**Terms & Conditions**

**1. Introduction**

These are the Conditions upon which you can purchase a ticket enabling you to take advantage of the Fast Track Service.
The Fast Track Service is a dedicated fast track security channel. The aim of Fast Track is to minimise queuing time in the passenger search area.

It is important that you read these Conditions and understand them before purchasing your Fast Track Ticket.
 **2. Interpretation**

In these Conditions the following words and phrases have the following meanings:

|  |  |
| --- | --- |
| “Airport” | Norwich Airport  |
| “Airport Byelaws” | Our current byelaws from time to time. |
| “Booking and Payment Terms” | The conditions subject to which Fast Track Tickets can be purchased online at which are published on our website at www.norwichairport.co.uk  |
| “Conditions” | The conditions set out below together with the Purchase Procedure and the Booking and Payment Terms. |
| “Fast Track Service” | The dedicated fast track security channel at the Airport. |
| “Fast Track Ticket” | The bar code or boarding card validation entitling you to use the Fast Track Service. |
| “We, us, our”  | Norwich Airport Limited. |
| “Your, you” | Any person who purchases a Fast Track Ticket. |

The headings are for information only and do not affect interpretation.

**3. The Agreement between you and us**

3.1 These Conditions apply to you if you buy a Fast Track Ticket.

3.2 We intend relying on these Conditions. If there is anything you do not understand or do not agree with, please discuss this with us before you purchase your Fast Track Ticket.

3.3 Our employees or authorised agents are not permitted to make any representations unless these are confirmed in writing. If we agree changes, please ask us to confirm them in writing. We can then avoid problems over what has been agreed between us.

3.4 Nothing in these Conditions affects your statutory rights.

**4. Price**

The price for your Fast Track ticket is displayed at the Airport Development Fee/Fast Track Kiosk.

**5. Purchase**

5.1 Fast Track Tickets can be purchased:

5.1.1 At the airport in conjunction with the Airport Development Fee ticket on the day of departure or, if flying with Ryanair from the airport Customer Services desk.

5.3 Purchases are only valid for the date printed on the Fast Track Ticket. The dates and time are non-transferable.

5.4 Every passenger, including infants and babies, requires a Fast Track Ticket in order to use the Fast Track Service.

5.5 Complimentary Fast Track is available to passengers travelling with the airlines below in the classes specified and these can be collected from the airport Customer Services desk:

 KLM: Business Class, Platinum Elite, Gold Elite and Skippers

 Loganair: W Class

**6. Accuracy of the Information you give us**

Your Fast Track Ticket will be recognized by the details on your boarding card. Because of this, your flight number and personal details you gave when purchasing your Fast Track Ticket MUST be accurate and match those printed on your boarding pass. If they do not you will not be permitted to use the Fast Track Service and you will not be entitled to a refund.

**7. What to do on Arrival at the Fast Track Security Channel**

7.1 It is your responsibility to ensure that you arrive at the Airport in sufficient time to allow for all airport processes to arrive to the gate in time for your flight.

7.2 When you arrive at the Fast Track security channel you must scan/present your Fast Track ticket to gain access.

**8. Our Responsibility to You**

8.1 Fast Track Tickets will be available for purchase on a ‘first come first served’ basis and we may place a limit on the number of Fast Track Tickets available. Once the maximum level has been reached for any particular period no further Fast Track Tickets will be available. For example, where your party consists of 4 persons but only 2 Fast Track Tickets are available then you can only purchase two Fast Track Tickets and the other members of your party must use the standard queue lane.

8.2 In exceptional circumstances we may not be able to accommodate you in the Fast Track Channel. If this happens, we will give you first priority in other security channels. If we cannot do this we will refund the purchase price to you.

8.3 In purchasing your Fast Track Ticket you acknowledge and accept the possibility of delays at the security search point due to reasons beyond our control such as staff sickness, industrial action, government policy or any other reason. In such circumstances no refund will be offered for your Fast Track Ticket.

8.4 Norwich Airport makes no guarantee as to minimum or maximum numbers of Passengers queuing within Fast Track Security, or that Fast Track Customers will pass through security quicker with the Fast Track Pass than without it.

**9. Your Fast Track Ticket**

9.1 Your Fast Track Ticket is: -

9.1.1 valid only for the date specified on it.

9.1.2 issued subject to the Airport Byelaws.

9.1.3 our property and must be handed to us on request.

9.1.4 non-refundable at any point prior to travel.

9.1.5 not transferable to alternative dates or capable of surrender or redemption for any reason.

9.1.6 valid only for use with a valid boarding card.

9.1.7 subject to current security regulations outside of our control.

9.1.8 for single use only. It cannot be used more than once.

9.2 Your Fast Track ticket does not: -

9.2.1 eliminate or diminish the standard security procedure. The standard UK airport security search procedure will apply to all departing passengers.

9.2.2 guarantee any maximum or minimum queue length or queuing time.

**10. Flight Cancellations/Delay**

In the event of a flight delay or cancellation all purchases are subject to the Air Passenger Charter and any request for a refund must be made in writing to your Airline. In the event of a flight cancellation or delay directly attributable to Norwich Airport you should write to us at:

Customer Services

Terminal Building

Amsterdam Way

Norwich Airport

Norwich

Norfolk NR6 6JA

**11. Customer Feedback**

Any customer queries or feedback relating to your Fast Track Ticket should be made to customer.services@norwichairport.co.uk

**12. Force Majeure**

We shall not be liable for any failure to provide the Fast Track Service or for any cancellation, curtailment or otherwise caused by reason of war or threat of war, riots, civil strife, terrorist activity, industrial disputes, mechanical or systems failures of whatever nature, natural and nuclear disaster, fire, adverse weather conditions or technical problems to transport, any late or delayed personal transport, taxi, train or bus or other transport services used by you in travelling to the Airport, closure or congestion of the Airport, cancellation or changes of schedules by airlines, and all similar events beyond our control.

**Booking & Payment Terms**

**1. Introduction**

These are the terms and conditions upon which we accept bookings for Fast Track Tickets. It is important that you read them and understand them before completing your Booking. The Fast Track Conditions also apply and form part of the same contract that is created by a Booking. These are set out below. Again, please read them and understand them before completing your Booking.

When reading these Booking and Payment Terms the following words or phrases have the following meanings:

|  |  |
| --- | --- |
| “Allocated Time Band” | The period during which your Fast Track Ticket is valid. |
| “Booking” | Any booking for a Fast Track Ticket. |
| “Booking and Payment Terms” | These booking and payment terms. |
| “Fast Track Conditions” | The conditions published on our website at [www.norwichairport.co.uk](http://www.norwichairport.co.uk)  |
| “Fast Track Service” | The dedicated fast track security channel at the Airport. |
| “Fast Track Ticket” | A ticket enabling the holder to take advantage of the Fast Track Service. |
| “We, us, our” | Norwich Airport Limited |
| “You, your”  | Any person who makes a Booking. |

The headings are for information only and do not affect the interpretation of these Booking and Payment Terms.

These Booking and Payment Terms and any Booking resulting from them are subject to English law.

**2. The Agreement between you and us**

2.1 These Booking and Payment Terms apply to your Booking, as do the Fast Track Conditions.

2.2 We intend relying on both the Booking and Payment Terms and the Fast Track Conditions. If there is anything you do not understand or do not agree with, please discuss this with us before you make your Booking.

2.3 Our employees or authorised agents are not permitted to make any representations unless these are confirmed in writing. If we agree changes, please ask us to confirm them in writing. We can then avoid problems over what has been agreed between us.

2.4 Nothing in these Booking and Payment Terms or the Fast Track Conditions affects your statutory rights.

**3. Prices and How to Pay**

3.1 The price of your Fast Track Ticket is displayed on the payment machines and is also available from the airport Customer Services desk at the time of purchase and includes VAT.

3.2 You can pay for your Fast Track ticket using a credit or debit card or cash

**4. Comments and Complaints**

4.1 Any comments - good or bad - relating to the Fast Track procedure should be made in writing to us at our address below or by completing the feedback form here [www.norwichairport.co.uk/contacts](http://www.norwichairport.co.uk/contacts) if you feel the need to complain, please give us as much information as possible. This will make it easier for us to deal with your complaint.

4.2 We will try and answer all complaints within 21 working days. If we cannot, we will tell you when we expect to be able to do so. If you want to make a complaint, please do so as quickly as possible as the longer you leave it the more difficult it may be for us to check what happened.

**5. How to Contact Us**

Please  email us [www.customer.services@norwichairport.co.uk](http://www.customer.services@norwichairport.co.uk)

Write to us at:

Customer Services

Terminal Building

Amsterdam Way

Norwich Airport

Norwich

Norfolk NR6 6JA