



## ALA · VIP Service

Kazakhstan, Almaty, Almaty, terminal T1

### TARIFFS

ID 3138

	1 adult	Urgent tariff (for passenger)	Children
Departure Domestic flight	120 \$	170 \$	0 - 2 years - free of charge, 2 - 12 years - 60 \$
Arrival Domestic flight	100 \$	150 \$	0 - 2 years - free of charge, 2 - 12 years - 50 \$

### SERVICE DESCRIPTION

#### Departure:

- the passenger goes to the VIP lounge (**it is necessary to provide a contact for communication with the passenger**);
- registration, baggage check-in in the VIP lounge;
- passport and customs control in the VIP lounge;
- low-alcohol and non-alcoholic beverages;
- hot and cold drinks;
- snacks;
- escort to the boarding gate;
- when the aircraft is parked remotely, the passenger is delivered to the aircraft in a separate car.

#### Arrival:

- the assistant meets the passenger at the aircraft ramp with a nameplate (**it is necessary to provide a contact to communicate with the passenger**);
- delivery of the passenger to the VIP lounge in a separate car with remote boarding;
- passport and customs control in the VIP lounge;
- baggage collection in the VIP lounge;
- after completing the service, the passenger leaves the VIP on his own.

### CANCELLATION POLICY

Modification and cancellation of a confirmed application (less than 48 hours before the provision of the service) is a 100% penalty.  
Failure to show up is a 100% penalty.

### URGENCY

Urgent request (submitted less than 48 hours before the service is provided): + \$ 50 per passenger.

### ADDITIONAL SERVICES

Greeters and mourners

Access to the VIP lounge for greeters and mourners (no more than 2 hours).

50 \$

LLC «VIP Group»

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