

Conditions for Airport Club Diamond Card at Dublin Airport (the **Conditions**)

Thank you for buying a service from us at Dublin Airport. The details of this service (the **Service**) i.e., **what we provide** is set out at section 6 and exclusions from the Service i.e., **what we do not provide** is set out at section 7. These are important sections because they explain what you should expect from the Service and also explain what we are not providing as part of the Service. There are some provisions that you might not expect and we have highlighted these in **BOLD** to make them clear to you. Where words appear with a capital first letter and in **blue** they are defined terms. For example, Dublin Airport (the **Airport**), if the word Airport appears later in these Conditions with a capital first letter and is not in **blue** then it means Dublin Airport.

Consumers and non-Consumers

1. If you are buying the Service as a consumer you have additional protections under the Consumer Rights Act 2022. These protections are also included in these Conditions. A consumer is a living individual *acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession*.
2. If you are **not** buying the Service as a consumer some protections in these Conditions do not apply to you. We make it clear in these Conditions if protections do **not** apply to individuals who are not consumers by stating **Consumers only** immediately before the section.

The Agreement

3. You must buy the Service online, over the telephone or through the Dublin Airport App and the confirmation we email to you (a **Confirmation**), these Conditions read together are an agreement (the **Agreement**) between you and daa. No other document or communication forms part of the Agreement. If you are unclear on any provision relating to the Agreement please contact our services team via email on airportclub@daa.ie or call us +353 1 9440440 during our office hours which are Monday to Friday 9 a.m.-5 p.m.
4. In these Conditions *you, your* and *yours* means the person that buys the Service and if different the person named as user of the Service.
5. In these Conditions *we, us, our, daa* and *Dublin Airport* all mean daa public limited company, a public company limited by shares registered in Ireland (no 9401) with its registered office at Three The Green, Dublin Airport Central, Dublin Airport, Swords, Co. Dublin K67 X4X5, Ireland. If you would like to contact us in relation to the Service you can do so by contacting us on:
Email: airportclub@daa.ie
Telephone: +353 1 9440440 during our office hours which are Monday to Friday 9 a.m.-5p.m.
For existing customers please quote the reference number on the Confirmation or your membership number.

What is included in the Service?

6. You must bring your membership card which may be held electronically on your mobile telephone or device (the **Card**) with you to access the Service. We will issue a sticker which you must display on the front windscreen of the Parked Vehicle when you are using our parking services, including Drop & Go. **We provide** the following as part of the Service:

Parking

- Access to the premium section of Terminal 1 and Terminal 2 multistorey car parks at Dublin Airport or such other location as we may inform you if premium section is full. The use of space in the car park where you parked or use of Drop & Go Parking up to a maximum period of two consecutive weeks (after this period daa may exercise its rights under section 8). You must always comply with A, B, C and D on the following page in choosing a specific parking space unless our car parking operatives direct you to park in another location.
 - A. Some car parking spaces are dedicated for the use of certain individuals e.g. disability access spaces. **Do not park** in these spaces unless you and/or the people travelling with you satisfy the relevant criteria.
 - B. Some car parking spaces are for electric charging, these should be **used for the period stated on the electric vehicle charging infrastructure** and are not to be used for extended parking beyond this period. A third party utility provided will impose additional charges for use of this infrastructure.
 - C. Some car parking spaces are for our own use or the use of our service providers such as chauffeurs, car hire, hotel and staff, **do not park** in these spaces unless you have permission from both daa and the relevant service provider to do so.
 - D. Some car parking spaces are for our Drop & Go customers (located on level 3 Terminal 2 Multistorey car park) **do not park** in these spaces unless you are using Drop & Go Parking.
- Note: **daa may need to move a vehicle within a car park for safety, operational or other good reasons (including where you do not observe A, B, C and D above) but the vehicle will remain in the car park you originally parked in.** Car parking spaces are indicated by white lines you must only park within the white lines. Subject to daa's right to move your vehicle and provided you have parked in space in the car parks following the rules at A, B, C and D above then where you parked is referred to as the **Space** in these Conditions. In these Conditions the vehicle parked in the Space is referred to as the **Parked Vehicle**. If you think we may have moved the Parked Vehicle when you return to the car park or are having difficulty finding it please call our service team on +353 1 9444828 and they will try to help you locate it.

As part of your Diamond Membership you may use "Drop & Go Parking" and we provide the following as part of this Drop & Go Service:

- a concierge type service where you drive the Parked Vehicle to a designated drop off lane clearly indicated in a Multi-storey car park(s).
- an attendant checks-in the Parked Vehicle and you must leave the keys to the Parked Vehicle with the attendant. We will provide you with a receipt (the Receipt) confirming check-in. You must keep the Receipt safe to reclaim the Parked Vehicle. We advise users of the service to take a photograph of the Receipt.
- We or our agents will drive the Parked Vehicle to a daa owned facility to be parked for the duration of car parking period shown on the Confirmation.
- We or our agents will return the Parked Vehicle to the designated "Drop & Go Parking" collection area before the return time shown on your Confirmation.
- We or our agents will drive the Parked Vehicle carefully when we are providing the Services in this section 6.

- If you become aware of damage to the Parked Vehicle or of items that have been stolen or missing from the Parked Vehicle you must notify the “Drop & Go Parking” reception staff at +353 (0) 87 230 0564 and complete the claim form they provide you with. If you do not notify us before exiting the car park after collecting the Parked Vehicle daa may seek reasonable additional evidence from you to consider a claim.
- We will provide the keys to the Parked Vehicle either through a key locker – to be accesses with bar code on the check Receipt - or from the reception area.
- We will have the Parked Vehicle available for your collection based on the arrival time specified at time of drop off and on your Confirmation.
- If you plan on returning to the car park to collect the Parked Vehicle early please give us at least 12 hours’ advance notice using the “Drop & Go Parking” reception staff at +353 (0) 87 230 0564 Manage my Booking facility on our Website.
- We may make reasonable adjustments to the Parked Vehicle such as seat and mirror position to allow our agents drive the Parked Vehicle safely.

Lounge

- Subject to sufficient available capacity in the Airport Lounge, access to and use of the Airport Lounge facilities for up to two hours. In the case of Online Customers the two hour period begins at the time stated on your Confirmation. For Walk-up Customers the two-hour period commences 2 hours and 45 minutes prior to your scheduled departure time. Opening hours of the Airport Lounge vary seasonally and all Online Customers and Walk-up Customers must vacate the Airport Lounge by closing time even if:
 - you have had less than two hours in the Airport Lounge
 - your flight has been delayed or cancelled
- You may bring up to two guests who are travelling on the same flight and enter the Airport Lounge with you subject to the guests observing these Conditions.
- The Airport Lounge access package includes the use of the facilities, amenities and services made available in the Airport Lounge. Any alcoholic beverages available are supplied and served by the lounge operator and are subject to applicable licensing requirements, passenger eligibility and responsible service requirements. The supply of alcohol may be restricted or refused where required or permitted by applicable law.
- Access to the food buffet and beverage facilities based on a fair consumption.
- In the case of alcoholic drinks, when available, a policy of two beverages per person is applied provided always the person is over 18 years of age and is not intoxicated.
- Access to digital press reader.
- Flight information display screens, when not under maintenance.
- Television, printer/ photocopier (small documents only) when not under maintenance
- Use of our WIFI service when not under maintenance.
- We reserve the right to ask all Online Customers and Walk-up Customers to vacate the Airport Lounge if we are unable to provide the services for reasons beyond our control.
- Washroom, shower facilities, toiletries and towels when these facilities are not under maintenance or in use by other Airport Lounge customers.

Platinum Services

Subject to availability and advance booking with Platinum Services team by:

Email: platinumservices@dublinairport.com

Telephone: +353 1 814 4895

two uses of any one of the following Platinum Service offerings A or B in the twelve month validity period of the Card (i.e. A. On Departure or B. On Arrival).

A. On Departure Platinum Services

- We provide you with access to a private suite in the Platinum Services for a period of 2 hours beginning when you enter the suite for non-US passengers and up to 2 hours 30 minutes for US passengers. This suite is available for you only and one additional guest who is travelling with you.
- You may bring up to one guest who is travelling one way on the same flight as you subject to the guest observing these Conditions.
- Subject to availability and payment of an additional charge we may provide an additional time period in the suite where a flight departure is delayed. If we have insufficient space in Platinum Services we may ask you to vacate the suite or to use a shared area before departing the Platinum Services Facility.
- **If your flight is cancelled and you have made use of the private suite we reserve the right to charge payment for the Service in full.**
- We provide complimentary snacks/light refreshments based on the applicable menu for the day of travel and subject to availability.
- We provide private vehicle transfer between the Platinum Services airside lobby and commercial airline aircraft the passenger is travelling on. In the case of US passengers we must bring you to US CBP and not directly to the aircraft. This is to allow US CBP to conduct their checks. You must then present yourself to the boarding gate.
- Subject to signing a declaration relating to the contents of any luggage, we provide a check-in service for up to a maximum of two (2) pieces of hold luggage. If you need to check in more than 2 items of hold luggage per passenger boarding a flight please notify us in advance. We charge an extra charge of €10 (inclusive of VAT) per additional piece of hold luggage.
- We provide assistance with cabin luggage while travelling through the Platinum Services Facility up to and from the aircraft boarding point, we do not board the aircraft with you. You may be required to check in certain items of luggage subject to the airline's cabin baggage policy.

B. On Arrival Platinum Services

- On arrival we provide a transfer service to Platinum Services Facility to you. You must make yourself known to the Platinum Services staff member carrying a Platinum Services logo or a sign with your name. The staff member will be located on exit of your aircraft.
- You may bring one guest who is travelling on the same flight as you subject to the guest observing these Conditions.
- We provide access to a private suite in Platinum Services for a period of up to 1 hour beginning from when you enter the suite.
- For non-EU (and non-UK) we provide a dedicated immigration booth on arrival and are subject to all customs clearance procedures for luggage. If the Customs or

Immigration authorities ask to speak with you then you may need to visit customs to respond to their queries.

Fast Track

- Access to the Fast Track queue at Terminal 1 or Terminal 2 (as the case may be) at Dublin Airport. The Fast Track queue has a dedicated entry point into the security screening area and avoids having to access the security screening area through the general queue.
- You may bring up to two guests who are travelling on the same flight with you through Fast Track subject to the guests observing these Conditions.
- The Fast Track queue has a dedicated attendant to scan the Card to verify eligibility when using Fast Track.

Discount

- A fifteen percent discount on relevant purchases made online or in person at Dublin Dutyfree at Dublin Airport. Certain exclusions apply from this fifteen percent discount and you will be informed whether the discount applies at point of sale.

What is excluded from the Service?

7. We never provide the Service to the bespoke needs of any individual customer. Unfortunately, we cannot facilitate any specific requests you make in relation to the Service which you might communicate to us either verbally or in writing in advance of or at the time you buy the Service. We do not accept any such requests and they are not included in the Agreement.

We never provide the following services as part of the Service:

- Use of any element of the Service for the conduct of business activities taking place at the Airport. The Card and the Service must only be used for non-commercial purposes. We reserve our right to determine whether business activities are taking place at the Airport and whether the purposes are non-commercial.
- Any assurance that you will always get to your flight on time. You should follow your airline's recommendations to be at the Airport Terminal giving yourself sufficient time to check in or bag drop (if applicable), to go through security screening and to travel to your gate.

Parking

- Protection from criminal activity that may damage or cause loss of parts or the entire of a Parked Vehicle or possessions or injury to individuals unless we are causing the criminal activity.
- Protection from adverse weather such as hail, sun, flood or wind that may cause damage to a Parked Vehicle either directly or indirectly.
- Protection from damage caused by wildlife.
- Protection from other users of our car parks that cause damage to you, your travelling companions or to the Parked Vehicle.
- You are responsible for ensuring the Parked Vehicle has valid tax certificate, NCT and insurance. The validity period for each of these must cover the length of stay stated in the Confirmation. We are not liable for the consequences of any of these ceasing to be valid while the Parked Vehicle is on Airport property. Under Irish Road Traffic

legislation you must ensure that the Parked Vehicle is in a roadworthy condition at all times. You must drive carefully while on Airport Property and in accordance with the Road Traffic Acts (Rules of the Road). You must follow signage directions while inside Dublin Airport car parks.

- The Card does not permit car parking to be used for staff car parking. You must only use car parking when you are taking a flight from Dublin Airport.
- We reserve the right to impose fair usage restrictions on car parking. At present we determine fair usage not to exceed 150 days for the 12 month validity of the Card.

We also never provide the following as part of the “Drop & Go Parking” service for customers that buy this service:

- Any assurance that parts of the Parked Vehicle will not fail through passage of time or through normal driving if you are using our “Drop & Go Parking” service.
- Protection for keys that are not the keys to the Parked Vehicle. We recommend only providing the key to the Parked Vehicle and removing all other keys.
- Safekeeping for personal belongings inside the Parked Vehicle.
- If you lose the Receipt you must notify us immediately and we will make reasonable efforts to cancel the Receipt to avoid third parties collecting keys to the Parked Vehicle from the lockers. However, if you do not notify us we are not responsible for a third party using the Receipt to collect the Parked Vehicle without your permission.

Lounge

- Assurance that you will always gain access to the Airport Lounge. If due to capacity constraints we cannot provide access to the Airport Lounge.
- Unlimited food and beverages. We operate access to food and beverages on a fair consumption basis.
- We provide food and beverages to certain dietary requirements but do not cater for all specific needs and may not always have certain food types available. A list of allergen book is available in the Airport Lounge.
- Luggage storage facilities.
- Alcoholic beverages are provided on a discretionary basis and may be withdrawn at our discretion.

Platinum Services – twice per annum only

- A booking service for flights, you must always book your own flight and ensure you have in your possession the correct travel documentation for your destination. You need to conduct your own checks to ensure you have valid passport with you and with a sufficient number of months left before expiry, US ESTA (or equivalent) or vaccination documentation. If there is an issue relating to travel documentation with you or a person travelling in your Group it is your responsibility to inform us whether that person and any other members of the Group will travel.
- Transport of any carry-on luggage or possessions between Platinum Services transport vehicle and the aircraft.
- Transport from the residence or hotel of a member of your Group to/from the Platinum Services Facility. We may make a booking on your behalf for these services but any agreement for the service is between you and the transport provider.

- We do not provide food and beverage to meet all dietary requirements. We may not have certain food types available at all times. A list of allergen book is available in the Airport Lounge.
- Luggage storage facilities.
- Alcoholic beverages are provided on a discretionary basis and may be withdrawn at our discretion.

Fast Track

- Any assurance that the general queue for security screening area will always be slower than the Fast Track queue.
- Priority of access in all cases to the screening lanes. Our security screening team have overall control of the security screening area and will regulate access to these lanes to ensure all passengers are screened appropriately and in a timely manner.

Discount

- A fifteen percent discount on **all** products sold at Dublin Dutyfree at Dublin Airport (please ask the sale attendant whether the fifteen percent discount applies). Certain exclusions apply from the fifteen percent discount and you will be informed whether the discount applies at point of sale.

Our rights under the Byelaws

8. **If the Parked Vehicle has related unpaid car parking charges for a current or previous stay we may tow and hold the vehicle in a location of our choice until all amounts are paid. Where the amounts due to us for unpaid parking charges exceed the book value or scrappage value (whichever is the higher) of the vehicle daa reserves the right to dispose of the vehicle. daa may also sell the vehicle if it has not been collected within eight months from the date of entry and deduct unpaid parking charges from the sales proceeds. You may contact parkingdublin@dublinairport.com if this section applies to you to claim the net sales proceeds.**

PLEASE NOTE: it is a criminal offence under byelaw 30 (7) of the Airport Byelaws (S.I. 618 of 2014) to park a vehicle in our car parks without paying the charges for parking. Subject to complying with these Conditions, daa will deem payment for the Card as payment of the charges for use of the Terminal 1 or Terminal 2 multi-storey car parks while your Card remains valid. This does not prevent us taking a prosecution for historic amounts due to us for unpaid car parking before you purchased the Card. We may use our powers under the Byelaws to recover any underpayment of car parking or other charges under the Byelaws.

9. **We may refuse you entry into the Fast Track queue, our Lounges, our car parks or Platinum Services if you are being disruptive or abusive to our staff or other passengers. In addition, you must always observe the directions of our staff and be respectful towards them. We reserve the right to refer disruptive activity to Airport Police and An Garda Siochana. We also reserve the right to cancel your Card if you have been abusive to our staff or failed to follow our staff's direction and we will refund a sum equal to the pro rata period left to run on your Card.**

The Vehicle Owner

10. If you do not own the Parked Vehicle you confirm that you have made the owner of the Parked Vehicle aware of the terms of the Agreement and he/she/it has agreed to the terms as they relate to the Parked Vehicle.
11. **Subject to point 8 above, we will always allow the true owner of the Parked Vehicle to reclaim it and remove it from our car park. You must obtain permission of the true owner of the Parked Vehicle to park in our car parks. If a Parked Vehicle is under finance lease/hire purchase then payments must be up to date or the finance provider may reclaim the Parked Vehicle from us. If An Garda Siochana use their powers to seize or inspect the Parked Vehicle we are not liable for any damage they cause and if seized we will redirect you to An Garda Siochana to reclaim the Parked Vehicle.**

The Price

12. The price for the Service is shown on our website and on the Airport App. You must pay this price when you buy the Card on-line or over the telephone.

We charge VAT at the applicable rates and this is included in the price for the Service. Our Irish VAT number is 9514053P.

13. The price for Customers is the price shown in euro (EUR) on the Confirmation.

Use of the Card

14. You must not use the Card after its expiry. The Card remains our property and we may remove it from you if it is misused.

Payment Cards

15. We accept Visa, Mastercard and Amex most major credit and debit cards for Customers paying for the Service subject to these payment cards functioning correctly at the time of payment. We will only issue a Confirmation if the use of the payment card satisfies relevant security checks. For Customers we charge the price of the Service at the time you buy from us.

To conduct security checks your personal data may be sent to authorised agents acting for the card scheme, this is necessary in order to verify payment. **If at a later point in time the card or your bank cancels this payment, if there is a “charge back” of a payment, if the payment card is declined, if we discover that a payment card was used fraudulently or if it was used without the cardholder’s permission then we may at our option:**

- **Email you with a cancellation of the Agreement to the email address you provided at the time of booking and we are not required to provide the Service, or**
- **If we have provided or part provided you with the Service already we may exercise our rights at 8 above and/or**
- **Pursue payment in full either directly or through a debt collection agency.**

Cancelling or Changing the Service

16. We reserve the right to refuse any refund after you buy the Card, however, **Customers who are also consumers may still be able to use the right in section 17 to cancel within 14 days of buying the Card.**
17. **Consumers only** If you are a customer that purchased the Card on-line you have a right to cancel your purchase on the terms set out below. **PLEASE NOTE HOWEVER that when you bought this Service online you expressly consented and acknowledged that you lost the right to cancel once we have fully provided the Service.** If you use the Card and then cancel the Card during the Cooling Off Period (see below) we reserve the right to retain a portion of the Price you paid for the Card by reference to the Service you used. This portion will be relative to the normal price for individual elements of the Service.

Consumers only If you are a customer that purchased the Card on-line you have the right to cancel the Agreement within fourteen (14) days (the **Cooling Off Period**) without giving any reason. The Cooling Off Period will expire after fourteen (14) days from the day of the conclusion of the Agreement (i.e. the date of the Confirmation when you purchased from us). To exercise the right to cancel, you must inform us.

If you wish to contact us you may do so:

- by email at airportclub@daa.ie
- by telephone +353 1 9440440 during our office hours Monday to Friday 9 a.m-5p.m.
- By writing to us at daa plc, Three The Green, Dublin Airport Central, Dublin Airport, Swords, Co. Dublin K67 X4X5, Ireland.

You may use the cancellation form below but it is not obligatory. If you use this option, we will provide you an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by e-mail) without delay. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Consumers only If you cancel this contract, subject to your use of the Service, we will reimburse payments received from you (or the relevant portion of these payments, see above), without undue delay and in any event not later than 14 days from the day on which we are informed of your decision to cancel this contract. We will carry out such reimbursement using the same card details as you used for the initial transaction (see section 12), unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. If you have used the Service during the Cooling Off Period, you must pay us for a portion of the Service (see above).

Cancellation Form

Complete and return this form only if you wish to cancel the contract.

To daa plc, Three The Green, Dublin Airport Central, Dublin Airport, Swords, Co. Dublin K67 X4X5, Ireland:

I/We [] hereby give notice that I/we [*] cancel my/our [*] contract for the provision of the following service [car parking space], Ordered on [*/received on [*],*

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s) [only if this form is notified on paper]

Booking reference number

Booking email address

Date

18. **Consumers only** If you cancel the Agreement under section 17 then our default process is to refund the price you paid (or the relevant portion of the price paid) to the payment card used for payment. If you wish us to refund to another payment card you will need to contact our Travel Service team on airportclub@daa.ie. That team may seek evidence that you are who you say you are. You must use euro (EUR) to buy from us. **If you have used another currency to buy the Service we may apply reasonable currency exchange charges at our discretion.**

Your Rights

19. We are required by law to provide the Service in accordance with the Agreement (including these Conditions). If you believe we have not satisfied this requirement please see sections 21, 22, 29 and 30 below. The Service described in section 6 (excluding those services in section 7) is the same for all Customers. The Service is not designed to meet the specific needs of any individual customer.
20. **Consumers only** Under legislation for the protection of consumers we are required to have the necessary skill to provide the Service and we must use reasonable skill and care in providing the Service to you. Any materials we use to supply the Service must be sound and fit for their purpose.

Your Recourse

21. If you are unhappy with any aspect of the Service you may access our travel service team by emailing us on: customerexperience@dublinairport.com or telephoning us on +353 1 9440440 during our office hours Monday to Friday 9 a.m-5 p.m.
22. **Consumers only** If you remain unhappy with the outcome after using our complaints handling process we have set up a voluntary dispute resolution process that you may also use. You may direct the dispute concerning the outcome to the following address customersupportescalations@daa.ie and we will respond with our determination within 14 days. This voluntary dispute resolution process does not prevent you pursuing a claim against us in court (see sections 29 and 30).

The Period of the Agreement

23. The Agreement lasts for the period we provide the Service (twelve months) and a reasonable period to address payments, refunds or disputes are outstanding between us.

We believe this should last no longer than six years after you have received the Service in full and therefore six years after we have provided the Service the Agreement terminates. If, however a dispute exists between us at that time or any sums remain unpaid then the termination of the Agreement does not operate to remove our rights or yours.

No resale

24. **You are not permitted to sell the Service that you buy from us on to another person. The Card is not transferrable. The Card is personal to you and must not be used by other individuals such as family members or work colleagues. We are only required to provide the Service to you.**

Force Majeure

25. Very occasionally events or circumstances which are beyond our control may prevent us from providing the Service. Some examples are natural disaster, fire or a contagious outbreak of illness but this section applies to other events or circumstances as well including for example adverse weather. If this happens, we will contact you by email and provide as much advance notice as we are able to. Depending on the length of the event beyond our control we may provide a refund of a portion of the price you paid for the Service if you can prove to our reasonable satisfaction that you had committed plans to fly from the Airport during this period. **If you have used a currency other than euro to buy the Service we may apply reasonable currency exchange charges at our discretion.**

Our Liability

26. **We do not accept liability for issues related to section 7 (What is excluded from the Service?) as these are not part of the Service. If you are not buying the Service as a consumer**
- a. **our total liability to you is the price you paid for the Service, and**
 - b. **we fully exclude liability for indirect or consequential loss.**

These exclusions do not apply to loss linked to death or personal injury caused by our negligence or our wilful act or which relate to any fraud we cause.

Changes to these Conditions

27. We may change or update these Conditions from time to time, but this change does impact the Agreement unless we are required to change the Conditions by law. The version of these Conditions that we send you with the Confirmation is part of the Agreement. If by law we are required to change the Conditions, we will email the updated conditions or make them available to you. If a Court finds that any sections of these Conditions are invalid or unenforceable the remaining sections or parts of sections continue in full force.

Privacy Policy and Personal Data

28. We may process personal data we receive from you in accordance with our Privacy Policy <https://www.dublinairport.com/privacy-policy>.

Legal Disputes

29. The Agreement is governed and construed under the law of Ireland (excluding the law of Northern Ireland).

30. The Courts of Ireland have non-exclusive jurisdiction to determine disputes.