



VKO · VIP lounge

Russia, Moscow, Vnukovo, terminal A

TARIFFS

ID 2973

1 adult	Urgent tariff (for passenger)	Children
414 \$	476 \$	0 - 2 years - free of charge, 2 - 12 years - 207 \$

SERVICE DESCRIPTION

Arrival (domestic flights):

- meeting at the exit of the teletrap or at the aircraft ramp with a name plate (the names of other VIP passengers who arrived on the same flight are also possible on the plate). The VIP passenger must approach the VIP lounge employee. If the passenger has baggage, the dispatcher takes the baggage tags;
- after all VIP passengers have contacted the agent, the whole group is accompanied by a VIP agent in a separate car to Terminal A;
- escort to the VIP lounge, where passengers are waiting for their luggage (information about the readiness of luggage will be announced additionally, then the luggage will be delivered to the VIP lounge);
- access to the VIP lounge:
 - business center services;
 - Internet;
 - telephone;
 - The press;
 - printer;
 - VIP parking.
- after completion of the VIP service, the agent escorts the passenger to the car in the VIP parking lot;
- the porter delivers the luggage to the car.

On arrival, the greeters can meet the passenger in the general arrival area of international flights (the right wing of Terminal A).

Departure (domestic flights):

- the VIP lounge agent meets the passenger at the entrance to the VIP parking lot (at the rightmost barrier at the entrance to Vnukovo Airport);
- The porter carries the luggage to the VIP lounge (the passenger must arrive at the VIP lounge no later than **1.5 - 2** hours before departure). The customer must inform the VIP lounge employee **10-15** minutes before arrival at the airport (the layout of the VIP lounge is below in the description);
- access to the VIP lounge:
 - business center services;
 - Internet;
 - telephone;
 - The press;
 - printer;
 - VIP parking.
- the passenger is located in the VIP lounge while the VIP agent checks in the passenger, checks out the luggage (a representative of the aviation security service may ask to inspect the passenger's luggage);
- support through security control;
- escort to the plane on a separate VIP transport or in the case of a teletrap on an electric car.

The access of the greeters to the VIP lounge is free of charge if they are indicated in the application.

Arrival (international flights):

- Meeting at the exit of the teletrap or at the aircraft ramp with a name plate (the names of other VIP passengers who arrived on the same flight are also possible on the plate). The VIP passenger must approach the VIP lounge employee. If the passenger has

baggage, the dispatcher takes the baggage tags.

- After all VIP passengers have contacted the agent, the whole group is accompanied by a VIP agent in a separate car to Terminal A.
- Escort through passport and customs controls, outside the VIP lounge, which are located in the common room on the 1st floor. Passport control is carried out in a common queue. A customs control representative may ask you to put your hand luggage on the X-ray.
- 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 VIP service, the agent escorts the passenger to the car in the VIP parking lot. The porter delivers the luggage to the car.

On arrival, the greeters can meet the passenger in the general arrival area of international flights (the right wing of Terminal A).

Departure (international flights):

- The VIP lounge agent meets the passenger at the entrance to the VIP parking lot (at the rightmost barrier at the entrance to Vnukovo Airport). The porter carries the luggage to the VIP lounge (the passenger must arrive at the VIP lounge no later than 1.5 - 2 hours before departure). The customer must inform the VIP lounge employee 10-15 minutes before arrival at the airport. 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.
- Escort to separate passport control and customs control booths outside the VIP lounge, which are located in the common room on the second floor. Passport and customs control is carried out in a common queue.
- Escort to the plane on a separate VIP transport or in the case of a teletrap on an electric car.

The access of the greeters to the VIP lounge is free of charge if they are indicated in the application.

The VIP lounge also provides

- business center services (Internet, telephone, press, printer, etc.);
- escort to Duty-Free shops (on departure on request);
- VIP parking.

CANCELLATION POLICY

Less than 5 hours before the service is provided:

- modification of a confirmed application + 5,000 ₺ per application;
- cancellation of a confirmed application is a 100% penalty.

Failure to appear is a 100% penalty.

URGENCY

Urgent request (submitted less than 25 hours before the service is provided): + 5,000 ₺ per passenger.

IMPORTANT INFORMATION

If the passenger does not see the VIP lounge agent when exiting the aircraft, it is necessary to call the phone immediately, 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 non-refundable.

ADDITIONAL SERVICES

Porter

Baggage carrier services - baggage delivery from and to the aircraft (provided if there is a free employee). Up to 2 units are free of charge, followed by payment for 1 piece of luggage. 7 \$

Porter service

Luggage delivery from/to the car is provided if there is an available employee. Free

Lounge «Deluxe»

Comfortable private room. 45 \$

Conference room (for 30 people)

Providing access to the meeting room for business meetings, with a capacity of 30 people. 35 \$

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. 45 \$

