

Terms & Conditions for Meet & Greet

We want you to be aware of this:

Meet & Greet services are offered in 3 price tiers. A “Basic” tier, which covers the basic needs for most people, a “Premium” tier, which is designed for higher levels of comfort and personal attention and the “Tailor made” tier, which customizes the “Premium” tier. Unless specifically specified, terms & conditions for the “Tailor made” tier are governed by the terms & condition for the “Premium” tier.

For DEPARTURE services

- **End of the service:**
 - “Basic”: The service includes escort through Security and Immigration (if applicable) and is completed at the gate of departure. From this point on it is the passenger(s) own responsibility to board the plane.
 - “Premium”: The service is completed after the boarding of the passenger(s).
- **Delays and cancelations:**
 - “Basic”: There are no extended services if the flight is delayed or canceled. The service ends at the gate of departure.
 - “Premium”: Up to 2 hours of waiting time with the passenger(s) included. After that 50 € per 30 minutes started. If the flight is canceled, we escort the passenger(s) to a taxi.
- **Immigration:**
 - Regardless of price tier, we cannot guarantee a fast track through immigration. It depends on the workload for the immigration police on the given day and is exclusively decided by the immigration police.

For ARRIVAL services

- **End of the service:**
 - The service ends when the passenger(s) has/have been escorted to the taxi/limo parking in Terminal 3 (arrivals)
- **Delays:**
 - “Basic”: The waiting time is extended up to 2 hours.
 - “Premium”: The waiting time is extended up to 4 hours.
- **Shopping and restaurants:**
 - “Basic”: No time included.
 - “Premium”: Up to 1 hour included.
- **Missing or damaged luggage:**
 - “Basic”: No assistance with missing or damaged luggage included.
 - “Premium”: Assistance with filing the baggage claim with the baggage handling company.

We also think you should know this:

- **Payment terms:** payment in full 8 days before the service.
- **Cancelation with refund:** If the service is cancelled 8 days or more prior to the date of the service, a full refund less 5% administration fee is offered.
- **Cancelation, no refund:** In situations, which are beyond the control of Copenhagen Luggage Service (cancelation of flight, missed flight due to late arrival of passenger(s), missed flight due to delays at Security or Immigration etc.) there will be no refund.
- **Regular office hours:** Our offices in the airport are open from 7 AM to 7 PM