



# GLOBAL VIP SERVICES

## Global VIP Suites – Terms and Conditions

The following sets out the terms and conditions of use for the Global VIP Suites service, a service provided by Global Marketing Consulting whose registered office is at 433 N. Camden Drive, Suite #600, Beverly Hills, CA 90210 (CA corporate number 3027090, DPC Alliance Inc.). By making a booking (whether over the telephone or via one of our booking agents or resellers) and/or using Global VIP Suites, these terms and conditions are deemed to have been accepted by each passenger and any party acting on behalf of such passenger(s). "We", "our" and "us" are references to Global Marketing Consulting "You" and "your" are references to the passenger and/or person who makes a booking with Global Marketing Consulting and/or person who is acting on behalf of the passenger(s), as the context requires.

### USE OF GLOBAL VIP SUITES

**1. GLOBAL VIP SUITES includes:**

- a) subject to condition 5 below, use of Global VIP private suites in connection with arrival, departing or connecting flights at available airports;
- b) use of a dedicated security area;
- c) private vehicle transfer to and from the aircraft;
- d) and light refreshments.

**2.** Global Marketing Consulting provides the following services for up to a maximum of twelve (12) passengers per suite (excluding children under two (2) years of age) traveling together on the same aircraft, on a single departing or arriving flight.

**3.** For connecting passengers, who are connecting or transferring flights, GLOBAL VIP SUITES is available for up to twelve (12) passengers per lounge (excluding children under two (2) years of age) who are traveling, arriving and departing together on the same aircraft and with a maximum planned layover time of 3 hours. If layover time exceeds 3 hours due to flight delays, Global Marketing Consulting may extend the allocated time in the VIP suite, subject to availability, at Global Marketing Consulting's sole discretion.

**4.** Children under sixteen (16) years of age may not use GLOBAL VIP SUITES service(s) unaccompanied.

**5.** GLOBAL VIP SUITES aims to accommodate passengers in a VIP suite (TBD), subject to availability. Global Marketing Consulting may at its sole discretion accommodate a number of traveling passengers or passenger groups within a shared lounge or elsewhere within an Airport if suite slot bookings are missed due to flight delays or if lounge space is limited or unavailable.

**6.** The standard operating times of GLOBAL VIP SUITES are from 04h30 – 23h00. Use of GLOBAL VIP SUITES outside of these hours may be available subject to prior agreement with Global Marketing Consulting and at rates to be agreed.

**7.** GLOBAL VIP area and lounge is located before security. Passengers with flights departing from or arriving at other terminals will be transferred to and from the terminal by private vehicle. Additional services that passengers may wish to order, which are not covered by these terms and conditions, shall be subject to availability and to the terms and conditions and fees applicable to those services.

**8.** GLOBAL VIP SUITES includes light refreshments.

An a la carte food and beverage menu is also available in the suites which may be provided at the sole discretion of GLOBAL VIP SUITES and subject to additional charges payable before leaving the lounge.



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- 9.** Global Marketing Consulting and the GLOBAL VIP SUITES services must not be used for any unlawful purpose or in a manner which infringes the rights of, or inhibits the peaceful use and enjoyment of GLOBAL VIP SUITES, by any other passenger. In order to preserve the privacy and confidentiality of other passengers, users of GLOBAL VIP SUITES services must conduct themselves in an appropriate manner and must not approach any other passengers, or disclose the presence of such passengers to any third party. Global Marketing Consulting reserves the right, at its sole discretion, to remove individuals from the VIP suites in the event of inappropriate conduct.
- 10.** Airlines often charge excess luggage fees to passengers wishing to check in more bags than their allocated maximum allowance. If a passenger wishes to check in more bags than their allowance, they must arrange this with their airline and pay any excess luggage charges directly to their airline. For information on luggage restrictions applicable to the passenger's airline, please contact the airline directly. Global Marketing Consulting accepts no liability for passengers who have excess luggage and have not arranged for this with their airline.
- 11.** The GLOBAL VIP SUITES services fee includes a fee for processing a maximum of ten (10) pieces of hold luggage per passenger. Global Marketing Consulting will liaise with the passenger's airline to screen, transport, check-in and label the passenger's luggage for them. The passenger's airline may speak with the passenger directly to ask security questions during this process. If a passenger wishes for Global Marketing Consulting to process more than ten (10) items of hold luggage per passenger, this shall incur an additional charge per ten (10) pieces of hold luggage (the handling fee will be pro-rated where the hold luggage carried is not in multiples of (10)). Please note that a passenger's airline luggage allowance may vary..
- 12.** All passengers and luggage must arrive at the Airport prior to the time specified by the relevant airline but in any event no less than 90 minutes prior to flight departure time. Late arrival may result in the airline refusing to accept passengers and/or luggage for the flight. In such circumstances, the charge for the GLOBAL VIP SUITES services will be non-refundable. Passengers must comply with airline terms and conditions (including any luggage restrictions) at all times.
- 13.** Global Marketing Consulting will not intervene in any dispute between an airline and passengers.
- 14.** Passengers using GLOBAL VIP SUITES services are encouraged to carry appropriate travel insurance.
- 15.** When using GLOBAL VIP SUITES services, passengers must comply with any direction or instruction given by any Global Marketing Consulting personnel or other security personnel and all applicable security, customs and immigration regulations imposed on passengers.
- 16.** Global Marketing Consulting reserves the right to charge the payment method or card used for the booking after departure for any damage caused to the VIP suite or for any items which are removed from the VIP suite by the traveling passengers or guests.



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### GUESTS – MEETERS AND GREETERS

17. Each group of traveling passengers may have a maximum of two (2) non-traveling guests per group who may access the GLOBAL VIP SUITES services. Any guests must arrive no earlier than 15 minutes prior to the scheduled arrival time of the passenger group and must vacate the GLOBAL VIP SUITES area once the traveling passengers have left.
18. Names of any guests must be supplied at the time of booking otherwise they will not be permitted access to the GLOBAL VIP SUITES area.
19. Any guests must remain land-side at all times and will not be permitted to access any air-side area nor shall they be allowed to escort the traveling passengers to the aircraft.

### ADDITIONAL SERVICES

20. Additional services may be arranged through Global Marketing Consulting. These include:
- a) chauffeured services
  - b) hotel accommodations
  - c) personal shopping experiences

For a complete list of services please visit us Online at [www.globalmarketingconsulting.global](http://www.globalmarketingconsulting.global).

21. Any additional services are not included in the fees for using GLOBAL VIP SUITES and additional fees will be due in respect of any additional services which are booked. Payment for any additional services will be taken from the card or payment method used at the time of booking, unless you notify Global Marketing Consulting otherwise.
22. To book any additional services, please notify us of your interest in these services when making your reservation for GLOBAL VIP SUITES at least 24 hours in advance by telephone: 310.279.5280, fax: 818.766.2864, or by email to [info@globalmarketingconsulting.global](mailto:info@globalmarketingconsulting.global).
23. Some of the additional services detailed above are provided by third party companies and would be subject to the third party's terms and conditions. Global Marketing Consulting accepts no liability for those services.

### THE BOOKING PROCESS

24. All passengers must have a flight reservation before making a GLOBAL VIP SUITES booking.
25. Bookings must be made a minimum of 24 hours in advance of the flight time, and are subject to operational capacity and availability.
26. For bookings made with less than 24 hours notice (a "Late Booking") there will be a late booking surcharge.
27. Booking requests must be made by calling our telephone booking and inquiry line on 310.279.5280. or by email to [info@globalmarketingconsulting.global](mailto:info@globalmarketingconsulting.global). Providing incomplete or inaccurate data may result in a booking being refused or later canceled by Global Marketing Consulting. If any information supplied at the time of booking is incorrect Global Marketing Consulting reserves the right to refuse access to GLOBAL VIP SUITES.
28. Passengers requiring wheelchair assistance or with other special requirements should make these known at the time of booking.



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### THE BOOKING PROCESS (continued)

**29.** Prices advertised on the website or in any quotation may be changed or withdrawn by Global Marketing Consulting at any time. Unless an account is held with Global Marketing Consulting or payment has already been taken by one of our booking agents or resellers, payment will be taken in full at the time of booking at the agreed rate plus any applicable taxes. Payment for GLOBAL VIP SUITES in cash is not accepted. Unless an account is held with Global Marketing Consulting, the booking will be canceled where full payment has not been received by Global Marketing Consulting on or before 12:01am on the day of travel.

**30.** Global Marketing Consulting is not obliged to accept any booking. A booking constitutes an offer by the passenger to Global Marketing Consulting for GLOBAL VIP SUITES services. If a booking is accepted, a confirmation notice will be sent via email whereupon a binding contract is formed on these Terms and Conditions between Global Marketing Consulting and (i) the individual or company named on the booking; and (ii) (if different to (i)) the traveling passenger(s).

**31.** Passengers (or those making bookings on their behalf) may from time to time be offered the opportunity to make an advance purchase of multiple uses of the GLOBAL VIP SUITES services at a discounted rate. Such purchase does not guarantee availability of GLOBAL VIP SUITES and the process set out in these terms and conditions must be followed to confirm a booking. Where an advance purchase is made, bookings must be made within 12 months failing which any unused credit from the advance purchase will be forfeited and non-refundable.

### BOOKINGS MADE ON BEHALF OF PASSENGERS

**32.** Where a booking is made by a person other than the passenger, that person shall procure that each passenger using GLOBAL VIP SUITES is aware of and accepts these terms and conditions (including those relating to the provision of personal and travel information).

**33.** GLOBAL VIP SUITES bookings may be made by third parties as agent for the passenger, in which case the name of the passenger must be specified on the booking and on confirmation of a booking a binding contract is formed with the agent and the passenger on these terms and conditions and payment must be made in-full prior to arrival at GLOBAL VIP SUITES premises.

### CANCELLATION AND CHANGES TO A BOOKING CANCELLATION

**34.** Once you have placed a booking with Global Marketing Consulting for the GLOBAL VIP SUITES service, there is no automatic right of cancellation.



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### CANCELLATION AND CHANGES TO A BOOKING CANCELLATION (continued)

**35.** If you wish to cancel your booking, Global Marketing Consulting must receive notice of your cancellation at least 48 hours before you have asked for your GLOBAL VIP SUITES services to begin. If you give notice of your cancellation request at least 48 hours before you have asked for your GLOBAL VIP SUITES services to begin the cancellation charge will be (TBD). If you give less than 48 hours but more than 24 hours notice from your scheduled flight departure or arrival time, you will be charged a 50% cancellation charge of the price paid for the GLOBAL VIP SUITES services. If you give 24 hours or less notice in advance of the scheduled flight arrival or departure and/or failure to arrive for a booking, you will be charged the full fee for the GLOBAL VIP SUITES services you have selected and no refund will be given.

*\*Any refunds will be made to the original card or payment method on which the initial payment was made.*

### CHANGES (OTHER THAN CANCELLATIONS)

**36.** Changes to dates, times, flight details and/or passenger numbers may not be made to bookings less than 24 hours before the scheduled flight departure or arrival time except at the sole discretion of Global Marketing Consulting. If a change is requested to decrease passenger numbers in the traveling group, a refund will not be given for those passengers. To make a change to your booking please call 310.279.5280, fax 818.766.2864 or email [info@globalmarketingconsulting.global](mailto:info@globalmarketingconsulting.global). Such changes, where agreed to by Global Marketing Consulting, will incur an administration charge of (TBD).

**37.** Where traveling passengers arrive at the VIP suites or for arriving passengers with additional passengers who have not been added to an existing booking, those additional passengers may be refused access to the GLOBAL VIP SUITES services. Global Marketing Consulting, at its sole discretion, may permit access to such additional passengers at the standard service cost plus a surcharge of (TBD) per additional passenger.

**38.** Where the scheduled flight departure or arrival is delayed, changes can be made without charge. Once you are made aware that the flight departure or arrival will be delayed please contact Global Marketing Consulting on 310.279.5280 to inform them of the change. Please note condition (5).

### HOW PASSENGER INFORMATION WILL BE USED

**39.** Passenger details will be taken and stored by Global Marketing Consulting at the time of booking. The making of a booking constitutes consent for Global Marketing Consulting to use the passenger's name, address, passport, flight and land travel details to provide the GLOBAL VIP SUITES services and to fulfill all relevant security, operational and border control requirements and to pass such data to government authorities for border control and aviation security purposes.

**40.** Where a booking is made on behalf of any passenger(s), the person making the booking warrants that they have the permission of each passenger to use the details taken by Global Marketing Consulting as described in condition 39 of these Terms and Conditions.

**41.** Personal Data will be dealt with in accordance with the airport's privacy policy.



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### EXCLUSIONS

- 42.** Each passenger is responsible for monitoring airline schedules and any potential changes to flight times. Passengers are responsible for ensuring that they meet the appropriate passport, visa and health requirements and Global Marketing Consulting accepts no responsibility in this respect.
- 43.** Airlines may decline to accept passengers via GLOBAL VIP SUITES in certain circumstances. In this case, Global Marketing Consulting will notify the passenger and any fee that has been paid to Global Marketing Consulting for GLOBAL VIP SUITES shall be refunded to that passenger in full. GLOBAL VIP SUITES is currently only available to passengers traveling in First or Business class cabins.
- 44.** Official state business takes precedence over all bookings and Global Marketing Consulting reserves the right to cancel any booking where necessary in relation to this. In this case, Global Marketing Consulting will notify the passenger and any fee that has been paid to Global Marketing Consulting for GLOBAL VIP SUITES shall be refunded to that passenger in full.
- 45.** Global Marketing Consulting reserves the right to cancel bookings for any reason including, without limitation, operational, safety, capacity or security requirements. On the rare occasion when a booking is canceled by Global Marketing Consulting in such circumstances, a full refund will be provided.
- 46.** Passengers acknowledge that occasionally they may be required to share a private lounge or security lane with other passengers.

PLEASE READ THE FOLLOWING CONDITIONS CAREFULLY – YOUR ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE

- 47.** Global Marketing Consulting accepts no liability for losses, delays or disruptions incurred as a result of:
- a) incorrect information being supplied to Global Marketing Consulting;
  - b) third parties' acts or omissions including airlines, security and border control authorities, ground handlers or third party transport arranged by or on behalf of the passenger.
- 48.** Nothing in these terms and conditions limits or excludes the liability of Global Marketing Consulting for:
- a) death or personal injury caused by Global Marketing Consulting negligence;
  - b) in respect of any fraud or fraudulent misrepresentation; or
  - c) to the extent that such limitation or exclusion is not permitted by law.
- 49.** Subject to condition (48), Global Marketing Consulting shall not be liable for any:
- a) loss of profits;
  - b) loss of revenue;
  - c) loss of use;
  - d) loss of or corruption to data or information; or
  - e) indirect or consequential loss.
- 50.** Subject to condition (48) and (49), Global Marketing Consulting's total aggregate liability in contract, tort (including negligence), misrepresentation, restitution or otherwise in connection with GLOBAL VIP SUITES services shall be limited to TBD.





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### COMPLAINTS

**51.** Any complaints regarding GLOBAL VIP SUITES services should be addressed in writing to Global Marketing Consulting's headquarters at the following address: 433 N. Camden Drive, Beverly Hills, CA 90210.

### GENERAL

**52.** These Terms and Conditions are subject to U.S. law and any dispute shall be subject to the non-exclusive jurisdiction of the U.S. courts. Nothing in these Terms and Conditions affects your statutory rights.

**53.** Global Marketing Consulting reserves the right to modify these Terms and Conditions at any time. You are advised to visit [www.globalmarketingconsulting.global](http://www.globalmarketingconsulting.global).