

BAGGAGE STORAGE GENERAL TERMS AND CONDITIONS

Article 1. Applicability

- 1.1 These General Terms and Conditions apply in cases where baggage is stored at Baggage Storage at Amsterdam Airport Schiphol.

Article 2. Presentation and acceptance of baggage

- 2.1 Schiphol distinguishes four different categories of baggage:
 - a) Hand baggage: suitcases or bags no larger than 55 x 35 x 25 cm;
 - b) Hold baggage: suitcases or bags larger than 55 x 35 x 25 cm but no larger than 158 x 158 x 158 cm and with a maximum weight of 32 kilos;
 - c) Odd-size baggage: suitcases or bags larger than 158 x 158 x 158 cm or baggage that cannot qualify as a suitcase or bag; and
 - d) Wardrobe: coats.
- 2.2 Amsterdam Airport Schiphol is authorised to refuse to accept baggage without providing reasons. Odd-size baggage will only be accepted if there is sufficient storage room for the odd-size baggage in question.
- 2.3 All baggage must be sealed neatly and properly. Baggage that is visibly damaged and/or poorly packed and/or not properly sealed and/or emits a strong odour and/or leaks liquids will be refused.
- 2.4 It is not permitted to store baggage with prohibited or dangerous items. This includes in any event explosives, flammable substances, firearms, fake weapons, ammunition, lithium batteries, devices powered by lithium batteries (e.g. hoverboards, airboards, oxboards, e-skates, waveboards, u-runners, battery-powered suitcases), narcotics and prohibited substances, etc.
- 2.5 It is prohibited to store animals in baggage.
- 2.6 It is prohibited to store baggage worth in excess of EUR 500. Furthermore, it is prohibited to store valuables in baggage. Valuables are understood to include in any event jewellery, works of art, travellers' cheques, travel documents, identification papers, electronic devices including peripheral equipment, etc. If valuables or baggage with a value exceeding EUR 500 are stored nevertheless, the storage of the valuables or that part of the baggage that exceeds the amount of EUR 500 is entirely for the risk of the owner of the baggage in question.
- 2.7 With respect to the Self Service drop-off machines, baggage is qualified as 'accepted' when the acceptance confirmation email has been sent to the email address specified.

Article 3. Storage and storage term

- 3.1 The maximum storage term for hand baggage, hold baggage, odd-size baggage and wardrobe items is 30 days.
- 3.2 If the stored baggage is not picked up after the maximum storage term, the baggage will be removed and the owner of this baggage will be assumed to have relinquished ownership of his or her property. In this case, Schiphol is entitled to sell or destroy the baggage, without the possibility of any claim being brought against Schiphol.
- 3.3 If the stored baggage begins to leak or emit a strong odour, the baggage in question will be removed and the owner of this baggage, or the person designated by the owner of the baggage to act on his/her behalf

or a third person designated by the owner of the baggage or the person designated by the owner to act on his/her behalf will be assumed to have relinquished ownership of his or her property. In this case, Schiphol is entitled to destroy the baggage, without the possibility of any claim being brought against Schiphol.

Article 4. Charges and payment

- 4.1 The storage charges depend on the category of baggage as referred to in Article 2.1 and are specified on the website <https://www.schiphol.nl/en/at-schiphol/services/luggage-storage> and in the Baggage Storage price list. If the charges specified on the website and in the Baggage Storage price list differ, the charges in the Baggage Storage price list will apply. All charges apply for a 24-hour period.
- 4.2 Payment is possible by bankcard, debit card or credit card (Visa, Visa Electron, UP (Chinese Union Pay), Mastercard, JCB, Diner's, AMEX, Vpay, Maestro). Cash is not accepted.

Article 5. Picking up baggage

- 5.1 Baggage can be picked up during the opening hours of Baggage Storage. If the customer counter is not staffed for whatever reason, customers will be able to call a telephone number indicated at the desk, after which a staff member will arrive within 10 minutes.
- 5.2 Baggage will only be issued following payment of the storage costs owed and on presentation of the original receipt issued when the baggage was dropped off or a digital photo of this receipt. If the owner of the baggage decides to make a digital photo of the receipt, the risks associated with any misuse of the receipt are for the account of the owner of the baggage.
- 5.3 Baggage will only be issued to a third party who has a photo of the receipt on their person, and only if the person who drops off the baggage expressly informs the Baggage Storage employee that a third party will collect the dropped-off baggage in this manner. The Baggage Storage employee will note this down on the receipt. The owner of the baggage hereby expressly waives the right to retake possession of his/her baggage based exclusively on the original receipt.
- 5.4 If no original receipt or a digital photo thereof can be presented, the baggage concerned will only be issued if and after (i) a proof of identity has been presented and the details of the proof of identity correspond with the details recorded by the Baggage Storage employee, (ii) the administration charges specified have been paid, and (iii) the Baggage Storage employee considers it plausible that the person identified is the actual owner of the baggage or is the person the owner of the baggage has designated to act on his/her behalf.
- 5.5 The owner of the baggage or the person designated by the owner of the baggage to act on his/her behalf must check immediately on receiving the baggage from the Baggage Storage employee whether the baggage issued is actually his/her own baggage. If this is not the case, the owner of the baggage or the person designated by the owner of the baggage to act on his/her behalf must report this immediately at the risk of forfeiting any right to compensation.

Article 6. Screening of baggage

- 6.1 The contents of the baggage must be shown on request.

- 6.2 The security services may open and check the baggage based on security requirements. Baggage that the security services consider dangerous will be removed and may be destroyed, without the possibility of any claim being brought against Schiphol.

Article 7. Liability

- 7.1 Schiphol is exclusively liable for damage or loss of stored baggage if this can be attributed to intent or gross negligence on its part. Schiphol's liability is always limited to an amount of EUR 500 per item of baggage. Consequential loss is never compensated.
- 7.2 If goods from the stored baggage are missing, the counterparty must demonstrate that those goods were actually present in the baggage at the time that the baggage was presented for storage.
- 7.3 In the event of damage or loss, the counterparty must immediately report this to the Baggage Storage employee.
- 7.4 If the missing goods are subsequently found, the counterparty is obliged to accept these goods and refund all compensation paid out.
- 7.5 If the stored baggage has caused attributable damage to Schiphol, Baggage Storage, Baggage Storage employees or the baggage of third parties, the owner of the baggage is obliged to compensate this damage to Schiphol.

Article 8. Miscellaneous

- 8.1 Dutch law and the Schiphol Regulations (<https://www.schiphol.nl/en/schiphol-regulations/>) apply exclusively to these general terms and conditions. Disputes will be adjudicated by the competent court in Amsterdam, on the understanding that the counterparty will be granted a period of a month after Schiphol has been able to invoke this term in writing in order to choose the court deemed competent under the law to settle the dispute. Title 9 of Book 7 of the Dutch Civil Code (regarding safekeeping) will not apply.
- 8.2 Agreements that deviate from these terms and conditions are only binding if Schiphol confirms such agreements in writing.
- 8.3 Complaints can be submitted via the contact form at <https://www.schiphol.nl/en/contact/request/>.