

LOUNGE ANA RULES OF USE



OPENING HOURS

Open daily according to the opening hours published on the bookings page, with possible closure on **24th and 25th December**. This information is also published on **www.faroairport.pt**.

SEATS AVAILABLE: 70 (non-Schengen) / 39 (Schengen)

The lounge is configured for people with reduced mobility (PRM), including wheelchair users.

ACCESS

- The lounge is only for the use of duly authorised passengers who can show a boarding pass issued by the airline, a valid lounge access card issued by an entity authorised for this purpose, or proof of (online/desk) purchase of the service. In all cases, access is personal and non-transferable.
- Access to the lounge by children over the age of 3 (three) is subject to payment of the relevant charge.
- Entry to the lounge is only permitted 3h30m before the scheduled boarding time as shown on the boarding pass, or in the biometric data where applicable.

USE AND RESPONSIBILITIES OF PASSENGERS

- The maximum length of stay in the lounge is 3 (three) hours after entering.
- Passengers have a wide range of food and drink available and should consume moderately and responsibly. Passengers may consume up to 3 (three) alcoholic drinks free of charge per entry.
- It is forbidden to consume food and/or drink purchased outside the lounge.
- It is also forbidden to take food and/or drink obtained in the lounge outside.
- Smoking (including electronic cigarettes) is prohibited, except in the areas designated and duly signposted for this purpose.
- The use of headphones is compulsory whenever electronic devices with sound are used, including laptops and smartphones. The use of mobile phones is restricted.

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- Parents and carers of babies and children who cause a significant nuisance to other passengers may be asked to leave the lounge.
- Passengers must wear appropriate attire, and demonstrate behaviour, in terms of attitude and language, appropriate to the location. ANA, S.A. reserves the right to refuse entry or remove from the lounge any passenger who does not respect these requirements.
- Passengers must take care of ANA, S.A. property in the lounge, and make appropriate use of the furniture and equipment available.
- Passengers may not disturb lounge staff in the performance of their duties and/or refuse to comply with their instructions.
- Passengers should check their flight status and boarding time on the monitors available in the lounge.
- Pets are allowed as long as they are kept in their own containers and do not disturb passengers.

GENERAL

- ANA, S.A. reserves the right, at any time and without written communication, to limit the benefits, services, location and opening hours of the Lounge.
- ANA, S.A. is not responsible for any loss or damage to passengers' luggage or other property.
- ANA, S.A. reserves the right to revoke the privileges of using the lounge from all passengers who do not comply with these Rules of Use, and may request the presence of the Public Security Police if necessary.