

### Terms & Conditions of the Executive Lounge & Aelia Duty Free Promotion

1. The organizer of the promotional campaign (hereinafter also referred to as: Promotion) is Lagardere Duty Free sp.z o.o. seated in Warsaw (02-486), Al. Jerozolimskie 174 (hereinafter referred to as: Organizer).
2. The promotional campaign is valid from April 1, 2021 to September 30, 2021.
3. The promotional campaign concerns Lagardere Duty Free stores located in the restricted area of Warsaw Chopin Airport at Żwirki i Wigury 1 street, named: Aelia Duty Free (perfumery and alcohol store) and Toys Store (toy store).
4. In the promotional campaign may participate persons with a voucher (hereinafter referred to as: The Coupon).
5. The Coupon is issued to customers using the VIP Line service of the Chopin Airport in Warsaw during the promotional campaign.

### Promotion Rules

1. The Promotion Participant (hereinafter referred to as: "Participant") may be a passenger with an invitation to purchases received in the Executive Lounge zone consisting of 3 separate Coupons, who during the period indicated on the Coupon will make purchases in the Aelia Duty Free Store (alcohol store) Aelia Duty Free (perfumery) or Toys Store, on the terms set out in these Regulations.
2. On the basis of the Coupon, the Participant receives a 20% discount on all purchases, excluding tobacco products. Additionally, the organizer has the right to increase the discount or modify the promotional offer on the Coupons included in the invitation.
3. The condition for enjoying the discount as part of the Promotion is to present and hand over the Coupon to the cashier, before choosing the method of payment for purchases. The Coupon will be verified and kept by the cashier at the Aelia Duty Free Stores or Toys Store.
4. Coupons cannot be combined with other promotions in stores.
5. Coupons are of one-time use and may only be used once.
6. The holder of a discount coupon is not entitled to receive the equivalent of the rebate in the form of a cash equivalent.

### Complaints

1. If the Promotion is carried out contrary to the Regulations, the Participant has the right to file a complaint.
2. Complaints should be submitted within 30 days from the date of participation in the promotion (visit to Aelia Duty Free stores / Toys Store).

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3. Complaints may be sent by e-mail to the following address: [dutyfree.marketing@lagardere-tr.pl](mailto:dutyfree.marketing@lagardere-tr.pl) and in writing to the following address: Lagardere Duty Free Dział Marketingu [Marketing Department] Al. Jerozolimskie 174 02-486 Warsaw.
4. The complaint should include the following information: contact details – telephone number, e-mail address, a copy of the purchase receipt, the reason for the complaint and the expectation in terms of request / compensation.
5. The Organizer has 30 days from the date of receipt of the Complaint to resolve it. Information on the settlement of the complaint will be provided to the Participant in writing or via e-mail, depending on the form of its sending to the Promotion Organizer.

### Personal data

The Controller of the personal data provided in the form will be Lagardere Duty Free sp. z o.o. ul. Aleje Jerozolimskie 174; 02-486 Warsaw. The data will be processed in order to handle the complaint process, which is our legitimate interest referred to in art. 6 (1) (f) of the GDPR. If, as a result of the complaint, a price reduction or withdrawal from the contract takes place, the complaint form will be included in the accounting documentation and will be stored with it for the period required by law. In addition, the complaint form will be stored until the expiry of the limitation period for claims related to the contract to which the complaint relates. In connection with the handling of the complaint process, the data may be processed by external entities involved in the handling of this process, such as: courier companies, postal operators, banks, law office, hosting providers. Rights related to data processing: the right to request access to data, rectification, deletion or limitation of processing, as well as the right to object to the processing of personal data and the right to submit a complaint to the President of the Personal Data Protection Office (ul. Stawki 2; 00-193 Warsaw). In matters related to the protection of personal data, please contact us at: [iodo@lagardere-tr.pl](mailto:iodo@lagardere-tr.pl) or at the Data Controller's postal address. Data submission is voluntary, but necessary to handle the complaint process.

### Final Provisions

1. The Organizer is not responsible for obtaining and using the Coupon that is inconsistent with these Regulations.
2. The information contained in the advertising and promotional materials related to the Promotion is of an informative nature. Only the provisions of the Regulations have legal force.
3. The Promotion Regulations are available in Aelia Duty Free Stores, Toys Store and on the website [www.aelia.pl](http://www.aelia.pl).
4. In matters not covered by these Regulations, the provisions of Polish law shall apply.
5. Any disputes arising from the performance of obligations related to the Promotion will be settled by a competent common court.

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**Appendix:**

**COMPLAINT FORM**

Promotion participant data:

*(Required)*

Date of conclusion of the contract / receipt number: .....

First name and last name:

.....

Address: .....

*(Voluntary, however, it will facilitate our communication)*

E-mail address: .....

Phone number: .....

**SUBJECT OF THE COMPLAINT:**

Product: .....

Price paid: .....

**COMPLAINT** *(description of defects):*

.....

.....

.....

When the defects were found: .....

**CLAIMER'S REQUEST:**

replacement of the item with a one free from defects,

defect removal,

price reduction,

withdrawal from the contract,

other (specify)

.....

*signature*

*date*

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