

GENERAL TERMS AND CONDITIONS FOR THE ONLINE SALE OF SERVICES

1. GENERAL INFORMATION

These general terms and conditions govern the sale of service ("Services") offered by SACBO S.p.A. ("SACBO"), the company managing Bergamo Orio al Serio Airport with registered offices at no. 49/51 Via Orio al Serio, 24050 Grassobbio (BG) Tax code, Bergamo Company Register and VAT No. 00237090162 Share capital 17,010,000 fully paid up, E.A.I. No. 133034.

The services are sold by SACBO through its own website <https://ecommerce.milanbergamoairport.it/> ("Website").

In order to obtain the access credentials required to make purchases on the website, the User (hereinafter also referred to as the "Purchaser" or "Customer") is required to confirm that they have read these general terms and conditions of sale, which are therefore understood to be known and accepted at the moment of purchase. Sending a purchase order on the website implies acceptance of these general terms and conditions of sale and acknowledgement of the Privacy Policy and Cookie Policy.

Link to view reference documents:

- Privacy Policy <https://ecommerce.milanbergamoairport.it/assets/file/privacyPolicyIt.pdf>
- Cookie Policy <https://ecommerce.milanbergamoairport.it/assets/file/cookiePolicyIt.pdf>

Prior to any purchase, Users are in any case required to check the current version of the general terms and conditions of sale published on the website, which SACBO reserves the right to modify unilaterally and without prior notice.

In the event of the purchase of goods or services that are not expressly indicated in these general terms and conditions of sale, but are present on the platform, the rules laid down in these general terms and conditions of sale shall apply, insofar as applicable.

2. REGISTRATION

In order to obtain the access credentials required to make purchases on the website, it is necessary for the User to register.

In completing the registration procedure, the User undertakes to follow the instructions on the website and to provide their personal data in a correct and truthful manner.

Once registered, the User will receive a confirmation email at the email address provided. Said confirmation shall release SACBO from any liability regarding the truthfulness and completeness of the data provided by the User.

If the User provides inaccurate or incomplete data and there is a dispute between the parties concerned regarding payments made, SACBO will have the right to refuse activation of the service or to suspend the same until said inconsistencies have been resolved.

On the occasion of the first request for activation of a profile by the User, SACBO will assign the User with a username corresponding to their email address, while the User will be required to choose a password for access.

The User acknowledges that these identifiers constitute the credentials for validating access to the website and will be the only means to identify the User. The User also acknowledges that any acts performed via said access will be attributed to them and binding.

The User undertakes to keep their access data secret and to store said data with due care and diligence and not to pass the access data to third parties, even temporarily. The account details and password must be kept confidential and access to devices must be controlled.

SACBO will not be held responsible for any activities carried out with the account details and passwords. The Customer undertakes to take all necessary precautions to ensure that their password remains secure and confidential and undertakes to inform SACBO immediately if there is reason to believe that any third party has knowledge of the password, or if the password has been, or is likely to be, used in an unauthorised manner.

The Customer is obliged to ensure that the data provided is correct and complete and to notify SACBO immediately of any changes in the information provided.

3. DESCRIPTION OF SERVICES

These general terms and conditions of sale govern the offer, submission and acceptance of purchase orders for the following services on the website.

Fast Track

<https://ecommerce.milanbergamoairport.it/productslist/1/55/43>

Subject: The service allows access to security controls via a dedicated entrance that is separate from the normal route for departing passengers. Signs are present inside the airport to help identify the Fast Track service.

Purchase procedure: the Fast Track service can be purchased either online or in the airport at the ticket counter or vending machine. A book of ten entry tickets can be purchased exclusively online. Children under the age of 2 are allowed to enter free of charge.

Validity: single entry is valid for 12 months from the date of purchase. A single-entry ticket is valid for a single Fast Track passage. After 12 months, the code will be automatically cancelled and can no longer be used. Once the validity of the entry ticket has been cancelled, a refund cannot be requested.

The book of 10 entry tickets is valid for 12 months from the date of purchase. Each entry ticket may be used by more than one person, and more than one ticket can be used in a single day. At the end of the 12-month period, any unused tickets are not refundable.

Without prejudice to the User's obligation to comply with the time limits for presentation at the security controls and boarding gate, if the User is unable to use the service due to a temporary malfunction of the QR Code recognition system, they shall have the right to use the service on another date within the period of validity, waiving any further requests or claims.

Terms and conditions for access to the service: to use the Fast Track service, the Customer must be in possession of:

- a) A travel document and valid boarding pass.
- b) The confirmation QR code ("QR code") sent by SACBO at the time of purchase.

To access the Fast Track service, the Purchaser must show their QR code at the access turnstile located in the departure area, next to the security checkpoints and the Check-In Lounge.

Each single QR code or entry ticket from the book of tickets allows the Fast Track service to be used once.

After accessing, the Customer will be directed to an available security control point.

User's obligations: the User is required to comply with the security regulations in force at the airport and the carrier's policy in relation to the carriage of hand luggage and will therefore be subject to the relative checks. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the security controls or gate. SACBO will not be

held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy or in any case with current regulations.

Fast Track Check-in

<https://ecommerce.milanbergamoairport.it/productslist/10/55/69>

Subject: Fast Track Check-in is a service that allows check-in operations to be carried out by accessing the Check-in Lounge exclusively to check-in and dispatch baggage with a dedicated staff member. This service is available during the opening hours of the Check-in Lounge. The use of other Check-in Lounge services is subject to possession of a ticket for said service.

The service also includes priority access to security checks via the Fast Track service as described in the dedicated section.

Method of purchase: the Fast Track Check-in service can be purchased online or directly at the airport at the ticket counters or in the Check-in Lounge. A book of five entry tickets can be purchased exclusively online.

Validity: single entry is valid for 12 months from the date of purchase. Single entry allows a single access to check-in in the Check-in Lounge and to the Fast Track service on the same date. After 12 months, the code will be automatically cancelled and can no longer be used. Once the validity of the entry ticket has been cancelled, a refund cannot be requested.

The book of 5 entry tickets is valid for 12 months from the date of purchase. Each entry ticket may be used by more than one person, and more than one ticket can be used in a single day. At the end of the 12-month period, any unused tickets are not refundable.

Terms and conditions for access to the service: to use the Fast Track Check-in service, the Customer must be in possession of:

- a) A travel document.
- b) The confirmation QR code ("QR code") sent by SACBO at the time of purchase.

To access the Fast Track service, the Purchaser must show their QR code at the access turnstile located in the departure area, next to the security checkpoints and the Check-In Lounge.

Each single QR code or entry ticket from the book of tickets allows the Fast Track Check-in service to be used once.

User's obligations: the User is required to comply with the security regulations in force at the airport and the carrier's policy in relation to the carriage of hand luggage and will therefore be subject to the relative checks. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the Lounge, the security controls or gate. SACBO will not be held liable in any way in the event that passengers are refused access to boarding due to non-compliance with security regulations or carrier policy or in any case with current regulations.

Flight Baptism

<https://ecommerce.milanbergamoairport.it/productslist/11/55/103>

Subject: The purchasing of the service certifies the departure of a passenger for the first time. The service is available online, with delivery to the address indicated at the moment of purchase.

Method of purchase: the First Flight certificate can be purchased exclusively online and is made out in the name of the passenger.

Terms and conditions for access to the service: purchase online

Check-in Lounge single entry

<https://ecommerce.milanbergamoairport.it/productslist/2/55/52>

Subject: The purchase of the Lounge service grants access to the Check-in Lounge. This service is available during the opening hours of the Check-in Lounge.

Method of purchase: the Check-In Lounge product can be purchased online or directly at the airport at the ticket counters, directly in the Check-in Lounge or from the vending machine. The single entrance ticket allows access to the Lounge once. Before placing the order, the Customer is obliged to carefully read the conditions of access to the Lounge, which are also available in the Lounges. The Customer declares that, by accepting these general terms and conditions of sale, they also accept the Lounge regulations.

Validity: 1 (one) year from the date of purchase.

In the event of non-use (no show) within one year from the date of purchase, the Purchaser will not be entitled to a refund or to use the service at a later date.

Once access has been made and the QR code has been read, no refund is possible.

Terms and conditions for access to the service: the User must show the ticket with the QR code when entering the Lounge.

Obligations of the User: The Purchaser is obliged to comply with the safety regulations and provisions in force at the airport. SACBO declines all responsibility in the event of theft or loss of personal items left unattended by the Customer inside the Lounge while using the service. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate or their stay in the lounge. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. In any case, SACBO shall not be held liable in any way in the event that the passenger is denied access to the Lounge due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached.

Check-in Lounge 5 entry ticket booklet

<https://ecommerce.milanbergamoairport.it/productslist/2/55/52>

Subject: The purchase of the Lounge service grants access to the Check-in Lounge. This service is available during the opening hours of the Check-in Lounge.

Method of purchase: the Check-In Lounge 5 entry ticket booklet product can be purchased online. Each ticket has a specific code and allows access to the Lounge once. Before placing the order, the Customer is obliged to carefully read the conditions of access to the Lounge, which are also available in the Lounges. The Customer declares that, by accepting these general terms and conditions of sale, they also accept the Lounge regulations.

Validity: each ticket is valid 1 (one) year from the date of purchase.

In the event of non-use (no show) within one year from the date of purchase, the Purchaser will not be entitled to a refund or to use the service at a later date.

Once access has been made and the QR code has been read, no refund is possible.

Terms and conditions for access to the service: the User must show the ticket with the QR code when entering the Lounge.

Obligations of the User: The Purchaser is obliged to comply with the safety regulations and provisions in force at the airport. SACBO declines all responsibility in the event of theft or loss of personal items left unattended by the Customer inside the Lounge while using the service. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate or their stay in the lounge. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. In any case, SACBO shall not be held liable in any way in the event that the passenger is denied access to the Lounge due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached.

Hello Sky Lounge

<https://ecommerce.milanbergamoairport.it/productslist/2/55/53>

Subject: The purchase of the Lounge service grants access to the Hello Sky Lounge. The service is available when the Hello Sky Lounge is open. The Hello Sky Lounge service is located in the airside departures area and is managed by a third-party operator.

Method of purchase:

The Customer may purchase:

- A single-entry ticket online or on site.
- A book of 5 entry tickets available online only.

Validity: from 4 days before to 4 days after the date of the flight specified during the purchase process. Once access has been made, a refund cannot be requested. In the event of non-use (no show), the Purchaser will not be entitled to a refund or to use the service at a later date.

Terms and conditions for access to the service: access is granted to passengers in possession of a boarding pass and QR code entry ticket or affiliated frequent flyer card.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate or their stay in the Lounge. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. In any case, SACBO shall not be held liable in any way in the event that the passenger is denied access to the Lounge due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached.

Hello Sky Lounge + Shower

<https://ecommerce.milanbergamoairport.it/productslist/2/55/104>

Subject: The purchase of the Hello Sky Lounge + Shower service allows access to the Hello Sky Lounge and to the Shower service. The service is available when the Hello Sky Lounge is open. The Hello Sky Lounge service is located in the airside departures area and is managed by a third-party operator.

Method of purchase:

The Customer may purchase:

- A single-entry ticket online or on site.

Validity: from 4 days before to 4 days after the date of the flight specified during the purchase process. Refunds may not be requested in the event of one of the two services having been used and/or after 4 days from the date indicated during the purchase process.

Terms and conditions for access to the service:

In order to gain access to the service, the Customer must be in possession of:

- a) A travel document.
- b) The confirmation QR code ("QR code") sent by SACBO at the time of purchase.
- c) A reservation for the shower service.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate or their stay in the Lounge. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. In any case, SACBO shall not be held liable in any way in the event that the passenger is denied access to the Lounge due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached. The Premium Shower Service is additional to the other Hello Sky Lounge services. SACBO shall not be held liable for any problems arising from the temporary unavailability of the service or failure to coordinate with the service provider in advance, or from prolonged waiting times for access to the service. SACBO will do its utmost, to the extent of its responsibility, to facilitate the correct flow of information between the User and the Operator managing the Lounge.

Bundle: Fast Track + Hello Sky Lounge

<https://ecommerce.milanbergamoairport.it/productslist/12/55/105>

Subject: Purchase of the combined Fast Track + Hello Sky Lounge service allows access to the security controls via a dedicated entrance, as well as access to the Hello Sky Lounge. The service is available when the Hello Sky Lounge is open. The Hello Sky Lounge service is located in the airside departures area and is managed by a third-party operator.

Method of purchase: the client may purchase:

- a single-entry ticket online or on site.

Validity: from 4 days before to 4 days after the date of the flight specified during the purchase process. Once one of the two services in the product combo has been used, refunds may no longer be requested. In the event of non-use (no show), the Purchaser will not be entitled to a refund or to use the service at a later date.

Terms and conditions for access to the service: In order to gain access to the combo service, the client must have:

- a) A travel document.
- b) Already checked-in (passenger and luggage).
- c) The confirmation QR code ("QR code") sent by SACBO at the time of purchase.

In order to access the Fast Track service and the Hello Sky Lounge, the Purchaser must show their QR code at the access point situated in the departure area, next to the security controls and the Lounge entrance.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate or their stay in the Lounge. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. In any case, SACBO shall not be held liable in any way in the event that the passenger is denied access to the Lounge due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached. SACBO shall not be held liable for any problems arising from the temporary unavailability of the service or failure to coordinate with the service provider in advance, or from prolonged waiting times for access to the service. SACBO will do its utmost, to the extent of its responsibility, to facilitate the correct flow of information between the User and the Operator managing the Lounge.

Bundle: Fast Track Check-in + Hello Sky Lounge

<https://ecommerce.milanbergamoairport.it/productslist/12/33/106>

Subject: Purchase of the combined Fast check-in + Hello Sky Lounge service allows check-in operations to be carried out by accessing the Check-in Lounge situated in the departures area next to the security controls exclusively for passenger and luggage check-in with dedicated staff, and also provides priority access to the security controls via the Lounge. The QR code also includes access to the Hello Sky Lounge.

This service is available during the opening hours of the Check-in Lounge and the Hello Sky Lounge. The use of other Check-in Lounge services is subject to possession of a ticket for said service.

Method of purchase: the client may purchase:

- A single-entry ticket online or on site.

Validity: from 4 days before to 4 days after the date of the flight specified during the purchase process.

Refunds may not be requested in the event of one of the two services having been used and/or after 4 days from the date indicated during the purchase process.

Terms and conditions for access to the service: In order to gain access to the combo service, the client must have:

- a) A travel document.
- b) The confirmation QR code ("QR code") sent by SACBO at the time of purchase.

In order to access the Fast Track Check-in service and the Hello Sky Lounge, the Purchaser must show their QR code at the entrance to both Lounges.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate or their stay in the Lounge. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. In any case, SACBO shall not be held liable in any way in the event that the passenger is denied access to the Lounge due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached. SACBO shall not be held liable for any problems arising from the temporary unavailability of the service or failure to coordinate with the service provider in advance, or from prolonged waiting times for access to the service. SACBO will do its utmost, to the extent of its responsibility, to facilitate the correct flow of information between the User and the Operator managing the Lounge.

Bundle: Checkin Lounge + Hello Sky Lounge

<https://ecommerce.milanbergamoairport.it/productslist/12/33/106>

Subject: Purchase of the combined Check-in Lounge + Hello Sky Lounge service allows the access to the check-in lounge for a maximum stay of 3 hours, check-in operations for passenger and luggage with dedicated staff, and also provides fast track service to the security controls. The QR code also includes access to the Hello Sky Lounge.

This service is available during the opening hours of the Check-in Lounge and the Hello Sky Lounge.

Method of purchase: the client may purchase:

- A single-entry ticket online or on site.

Validity: from 4 days before to 4 days after the date of the flight specified during the purchase process.

Refunds may not be requested in the event of one of the two services having been used and/or after 4 days from the date indicated during the purchase process.

Terms and conditions for access to the service: In order to gain access to the bundle service, the client must have:

- a) A travel document.
- b) The confirmation QR code ("QR code") sent by SACBO at the time of purchase.

In order to access the Fast Track Check-in service and the Hello Sky Lounge, the Purchaser must show their QR code at the entrance to both Lounges.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate or their stay in the Lounge. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. In any case, SACBO shall not be held liable in any way in the event that the passenger is denied access to the Lounge due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached. SACBO shall not be held liable for any problems arising from the temporary unavailability of the service or failure to coordinate with the service provider in advance, or from prolonged waiting times for access to the service. SACBO will do its utmost, to the extent of its responsibility, to facilitate the correct flow of information between the User and the Operator managing the Lounge.

VIP Card Standard and VIP Card Plus

<https://ecommerce.milanbergamoairport.it/productslist/8/55/4>

Subject: VIP Cards entitle the holder to a series of discounts and benefits as set out in the terms and conditions of use. Two types of VIP card are available:

- Nominal VIP Card, with the holder's first and last name indicated on the card.
- Corporate VIP Card, in the name of the company.

Method of purchase: VIP Cards can be purchased online or at the airport.

Validity: 1 year from date of issue. The card cannot be refunded due to services not being used.

Terms and conditions for access to services: VIP cards must be shown to the manager(s) of the relative activities in order to take advantage of the benefits provided, in accordance with the terms and conditions and operating hours of the services.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. SACBO shall not be held liable in any way in the event that the passenger is denied access to the services (e.g., access to the Lounge) due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached. SACBO shall not be held liable in any way in the event of disruptions, losses, damage or injury suffered by the Customer due to the activities of the operators of the affiliated businesses (bars, shops, pharmacies, etc. ...) or operators other than SACBO managing activities (e.g., Hello Sky Lounge). If the Card provides for discounts or other benefits for the purchase of goods in the affiliated activities, the terms and conditions for the sale of goods and services, product warranties or any complaints will exclusively concern the relationship between the operators of the activities and the Purchaser, releasing SACBO from any liability in this regard, also with reference to the provisions of Articles 128-135 septies of the Italian Consumer Code.

BGY Top - Meet and Greet

<https://ecommerce.milanbergamoairport.it/productslist/3>

Subject: In order to meet the needs of business customers and those wishing to receive personalised treatment, SACBO offers a package of services named "BGY Top", aimed at inbound and outbound passengers.

Method of purchase: the service can be purchased online and at the Check-in Lounge (with different prices in each reseller), subject to availability. In the event of temporary unavailability of the website or temporary technical problems in completing the transaction, the User may contact SACBO by sending an email to the following address premium@sacbo.it.

Validity: the service can only be used on the reserved date(s). In the event of flight changes due to causes beyond the passenger's control (e.g., delays or cancellations), the passenger must notify SACBO at the following e-mail address premium@sacbo.it. If the BGY Top service is not used, it is possible to request reimbursement no later than 48 hours before the date for which the service has been reserved by writing to the email address: premium@sacbo.it. Reimbursement will be made subject to an administrative fee of €30.00. No refunds will be available in the event of services cancelled later than 48 hours before the scheduled date of use of BGY Top.

Terms and conditions for access to the service: in order to access the service, the Purchaser must show their ticket (confirmation QR code) to the staff present in the terminal in accordance with the agreements previously made at the time of booking. If an integration regarding passenger number will be required it will be settled at the checkin lounge where last minute fares will be applied.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. In the case of outbound passengers, SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate. In the case of an incoming flight, any delays will be monitored by the service staff. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. SACBO shall not in any case be held liable in any way in the event that the passenger is denied access to the services (e.g., access to the Lounge) due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached. SACBO shall not be held liable in any way whatsoever in the event of inefficiency, loss, damage or injury suffered by the Customer as a result of the activities of third parties.

BGY GO - Meet and Greet

<https://ecommerce.milanbergamoairport.it/productslist/17>

Subject: In order to meet the needs of business customers and those wishing to receive personalised treatment, SACBO offers a package of services named "BGY GO", aimed at outbound passengers.

Method of purchase: the service can be purchased online subject to availability. In the event of temporary unavailability of the website or temporary technical problems in completing the transaction, the User may contact SACBO by sending an email to the following address premium@sacbo.it.

Validity: the service can only be used on the reserved date. In the event of flight changes due to causes beyond the passenger's control (e.g., delays or cancellations), the passenger must notify SACBO at the following e-mail address premium@sacbo.it. If the BGY GO service is not used, it is possible to request reimbursement no later than 48 hours before the date for which the service has been reserved by writing to the email address: premium@sacbo.it. Reimbursement will be made subject to an administrative fee of €30.00. No refunds will be available in the event of services cancelled later than 48 hours before the scheduled date of use of BGY GO.

Terms and conditions for access to the service: in order to access the service, the Purchaser must show their ticket (confirmation QR code) to the staff present in the terminal in accordance with the agreements previously made at the

time of booking. If an integration regarding passenger number will be required, it will be settled at the checkin lounge where last minute fares will be applied.

User obligations: The user is obliged to respect security regulations and the measures applicable in the airport. In the case of outbound passengers, SACBO will not be held liable in any way in the event of missed flights due to late arrival at the gate. In the case of an incoming flight, any delays will be monitored by the service staff. SACBO will not be held liable in any way in the event that passengers are refused access to the boarding area due to non-compliance with security regulations or carrier policy. SACBO shall not in any case be held liable in any way in the event that the passenger is denied access to the services (e.g., access to the Lounge) due to the capacity of the same having been exceeded as a result of current health policies or in any case in the event that the maximum number of passengers allowed in the Lounge has been reached. SACBO shall not be held liable in any way whatsoever in the event of inefficiency, loss, damage or injury suffered by the Customer as a result of the activities of third parties.

Parking

<https://ecommerce.milanbergamoairport.it/productslist/13/55/120>

Subject: The service consists of the provision of parking spaces located in the car parks at Bergamo Orio al Serio Airport (P2, P3).

Method of purchase: parking services can be purchased online

Validity: Customers are obliged to purchase access to the Parking Areas on the Website at least 2 (two) and a half hours before the scheduled time of entry to the car park.

The service purchased by the Customer is only valid for the date, time, price, parking space and airport specified in the summary screen, which will be displayed immediately before the Customer places the order and also in the confirmation email.

Rates refer to periods of 24 (twenty-four) hours. Prices are subject to change. The prices displayed are only valid at the moment of ordering. The number of “days” (24-hour periods) charged to the Customer when placing the order will be calculated on the basis of the times selected at the moment of purchase. It will be possible to enter the car park 60 (sixty) minutes before the entry time selected by the Customer when placing the order. If the actual exit time differs from the time selected by the Customer at the time of the order and, due to this, the actual time spent in the Parking Area is longer than the 24 (twenty-four) hour periods selected at the time of the order, the “standard” rather than the “web” rate will be applied for the excess parking period. This amount must be paid by the Customer at the dedicated cash points before leaving the car park. The Customer will have 15 minutes from the expiry of the booked parking time in which to leave the car park.

Terms and conditions for access to the service: On purchasing the service, the customer will receive a confirmation email with a QR code that must be presented at the dedicated column located at the entrance to the chosen car park, which will issue a ticket valid for exit and carrying the data relative to the service purchased.

Said ticket must be carefully held by the Customer in order to be able to exit the car park, by inserting it in the special column at the exit.

Any failure to recognise the QR code must be reported to the operator via the intercom at the entrance to the car park. The QR Code allows access to the car parks even if the “car park full” indicator is displayed. However, the Customer acknowledges and accepts that, in the event that the Parking Space is not available on the days indicated by the Customer during purchase, the car park operator is entitled to reallocate the Customer to a different parking area of the same or higher category.

User’s obligations: Within the car-park area, Users are obliged to comply with the rules governing the circulation of vehicles, and to strictly observe the signs posted in the car park as well as all legal and regulatory provisions.

4. TERMS AND CONDITIONS OF PURCHASE OF SERVICES

Services may be purchased individually or cumulatively.

These terms and conditions do not govern the sale of services by parties other than SACBO which may be present on SACBO's corporate website via links, banners or other hypertext links.

The identification of each service, its price and the means of payment that can be used are indicated in the corresponding section of the website.

For services for which there is limited access (e.g., BGY Top with access on a specific date or services to be provided on a specific date and time), the availability of the services refers to the actual availability at the time the User places the order. Said availability must in any case be confirmed by SACBO after purchase via email sent to the Customer.

Even after the order confirmation email has been sent, there may be cases of partial or total unavailability of services. In this case, SACBO will be responsible for rectifying the order by removing the unavailable service and the User shall be informed immediately by email. SACBO will endeavour to agree on alternative dates for the use of the service with the Customer, when of interest to the Customer and when there is availability.

If the User requests that the order be cancelled, SACBO will refund the amount paid within a maximum of 30 working days of SACBO receiving the request for refund.

5. PURCHASE PROCEDURE

The online purchase procedure on the website is as follows:

1. Select the service from the relative menu or logo.
2. Use the box to indicate the quantity required.
3. Click on "add to cart".
4. Repeat the operation for each additional service you wish to purchase.
5. Once selection is complete, click on the shopping cart to display the list of products.
6. Customers who are consumers, pursuant to art. 5.1, must declare to have received the information referred to in art. 49 of Italian Legislative Decree No. 206/2005 (hereinafter referred to as the "Consumer Code") including that relating to the exercising of the right of withdrawal.
7. Accept these general terms and conditions of sale.
8. Proceed with the purchase by entering the personal data requested and those relating to the payment method chosen. Payment can be made with major credit cards.

Once the purchase procedures have been authorised and the financial transaction has been confirmed, the Customer will receive an email at the email address indicated during registration, containing confirmation of the purchase and a link to access the summary and print-out of the services purchased. The tickets will contain a QR code that must be printed out, kept and shown to the staff in charge or validated using special verification tools when accessing the service. As an alternative to printing out tickets, it is possible to show the QR code via a personal device (smartphone, tablet, etc.).

In order to be able to make a purchase via the Internet, it is necessary for the User to provide the data requested during registration. The data collected will be processed in accordance with the provisions of the "privacy" section on the website.

6. TERMS AND CONDITIONS FOR THE CONCLUSION OF THE CONTRACT

Before finalising the order, which is governed by these general terms and conditions of sale, the Purchaser is obliged to check that the data contained therein is correct.

Before submitting the order, the User is required to confirm that they have read the General Terms and Conditions of Sale, as well as the Privacy and Cookie Policy.

Once the online order procedure has been completed, the User will be obliged to pay the price, in accordance with the procedures indicated on the website.

The purchase contract shall be concluded upon receipt by SACBO of the order and confirmation of payment and the sending of the confirmation email.

7. PROMOTION

As partial exception to these general terms and conditions of sale of services, SACBO reserves the right to propose promotions or special offers which will contain a specific description of the services offered, either single or combined, the period of use, the purchase terms and conditions, and the price.

In the event of any discrepancy between the specific terms and conditions of the promotion and these general terms and conditions of sale, the specific terms and conditions shall prevail.

For anything not expressly modified (in relation to terms and conditions of purchase, methods or terms and conditions for use of the service, and so on), the provisions of these general terms and conditions of sale shall apply, to the extent applicable.

Promotions may be posted on the website or sent to Users who have given their consent to receive commercial communications at the moment of registration.

The sending of communications relating to promotions does not constitute an offer, and the finalisation of the transaction will take place following payment of the price and the sending of the confirmation email by SACBO, in accordance with the procedures specified in these general terms and conditions of sale.

8. METHOD OF PAYMENT AND PRICES

The price of the services is indicated on the website on a case-by-case basis.

The prices for the products are inclusive of VAT.

Prices are subject to change at any time. Said changes do not apply to orders for which confirmation has already been sent.

Once the desired services have been selected, they will be added to the shopping cart. It will be sufficient to follow the purchase instructions, entering or verifying the required information at each step of the process. Order details may be changed before payment.

Payment can be made by the credit cards accepted and indicated on the website.

9. WARRANTY

SACBO is responsible for the services offered on the website in accordance with the provisions of Italian law and as provided for in the Regulations relative to the individual services.

In the event of services being offered by third party operators, SACBO shall ensure that services are provided in accordance with the procedures described in these General Terms and Conditions of Sale but will not be held liable in the event of damage, loss, injury or inefficiency attributable solely to the Operator, its employees or representatives.

SACBO will also not be held liable for any damage, injury, loss or consequential damage in relation to the use of the services or due to the fault of the Purchaser.

With regard to the purchase of goods or services from third-party Traders or Service providers, it is understood that the warranty for the goods, the reporting of defects and any complaints or claims for compensation shall relate exclusively to the relationship between the Purchaser and the Trader or Service provider.

10. WITHDRAWAL

If the User qualifies as a Consumer according to the Italian Consumer Code (art. 3 lett. a): *consumer or user: a natural person acting for purposes unrelated to the entrepreneurial, commercial, craft or professional activity carried out*; they have the right to withdraw from the purchase without any penalty and without specifying the reason within 14 days from the date of purchase of the services.

In the case of multiple purchases made by the Purchaser in a single order, the period begins on the date of receipt of the most recent voucher relating to the purchase of the service.

If the Customer intends to exercise the right of withdrawal, they must promptly notify SACBO thereof via:

- Email to: quality@sacbo.it (communications or requests sent to different email addresses will not be handled).
Registered letter with acknowledgement of receipt to the address
Sacbo S.p.A.
Via Orio al Serio 49/51,
24050 Grassobbio (BG)
C/O Quality

Or, by using the specific link for information and assistance regarding the purchase and receipt of the e-ticket:

- For information and assistance regarding the purchase and receipt of the e-ticket, visit the FAQ at the following address:

<https://ecommerce.milanbergamoairport.it/faq>

Alternatively, only for parking purposes, contact our support:

<https://ecommerce.milanbergamoairport.it/settings/support>

By selecting the item "Park". The service is available from 9am to 6pm Monday to Friday.

The service is available from 7am to 10pm from Monday to Sunday.

SACBO will refund the amount paid for the services within a maximum of 30 days.

SACBO will make the refund by bank transfer to the bank account indicated by the passenger on the withdrawal form.

In accordance with the provisions of the Italian Consumer Code, the right of withdrawal will not apply in the event that the service is used within the 14-day period.

In the event that the Customer purchases more than one service, withdrawal will be effective for the services that the Customer specifically indicates in the withdrawal notice. It is understood that the Customer purchasing a package of services may only exercise their withdrawal with regard to the package of services and not with regard to the individual services of which the package is comprised of. In the event that the passenger purchases a package of services and uses it partially (e.g., Fast Track and Hello Sky lounge access), they will not be able to request a refund for the unused service or partial withdrawal for one or more services in the package.

11. PROCESSING OF DATA

The Purchaser's data are processed in accordance with the provisions of legislation on the protection of personal data, pursuant to art. 13 of Regulation (EU) 2016/679 (GDPR).

12. CONTACTS

Requests for information can be sent by filling in the form on the website.

13. GOVERNING LAW AND JURISDICTION

These general terms and conditions of sale are governed by and interpreted in accordance with Italian law.

In the event of disputes relating to the performance, interpretation and acceptance of these general terms and conditions of sale or relating to the services purchased, the Parties shall endeavour to seek an amicable solution.

Any disputes inherent and/or consequent to the same shall be settled exclusively by the ordinary Italian judicial authorities.

In particular, if the User qualifies as a Consumer, any disputes shall be settled by the Court of the User's domicile or residence according to applicable law, if located within Italian State territory. The Court of Bergamo will have exclusive jurisdiction in all other cases.

WITHDRAWAL FORM

This form must be completed in order to withdraw from a remote or off-premises contract within 14 (calendar) days of receipt of confirmation of the service or from the date of conclusion of the contract as set out in the General Terms and Conditions of Sale of Services, in the case of the provision of a service to a Consumer as defined in the Italian Consumer Code.

Parts in italics are to be completed, parts highlighted in grey are to be deleted.

Date

For the attention of
SACBO
Via Orio al Serio 49/51, 24050 Grassobbio (BG)
C/O Quality

sent via email to: quality@sacbo.it

or

via registered letter with return receipt

I, the undersigned _____ (*insert name and surname of the consumer who concluded the contract*), hereby give notice of withdrawal from the contract of sale of the following services: _____ (*type and code*) ordered on _____ (*insert date of conclusion of contract*) and received on _____ (*insert date of receipt of document for access to services*).

I undertake to return the document(s) for access to services at my own expense without undue delay and in any event within 14 days of this letter.

I also request a refund of all payments made by me, for a total of _____ (*insert amount paid*) by _____ (*insert method of payment used to pay the price*) within the same deadline.

I hereby provide the following:

- my contact details (email and telephone): _____
- order number: _____
- data for the sending of the bank transfer: _____

Yours faithfully.

TERMS AND CONDITIONS OF USE OF ONLINE SERVICES

Fast Track

The Purchaser who wishes to use the Fast Track service must:

- Be in possession of a travel document and valid boarding pass.
- Possess a QR code ticket for access to services issued following an online transaction, single ticket purchased at the airport, VIP Card.

The document purchased online must be validated before access using the appropriate verification tools.

The individual QR code can only be used once for each chosen service. Each entry ticket from the book of tickets allows the service to be used once on the same day.

The service allows access to the area preceding the security controls via a dedicated entrance that is separate from the normal route for departing passengers.

Fast Track does not guarantee the use of dedicated security controls.

The Purchaser is required to comply with the security regulations in force at the airport and the carrier's policy in relation to the carriage of hand luggage.

After accessing, the Customer will be directed to one of the available security control points.

If, even within the same journey, the Purchaser wishes to use the dedicated Fast Track access again, they must be in possession of a new ticket.

SACBO will not be held liable for any inconvenience or prolonged waiting times that passengers may experience due to the high number of users of the Fast Track service.

In the event of temporary unavailability of services due to temporary causes (e.g., breakdown of equipment or systems, etc.), SACBO will do everything in its power to restore regular operations, taking whatever steps possible to minimise inconvenience to passengers.

SACBO declines all responsibility for any damage or loss that passengers may suffer while using the services or passing through the security controls.

Fast Track Check-in

The Purchaser who wishes to use the Fast Track Check-in service must:

- Be in possession of a travel document and valid boarding pass.
- Possess a QR code ticket for access to services issued following an online transaction, single ticket purchased at the airport, VIP Card.

The ticket purchased online must be validated at the moment of access to the Check-in Lounge, where it will be possible to carry out check-in operations, after which the User can proceed to the boarding gate via priority access to the security controls.

The individual QR code can only be used once for each chosen service. Each entry ticket from the book of tickets allows the service to be used once on the same day.

Fast Track Check-in does not guarantee the use of dedicated security controls.

The Purchaser is required to comply with the security regulations in force at the airport and the carrier's policy in relation to the carriage of hand luggage.

After accessing, the Customer will be directed to one of the available security control points.

If, even within the same journey, the Purchaser wishes to use the dedicated Fast Track access again, they must be in possession of a new ticket.

SACBO will not be held liable for any inconvenience or prolonged waiting times that passengers may experience due to the high number of users of the Fast Track service.

In the event of temporary unavailability of services due to temporary causes (e.g., breakdown of equipment or systems, etc.), SACBO will do everything in its power to restore regular operations, taking whatever steps possible to minimise inconvenience to passengers.

SACBO declines all responsibility for any damage or loss that passengers may suffer while using the services or passing through the security controls.

First Flight

The purchasing of the service certifies the departure of a passenger for the first time. The service is available online, with delivery to the address indicated at the moment of purchase.

Check-in Lounge and Hello Sky Lounge

For all matters not expressly governed by this document, the provisions of the general terms and conditions of sale shall apply, the terms and conditions of which shall prevail in the event of conflict with that specified in these terms and conditions of use.

Purchasers wishing to use the Check-in Lounge or the Hello Sky Lounge must have a ticket for access to the services: a QR code issued following an online purchase transaction, ticket purchased at the airport, VIP Card (1 access per day).

Tickets purchased online must be validated on entrance to the Lounges.

The individual QR code can only be used once for each chosen service. Each entry ticket from the book of tickets gives you the possibility to use the Lounge during the same day for 3 hours, without prejudice to the right to use multiple tickets on the same day in the event of a longer stay.

In the event of temporary unavailability of services due to temporary causes (e.g., breakdown of equipment or systems, unavailability of the Lounge for whatever reason, etc.), SACBO will do everything in its power to restore regular operations, taking whatever steps possible to minimise inconvenience to Users.

The Check-in Lounge services allow Users to wait for their flight to board in the dedicated Lounge.

For children under the age of 2, the service is free of charge.

The Check-in Lounge is located in the departure area next to the security controls.

The Hello Sky Lounge is located in the airside departure area.

Signs are present inside the airport to help identify the Lounges.

The Lounges are open every day at the times indicated on the website and are updated regularly. The User is obliged to check the Lounge opening hours before accessing.

The maximum stay is 3 hours from the time of registration of access.

In the event of flight delay, the Lounge will not remain open beyond the indicated times. Due to operational reasons and/or particular conditions, opening hours may change.

The Check-in Lounge service offers:

- ✓ Dedicated check-in desk for passenger and baggage check-in.
- ✓ Fast Track (via the Lounge).
- ✓ Snacks & drinks.
- ✓ Newspapers and magazines available to read.
- ✓ TV with SKY connection.
- ✓ Workstations with power sockets for PC use.
- ✓ WI-FI service.
- ✓ Multilingual staff.

The Hello Sky Lounge service offers:

- ✓ A light buffet.
- ✓ A relaxation area with seating.
- ✓ WI-FI service.
- ✓ Multilingual staff.
- ✓ Flight information.
- ✓ Newspapers and magazines available to read.
- ✓ Meeting rooms.
- ✓ Workstations.

Hello Sky Lounge + Shower

The Purchaser who wishes to use the Hello Sky Lounge + Shower service must:

- Be in possession of a travel document and valid boarding pass.
- Possess a ticket for access to QR code services issued following an online transaction, single ticket purchased at the airport.
- Book the shower service.

The document purchased online must be validated before access to the Hello Sky Lounge using the appropriate verification tools.

The individual QR code can only be used once for each chosen service on the day indicated during the purchase process.

The service also allows access to the Hello Sky Lounge and the Shower service.

The Purchaser is required to comply with the security regulations in force at the airport and the carrier's policy in relation to the carriage of hand luggage.

If, even within the same journey, the Purchaser wishes to access the Hello Sky Lounge and the Shower service, they must be in possession of a new ticket.

SACBO will not be held liable for any inconvenience or prolonged waiting times that passengers may experience due to the high number of users of the Shower service.

In the event of temporary unavailability of services due to temporary causes (e.g., breakdown of equipment or systems, etc.), SACBO will do everything in its power to restore regular operations, taking whatever steps possible to minimise inconvenience to passengers.

SACBO declines all responsibility for any damage or loss that passengers may suffer while using the services or passing through the security controls.

The Hello Sky Lounge service allows users to wait for their flight to board in the dedicated Lounge.

The Hello Sky Lounge is located in the airside departure area.

Signs are present inside the airport to help identify the Lounges.

The Lounge is open every day at the times indicated on the website, which are updated regularly. The User is obliged to check the Lounge opening hours before accessing.

The maximum stay is 3 hours from the time of registration of access.

The Hello Sky Lounge service offers:

- ✓ A light buffet.
- ✓ A relaxation area with seating.
- ✓ WI-FI service.
- ✓ Multilingual staff.
- ✓ Flight information.
- ✓ Newspapers and magazines available to read.
- ✓ Meeting rooms.
- ✓ Workstations.
- ✓ Shower service.

VIP Card and VIP Card Plus

Possession of the VIP Card offers:

- ✓ Unlimited access to VIP Lounges (1 access per day).
- ✓ Dedicated check-in desk for passenger and baggage check-in.
- ✓ Unlimited Fast Track.
- ✓ Ticket for 5 days of free car parking (with the exception of the P1 car park dedicated to short-term parking) followed by a discount of up to 40% on the standard rate at the Terminal car park (with the exception of the P1 car park dedicated to short-term parking).
- ✓ Newspapers and magazines available to read.
- ✓ Snacks and drinks.
- ✓ Workstations with power sockets for PC use.
- ✓ Free, unlimited WIFI service.
- ✓ Discounts and special offers at participating airport outlets listed on the website.

Possession of the VIP Card Plus offers:

- ✓ Unlimited car parking (except for the P1 car park dedicated to short-term parking).
- ✓ Unlimited access to VIP lounges.
- ✓ Dedicated check-in desk for passenger and baggage check-in.
- ✓ Unlimited Fast Track.
- ✓ Snacks and drinks.
- ✓ Newspapers and magazines available to read.

- ✓ Workstations with power sockets for PC use.
- ✓ Free, unlimited WIFI service.
- ✓ Discounts and special offers at participating airport outlets listed on the website.

In the event that facilities or services are provided by third party operators, SACBO will not be held liable in the event of temporary unavailability of services due to temporary causes (staff strikes, closure of activities or shops).

Combo product: Fast Track + Hello Sky Lounge

Purchasers wishing to use the Fast Track + Hello Sky Lounge service must:

- Be in possession of a travel document and valid boarding pass.
- Possess a ticket for access to QR code services issued following an online transaction, single ticket purchased at the airport.

The document purchased online must be validated before access to the area dedicated to the Fast Track service and to the Hello Sky Lounge using the appropriate verification tools.

The individual QR code can only be used once for each chosen service on the day indicated during the purchase process.

The service allows access to the area preceding the security controls via a dedicated entrance that is separate from the normal route for departing passengers.

Fast Track does not guarantee the use of dedicated security controls. After accessing, the Customer will be directed to one of the available security control points.

The service also allows access to the Hello Sky Lounge.

The Purchaser is required to comply with the security regulations in force at the airport and the carrier's policy in relation to the carriage of hand luggage.

If, even within the same journey, the Purchaser wishes to use the dedicated Fast Track access or the Hello Sky Lounge again, they must be in possession of a new ticket.

SACBO will not be held liable for any inconvenience or prolonged waiting times that passengers may experience due to the high number of users of the Fast Track service.

In the event of temporary unavailability of services due to temporary causes (e.g., breakdown of equipment or systems, etc.), SACBO will do everything in its power to restore regular operations, taking whatever steps possible to minimise inconvenience to passengers.

SACBO declines all responsibility for any damage or loss that passengers may suffer while using the services or passing through the security controls.

The Hello Sky Lounge service allows users to wait for their flight to board in the dedicated Lounge.

For children under the age of 2, the service is free of charge.

The Hello Sky Lounge is located in the airside departure area.

Signs are present inside the airport to help identify the Lounges.

The Lounge is open every day at the times indicated on the website, which are updated regularly. The User is obliged to check the Lounge opening hours before accessing.

The maximum stay is 3 hours from the time of registration of access.

The Hello Sky Lounge service offers:

- ✓ A light buffet.
- ✓ A relaxation area with seating.
- ✓ WI-FI service.
- ✓ Multilingual staff.
- ✓ Flight information.
- ✓ Newspapers and magazines available to read.
- ✓ Meeting rooms.
- ✓ Workstations.

Combo product: Fast Track Check-in + Hello Sky

Purchasers wishing to use the Fast Track Check-in service + Hello Sky Lounge must:

- Be in possession of a travel document and valid boarding pass.
- Possess a ticket for access to QR code services issued following an online transaction, single ticket purchased at the airport.

The document purchased online must be validated before access to the Check-in Lounge and the Hello Sky Lounge using the appropriate verification tools.

The individual QR code can only be used once for each chosen service on the day indicated during the purchase process.

The service allows access to the area preceding the security controls via a dedicated entrance from the Check-in Lounge that is separate from the normal route for departing passengers.

Fast Track does not guarantee the use of dedicated security controls. After accessing, the Customer will be directed to one of the available security control points.

The service also allows access to the Hello Sky Lounge

The Purchaser is required to comply with the security regulations in force at the airport and the carrier's policy in relation to the carriage of hand luggage.

If, even within the same journey, the Purchaser wishes to use the dedicated Fast Track access or the Hello Sky Lounge again, they must be in possession of a new ticket.

SACBO will not be held liable for any inconvenience or prolonged waiting times that passengers may experience due to the high number of users of the Fast Track service.

In the event of temporary unavailability of services due to temporary causes (e.g., breakdown of equipment or systems, etc.), SACBO will do everything in its power to restore regular operations, taking whatever steps possible to minimise inconvenience to passengers.

SACBO declines all responsibility for any damage or loss that passengers may suffer while using the services or passing through the security controls.

The Hello Sky Lounge service allows users to wait for their flight to board in the dedicated Lounge.

For children under the age of 2, the service is free of charge.

The Hello Sky Lounge is located in the airside departure area.

Signs are present inside the airport to help identify the Lounges.

The Lounges are open every day at the times indicated on the website, which are updated regularly. The User is obliged to check the Lounge opening hours before accessing.

The maximum stay is 3 hours from the time of registration of access.

The Hello Sky Lounge service offers:

- ✓ A light buffet.
- ✓ A relaxation area with seating.
- ✓ WI-FI service.
- ✓ Multilingual staff.
- ✓ Flight information.
- ✓ Newspapers and magazines available to read.
- ✓ Meeting rooms.
- ✓ Workstations.

BGY Top - Meet and Greet

The BGY Top service offers:

- ✓ A dedicated staff member and personal shopper.
- ✓ Porterage.
- ✓ A Check-in Lounge with check-in service at the times indicated on the website.
- ✓ Fast Track.
- ✓ Hello Sky Lounge at the times indicated on the website.
- ✓ A dedicated minibus for boarding and disembarking.

The service can be purchased for both the outward and the return journey either separately or combined.

The following services are provided for outbound passengers:

- ✓ Reception with dedicated staff.
- ✓ Luggage transportation service.
- ✓ Check-in at the Check-in Lounge.
- ✓ Boarding via dedicated minibus.
- ✓ Possibility to shop with a personal shopper.

The following services are provided for inbound passengers:

- ✓ Luggage transportation service.
- ✓ Disembarkation via dedicated minibus.
- ✓ Reception with staff.
- ✓ Access to the Check-in Lounge.

The BGY Top service is operational every day (6:00/22:00) or at night (22:00/6:00), subject to booking as indicated in the relative paragraph.

BGY GO - Meet and Greet

The BGY GO service offers:

- ✓ A dedicated staff member.
- ✓ Porterage.
- ✓ A Check-in Lounge with check-in service at the times indicated on the website.
- ✓ Fast Track.
- ✓ Hello Sky Lounge at the times indicated on the website.

The service can be purchased for outward journey.

The following services are provided for outbound passengers:

- ✓ Reception with dedicated staff.
- ✓ Luggage transportation service.
- ✓ Check-in at the Check-in Lounge.

The BGY Top service is operational every day (6:00/22:00) or at night (22:00/6:00), subject to booking as indicated in the relative paragraph.

Parking

On purchasing the service, the Customer will receive a confirmation email with a QR code that must be presented at the dedicated column located at the entrance to the chosen car park, which will issue a ticket valid for exit and carrying the data relative to the service purchased.

Said ticket must be carefully held by the Customer in order to be able to exit the car park, by inserting it in the special column at the exit.

Any failure to recognise the QR code must be reported to the operator via the intercom at the entrance to the car park.

The service offered does not provide any protection of the parked vehicle, and therefore no liability can be ascribed to SACBO or the car park operator in the event of theft of or damage to the vehicle.