

General Terms and Conditions valid for using New Generation Lounge Club Card

1. Conditions for acquiring NGLC card

- 1.1. Every individual who is resident in the Republic of Bulgaria and aged 16 or over can purchase NGLC card.
- 1.2. The general terms and conditions valid for using NGLC card can be found at Guest Lounges or at the website of Sofia Airport.
- 1.3. Individuals can receive the card under the following terms and conditions:
 - an application form filled with personal details. The application forms are available on paper at T2 ticket sales counters and Guest Lounges, as well as online at “Sofia Airport” EAD’s website.
 - correct and readable applicant’s personal details entered in capital letters
 - paid fee for the package selected by the applicant.

2. Conditions for using NGLC card

- 2.1. The NGLC card is issued by “Sofia Airport” EAD with registered office in Sofia, 1 Christopher Columbus Blvd.
- 2.2. The NGLC card provides the right to a definite number of visits to the Guest Lounges at prices corresponding to the purchased package, within one year, according to the general terms and conditions contained herein. Single visit is considered to be a 3-hour stay at the Guest Lounges and a new visit is charged for every newly started 3-hour period.
- 2.3. “Sofia Airport” EAD can provide information to the cardholder about the conditions for using the NGLC card and about any changes in those conditions at the specified in the application form e-mail address or mobile phone.
- 2.4. The cardholder must present an active card in order to take advantage of the package price for visiting the Guest Lounges.
- 2.5. The cardholder can bring guests as long as there is a sufficient number of visits remaining in the access card. It is not obligatory for the guests to travel on the same flight as the cardholder.
- 2.6. The NGLC card can be used by persons different from the cardholder. “Sofia Airport” EAD bears no responsibility for any damages caused to the cardholder resulting from the granted use of the card to third parties.
- 2.7. Any person using the card shall agree to the general terms and conditions for using the NGLC cards.
- 2.8. The NGLC card is not a bank card so it cannot be used for making payments.
- 2.9. The cardholder is entitled to cancel using the NGLC card. The cancellation must be made in writing and submitted to loungeb2@sofia-airport.bg, specifying the reasons for the cancellation.
- 2.10. The unused visits within the card validity term cannot be refunded.
- 2.11. The cardholder can raise claims on the use of the card. Claims are accepted in writing at loungeb2@sofia-airport.bg.

3. Activating, validating and blocking the NGLC card

- 3.1. NGLC card’s validity period is with duration one year and starts immediately after signing the application form.
- 3.2. The provided personal data necessary for card issuance are verified for identity correspondence in the presence of the applicant by the airport employee accepting and processing the application.
- 3.3. In case the cardholder fails to abide by the general terms and conditions herein, “Sofia Airport” EAD can block cardholder’s card immediately and without prior notice.

4. Personal data

4.1. For the purposes of these general terms and conditions, cardholder's personal data are considered to be:

- name, middle name, surname
- date of birth
- correspondence address, e-mail and phone number
- cardholder's own signature

4.2. Completing the application form, the cardholder agrees with the collection and processing of their personal details.

4.3. Collected personal details are processed for the following purposes:

- issuing NGLC card
- sending marketing and advertising messages to the post address, the e-mail or on the phone
- confirming or changing cardholder's personal details.
- sending invitations for participation in marketing programs, campaigns and promotions
- surveys involving cardholder's opinion.

4.4. The cardholder has the right to refuse the use of their personal details for the purposes set in item 4.3. The refusal must be sent to loungeb2@sofia-airport.bg and "Sofia Airport" EAD must confirm the refusal acceptance.

4.5. In case there are some changes in the personal data filled in the application form, the cardholder shall inform "Sofia Airport" EAD about the change by sending an e-mail to loungeb2@sofia-airport.bg. Personal data are processed in compliance with the Personal Data Protection Act and included in database. "Sofia Airport" EAD makes reasonable efforts and bears responsibility for the protection of cardholders' personal details in compliance with the Personal Data Protection Act.

4.6. By receiving NGLC card, cardholders declare that they provide their own personal details in the application form; that they are informed of the purposes and the conditions applicable to processing their personal details and provide the abovementioned data voluntarily; that they are informed about the possibility for "Sofia Airport" EAD to process and use their personal data in accordance with the provisions of current legislation. The cardholders express their explicit and informed consent for their personal data to be processed by "Sofia Airport" EAD for the purposes and under the conditions set in the general terms and conditions valid for using NGLC cards, including for direct marketing purposes. Cardholders also declare that they are aware of the possibility to object at any time against the processing of their personal data according to item 4 of these general terms and conditions.

5. Lost, stolen or damaged card

5.1. In case the card is lost, stolen, damaged or destroyed and the cardholder desires its renewal, they must send an e-mail with their personal details to loungeb2@sofia-airport.bg in accordance with the requirements set in item 4 of the general terms and conditions.

5.2. The e-mail shall include the reasons for issuing a duplicate. Issuing duplicate shall be at cardholder's expense. The cardholder can receive the duplicate either at the Guest Lounges or it can be delivered at their address.

6. Other Terms and Conditions

6.1. To all issues not mentioned in these terms and conditions, the provisions of the Bulgarian legislation shall apply.

6.2. Any dispute between the parties shall be resolved through negotiations. In case no agreement is reached, all unresolved disputes shall be resolved by the competent Bulgarian law court.