

March 20, 2017

Reference: J3-CIR/2017/41

OFFICIAL ENGLISH TRANSLATION

C.I.P/ V.I.P services offered to Private Sector from Maamahi Executive Lounge

This circular supersedes and cancels any previous offer made by MACL including Circular No. J3-CIR/2017/15 (07 March 2017) to Clients related to charges of CIP/VIP service.

We wish to communicate that effective **00:01 hrs 20th April 2017**, the CIP / VIP Lounge Services quoted are as follows **until next price and service revision circular is issued.**

Table 1: Services Offered at Lounge

Services Offered	CIP	VIP	Walk-In
Escort service	✓	✓	x
Check-in service	✓	✓	x
F&B service	✓	✓	Limited
Free Wi-Fi	✓	✓	✓
Immigration clearance	✓	✓	x
Customs clearance	✓	✓	x
Baggage handling	✓	✓	x
Baggage storage	✓	✓	✓
Wait-in till final call	✓	✓	x
Emergency & first aid service	✓	✓	x
Aircraft security service	✓	✓	x
Charge per pax	202.84	202.84	70.00
Accompanying guests (per pax)	56.61	56.61	NA
Emergency & first aid service	TBC	TBC	NA
Aircraft security service	TBC	TBC	NA

Note: All prices above are in United States Dollars (USD).

- All rates are subject to an additional 6% GST; throughout the document. Any new taxes, introduced by any Government Agency or Ministry if applicable, will be charged separately.

VIP/CIP Terms & Conditions

1. VIP/CIP passengers are required to file applications (Annex 1 and Annex 2 respectively) for bookings 04 hours in advance and arrange payments 02 hours prior to the commencement of usage of Lounge facility and its services, failing of which may result in denial of access. The applications shall be submitted including passport numbers and nationalities to the Lounge or faxed to +960 333 1640 or emailed to cip@macl.aero and mlevip@macl.aero respectively.
2. Request for the Lounge facility and services usage can be cancelled by informing the Lounge operator in writing prior to 02 hours of VIP/CIP movements, failure of which will result in the full service fee being charged. For cancellation or to effect a change of requested service, the service application form should be faxed to +960 333 1640 or emailed to cip@macl.aero and mlevip@macl.aero respectively.
3. VIP/CIP clients shall arrive at the Lounge up to 90 minutes prior to the departure/arrival time of the flight. Entry to the Lounge later to this time is at the discretion of the Lounge staff.
4. A VIP/CIP movement is considered for single passenger as 01 arrival or 01 departure (separately) with maximum use of 03 hours of the Lounge. Forms shall be submitted separately for arrival and departure. Should the passenger exceed the maximum use duration, the charges will be doubled.
5. General Terms & Conditions will apply.

General Terms & Conditions

1. Customers who require credit terms shall be discussed and mutually agreed prior to the use of Lounge facility and services. Service on credit basis shall be suspended and changed to cash payment basis at the time once the total amount of overdue invoices exceed the credit limit agreed.
2. Transit passengers would also be charged as per the service package rendered.
3. For the purpose of provision of Lounge facility and services, any person who uses the facility and services will be deemed to be a passenger, whether or not he/she is travelling. For the avoidance of any doubts, all persons accompanying the passengers should be notified prior and would be charged accordingly.
4. Walk-in passengers are allowed a stay duration of 03 hours maximum.
5. Children above 2 years of age would be charged as per this circular.
6. Travel agents and resort representatives will be allowed inside the Lounge for a 5-minute meet & greet only. Should they wish to stay with the passengers and use the Lounge, they shall fill out the accompanying persons section of the form respectively.
7. Lounge facility and services booking is non-transferrable. However, given an advance notification, transfer requests from reliable businesses shall be considered if the movement went entirely unattended.
8. Lounge facility and services can be rendered only to the applicant's organization as in application form and is valid for the date, time and fee specified.
9. All regulations relating to the use of the Lounge are available on request from the Lounge operator.

10. The Lounge operator reserves the right to accommodate delegations from more than 01 applicant at any one time.
11. If children under 16 years of age should be accompanied with the passengers, it is the passengers' responsibility to supervise them while they are in the Lounge.
12. Smoking is not allowed inside the Lounge, except for the designated smoking area.
13. All Lounge users shall adhere to a smart casual dress code and should behave in a manner commensurate. Lounge staff reserves the right to refuse admission and/or ask users to leave if their behavior is inappropriate. Please act with courtesy and consideration at all times for other users of the Lounge.
14. Services provided to Walk-In passengers are subject to seating availability and to be provided during Non-Peak hours. Non-Peak hours are defined as 1400hrs to 1900hrs.
15. F&B service to Walk-In passengers are limited to tea/coffee/juice/soft drink, cookies and bottled water.
16. As part of the process to maintain privacy and serenity within the Lounge, this policy also limits the number of non-travelling support staff from entry into the Lounge. Non-travelling support staff other than the Protocol Officers may use the seating in the lobby area of the Lounge.
17. Passengers and/or accompanying guests are not allowed to bring in food to the Lounge from outside.
18. Service not rendered due to circumstances beyond the control of the Lounge operator shall not be liable for reimbursement.
19. Reasonable care will be exercised by the Lounge operator in the provision of services to customers in the Lounge.
20. Any dispute, controversy or claim arising out of, relating to, or in connection with the provision of the Lounge facility and services shall initially be resolved by amicable negotiations among senior executives of the relevant parties and, if not resolved through such negotiations shall be referred to the appropriate court of law in the Republic of Maldives whose decision shall be final and binding on both parties.
21. The Lounge operator has the right to change the terms and conditions of the provision of lounge services due to an airport operational or safety requirement, after giving a notice of 7 days.

For Maldives Airports Company Limited



Adil Moosa
Managing Director

Annex 1: CIP Service Application Form

Maamahi Executive Lounge
Maldives Airports Company Limited
Velana International Airport
Hulhule 2200
Republic of Maldives

Booking Number: CIP/2016/

MALDIVES AIRPORTS Co
your journey our business

50
Our Nation's pride
serving 50 years proudly

CIP SERVICE APPLICATION FORM

1- Service Applicant:

Name of Service Applicant

Contact Person	Telephone	Fax	Email
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Billing Address

Contact Person	Telephone	Fax	Email
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2- Travelling CIP Application (if possible required more space please attach sheets in this format)

Name	Passport No:	Country	Remarks

3- Accompanying CIP (if possible required more space please attach sheets in this format)

Name	Passport No: / ID Card Number:	Designation	Hotel / Resort / Company

4- Flight Details

Arrival		Departure	
Airline:		Airline:	
Flight No.:		Flight No.:	
Time:		Time:	
Date:		Date:	
Destination:		Destination:	

Seat Preference (Please Tick (✓) below)

First	Business	Economy	Window	Aisle
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5- Special Assistance (Please Tick (✓) the required service)

Wheel Chair	Stretcher	First Aid Service	Ambulance
Others			

I have read the terms and condition for CIP service and agreed to abide by

Applicant Signatory

Name	Designation	Date	Time	Stamp & Signature

Authorized Signatory of MACL (CIP)

Name	Designation	Date	Time	Stamp & Signature

Important:

Reservation of CIP can be made **06 hours** prior to movement and payment should be done **02 hours** prior to movement.
For reservations the hotline is + (960) 3313256 and "CIP Service Application Form" can be faxed to + (960) 3331640
Schedule flight passengers are requested to arrive at airport 1 hour 30 minutes before Departure time.
Telephone + (960) 3313256 Fax: + (960) 3331640 email: cip@macl.aero

Annex 2: VIP Service Application Form

Maamahi Executive Lounge Maldives Airports Company Limited Velana International Airport Hulhule 2200 Republic of Maldives		 	
Booking Number: VIP/2016/			
MAAMAHI EXECUTIVE VIP SERVICE APPLICATION FORM			
1- Service Applicant:			
Name of Service Applicant			
Contact Person	Telephone	Fax	Email
Billing Address			
Contact Person	Telephone	Fax	Email
2- Travelling VIP Application (if possible required more space please attach sheets in this format)			
Name	Passport No:	Country	Designation
4- Accompanying VIP (if possible required more space please attach sheets in this format)			
Name	Passport No: / ID Card Number	Designation	Hotel / Resort / Company
5- Flight Details			
Arrival		Departure	
Airline:		Airline:	
Flight No:		Flight No:	
Time:		Time:	
Date:		Date:	
Destination:		Destination:	
Seat Preference (Please Tick (✓) below)			
First	Business	Economy	Window
6- Special Assistance (Please Tick (✓) the required service)			
Wheel Chair	Stretcher	First Aid Service	Ambulance
Others			
I have read the terms and condition for VIP service and agreed to abide by			
Applicant Signatory			
Name	Designation	Date	Time
Authorized Signatory of MACL (VIP)			
Name	Designation	Date	Time
Stamp & Signature			
Stamp & Signature			
Important:			
Reservation of VIP can be made 04 hours prior to movement. For reservations the hotline is + (960) 3313256 and "VIP Service Application Form" can be faxed to + (960) 3331640 Schedule flight passengers are Requested to Arrive at Airport 1 Hour before Departure time. Telephone + (960) 3313256 Fax + (960) 3331640 email: mlevip@macl.aero			