number of additional passes.