

# Product conditions

## Privium Lounge Voucher

**Definition:**

**by introduced voucher or Lounge Voucher is meant: an admission ticket (digital or otherwise) that gives access to one of the Privium Lounges.**

The opening hours of the Privium Lounges are stated on [schiphol.nl/privium](https://www.schiphol.nl/privium) and at the entrance.

- Privium Plus members can purchase an introduced voucher for accompanying guests aged 12 and older, with whom the guests can gain access to one of the Privium Lounges. Introduced vouchers are available at the Privium Lounges.
- Even if you are not a Privium member, you can enjoy all the convenience and comfort in one of the Privium Lounges. A Lounge Voucher can be obtained at the counter of every Privium Lounge. The online Lounge Voucher, available on our website, can be purchased up to one day before departure.
- Unfortunately, access is not possible for children younger than 12 years old.
- People in possession of an admission ticket must, in addition to this admission ticket (physical voucher or digital admission ticket), have valid identification (passport or ID card) and a valid travel ticket for departure from Schiphol that day (e-ticket or boarding pass) to access to one of the lounges. However, Schiphol reserves the right at all times – for reasons of its own – to refuse guests access to the Privium Lounges.
- You have access to one of the lounges up to 3 hours before the departure of your flight. If you want to stay longer (in case of long delays), it is possible to purchase additional stay time at the counter.
- There is a maximum group size of 4 people, with the exception of larger families with children over 12 years old.

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## House rules Privium Lounges

The following house rules shall apply in the Privium Lounges:

- Baggage trolleys are not allowed in the Privium Lounges.
- No alcoholic beverages will be served to passengers under the age of 18.
- Smoking is prohibited.
- If a Privium member is under the influence of drugs and/or alcohol and/or intoxicating substances of any kind he or she shall be refused access to the Privium Lounges.
- Passengers are responsible for keeping track of their own hand baggage. Schiphol shall not be liable for any theft or loss of and/or damage to property.
- Food and beverages offered to passengers in the Privium Lounges may not be taken outside the Privium Lounges.
- Travellers may not eat or drink any food and beverages in Privium Lounges that they have brought in from outside.
- Travellers in the Privium Lounges are expected to be properly dressed and to behave appropriately.
- It is not allowed to sit with your feet on the furniture or to use the lounge as a sleeping place.
- Pets will not be admitted to the Privium Lounges unless they are in a closed cage.
- Passengers may not cause a disturbance to other users of the Privium Lounges.
- Schiphol reserves the right to remove Privium members from the Privium Lounges if they do not observe the above rules.