

Al Maha Services Terms and Conditions for booking made through Qatar Airways website (qatarairways.com), City ticketing offices (CTO), Airport ticketing offices (ATO) and Qatar Airways contact centre.

BY MAKING A PAYMENT FOR AL MAHA SERVICES AND/OR LOUNGES BOOKING YOU ACCEPT TO BE BOUND BY THESE TERMS AND CONDITIONS.

Note: Al Maha Services Terms and Conditions for the bookings made through Al Maha Services website or at Al Maha Services counters shall not apply to the Bookings (as defined below).

1. Definitions

“**Airport**” means Hamad International Airport, Doha, Qatar.

“**Booking(s)**” means a booking for Al Maha Services and/or the entry to and use of the Lounge(s) made through Qatar Airways website (qatarairways.com), City ticketing offices (CTO), Airport ticketing offices (ATO) and Qatar Airways contact centre in accordance with these Terms and Conditions.

“**Business Day(s)**” means a working day in the State of Qatar excluding Fridays and Saturdays and any public holidays observed by the State of Qatar.

“**Child**” or “**Children**” means an individual person between 2 years old and 11 years old.

“**Customer**”, “**you**” and/or “**your**” means a passenger (including the nominated passengers on the Booking) who has made a Booking for Services and/or permitted to enter and use the Lounge(s) in accordance with a Booking and these Terms and Conditions.

“**Departures Hall**” means the departures area that includes the check in facilities at the Airport.

“**Fee**” means the applicable charges at the time of booking and payable by the Customer for the Services and/or the entry to and use of the Lounge(s).

“**Infant**” means an individual person who has not yet reached his 2nd birthday.

“**Lounge(s)**” means the arrivals, transit and/or departures lounges facilities managed by Al Maha Services located at the Airport including (but not limited to) food and beverages services, Lounges’ business center and computer equipment (where available) and any other hospitality services and products offered by Al Maha Services in these facilities.

“**Services**” means the meet and assist services provided by Al Maha Services at the Airport.

“**Tax Invoice**” means the payment receipt provided to the Customer upon payment of the Fee by Qatar Airways.

“**Terms and Conditions**” means these terms and conditions governing the Services including the entry to and use of the Lounge(s).

2. General

2.1 The Services and the Lounges are operated and managed by Al Maha Services, a department within the Qatar Airways Group Q.C.S.C., (together referred to as “**Al Maha Services**”, “**we**”, and/or “**us**”), having its registered place of business at Qatar Airways Tower 1, Airport Road, PO Box 22550, Doha, Qatar.

2.2 These Terms and Conditions govern the use of the Services and the entry to and use of the Lounge(s) by Customers and set out the entire agreement between Al Maha Services and the Customers superseding all previous statements whether written or oral.

2.3 Al Maha Services reserves the right to amend these Terms and Conditions from time to time by issuing an updated version thereof. This is the Customer’s responsibility to keep familiar and comply with these Terms and Conditions. The current Terms and Conditions are accessible at qatarairways.com

2.4 These Terms and Conditions shall be governed by and be construed in accordance with the laws of the State of Qatar and the courts of the State of Qatar shall have jurisdiction in connection with any disputes relating to these Terms and Conditions or the subject matter hereof.

2.5 If any portion of these Terms and Conditions shall be determined to be a violation of or contrary to any controlling law, rule or regulation, then that portion shall be unenforceable and the remainder of the Terms and Conditions shall remain in full force and effect.

2.6 For Bookings made via Qatar Airways website (qatarairways.com), City ticketing offices (CTO), Airport ticketing offices (ATO) and Qatar Airways contact centre, Customers will not benefit from or be able to redeem Avios or any other Privilege Club points or rewards. Avios and any other Privilege Club points or rewards may only be redeemed for bookings made through Al Maha Services website or at Al Maha Services counters.

3. Booking

3.1 A Booking can be made by a Customer of 18 years old and above.

3.2 The Bookings are non-transferable and non-refundable.

3.3 Each Booking is valid for the Services booked and/or the entry to and single-use of the Lounge only on the date as booked and shown on the booking confirmation or Tax Invoice subject to section 8.3 below (unless explicitly agreed by Al Maha Services).

3.4 By making a Booking, the Customer agrees on behalf of all persons detailed in the Booking. All Customers included in the Booking agree to be bound by these Terms and Conditions.

3.5 The Booking will be provided subject to availability and can be pre-booked by visiting the Qatar Airways’ website (qatarairways.com).

3.6 Bookings for Services shall be made no less than twelve (12) hours prior to the scheduled departure flight time.

3.7 The Customer shall notify us any itinerary changes up to twelve (12) hours before the scheduled departure flight time by calling +974 4144 5555. No modification will be accepted within the twelve (12) hours prior to the scheduled departure flight time and the Booking will be considered as no-show.

3.8 The Fees are applicable per person. Subject to section 6.1 below, any person who is not included in the Booking will be charged additional Fees, as applicable.

3.9 The Fees are those fixed at the date the Booking is made by the Customer. The Fees are exclusive of taxes.

3.10 The Fees may vary from time to time subject to our discretion.

4. Payment

4.1 The Customer shall pay the Fees in full prior to using the Services and/or entering the Lounge(s).

5. Cancellation and Refunds

5.1 For cancellations no refund will be paid to the Customer. Bookings will be considered as “no show” and the paid Fee will be forfeited.

5.2 Al Maha Services cancellation and refund policies applicable to bookings made through Al Maha Services website or at Al Maha Services counters shall not apply to the Bookings.

6. Infant and Children

6.1 Infants can access the Lounge(s) and receive the Services as part of their parent/guardians’ Booking, at no extra charges.

6.2 Children are subject to fifty percent (50%) discount on the Services in Gold and Platinum categories and Lounge(s) access.

6.3 Customers from twelve (12) years of age will be charged the applicable Fee.

7. Services Categories

7.1 **Platinum Arrival:** The Al Maha Services’ hostess will meet the Customer(s) at the aircraft with a personalised name board. Alternatively, if the aircraft is parked at a remote bay, Customers will be met at the bottom of the front stairs of the aircraft. Customers will be escorted to the arrivals Lounge, for immigration requirements. Porter services at the baggage claim area will be provided for a maximum of two (2) checked-in bags per Customer as well as four (4) hours Lounge access landside and Customers will be escorted to their receiving party. Porter services for additional bags shall be charged in accordance with the applicable Fee and shall be subject to availability.

7.2 **Gold Arrival:** Customers have to report directly to the arrivals Lounge, which is located at the left of the immigration counters, otherwise the Booking will be forfeited and no refund will be given. Porter services at the baggage claim area will be provided for a maximum of two (2) checked-in bags per Customer. Customers will be escorted to their receiving party. Porter services for additional bags shall be charged in accordance with the applicable Fee and shall be subject to availability.

- 7.3 **Platinum Departure:** The Al Maha Services' hostess will meet Customers at the Departures Hall with a personalised name board and assist with expedited check-in and immigration formalities. Customers will be escorted to the Lounge and will be given priority boarding as well as assistance until entering the aerobridge/aircraft. Six (6) hours Lounge access is included. Customers are required to contact Al Maha Services by phone at (+974) 3329 1629 or (+974) 3326 6509 at least thirty (30) minutes prior to arriving at the Airport. Porter services from the Airport Departures Hall entrance to check in counter will be provided for a maximum of two (2) checked-in bags per Customer. Porter services for additional bags shall be charged in accordance with the applicable Fee and shall be subject to availability.
- 7.4 **Gold Departure:** Customers will be met at the Departures Hall and assisted with expedited check-in and immigration formalities, and escorted to their respective boarding gate for priority boarding. Customers are required to contact Al Maha Services by phone at (+974) 3329 1629 or (+974) 3326 6509 at least thirty (30) minutes prior to arriving at the Airport. Porter services from the Airport Departures Hall entrance to check in counter will be provided for a maximum of two (2) checked-in bags per Customer. Porter services for additional bags shall be charged in accordance with the applicable Fee and shall be subject to availability.
- 7.5 **Platinum Transit:** The Al Maha Services' hostess will meet the Customer(s) at the aircraft and assist them with transit formalities. Alternatively, if the aircraft is parked at a remote bay, Customers will be met at the bottom of the front stairs of the aircraft. Customers will be granted access to the transit Lounge for six (6) hours and accompanied to their onward flight for priority boarding.
- 7.6 **Gold Transit:** The Al Maha Services' hostess will meet Customers at the aircraft. Alternatively, if the aircraft is parked at a remote bay, Customers will be met at the bottom of the front stairs of the aircraft. The Al Maha Services' Hostess will then assist Customers with transit formalities. Customers will then be escorted to their boarding gate for priority boarding.
- 7.7 Buggies and wheelchair services are not included in Al Maha Services. Customers shall liaise and make arrangements with their transporting airline in advance in order to address any specific mobility needs including, but not limited to, buggies and wheelchair requests.
- 8. Use of the Lounge(s)**
- 8.1 Access to the Lounge(s) is based on space availability and Al Maha Services may, at its discretion, refuse the entry to the Lounge(s) due to capacity, operational or regulatory reasons including pursuant to any health, safety, security and/or fire orders or regulations. In the event a Customer is refused the entry to the Lounge in accordance with this section 8.1 (other than as a result of a Force Majeure Event) and Customer has a pre-booked and pre-paid Booking, Customer shall be offered a refund of the Fee, a deferred use of the Lounge or access to a different lounge at Al Maha Services' discretion.
- 8.2 Customers departing or transiting can only access the Lounge(s) if they hold an onward boarding pass.
- 8.3 Use of the Lounge(s) in the airside transit area is limited to a maximum of six (6) hours from the initial Lounge entry. For any additional hour of stay, Customers shall purchase additional hour(s) at the Lounge reception.
- 8.4 Access to the business center in the Lounge(s) (where applicable) is subject to availability. Al Maha Services does not represent or warrant that the computer equipment made available at the business center in the Lounge(s) are free from any defects, bugs or viruses and the Customer shall be responsible for the security of his own identification information and password. Al Maha Services will be under no liability to you whatsoever, whether in contract, tort (including negligence), breach of statutory duty, restitution, or otherwise for any injury, death, damage, or direct, indirect or consequential loss (all three of which terms include, without limitation, pure economic loss, loss of profits, loss of business, depletion of goodwill, personal data security breaches and like loss) howsoever caused arising out of or in connection with the use, disruption of service during use or unavailability of

the Lounge equipment including but not necessarily limited to internet/Wi-Fi services and/or other business lounge/center equipment.

- 8.5 The operation of the Lounge(s) may be limited, restricted, suspended or terminated at any time at Al Maha Services' discretion. Al Maha Services will use reasonable endeavours to provide advance notice to the Customers of the same. In the event a Customer is refused the entry to the Lounge in accordance with this section 8.5 (other than as a result of a Force Majeure Event) and Customer has a pre-booked and pre-paid Booking, Customer shall be offered a refund of the Fee, a deferred use of the Lounge or access to a different lounge at Al Maha Services' discretion.
- 9. Customer's Obligations**
- 9.1 Customers are responsible for all their belongings and property at all given times in the Lounge(s). Al Maha Services will not be liable for any loss or damage to any Customer's personal belongings and property.
- 9.2 Customers shall adhere to any no smoking policies in the Lounge(s) at all times and use the smoking rooms where available.
- 9.3 Customers shall be responsible for ensuring flights are boarded on time. No boarding announcements will be made within the Lounge(s). Al Maha Services will not be liable for any late or no show resulting in missed flight.
- 9.4 Customers shall not bring animals or pets to the Lounge(s) (except service dogs in dedicated areas).
- 9.5 Food and beverages offered in the Lounge(s) shall be consumed in the Lounge(s) and Customers shall not take them away from the Lounge(s) nor bring any food and/or beverages item purchased outside the Lounge(s) into the Lounge(s).
- 9.6 Al Maha Services is committed to providing a responsible service of alcohol to ensure a safe environment for all Customers and its staff. For the security, safety and comfort of all Customers, Al Maha Services reserves the right at its reasonable discretion to serve alcohol taking into consideration the following criteria (without limitation):
- Customers who are 21 years of age and over are eligible to be served alcohol within the Lounge(s).
 - Customers who are 18 years or over (and under 21), can only be served alcohol with the permission of a guardian or parent who is physically present.
- 9.7 Al Maha Services reserves the right to modify or discontinue its services without prior notice to ensure that its maximum standards of service and quality are met for its Customers' comfort and safety.
- 9.8 Al Maha Services may refuse the entry or evict immediately any Customers who, in Al Maha Services' reasonable opinion, is or become unruly, intoxicated or not compliant with these Terms and Conditions or any of Al Maha Services' policies and instructions (whether verbally or in writing) or if refusal or eviction appears necessary to ensure the orderly operation of the Lounge(s) including the safety and comfort of the other Customers without incurring any liability. No refund will be provided.
- 9.9 The Customer shall fully indemnify and compensate Al Maha Services and Qatar Airways Group, its subsidiaries, affiliated companies, and respective officers, directors, shareholders and employees with respect to all actions, suits, claims, demands, costs, charges or expenses arising out of directly or indirectly the act or omission, willful misconduct or negligence of the Customer.
- 9.10 Customers shall adhere to any health and safety precautions and measures implemented by Qatar Airways in the Lounge such as mandatory wearing mask at all times or maintaining social distancing whilst in the Lounges as and where applicable.
- 9.11 In order to benefit from the Services, Customers shall approach and identify themselves to the Al Maha Services' staff or hostess on the date of their Booking. Failure to do so shall be considered as "no show" and the paid Fee will be forfeited.
- 9.12 For the safety of the Customers, the Customers shall adhere to Al Maha Services and the Airport's safety and security requirements and instructions (as updated from time to time) at all times, and in particular, while in the Lounge(s).

10. Dress Code

- 10.1 The Customer shall ensure that he/she is appropriately dressed to enter and use the Lounge(s) at all times.
- 10.2 Al Maha Services reserves the right at its sole and absolute discretion to refuse the entry or evict any Customers whose attire is considered by Al Maha Services to be unsuitable. No refund will be provided.

12. Data Protection

- 12.1 Your privacy is very important and Al Maha Services is committed to protecting your privacy and complying with applicable data protection and privacy laws and the protection of your Personal Data that you provide to us. We want you to feel safe when using our services and are committed to maintaining your privacy when you do. We require our employees, suppliers and partners to maintain confidentiality in accordance with applicable data protection laws.
- 12.2 Your Personal Data, collected via form documents, is necessary for the purpose of performance of the contract (amongst other lawful data processing grounds where applicable) to enable your entry to and use of the Lounge and for the booking process. Al Maha Services will not process your data without your consent unless lawfully required to do so. These lawful grounds to process your personal data without your consent may include, but are not necessarily limited to, occasions involving public health, vital interest and threats to life or required by lawful authorities to do so. Al Maha Services may use your Personal Data under legitimate grounds in accordance with our Privacy Policy for such things, including but not necessarily limited to, the delivery and/or improvement of services; marketing; product development and third parties such as partner lounges (including where applicable a related body corporate, agent and/or contractor) that may provide services to Al Maha Services. This information may be transferred to or from the State of Qatar for these purposes and under the grounds as described herein.
- 12.3 Our Privacy Policy can be found at the following address: <https://www.qatarairways.com/en/legal/privacy.html>. Please read it carefully to understand our views and practices regarding your personal data.
- 12.4 Al Maha Services and Qatar Airways Group, its subsidiaries, affiliated companies, and respective officers, directors, shareholders and employees shall not be liable for any personal data security breaches suffered by any Customers when using the Lounge(s) business center and equipment or the Internet access provided in the Lounge(s) (where applicable) including any loss or damage suffered as a result of the unavailability of the Lounge business center and equipment or the Internet access, including interruptions during such use by the Customers.

13. Force Majeure

- 13.1 In the event of non-performance, partial performance or delay resulting from any reason beyond the reasonable control of Al Maha Services (a "**Force Majeure Event**"), Al Maha Services shall use reasonable endeavours to perform its obligations under these Terms and Conditions but otherwise shall have no liability to the Customer other than to notify the Customer.

14. Liability

- 14.1 Customer(s) hereby release Al Maha Services and Qatar Airways Group, its subsidiaries, affiliated companies, and respective officers, directors, shareholders and employees, and waive any and all claims, liabilities, or damages for any damages to Customer(s)'s property and personal injuries that Customer(s) may experience directly or indirectly from the use of the Lounge or the Services.
- 14.2 Al Maha Services and Qatar Airways Group shall not be liable for any claims for compensation and any expenses, including legal expenses, arising out of or in connection with these Terms and Conditions and/or the entry to and the use of the Lounge or the Services unless proven to be caused by the gross negligence or willful misconduct of Al Maha Services or its employees. In the event Al Maha Services is found liable, the maximum amount to be paid by Al Maha Services shall in no event exceed, in the

aggregate, any payment paid per Customer affected unless a lower limitation applies to Customer(s)' claim.

- 14.3 Al Maha Services accepts no responsibility and Customer(s) expressly relieves Al Maha Services from any liability for the consequences of any delay or for any loss suffered by the Customer as a result of any delay or action of any third party including, but not limited to, the customs or immigration authorities at the Airport.