

## **BOOKING TERMS:**

CIP services are exclusive for Terminal 1.

**Opening times:** 5 am to 11 pm

Bookings must be requested by email as early as possible, up to five working days before the start date of the service.

Note: confirmation of the service is subject to operational availability and to the customer agreeing with the terms and conditions applicable to each service. Even when requests are sent within the deadline set forth above, airport confirmation is mandatory.

**Bookings:** [ahdbookings@ana.pt](mailto:ahdbookings@ana.pt)

### **Cancellation policy**

Applicable to all services:

**No penalty** – cancellation up to 24 hours before the published date of departure/arrival of your flight.

**50% penalty** – cancellation 24 to 12 hours before the published date of departure/arrival of your flight.

**80% penalty** – cancellation within less than 12 hours before the published date of departure/arrival of your flight.

Applicable to the CIP and portorage services:

If the cancellation information is not sent according to the above information, service fees will apply, as well as for assistance booked for passengers who do not show up.