

GENERAL TERMS AND CONDITIONS FOR SECURITY TIMESLOT AT EINDHOVEN AIRPORT

Article 1 Definitions

EANV:	Eindhoven Airport N.V.
Security Timeslot	EANV's service that allows the User who booked a virtual timeslot to use the corresponding passage to the Security Check at the airport. The User will gain access to this passage after the correct time of the timeslot has been checked.
Security Check:	The security check of the passenger and the luggage at Eindhoven Airport.
User:	The person who wishes to use the Security Timeslot service at Eindhoven Airport.
Security Timeslot agreement:	The agreement between the User and EANV concerning Security Timeslot, to which these Terms and Conditions apply.
Security Timeslot lane:	A demarcated and floor-marked walking route to guide the User to the Security Check.
Security Timeslot desk:	The desk in the terminal building of Eindhoven Airport marked 'Security Timeslot', where the User can report with his/her Security Timeslot ticket.
(Security Timeslot) Reservation:	A Security Timeslot reservation order submitted in full via the Website, which order is confirmed by providing a QR code. The User agrees to these Terms and Conditions and the general terms and conditions of Via Guide when making the Reservation.
Via Guide:	Via Guide GmbH, acting as service provider to and processor for EANV.
Terms and Conditions:	These general terms and conditions accompanying the Security Timeslot agreement.
Website:	The website www.eindhovenairport.nl as operated by EANV on the internet and containing the reference to the booking system .

Article 1 – General

1. The Security Timeslot agreement is entered into by EANV with the User who makes a Reservation for the Security Timeslot service.
2. Services related to the Reservation/booking process are performed by Via Guide, acting as a service provider to and processor for EANV. The Reservation is also subject to Via Guide's general terms and conditions, which can be viewed at [Via Guide](#). All services outside the booking process are provided by EANV.

3. With the Security Timeslot service, the User is given access to the Security Check queues via the Security Timeslot access points at a date and time reserved by the User. The Security Timeslot service is free of charge.

Article 2 – Reservation

1. Security Timeslot can only be reserved by completing the booking form for Security Timeslot (whether or not in combination with another EANV product) on the Website.
2. The User must state the information requested in the booking form on the Website for the purpose of making the Reservation. During the Reservation Process, the User must confirm his/her agreement with EANV's Terms and Conditions and Via Guide's general terms and conditions. By selecting the button making the Reservation, the User completes the Reservation Process at Via Guide and, at the same time, the User accepts EANV's offer to use the Security Timeslot service after the Reservation Process. With the confirmation of receipt of the User's Reservation via the Website and other related technologies of Via Guide and via e-mail to the e-mail address provided by the User, the Security Timeslot agreement between the User and EANV is established. The formation of the agreement may be in Dutch or in English.
3. After having finalised the Reservation, Via Guide will confirm this by sending a booking confirmation and Security Timeslot ticket by e-mail to the e-mail address provided by the User. The User is responsible for submitting a correct and valid e-mail address. EANV cannot be held liable for non-delivery of the booking confirmation. The booking confirmation serves as proof of the existence and content of the Security Timeslot agreement.
4. It is not permitted to make a Reservation for commercial purposes. A Reservation is strictly personal and is not transferable (for commercial purposes).

Article 3 – Security Timeslot access

1. During the reserved timeslot, the User has the right to go to the Security Timeslot lane. The User is allowed to use the Security Timeslot lane for a maximum of 5 minutes before and/or after the booked time. The possibility to use the general Security Check queues remains unaffected by the Security Timeslot service.
2. For access to the Security Timeslot lane, the User must present the Security Timeslot ticket and his/her boarding pass at the Security Timeslot desk in the terminal building. Here, EANV will check and validate the User's Security Timeslot ticket and boarding pass for access to the Security Timeslot lane.
3. The above provisions also apply to any fellow passengers. The User has the option of booking the same timeslot for the same flight for his party. Via Guide generates only one ticket, which ticket is generally valid for all fellow passengers and can only be used once. Use of the service is therefore only possible for passengers from a Reservation who come to the Security Timeslot desk together.
4. All passengers are subject to the same security rules and procedures at the airport. It is and remains the responsibility of the User to pass through the Security Check in time.
5. If access to the Security Timeslot lane cannot be granted due to exceptional circumstances, EANV reserves the right to cancel the Security Timeslot agreement by e-mail.

Article 5 – Liability

1. The User will use Security Timeslot at his or her own risk. EANV will not be liable for any damage or loss of whatever nature and whatever cause, unless there is wilful misconduct or gross negligence on the part of EANV.
2. EANV accepts no liability for any damage or loss that may occur as a result of the fact that, at the discretion of EANV or any other agency, the airport, or any part thereof, such as its terminal building, could temporarily not be accessed.
3. The Security Timeslot service expressly does not include any guarantee of passing the Security Check at a particular time, of a particular waiting time for the Security Check, of a particular time saving or of passing the Security Check in time to reach a particular flight.

Article 6 – Governing law and competent court

1. The Security Timeslot agreement is governed exclusively by Dutch law.
2. Any dispute between the parties will be submitted exclusively to the competent court in the district of Oost-Brabant, the Netherlands.