

REGULATIONS



OPENING HOURS

- Open daily according to the published schedule on www.ana.pt/en/fao and at the Lounges Entrance.

ACCESS

- Use of the Lounge is allowed for airline ticketholders flying on airlines with commercial agreements, with valid access cards, online pre-booking and prompt payment.
- Users may be requested to fill in a registration form.
- Expired access cards will be kept by the Lounge receptionist.
- The access card is non-transferable and may not be given to other users. The Lounge receptionist will keep any access card presented by anybody that is not its rightful holder.

REGULATIONS

- The **maximum** amount of time anybody will be allowed to stay in the Lounge is **3 hours**.
- Food and drinks are available to the users.
- Food or drinks obtained in the Lounge may not be taken outside.
- No smoking is allowed, except in the areas set aside for this purpose.
- Earphones must be used whenever personal electronic devices with sound, such as laptops and smartphones are in use. The use of mobile phones is limited.

- Parents or passengers with babies or children that disturb the other users may be asked to leave the Lounge.
- Pets are allowed, provided they are kept in their own carriers and as long as they do not disturb other users.
- Safety and fire regulations do not allow luggage trolleys to be taken into the Lounge.

GENERAL

- ANA reserves the right to limit, alter and/or modify the fees, benefits, services, location and opening hours of the Lounge at any time, without written notification.
- ANA will not be responsible for any losses or damage to luggage or other property of the users.
- Users must be dressed and behave appropriately, if passengers or guests are not sober and orderly. ANA reserves the right, at its own discretion, to refuse admission to any user who does not respect these requirements, or to have them removed from the lounge.
- ANA shall be entitled to refuse entry to the Lounge if it is clearly full.
- ANA reserves the right to revoke usage privileges for all those who do not comply with these regulations.