



## VKO · VIP lounge

Russia, Moscow, Vnukovo, terminal VIP

### TARIFFS

ID 2974

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

### SERVICE DESCRIPTION

#### Arrival:

- Meeting at the exit of the teletrap or at the aircraft ramp with a VIP sign (upon request, a nameplate can be provided). 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 escorted by the VIP agent to the VIP terminal in a separate VIP minibus, 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 receiving the luggage, the passenger leaves the VIP lounge on his own or, if necessary, an employee of the VIP Group will escort the passenger to the car and help carry the luggage (up to 3 seats).

#### Departure:

- The passenger approaches the VIP lounge (the passenger must arrive at the VIP lounge no later than 1 hour and 20 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 arrival 15-20 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.
- Passing security control in the VIP lounge.  
After the boarding announcement, the assistant escorts VIP passengers to the plane in a separate VIP minibus.

The access of the greeters to the VIP lounge is free of charge.

#### The VIP lounge also provides:

- business center services (Internet, telephone, press, printer, watching TV programs);
- VIP parking for vehicles.

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

- bar services;
- provision of a meeting room;
- taxi order;
- packing of luggage.

### CANCELLATION POLICY

Cancellation of a confirmed application (less than 24 hours before the service is provided) is a 100% penalty.  
Failure to appear is a 100% penalty.

### URGENCY

Urgent request (submitted less than 24 hours before the service is provided): + 5,000 rubles per passenger.

## 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.*

## 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 when available. Depending on individual needs additio Free

### Conference room

A meeting room for business meetings. 56 \$

### 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 \$

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LLC «VIP Group»

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