



## DME · VIP lounge

Russia, Moscow, Domodedovo, terminal T2, T1

### TARIFFS

ID 2975

|            | 1 adult   | Urgent tariff<br>(for passenger) | Children  |
|------------|-----------|----------------------------------|---|
| VIP lounge | 304,53 \$ | 304,53 \$                        | 0 - 6 years - free of charge,<br>6 - 12 years - 152,27 \$ |

### SERVICE DESCRIPTION

#### Arrival (international flights):

- Meeting at the exit of the teletrap with a VIP sign (upon request, it is possible to provide a nameplate). In the absence of a teletrap, an assistant meets passengers at the aircraft ramp with a VIP sign (upon request, a nameplate can be provided) and transport from the aircraft to the terminal is provided. The VIP passenger must approach the VIP lounge employee.;

Please note that if the passenger does not see the VIP lounge agent when exiting the aircraft, it is necessary to immediately call +7 (495) 508-00-08 without leaving the common room to promptly resolve the situation. If passengers do not report the difficulty on the spot, the service is considered completed and is subject to 100% payment.

- After all VIP passengers have contacted the agent, the whole group is accompanied by a VIP agent (the passenger passes passport control on a general basis, at the counters with the least workload);
- A passenger with checked baggage is waiting for his luggage in the VIP lounge in a sterile area (coffee, tea, water are provided);
- The agent of the VIP lounge receives the luggage and assists in the delivery of luggage to the customs control desks, where he independently passes the customs control zone according to the requirements of the customs services of Domodedovo airport;
- The agent meets the passenger after passing through customs control and, if necessary, delivers the passenger's luggage to the greeters or the car (at the passenger's request)..

#### Arrival (domestic flights):

- Meeting at the exit of the teletrap with a VIP sign (a nameplate can be provided on request). In the absence of a teletrap, the assistant meets passengers at the aircraft ramp with a VIP sign (a nameplate can be provided on request). The VIP passenger must approach the VIP lounge employee. If the passenger has baggage, the dispatcher takes the baggage tags.

Please note that if the passenger does not see the VIP lounge agent when exiting the aircraft, it is necessary to immediately call +7 (495) 508-00-08 without leaving the common room to promptly resolve the situation. If passengers do not report the difficulty on the spot, the service is considered completed and is subject to 100% payment.

- Escort to the VIP lounge where passengers are waiting for their luggage. Information about the readiness of the luggage will be announced additionally, then the luggage will be delivered to the VIP lounge.  
After completing the service, the passenger leaves the VIP lounge on their own or, if necessary, a VIP Group employee will escort the passenger to the car and help carry the luggage (up to 3 seats).

#### Departure (international flights):

- The passenger approaches the VIP lounge (the passenger must arrive at the VIP lounge no later than 1.5 hours before departure) or an employee of the VIP Group meets the passenger at the car, helps carry the luggage to the VIP lounge (up to 3 seats). The customer must inform the VIP Group employee about arrival 15-20 minutes before arrival at the airport. The VIP lounge is located on the 1st floor in the left wing of the airport opposite the check-in desk No. 1. The layout of the VIP lounge is below in the description.

The passenger is located in the VIP lounge while the VIP agent checks in the passenger and checks out the luggage. A representative of the aviation security Service may ask to inspect the passenger's luggage.

- The passenger passes passport control on a general basis, at the counters with the least workload.
- Escort to the boarding gate. In the absence of a teletrap, delivery to the aircraft is carried out in a separate car for VIP passengers.

The access of the greeters to the VIP lounge for up to 3 people is free of charge.

### Departure (domestic flights):

- The passenger approaches the VIP lounge (the passenger must arrive at the VIP lounge no later than 50 minutes before departure) or an employee of the VIP Group meets the passenger at the car, helps carry the luggage to the VIP lounge (up to 3 seats). The customer must inform the VIP Group employee about the arrival 15-20 minutes before arrival at the airport. The VIP lounge is located on the 1st floor in the left wing of the airport opposite the check-in desk No. 1. The layout of the VIP lounge is below in the description.

The passenger is located in the VIP lounge while the VIP agent checks in the passenger and checks out the luggage. A representative of the aviation security Service may ask to inspect the passenger's luggage.

- Passing security control in the VIP lounge.

After the boarding announcement, the assistant escorts the VIP passengers to the boarding gate. In the absence of a teletrap, delivery to the aircraft is carried out in a separate car for VIP passengers

The access of the greeters to the VIP lounge for up to 3 people is free of charge.

### The VIP lounge also provides:

- facsimile communication in the city and photocopying services;
- free wireless Internet access Wi-Fi;
- children's playroom;
- shower room with sets of necessary accessories.

### Additional services can be provided for a fee:

- meeting room (by prior request);
- restaurant, bar services;
- purchase of goods in the Duty-Free store (on departure);
- taxi order;
- design of designer bouquets;
- souvenir and gift shop;
- VIP parking for vehicles;
- packing of luggage.

***If the passenger has with him a foreign currency (more than 10,000 US dollars) or any goods that are subject to declaration, he must fill out a declaration.***

## SERVICE DESCRIPTION

A confirmed Request can be canceled at any time, but not later than 2 hours before arrival or 4 hours before departure.

Failure to show up is a 100% penalty.

## URGENCY

Urgent request (submitted less than 24 hours before the service is provided): no extra charge per passenger.

## ADDITIONAL SERVICES

### Porter (up to 6 pieces of luggage)

Baggage porter services - baggage delivery from and to the aircraft (provided if there is an available employee). Payment for 6 pieces of luggage. Additional payment is possible if the baggage limit is exceeded.

Free

### Porter (up to 6 pieces of luggage)

Provision of a baggage carrier (up to 6 units) from and to the car. Additional payment is possible if the baggage limit is exceeded.

Free

### Personal assistance

Personal support at the airport - meeting from the car, seeing off to the car, assistance with luggage, assistance in solving non-standard situations.

29,00 \$



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