

ASE ASSISTANCE - TERMS & CONDITIONS

"Unless a separate written agreement signed by ASE Assistance and the Customer expressly provides otherwise, all services requested from or supplied by ASE Assistance shall be governed exclusively by these Terms and Conditions.

Any request for services, flight notification, Meet & Greet request, email instruction, trip support request or operational coordination shall constitute acceptance of these Terms and Conditions."

1. DEFINITIONS

- 1.1 "ASE Assistance", "ASE", "Company" or "Handler" means ASE Assistance, Denmark and Sweden.
- 1.2 "Customer" means any client, airline, aircraft operator, owner, charter company, broker, trip support company, representative, agent, crew member, passenger or any party requesting services from ASE.
- 1.3 "Services" means any Assistance services, passenger handling, VIP services, flight support, supervision, coordination or ancillary services provided directly or indirectly by ASE.
- 1.4 "Third-Party Provider" means any airport authority, security company, transport provider, hotel, customs, immigration.

2. APPLICATION OF THESE TERMS

- 2.1 All services supplied by ASE are governed exclusively by these Terms and Conditions unless superseded by a separately executed written agreement signed by both parties.
- 2.2 Any purchase order, trip support requests, schedule notification, handling request, email, telephone request, online request, handling confirmation or operational instruction constitutes acceptance of these Terms and Conditions.
- 2.3 The Customer's own terms and conditions shall not apply unless expressly accepted in writing by ASE.

3. SCOPE OF SERVICES

- 3.1 ASE may provide:

ASE provides professional airport Meet & Greet services designed to assist passengers and enhance their airport experience. Services may vary by airport, terminal, airline, operational restrictions, and the specific package booked.

Meet & Greet services may include, but are not limited to:

- Greeting passengers at an agreed meeting location, including airport curbside, terminal entrance, check-in area, or other designated location where airport regulations permit.
- Escorting passengers throughout the airport journey.
- Assistance with airline check-in procedures.
- Assistance with baggage drop-off processes.
- Coordination of porter services where available.
- Assistance through airport security screening, immigration, and customs procedures where access is permitted by airport authorities.
- Escorting passengers to airport lounges.
- Coordination of lounge access where available and where the passenger holds an eligible lounge entitlement or access has been purchased.
- Escorting passengers to departure gates.
- Arrival Meet & Greet services at aircraft arrival areas, terminal arrivals halls, or other approved locations.
- Assistance with baggage reclaim procedures.
- Escorting passengers to onward transportation, chauffeur services, hotel representatives, family members, or designated meeting points.
- Coordination with airlines, airport authorities, lounges, transportation providers, and other third-party service providers as necessary to facilitate the service.

ASE shall use reasonable efforts to deliver the booked services; however, access to certain airport areas, lounges, security checkpoints, immigration facilities, baggage reclaim areas, and airside locations remains subject to airport regulations, government requirements, security restrictions, airline policies, and operational conditions beyond ASE's control.

The Meet & Greet service is intended to provide personal assistance and coordination. ASE cannot guarantee:

- Priority processing through security, immigration, customs, or other government-controlled procedures;
- Access to airport lounges;
- Availability of porter services;
- Shorter waiting times;
- Airline upgrades;
- Preferential treatment by airport, airline, customs, immigration, security, or other third-party personnel.

All services are provided subject to applicable airport regulations, security requirements, airline procedures, and local laws.

3.2 Services are provided subject to:

- Staff availability
- Equipment availability
- Airport regulations
- Government restrictions
- Operational limitations
- Safety requirements

3.3. Services shall be rendered in accordance with applicable aviation regulations, airport authority rules, and industry standards, unless otherwise agreed in writing between handler and customer.

3.4. ASE opening hours are 0700-2200L. However, with 24 hours' notice and subject to staff resources, ASE can provide H24 operations. H24 operations can only be considered once written confirmation has been provided. ASE reserves the right to reject any operations outside normal opening hours that have not been previously confirmed in writing.

3.5 Standard Meeting times for departures are:

EU Flights - 2hr prior to departure unless specified

NON EU Flights - 3hr prior to departure unless specified

If the customer wishes for earlier arrangements, ASE must be contacted prior to review options.

4. BOOKING & CONFIRMATION

3.1 All bookings are subject to availability and confirmation by ASE.

3.2 A booking is considered confirmed only after written confirmation has been issued by ASE.

3.3 Customers must provide accurate passenger, contact, and flight information at the time of booking, and follow up with limousine driver details (especially on departures)

3.4 ASE reserve the right to cancel full charge 100% "IF" customers do not provide departure limousine details. ASE will re-remind clients -24HR prior to departure, but if the customer does not respond or provide the booking will be cancelled as ASE cannot guarantee a service where ASE meets the guest at any departure location/time.

3.5 ASE reserves the right to refuse or cancel a booking where incorrect information has been provided.

5. PASSENGER RESPONSIBILITIES

5.1 Passengers must:

- Carry valid travel documents at all times.
- Comply with airport, airline, customs, immigration, and security regulations.
- Arrive at the agreed meeting point on time.
- Follow all instructions provided by ASE representatives and airport authorities.

ASE shall not be responsible for any delays, denied boarding, fines, penalties, or missed flights resulting from passenger non-compliance.

6 SECURITY AND IMMIGRATION PROCEDURES

6.1 ASE personnel are not government officials and have no authority over immigration, customs, border control, security screening, or law enforcement procedures.

6.2 All passengers remain subject to applicable airport and governmental requirements.

6.3 Any refusal of entry, denied boarding, detention, additional screening, or document-related issues remain the sole responsibility of the passenger.

7. FLIGHT DELAYS AND SCHEDULE CHANGES

7.1 ASE will make reasonable efforts to accommodate flight delays and schedule changes.

7.2 Additional charges may apply where significant changes require rescheduling of staff or operational resources.

7.3 Services may be adjusted where airport operational restrictions or airline changes occur.

8. CANCELLATION AND REFUNDS

8.1 Customer Cancellations

- More than 24 hours before service commencement: Full refund less any non-recoverable charges.
- Between 0 and 24 hours before service commencement: 100% of the service fee may be charged. ASE will advise clients on a flight-by-flight basis.
- No-show by the passenger: 100% of the service fee is payable.

8.2 FLIGHT CANCELLATIONS

Where a flight is cancelled by the airline within 24 hours of scheduled service commencement, ASE reserves the right to charge up to 100% of the booked service fee where staffing and operational resources have already been allocated.

If the client is re-scheduled on a "NEW" flight which lands within 24HR of the original, a ½ price new service will be applied by accounts.

9.0 LIMITATION OF LIABILITY

9.1 ASE acts solely as a service coordinator and airport assistance provider.

9.2 To the fullest extent permitted by applicable law, ASE shall not be liable for:

- Flight delays or cancellations;
- Lost, delayed, or damaged baggage;
- Airline operational disruptions;

- Immigration or customs decisions;
- Security screening delays;
- Missed flights resulting from factors beyond ASE's reasonable control;
- Actions or omissions of airlines, airports, government authorities, or third-party providers.

9.3 ASE's total liability arising from any booking shall be limited to the amount paid by the customer for the specific service giving rise to the claim

9.4 PERSONAL INJURY AND ACCIDENTS

To the fullest extent permitted by applicable law, ASE shall not be liable for any injury, illness, accident, loss, damage, delay, expense, or inconvenience suffered by any passenger arising from:

- Slips, trips, falls, or similar accidents occurring within airport premises;
- Passenger health conditions, medical emergencies, or medical incidents;
- The actions or omissions of airport authorities, airlines, security personnel, customs officers, immigration officials, or other third parties;
- Defective airport infrastructure, equipment, escalators, lifts, moving walkways, vehicles, doors, baggage systems, or other facilities not owned or controlled by ASE;
- Passenger failure to follow instructions provided by airport authorities, airlines, or ASE personnel;
- Any act or omission by the passenger or a member of their travelling party.

Passengers acknowledge that airports are operational environments involving moving vehicles, equipment, baggage systems, escalators, moving walkways, and large volumes of pedestrian traffic, and agree to exercise reasonable care at all times.

9.5 PASSENGER PROPERTY

ASE shall not be responsible for loss, theft, damage, delay, or misplacement of baggage, personal belongings, travel documents, valuables, electronic devices, cash, jewellery, or other passenger property.

Any assistance provided by ASE staff in relation to baggage is performed solely as a courtesy and at the passenger's own risk.

9.6 THIRD-PARTY LIABILITY

ASE shall not be liable for the acts, omissions, negligence, errors, or failures of:

- Airlines;
- Airports;
- Ground handling companies;
- Security providers;
- Border control agencies;
- Customs authorities;
- Lounge operators;
- Transportation providers; or
- Any other third-party service provider.

9.7 INDIRECT LOSS

Under no circumstances shall ASE be liable for any indirect, consequential, incidental, special, or punitive damages, including but not limited to:

- Missed flights;
- Missed connections;
- Loss of business;
- Loss of revenue;
- Loss of accommodation;
- Loss of opportunity; or Reputational damage.

9.8 LIABILITY CAP

Except in cases of fraud, wilful misconduct, or where liability cannot legally be excluded, ASE total aggregate liability arising from any booking or service shall not exceed the total amount paid by the customer for the specific Meet & Greet service giving rise to the claim.

9.9 CUSTOMER INDEMNITY

The customer and passenger agree to indemnify and hold harmless ASE, its directors, employees, agents, subcontractors, and affiliates against any claims, losses, liabilities, damages, costs, or expenses arising from:

- The passenger's negligence or misconduct;
- Breach of these Terms & Conditions;
- Failure to comply with airport, airline, customs, immigration, or security requirements; or
- Claims brought by third parties arising from the passenger's actions or omissions.

10. DATA PROTECTION

ASE may collect and process personal information necessary for the provision of Meet & Greet services.

Passenger information will be handled in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR) where applicable.

11. GOVERNING LAW

These Terms & Conditions shall be governed by and construed in accordance with the laws of Denmark or Sweden. Any dispute arising out of or in connection with these Terms & Conditions shall be subject to the exclusive jurisdiction of the Danish or Swedish courts.

14. ENTIRE AGREEMENT

By booking, purchasing, or using ASE's Meet & Greet service, the customer and passenger acknowledge that they have read, understood, and accepted these Terms & Conditions. These Terms and Conditions constitute the entire agreement between ASE and the Customer regarding the services provided and supersede all prior understandings relating thereto.

ASE ASSISTANCE



COLIN ABBOTT

GENERAL MANAGER

By:

