

“TERMS OF SERVICE” FOR EXCLUSIVE ACCESS SERVICES.

Firstly, thank you for booking with Gilded Globe, we value every individual client and strive to provide our maximum care and attention to everyone, equally.

Please read our terms of service (“Terms of Service”), these are important and should be read carefully.

Gilded Globe (“Us/We”)

You understand and agree that these Terms of Service apply to the use of “Gilded Globe services” as detailed in these Terms of Service and the general [Terms & Conditions](#) and any additional terms that are notified to you during the booking process and made available to you in our website [Gilded Globe](#) or by such other means as We deem reasonable in the circumstances in relation to specific Gilded Globe services as may be amended by Us in our sole discretion from time to time.

Gilded Globe services are subject to availability and may change from time to time.

1. Bookings made at any time and changes to existing bookings are always subject to availability and not guaranteed.
2. **Late booking** charges.
 - a. Made within **24 hours** of scheduled flight arrival/departure time will incur an additional charge of 25% of the total service cost.
3. **Amendments** to existing bookings.
 - a. Made within **48-24 hours** of scheduled flight arrival/departure time may incur an additional charge of 25% of the total service cost.
 - b. Made within **24 hours** of scheduled flight arrival/departure time may be seen as a cancellation and therefore receive full charges for original booking and full charges for any new booking requested in its place.
4. **Cancellation** of booking.
 - a. Made within **48-24 hours** of scheduled flight arrival/departure time will incur an additional charge of 25% of the total service cost.
 - b. Within **24 hours** of flight arrival/departure/transit time – No Refund / full charges apply.

Note: charges stated are airport dependent and are the general penalties, there are a small number of airports that have slightly higher charging rates, these will be communicated at time of booking, if applicable.

5. **'No shows'** are charged at full rate.
6. **Refunds:** please note that any refunds offered will be paid minus the transfer fees incurred at the time of payment.
7. **Payment terms:** your invoice will be emailed to you 2-3 days prior to service date for immediate payment. This can be settled using the payment link in the email invoice or via bank transfer. Gilded Globe will absorb all credit card fees for online payments under £2,000 (or \$2,000 for USD invoices), for any invoice over this amount a 3% card processing fee will be added, should you wish to pay by card - alternatively you can pay by bank transfer. Any questions please contact: accounts@gildedglobe.com.
8. By placing your booking with Us **you agree to pay** the fee displayed at the time of booking and any additions/changes to the booking later communicated to you by Gilded Globe. The person and or company placing the booking is responsible for settling the final invoice. The fee will be invoiced to you, upon receipt of the invoice you will be required to make immediate payment or have a period of 14 days (as agreed) to make payment, if payment is not made in this time, an interest charge of 1% of the total monies owed will accrue per day. We then reserve the right to take legal action to regain the money owed to Us.
9. **Complaints:** Please notify us via email reservations@gildedglobe.com within 5 days of service date to raise any complaint you may have concerning a service. We will then fully investigate the issue raised on all sides, and fairly determine where the fault may lie. If the fault lies with Gilded Globe, then we may offer a discounted/complimentary service, if the fault is not found with Gilded Globe or its partners then the full booking cost will be enforced and recovered from the client (booking agent and or booking company). Gilded Globe will have the final say in such disputes. Should we choose, we shall not be held responsible for any direct disputes or claims that may occur between you and/or any co-travellers and the Supplier or its Representative. We shall not be legally liable for any costs, damages, losses, or expenses related to such disputes.
10. Please note that the passengers are responsible for **making themselves known** to their greeting airport agent.
11. If the passenger has not arrived by the time **15 minutes** have passed from the agreed meeting time on departure services, and no delay has been communicated to Gilded Globe or the greeting agent, the service may be cancelled, and the fee will not be refunded.
12. Immigration Department and Airport Security Control have the **final authority**.
13. Passengers who require **wheelchair** assistance, have disabilities/injuries preventing them from walking or lifting bags, or with other special requirements should make these known at the time of booking. If service failures transpire as a direct result of undisclosed

information relating to this, then Gilded Globe shall not be liable, and full charges will apply. Wheelchair requests must also be raised directly with the airline by the client.

14. **Lounges** offered are generally private to travelling party, as noted in specific service description, however there may be times where a shared lounge is used within private lounge/terminal.
15. Gilded Globe or its International partners are not responsible for excessive or **overweight luggage** which is denied by the airline.
16. Gilded Globe or its International partners will not intervene in any **dispute** between an airline or airport staff and passengers.
17. **Additional passengers** arriving for a service who have not been notified on the original booking may be refused, or additional charges may be applied following service.
18. All **additional products/services** requested during service, that have not been pre-booked, may incur charges which the client is liable for following the service.
19. Any **additional products/services** that have been pre-paid, if for any reason are not available to the passenger(s) on the service, through no fault of the passenger, shall be refunded in full by Gilded Globe, if possible and unless otherwise stated.
20. Services are for a **maximum of 2 hours** unless otherwise stated, additional hours may be chargeable on an hourly basis. If your service is a transit and over 2-3 hours and/or the flight is not booked as a transit, this may be considered an arrival & departure, rather than a transit. You will be notified once the booking is being processed, if we are made aware, or after service if this is due to flight delays.
21. It is advisable to arrive at the airport at least **90 minutes before** scheduled departure flight time, unless otherwise stated.
22. Please note that **official state business** takes precedence over all bookings and Gilded Globe reserves the right to cancel any booking where necessary in relation to this. In this case, Gilded Globe will notify the passenger and any fee that has been paid to Gilded Globe for 'Exclusive Access' services shall be refunded to that passenger in full, where possible.
23. Client is responsible for providing the **necessary information** to enable Gilded Globe to coordinate and deliver the service. Failed services due to incomplete, inaccurate, missing, or late information will not be eligible for a refund.
24. Client is responsible for informing Gilded Globe of any **changes to original itinerary**. Failure to contact and cancel the service or make necessary changes to itinerary, within agreed timeframe will result in full charges.

25. Passengers are responsible for ensuring that they meet the appropriate **passport, visa, and health requirements**.
26. Passengers must be at least **18 years of age** or accompanied by an adult at the time of service.
27. Gilded Globe accepts **no liability** for losses, delays or disruptions incurred as a result of:
 - a. Incorrect/last minute (within 24hours) information being supplied to Gilded Globe.
 - b. Third parties' acts or omissions including airlines, security and border control authorities, ground handlers or third-party transport arranged by or on behalf of the passenger.
28. Gilded Globe shall not be liable for any of the following:
 - a. Loss of profits;
 - b. Loss of revenue;
 - c. Loss of use;
 - d. Loss of personal belongings;
 - e. Loss of or corruption to data or information; or
 - f. Indirect or consequential loss;
 - g. Death or personal injury;
 - h. Fraud or fraudulent misrepresentation.

If you have any further questions, please visit our [FAQ](#) section, where you will likely find your answer. Failing that please email reservations@gildedglobe.com.