

VIP SERVICE

MyVIP manual

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MyVIP

We are pleased to guide you through the MyVIP environment step by step. We'll show you how to get started easily, so you can enjoy a seamless onboarding experience. We will highlight MyVIP's key benefits so you can make the most of its features.

What can you expect from MyVIP?

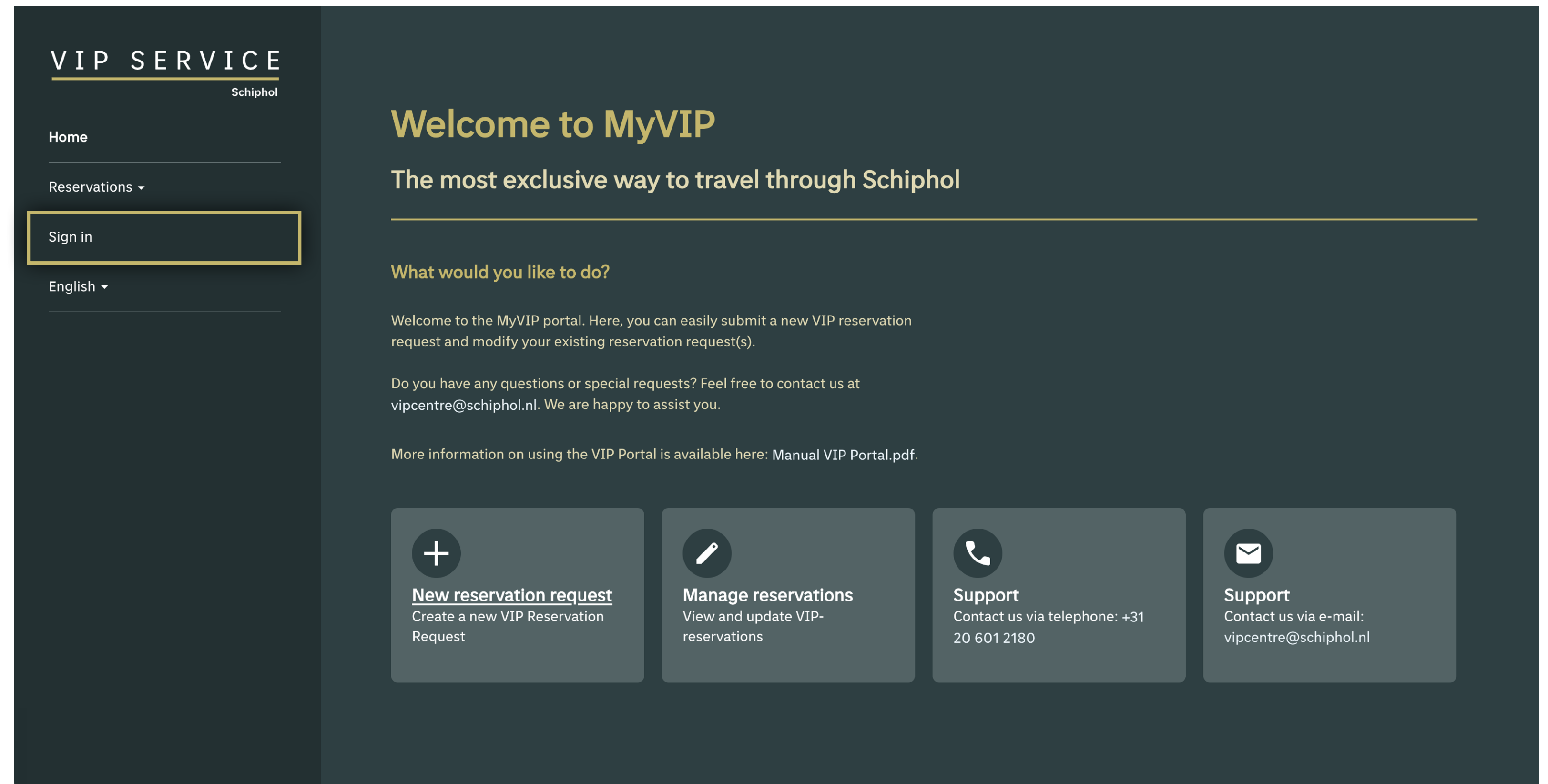
- **Effortless booking experience**
Easily create and modify reservations in a few simple steps.
- **Comprehensive reservation overview**
Access a complete view of all bookings, whether personal or business.
- **Easy payments**
Pay effortlessly via credit card or invoice.
- **Tailored selections**
Utilise filters for destination, guests and dates to gain valuable insights.

1 Create a profile

To gain access to MyVIP, you must first create a personal profile.

Click on 'Sign in' in the menu on the homepage and then enter the requested contact details.

For data protection reasons, it is necessary to create a profile to submit a VIP Service reservation request.



The screenshot shows the MyVIP portal homepage. On the left is a dark sidebar with the 'VIP SERVICE Schiphol' logo at the top. Below the logo are menu items: 'Home', 'Reservations' (with a dropdown arrow), 'Sign in' (highlighted with a yellow border), and 'English' (with a dropdown arrow). The main content area has a dark background with the heading 'Welcome to MyVIP' in yellow. Below this is the sub-heading 'The most exclusive way to travel through Schiphol'. A section titled 'What would you like to do?' contains three paragraphs: a welcome message, contact information (vipcentre@schiphol.nl), and a link to a manual PDF. At the bottom, there are four action cards: 'New reservation request' (with a plus icon), 'Manage reservations' (with a pencil icon), 'Support' (with a telephone icon), and 'Support' (with an envelope icon).

VIP SERVICE
Schiphol

Home

Reservations ▾

Sign in

English ▾

Welcome to MyVIP

The most exclusive way to travel through Schiphol

What would you like to do?

Welcome to the MyVIP portal. Here, you can easily submit a new VIP reservation request and modify your existing reservation request(s).

Do you have any questions or special requests? Feel free to contact us at vipcentre@schiphol.nl. We are happy to assist you.

More information on using the VIP Portal is available here: [Manual VIP Portal.pdf](#).

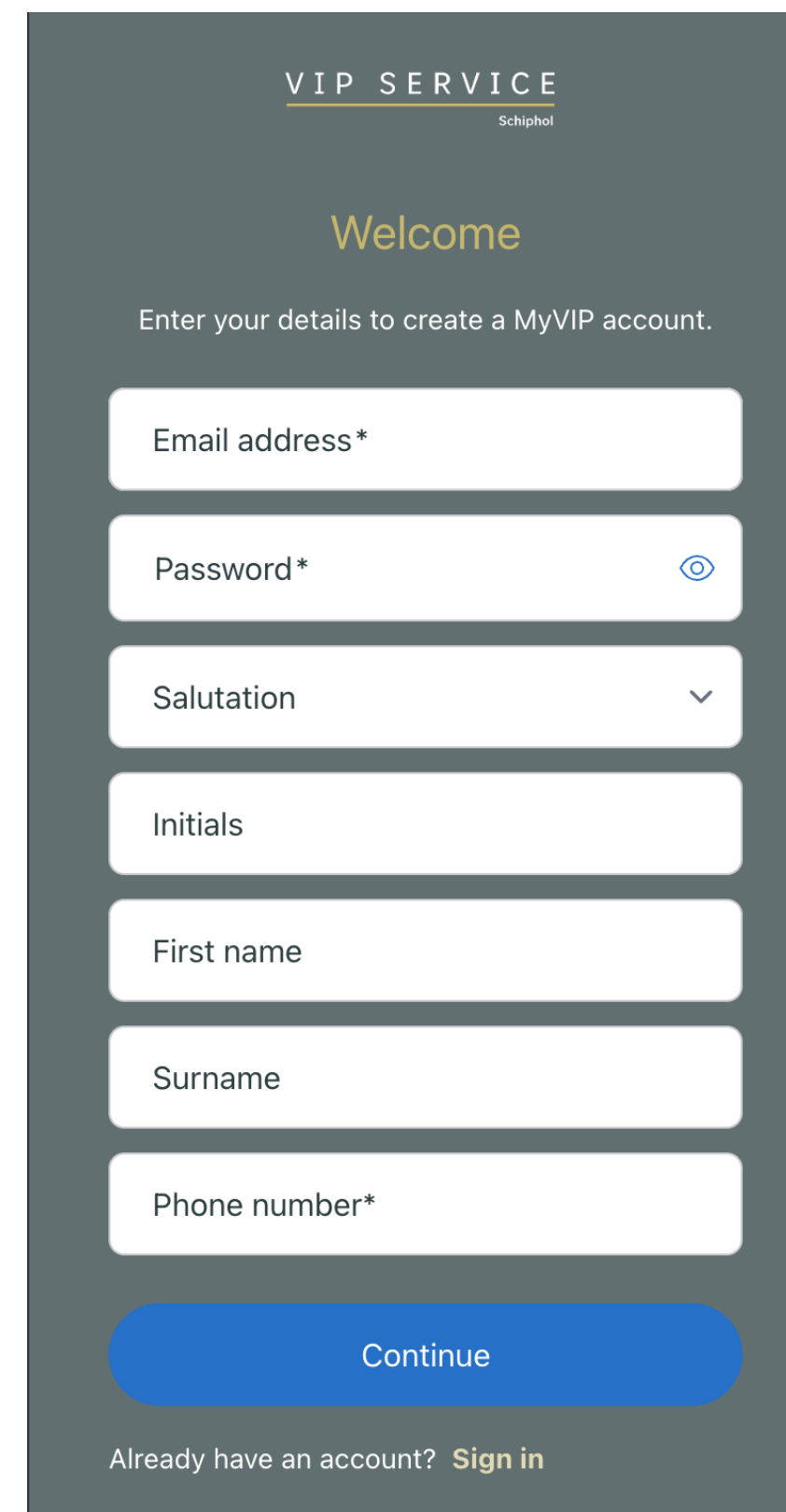
- New reservation request**
Create a new VIP Reservation Request
- Manage reservations**
View and update VIP-reservations
- Support**
Contact us via telephone: +31 20 601 2180
- Support**
Contact us via e-mail: vipcentre@schiphol.nl

2 Fill in your details

Click on **'Sign up'** and complete the registration form with your details.

After submitting your details, you will receive verification at the email address you provided. Please also check your junk mail folder. Once you have verified your account, you can start using MyVIP.

On your next visit, you can easily log in using your email address and password, allowing you direct access to your reservations and personal settings.





VIP SERVICE
Schiphol

Welcome

Enter your details to create a MyVIP account.

Email address*

Password* 

Salutation 

Initials

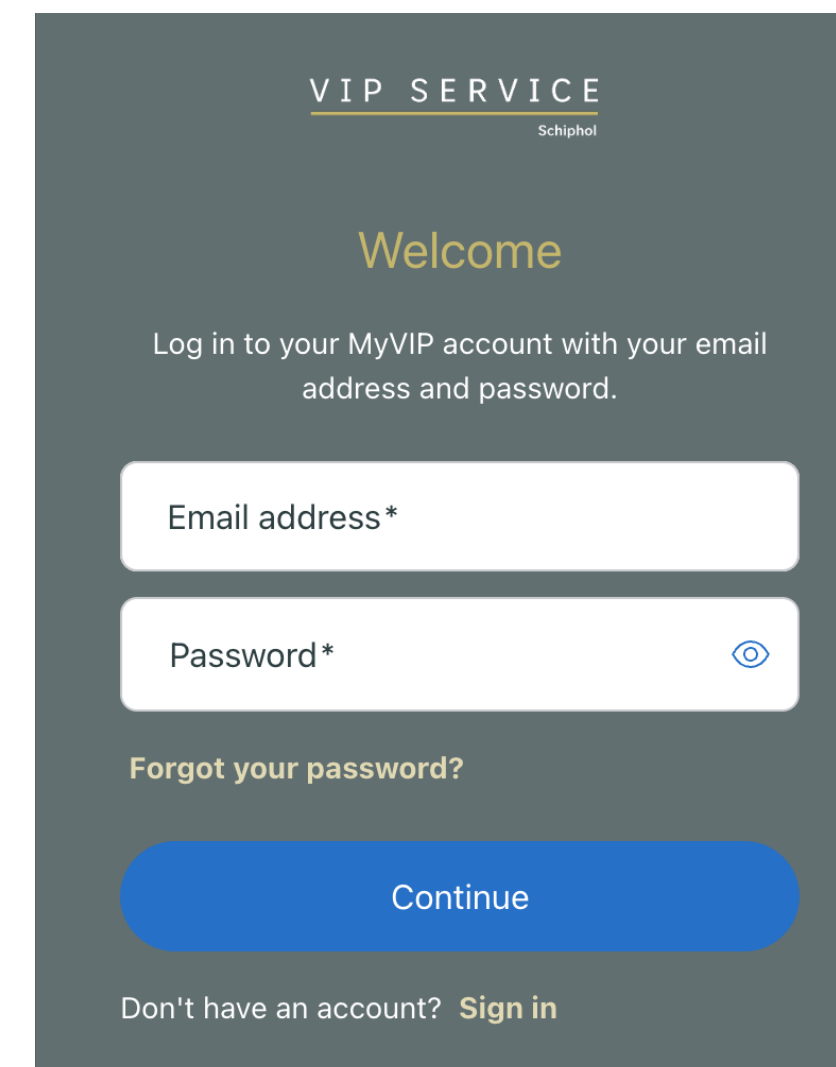
First name

Surname

Phone number*

Continue

Already have an account? [Sign in](#)




VIP SERVICE
Schiphol

Welcome

Log in to your MyVIP account with your email address and password.

Email address*

Password* 

[Forgot your password?](#)

Continue

Don't have an account? [Sign in](#)

3 Request additional rights

Once you create a profile, you can immediately make a VIP Service reservation (**see step 4 for details**).

If you want to access the complete range of MyVIP's functionalities – including viewing, managing, and modifying your reservations – you will need additional user rights.

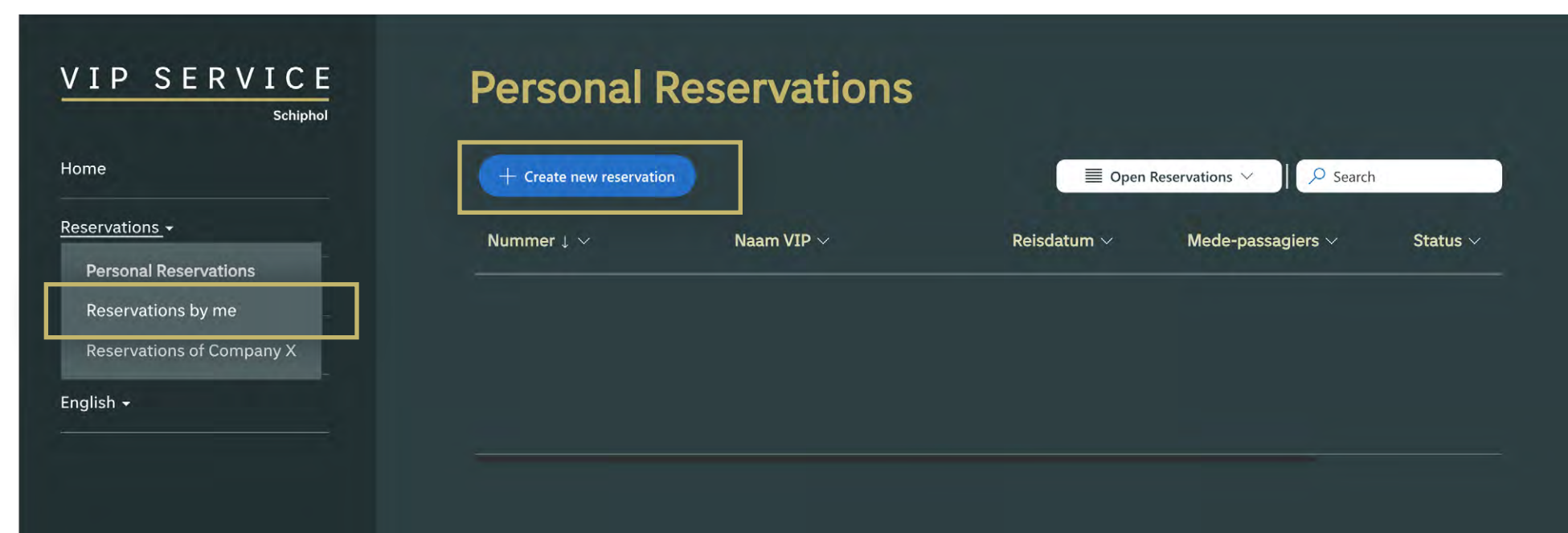
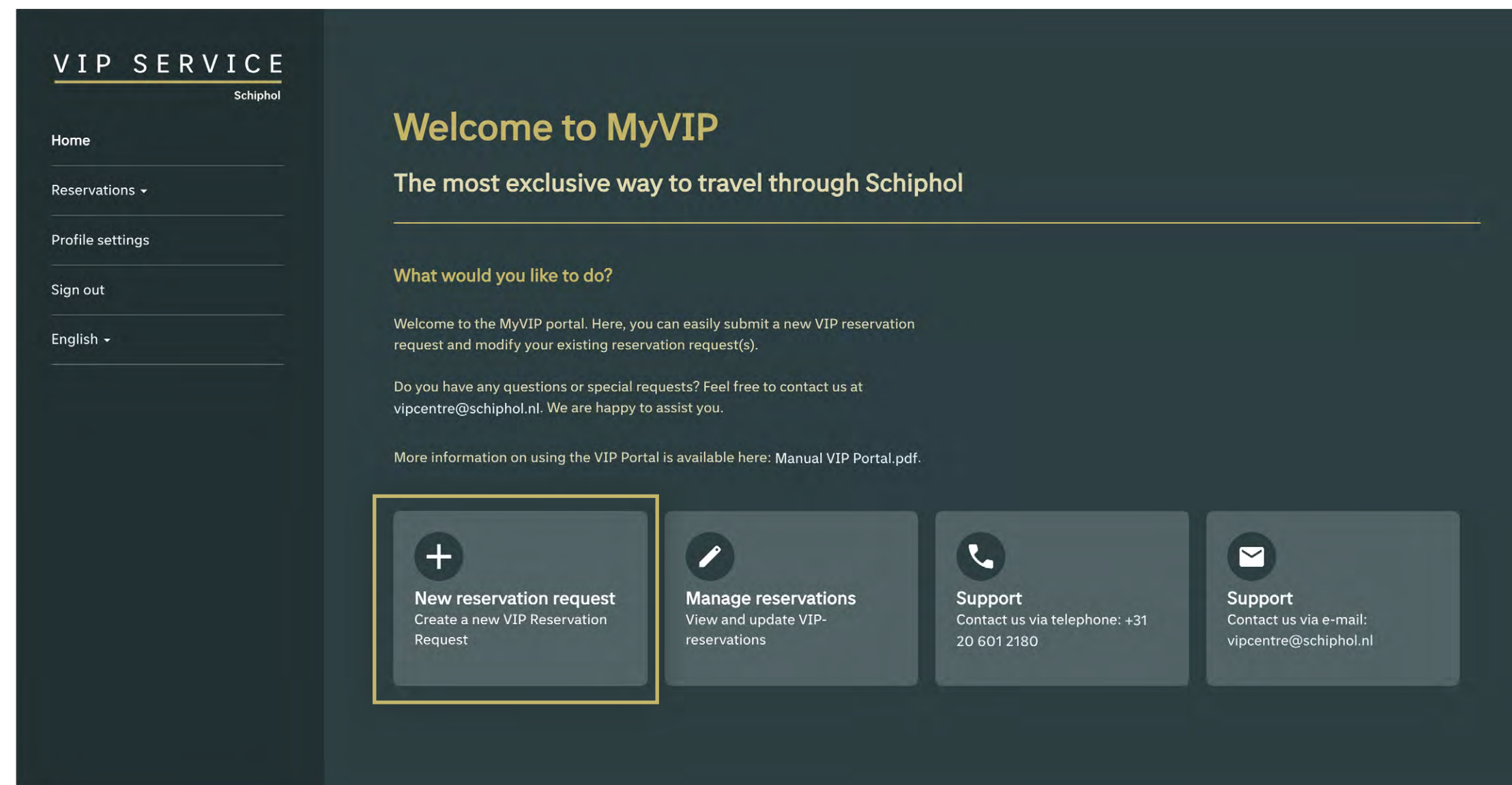
To request these rights, simply send an email to vipcentre@schiphol.nl. We will ensure that the correct permissions are linked to your account.

4 Start a reservation request

You can initiate a VIP Service reservation request in two ways:

- On the home page, click on the **'New reservation request'** block.
- Navigate to **'My reservations'** in the left menu and click on **'Create new reservation'** at the top of the page.

Both options will guide you step by step through the reservation request process.



5 Fill in the reservation request form

Complete all required details to submit your reservation request.

Main passenger

Enter the details of the main passenger, select a previously used main passenger, or choose yourself as the main passenger (using the checkbox at the top of the page).

Proceed to the next step by clicking **'Next'**.

The screenshot shows a web interface for 'VIP SERVICE Schiphol'. On the left is a navigation menu with links for Home, Reservations, Profile settings, Sign out, and English. The main content area is titled 'New reservation request' and is divided into three steps: 1. Main Passenger, 2. Date & Flight, and 3. Accompanying Passenger(s). Step 1 includes a checkbox for 'The main passenger and the contact person are the same.', a search field for existing passengers, and input fields for Salutation, Initials, First name, Surname, and (Job) Title. A blue 'Next' button is at the bottom of step 1. On the right, an 'Overview' section displays contact details for Jan (J.) Janssen, including phone number +31612345678 and email naam@bedrijf.x.nl.

VIP SERVICE
Schiphol

Home
Reservations ▾
Profile settings
Sign out
English ▾

New reservation request

1. Main Passenger

The main passenger and the contact person are the same. ⓘ

Main passenger
Search for existing passenge 🔍

Salutation *
Choose Salutation ▾

Initials ⓘ *
[Input field]

First name ⓘ *
[Input field]

Surname ⓘ *
[Input field]

(Job) Title
[Input field]

Next →

2. Date & Flight

3. Accompanying Passenger(s)

Overview

Contact Details

Name: Jan (J.) Janssen
Tel: +31612345678
Email: naam@bedrijf.x.nl

5 Fill in the reservation request form

Date & Flight

Select the type of flight for your reservation request:

- Return
- Departure (one way)
- Arrival (one way)
- Transfer

Please provide the specific flight details.

Proceed to the next step by clicking 'Next'.

The screenshot displays a web interface for a VIP service at Schiphol airport. The main heading is 'New reservation request'. The interface is divided into several sections:

- Navigation:** A sidebar on the left contains links for Home, Reservations (with a dropdown arrow), Profile settings, Sign out, and English (with a dropdown arrow).
- Progress:** A vertical list of steps is shown on the right: 1. Main Passenger (completed, marked with a green check), 2. Date & Flight (current step), 3. Accompanying Passenger(s), 4. Additional Wishes, and 5. Payment Method.
- Form Fields:** The 'Date & Flight' section includes:
 - 'Select your type of flight*': A dropdown menu set to 'Departure (one way)'.
 - 'Flight Number*': A text input field containing 'EK 148'.
 - 'Origin*': A text input field containing 'Amsterdam Airport Schiphol'.
 - 'Destination*': A text input field containing 'Dubai'.
 - 'Flight Date*': A date picker showing '25-02-2026'.
 - 'Departure Time*': A time picker showing '21:00'.
- Navigation Buttons:** A 'Previous' button with a left arrow and a 'Next' button with a right arrow are located at the bottom of the form.
- Overview:** A sidebar on the right titled 'Overview' contains 'Contact Details' (Name: Jan (J.) Janssen, Tel: +31612345678, Email: naam@bedrijf.x.nl) and 'Main Passenger' (Name: Jan (J.) Janssen).

5 Fill in the reservation request form

Accompanying passenger(s)

Would you like to reserve the VIP Service for multiple passengers? If so, please enter the full details of the accompanying passenger(s) here.

Click **'Add'** to include and confirm the additional passenger(s). Then proceed to the next step by clicking **'Next'**.

VIP SERVICE
Schiphol

Home

Reservations ▾

Profile settings

Sign out

English ▾

New reservation request

1. Main Passenger ✓
2. Date & Flight ✓
3. Accompanying Passenger(s)
How many passengers are travelling with the main passenger?

Salutation	Initials	First name	Surname
+ Add			

← Previous Next →
4. Additional Wishes
5. Payment Method

Overview

Contact Details

Name: Jan (J.) Janssen
Tel: +31612345678
Email: naam@bedrijf.x.nl

Main Passenger

Name: Jan (J.) Janssen

Date & Flight

✈️ Departure
Flight Direction: Amsterdam Airport Schiphol - Dubai
Flight Number: EK 148
Flight Date: 25 feb 2026
Departure Time: 21:00

5 Fill in the reservation request form

Additional wishes

If you want to request additional services, you can select them here. Please note that this may incur additional charges.

Proceed to the next step by clicking 'Next'.

VIP SERVICE Schiphol

- Home
- Reservations ▾
- Profile settings
- Sign out
- English ▾

New reservation request

1. Main Passenger ✓
2. Date & Flight ✓
3. Accompanying Passenger(s) ✓
4. Additional Wishes
5. Payment Method

Overview

Contact Details

Name: Jan (J.) Janssen
Tel: +31612345678
Email: naam@bedrijf.nl

Main Passenger

Name: Jan (J.) Janssen

Accompanying Passenger(s)

Number: 0 (0 Adult(s) and 0 Child(s))

Date & Flight

✈ Departure
Flight Direction: Amsterdam Airport Schiphol - Dubai
Flight Number: EK 148
Flight Date: 25 feb 2026
Departure Time: 21:00

Which service below would you like to use?

- Taxi service to VIP centre ⓘ
- Meeters & Greeters ⓘ
- Gassan personal shopping service ⓘ
- XpresSpa ⓘ
- Global Blue ⓘ

Comments

(e.g. dietary requirements, wheelchair assistance, particularities, special occasions)

← Previous Next →

5 Fill in the reservation request form

Payment method

You can settle the payment in two ways: by credit card or by invoice.

Payment by invoice is only possible if your invoice details are known to us.

Do you use our VIP Service often? Then we can make the invoice payment method possible for you. Please contact us.

Please note that additional services will incur additional charges.

Click **'Next'** to view an overview of your reservation request. Then click **'Submit'** to send your request. Our team will process your request, after which you will receive a confirmation.

Did you not receive a confirmation of receipt? Please check your spam folder or unwanted email.

The screenshot displays a reservation request form with a sidebar on the left and an overview panel on the right. The sidebar contains links for 'Reservations', 'Profile settings', 'Sign out', and 'English'. The main form area is divided into five steps, each with a green checkmark: 1. Main Passenger, 2. Date & Flight, 3. Accompanying Passenger(s), 4. Additional Wishes, and 5. Payment Method. Step 5 is currently active and shows two options: 'Credit card' (selected) and 'Invoice'. The 'Credit card' option includes logos for MasterCard, VISA, and American Express. The 'Invoice' option includes an information icon. Below these options are input fields for 'PO number' and 'Extra Info'. At the bottom of step 5, there are two checkboxes: 'I agree with Privacy Statement and the Terms & Conditions of Schiphol VIP service.*' and 'I give permission to use my personal data to process this request.*'. Navigation buttons for 'Previous' and 'Next' are located at the bottom of the form. The overview panel on the right shows 'Contact Details' (Name: Jan (J.) Janssen, Tel: +31612345678, Email: naam@bedrijf.nl), 'Main Passenger' (Name: Jan (J.) Janssen), 'Accompanying Passenger(s)' (Number: 0 (0 Adult(s) and 0 Child(s))), and 'Date & Flight' (Departure: Amsterdam Airport Schiphol - Dubai, Flight Number: EK 148, Flight Date: 25 feb 2026, Departure Time: 21:00). There is also a section for 'Additional Wishes'.

Modify and/or manage reservations

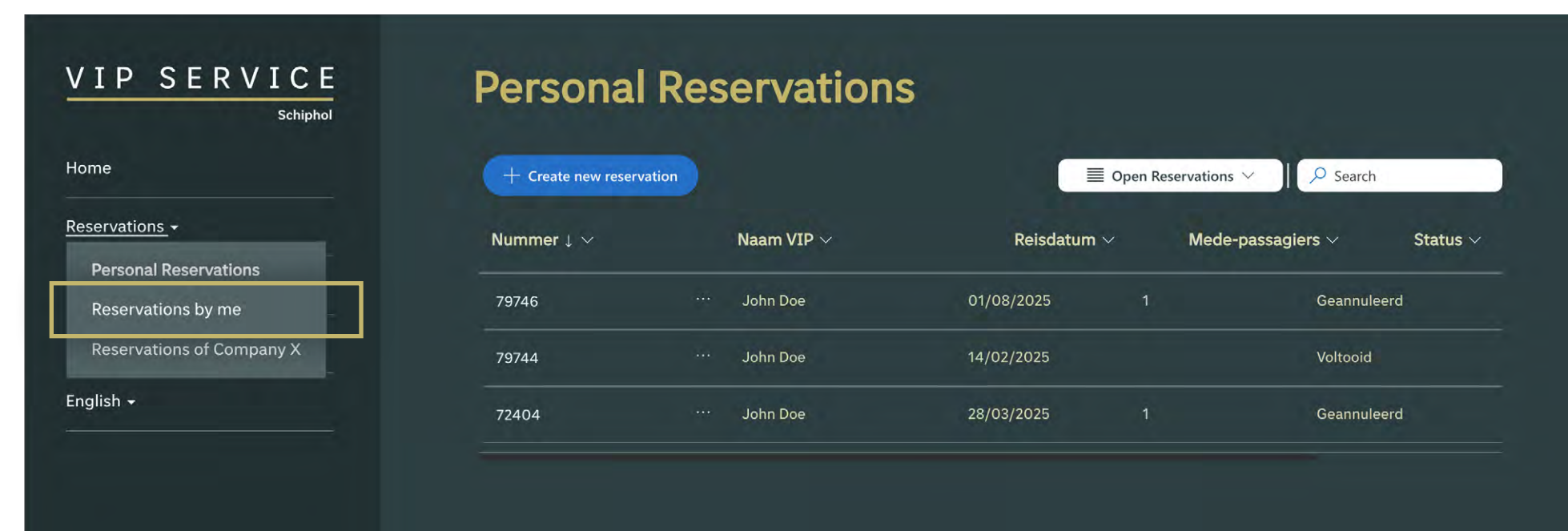
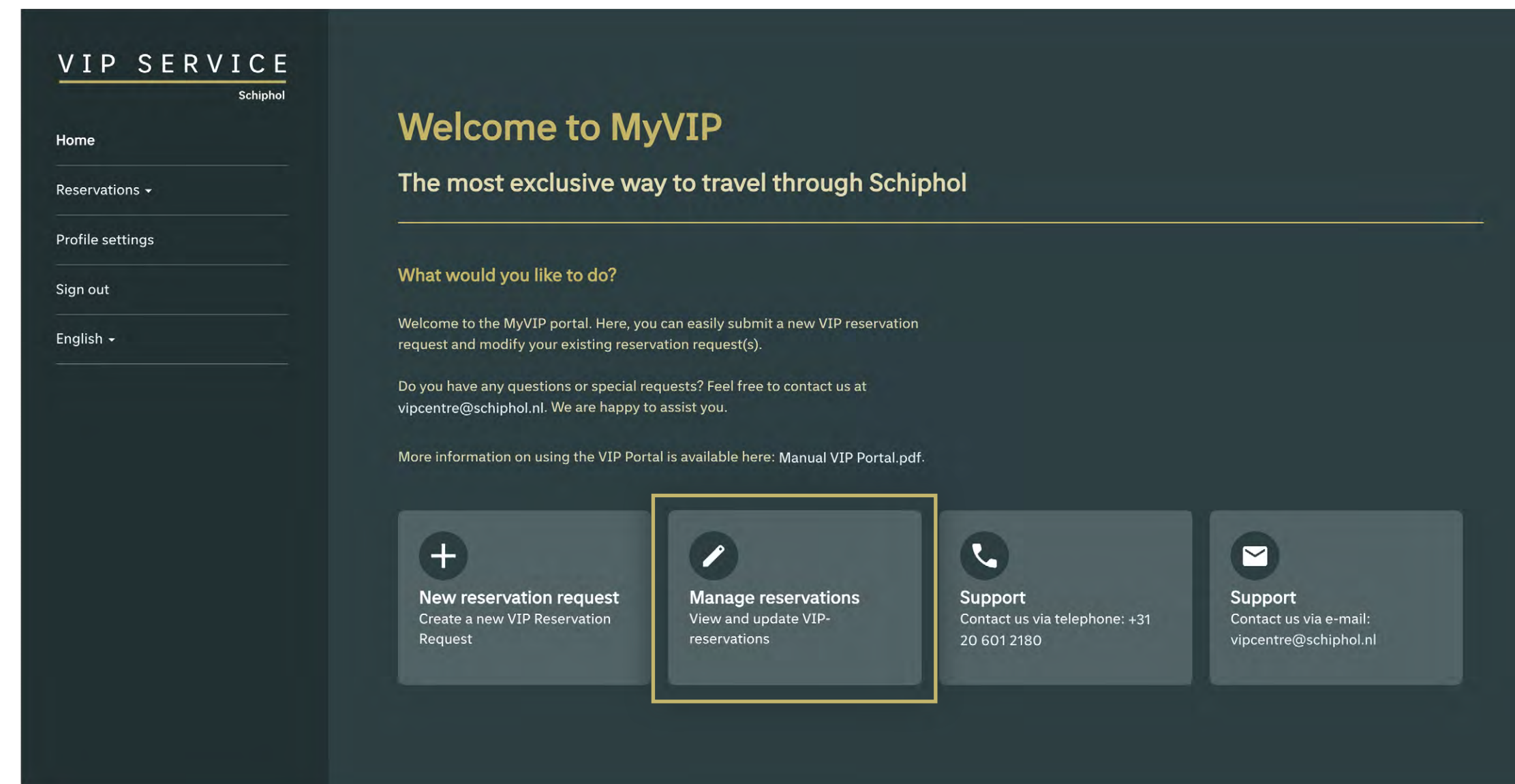
Go to 'Manage reservations' in the main menu or click 'My reservations' in the left-hand menu.

- Select the reservation you want to modify
- Make the desired modifications and click 'Submit'

Please note: In case of certain changes – such as adjusted flight times or extra persons – your request will have to be reassessed in relation to our capacity. Certain changes may incur additional charges.

- Changes can be made in MyVIP up to **36 hours before scheduled flight time.**

- **Would you like to make a change within 36 hours of your flight?** Then we kindly ask you to respond to the confirmation email you received for your reservation.



Glossary

Waiting for approval

Reservation request pending review

Being created

Incomplete reservation requests (after 2 days of inactivity, they will be deleted)

Change waiting for approval

A modified reservation that is pending review

Unscheduled

Reviewed, approved but unplanned reservations

Scheduled

Reviewed, approved and planned reservations

In progress

Reserved VIP Services in progress

Completed

Finalised reservations (executed, no-show or last-minute cancellations)

Posted

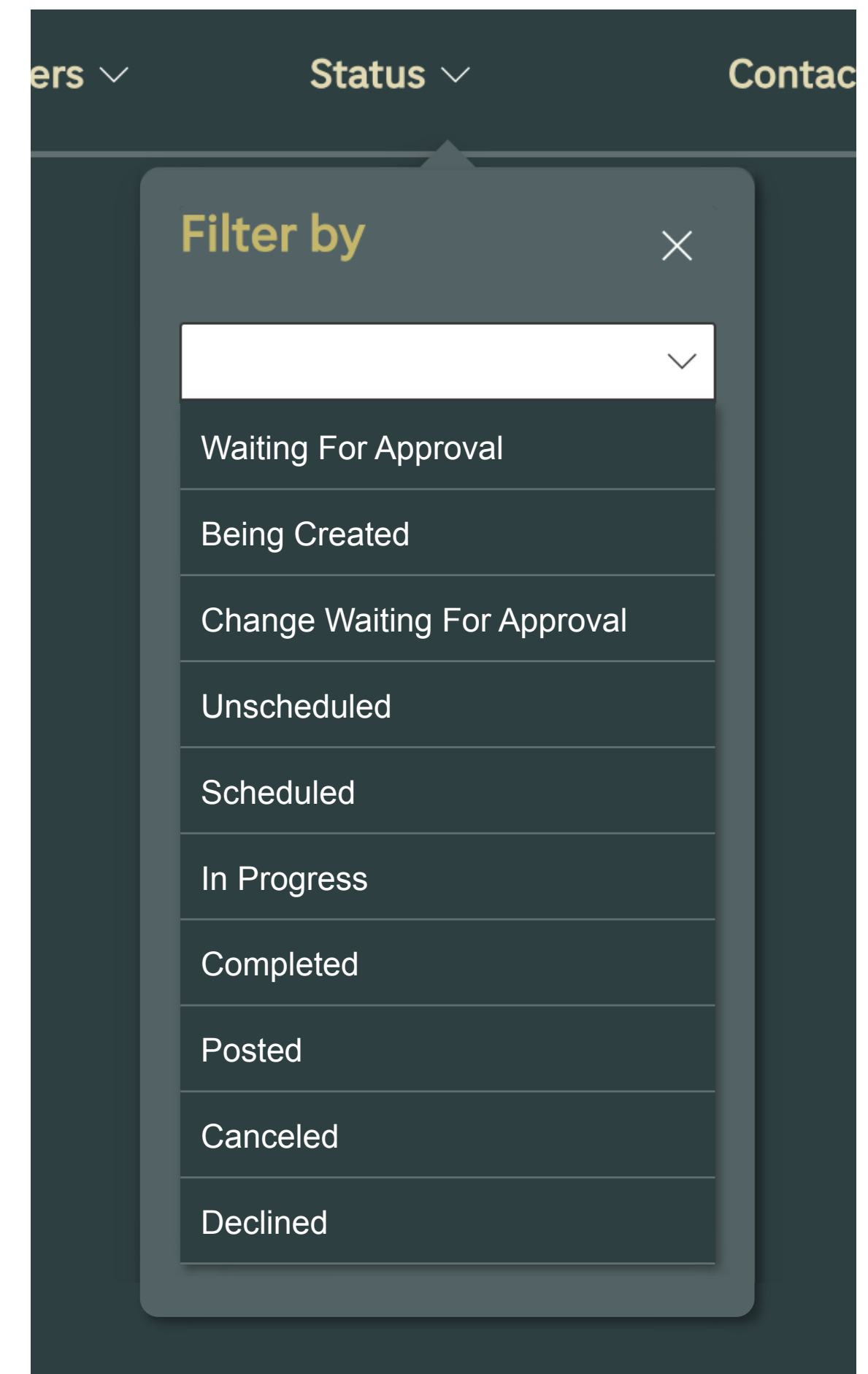
Internal unused status

Canceled

Canceled reservations

Declined

Declined reservations (due to capacity or opening hours)



FAQ

Will we use one account per organisation?

No. An account is created at user level and is then linked to an organisation. If you wish to receive confirmations at a shared or alternative email address instead of the one associated with your username, you may amend this via Profile Settings > My User Settings > Business Email.

Until when can I make modifications?

You may make modifications through MyVIP up to 36 hours before your scheduled flight. If you require a modification within 36 hours before your scheduled flight, we kindly ask you to respond to the confirmation email of your reservation.

Why did I see a different amount on the cost overview statement than on my invoice or receipt?

You have requested an additional service. The associated cost is calculated later on and will be reflected in the total amount.

My reservations are not in chronological order.

How is this possible?

The overview is automatically sorted by reservation number; you can select a different sorting.

A reservation has disappeared from my overview.

How is this possible?

This was probably an incomplete reservation. We have a technical process in place that automatically deletes incomplete reservations after 48 hours of inactivity.

I don't see anything in 'My reservations'.

What happened?

If you have not yet placed a reservation with your account, the overview 'My reservations' will be empty.

If you are part of an organisation, you can find reservations made by your colleagues under 'Reservations [company name]'.

If you were the primary passenger in a reservation, you can find it under 'My reservations'. If you did not receive a confirmation email regarding your reservation, then it was not registered in the system.

VIP SERVICE

Questions?

We're happy to assist you.

✉ vipcentre@schiphol.nl

☎ +31 (0)20 601 2180