



## SVO · VIP lounge

Russia, Moscow, Sheremetyevo, terminal C

### TARIFFS

ID 2972

	1 adult	2 adults (for passenger)	Urgent tariff	Children
VIP lounge International flight	360,64 \$	350,37 \$	429,48 \$	0 - 2 years - free of charge, 2 - 12 years - 180,32 \$

### SERVICE DESCRIPTION

#### ARRIVAL

- Meeting at the exit of the telescope with the VIP International sign (upon request, a name plate can be provided for a fee). In the absence of a telescopic booth, the assistant meets passengers on the plane's ramp with a VIP sign (on request, a name plate can be provided for a fee). The VIP passenger must approach the VIP lounge employee. If the passenger has luggage, the dispatcher picks up the luggage tags.

*Passengers do not see the agent of the VIP lounge, it is necessary to immediately leave the common lounge, call +7 (495) 508-00-08 to quickly resolve the situation. If passengers do not report any difficulties on the spot, the service is deemed performed and is 100% payable.*

- After all VIP passengers turned to the agent, the whole group is accompanied by a VIP agent for cable passport control, outside the VIP lounge, which can be present in the common lounge. Passport control is carried out in the general queue.
- Escort through customs control in the common room. A customs representative may ask you to put your hand luggage on x-ray.
- Escort to the VIP lounge, where passengers expect their luggage. Baggage will be delivered to the VIP lounge.
- The VIP lounge serves passengers and helps carry baggage (up to 3 seats).

#### DEPARTURE

- The passenger is suitable for the VIP lounge (the employee must arrive at the VIP lounge no later than 1.5 hours before the presentation) or the VIP group employee meets passengers, helps to bring 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 layout of the VIP lounge is below in the description.
- VIP agent registers the passenger, baggage. An aviation security representative may ask you to inspect passenger luggage.
- Escort in the cabin of passport control, customs control outside the VIP lounge, which are present in the common lounge. Passport and customs control is carried out in the general queue.
- Escort to the gate. If there is no teraprap, delivery to the aircraft is carried out in a separate car for VIP passengers.

Hall up to 3 people for free.

#### THE VIP LOUNGE IS ALSO AVAILABLE

- business center services (internet, telephone, press, printer, etc.);
- watching television programs;
- children's play area;
- luggage packing

- escort in Duty-Free stores (on departure)

## IT IS POSSIBLE TO PROVIDE ADDITIONAL SERVICES:

- provision of restaurant services (exquisite dishes of author and European cuisine, as well as a wide range of drinks);
- provision of a room for negotiations;
- provision of VIP areas for cinema / video / photography;
- souvenir shop;
- bar services;

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

## SERVICE DESCRIPTION

A confirmed application can be cancelled at any time, but no later than 2 hours before arrival or 4 hours before departure. Failure to appear is a 100% penalty.

## URGENCY

Urgent request (submitted less than 24 hours before the service is provided): + 6.700 ₺ per passenger.

The cost of an urgent application *for a child (2-12 years old)*: **20.900 ₺ /person**.

### IMPORTANT INFORMATION

Please note that if the passenger does not see the VIP lounge agent when exiting the aircraft, it is necessary to immediately call the phone 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.*

If you need to stay in the VIP lounge **with animals**, you need to arrange an additional service "**Pet transportation**".

## ADDITIONAL SERVICES

<b>Porter (up to 6 pieces of luggage)</b> 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
<b>Porter (up to 6 pieces of luggage)</b> 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
<b>Conference room</b> A meeting room for business meetings.	51,37 \$
<b>Personal assistance</b> Personal support at the airport - meeting from the car, seeing off to the car, assistance with luggage, assistance in solving non-standard situations.	30,82 \$
<b>Meeting with a nameplate (3 passengers)</b> Individual meeting with a nameplate at the ramp or exit from the teletrap. Payment for meeting 3 passengers.	48,29 \$
<b>Transportation of a pet</b> Stay in the VIP lounge with an animal. Payment for 1 animal.	48,29 \$