

Fast Track and The Lounge Terms and Conditions

Please read the following information carefully as it sets out the terms and conditions which govern the provision of services which may be booked through this website.

By using this website you are accepting all of the terms and conditions set forth below. If you do not agree to each and all of these terms and conditions please refrain from using this website and/or purchasing services on this website. In these terms and conditions references to 'we', 'us' and 'our' mean daa.

1. Eligibility

You must be aged 18 years or over in order to make a booking on this website. At this time we cannot accommodate unaccompanied minors.

2. How to book

This website allows you to purchase packages of services that are grouped together under different headings. Details of the services that are available under each package are set out in the product sections on this website. For details on how to book any of these Bundles or Add Ons, see the 'How to Book' section on this website.

3. Acceptance of bookings

All bookings are subject to acceptance by us. Certain Bundles and Add Ons may need to be booked by minimum periods in advance of the time at which the relevant services are to be provided. Details of applicable minimum advance booking periods are set out in the description of each Bundle and Add On. Once we have received your booking, we will endeavour to confirm the details of your booking on the website. If your voucher does not arrive please contact us on travelservices@dublinairport.com, quoting your booking confirmation number (if available), and we will email you your voucher.

4. Prices

Prices for Bundles and Add Ons are displayed when you select your desired Bundle(s) or Add On(s) and are inclusive of VAT. We may change the prices of Bundles and Add Ons at any time. Irrespective of any change of prices, you will be charged the price which was specified for the item or service when you completed your booking.

5. Payment

You can pay by credit or debit card. We accept Visa, MasterCard, or Laser. All credit and debit card purchases are subject to validation and credit checks.

6. Services

We will provide the services that you booked provided that you present a valid voucher at the relevant meeting point(s) in Dublin Airport. If you do not present a valid voucher, you will not be entitled to avail of the services. Please note that each voucher is personal to the person(s) named on the voucher and may not be transferred under any circumstances.

If you have booked any attendant services, you will need to present yourself at the relevant meeting point in Dublin Airport with a valid voucher within 15 minutes of the designated time at which the service was due to be provided by us. If you do not do so, you will not be entitled to avail of such service. You will not be entitled to receive a refund for the fees paid by you to us in such circumstances.

In order to avail of the Fast-Track and/or airport lounge services you must have a valid boarding card for the day of travel.

7. Cancellation and changes

You may cancel your booking at any time in advance of service date and time. To apply for a refund after time of service, you must send an email to travelservices@dublinairport.com with the details of the booking and explanation of cancellation. Further information on this can be found here <https://www.dublinairport.com/enhance-your-journey>

If you have booked Fast Track through Aircoach, please contact the Aircoach customer service team directly to request a refund. Under these circumstances, the passenger can contact the Aircoach customer care team directly on 01-8447118 so long as the cancellations are made prior to 72 hours before Fast Track is due to be used.

If it is not possible to change or amend a booking online, some changes may be permitted by our customer care team. Please contact them on travelservices@dublinairport.com and they will assist where possible. The following changes might be permitted, according to their availability: date, time, flight number and contact details.

8. Warranties and exclusions

We will use reasonable endeavors to ensure that this website is fully operational at all times. However, due to the nature of interactive services and the internet generally, we cannot guarantee that this website will be free from delays, interruptions or errors.

Whilst all reasonable efforts are made to ensure that any information contained on the website is correct, we give no representations or warranties, express or implied in relation to the accuracy or completeness of said information, which includes but is not limited to information relating to pricing or availability of services offered for sale.

Except as expressly set out in these terms and conditions, to the greatest extent permitted by law all warranties, conditions, representations, undertakings, statements, terms and provisions, whether express or implied by statute, common law or otherwise, in relation to this

website, the information contained therein or any services to be provided by us to you including, without limitation, any terms that may be implied under Section 39 of the Sale of Goods and Supply of Services Act 1980, are hereby excluded by us.

Please note that any limitations or exclusions set out in these terms and conditions of sale shall not operate to affect any statutory rights to which you are entitled as a consumer.

9. Liability

To the greatest extent permitted by law, we are not liable for any loss, damage or other liability arising out of or in connection with any of any services that may be booked on this website. We are also not liable for any indirect, special, incidental or economic loss or damage, however it may arise, including as a result of any loss of time, loss of savings, loss of data, loss of business, loss of revenue, loss of opportunity, loss of goodwill or loss of profits. Without prejudice to the generality of the foregoing, we are not liable in respect of (a) any missed flight, (b) any inability to avail of a benefit of the services that are available on this website, (c) the unavailability of any advertised shop discounts or complimentary vouchers and (d) any delays with the fast-track service.

10. Privacy

For details of the type of personal information that we may collect, the purposes for which we may use such information and the third parties to whom we may provide access to such information, please see our Privacy Policy.

You have the right, subject to certain exemptions, to obtain a copy of any personal data that we hold about you and to correct any inaccuracies in such data. If you wish to avail of any of these rights, please contact us at: travelservices@dublinairport.com. Your request will be dealt with as soon as possible and in any event within 40 days.

Acts or causes beyond our control

We shall not be liable for any loss suffered by any person or be deemed to be in default for any delays or failures in performance under these terms and conditions resulting from acts or causes beyond our reasonable control.

Unenforceable provisions

If any provision of these terms and conditions is or becomes illegal, invalid or unenforceable, this shall not affect the legality, validity or enforceability of the remainder of these terms and conditions.

11. Variations

We reserve the right, at our discretion, to vary these terms and conditions, the bundles of services as well as individual services which are available and the benefits and prices which apply to any category of services at any time. Variations will be notified on this website. Any such variations, unless otherwise stated, become effective immediately. By continuing to use

and/or purchase services on this website following the effective date of any variations to these terms and conditions, you will be deemed to have accepted such variations. Therefore, users and purchasers on this website are responsible for regularly reviewing these terms and conditions and notices posted on this website.

12. Entire Agreement

These terms and conditions, the Privacy Statement and the sections of this website that set out details of the available Bundles and Add Ons and the applicable prices for Bundles and Add Ons contain the entire agreement between you and us in relation to the subject matter of these terms and conditions. Please note that the Legal Notices, Website Use Terms and Conditions also govern your access to and use of this website.

13. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of Ireland.

The promoter of this website is daa plc, Commercial Department, 3rd Floor, Cloghran House, Dublin Airport, Ireland. "daa" is a business name of daa plc.

14. Vouchers

daa plc may at its discretion provide a complimentary voucher along with the Dublin Airport Travel Services product(s). This voucher must be redeemed from a retailer or food and beverage provider operating at Dublin Airport. daa plc reserves the right to change, withdraw or cancel this voucher at any time

daa Data Privacy Policy

daa's Privacy Policy can be found here: <https://www.dublinairport.com/privacy-policy>