

## CIP (MEET&ASSIST) & PORTER SERVICES

### TERMS & CONDITIONS:

#### 1. General

- Services available only for flights operating at Terminal 1.
- CIP service operating hours: from 07 a.m. to 10 p.m.
- Porter service operating hours: H24.
- Maximum passengers per service, six (6).

#### 2. Reservation

- Operating hours: Monday to Friday (excluding holidays) from 09 a.m. to 05:30 p.m.
- Reservation e-mail: [ahdbookings@ana.pt](mailto:ahdbookings@ana.pt).
- Requests must be submitted up to 5 business days prior to the scheduled date/ time of the related flight.
- A request becomes a binding order only after we have sent a confirmation e-mail.

#### 3. Cancellations / no-shows / order changes

- **Cancellations**
- More than 24 hours prior to the scheduled departure/arrival time – no penalties.
- Less than 24 hours prior to the scheduled departure/arrival time – fully charged.
- **No-shows**
- Fully charged
- **Order changes**
- Any changes will be subject to availability of resources and therefore can't be guaranteed unless we confirm the amended order.

#### 4. Payment

- Pre-payment by bank transfer 24 hours prior to the service is to begin.

#### 5. ANA - Aeroportos de Portugal, S.A. Privacy Policy

<https://www.ana.pt/en#modal-policy>

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