

## **Terms and conditions: Priority entry for premium passengers in security filters**

1 January 2023

### **Introduction**

Premium passengers are important customers for airlines and for Schiphol, and distinctive products and facilities can be made available to them. This target group is becoming more important and the demand for specific products is increasing. Schiphol recognises this importance and already offers these customers priority entry in the security filters with the aim to reduce the waiting times in the security process.

In 2015, Schiphol went from having decentralised security to having centralised security. This document sets out the terms and conditions regarding the use of priority entry.

The conditions for the use of priority entry by premium passengers are as follows:

### **Applicability**

1. The conditions as set out in this document apply to airlines operating flights and transporting passengers at Amsterdam Airport Schiphol.
2. The conditions apply at all security filters in the terminal complex. The conditions do not apply to Royal Dutch Marechaussee (KMar) border filters.

### **Premium service**

3. Premium passengers are offered priority entry, whereby Schiphol upholds a 5-minute waiting time for 95% of the priority passengers counted each week. The norm for regular passengers is 10 minutes for 95% of the passengers counted each week. These norms are target norms for 'normal' operational situations with regular passenger volumes. An airline can in no way and under no circumstances derive any rights from these norms.
4. Priority entry gives premium passengers access to a priority waiting area. After the waiting area, premium passengers are assigned to an available position in a security lane. The security lanes are not dedicated to premium passengers, they are used by both premium and regular passengers.
5. Airlines do not have to pay an extra fee, on top of the regular charges, to offer priority entry to premium passengers.
6. Airlines may not sell this premium service offered by Schiphol, that comprises priority entry in the security filter, as a stand-alone service. This premium service is always part of a package containing other premium/priority benefits. Upon first request of Schiphol, the airline must present the package of premium/priority benefits.

### **Definition premium passenger**

7. The airline decides which passengers are classed as premium and requests that Schiphol gives these passengers priority entry.
8. Each airline may classify a maximum of 15% of their passengers as premium passengers. This percentage is calculated per season (summer or winter schedule) per individual airline as follows:  
$$\left( \frac{\text{\#priority boarding passes scanned by SSBPC gates}}{\text{total \# boarding passes scanned by SSBPC gates}} \right) * 100.$$
9. The maximum percentage of passengers that may be considered 'premium' according to article 8 applies to individual airlines and may in no way be transferred to another airline.
10. Schiphol reserves the right to, by way of derogation from article 8 and for an undetermined period, lower the percentage of premium passengers from 15% to another figure in the event that the number of premium passengers exceeds the capacity of resources consulted for the number of

premium passengers. This reduced percentage will be communicated with due regard to a consultation period of 4 weeks and applies to all airlines.

### **Monitoring and enforcement**

11. Schiphol will monitor the amount of premium passengers per airline and check it is in line with the maximum percentage of premium passengers. In the event the number of premium passengers exceeds the maximum, Schiphol will address the airline and request that they reduce the number of passengers with premium status.

12. To this end, the airline will submit a proposal to Schiphol stating: how the reduction will be achieved and by when the airline will have implemented it. This proposal must be submitted before the start of the new schedule and discussed with the Schiphol account manager.

13. If, at the time of the subsequent check, the airline continues to have a higher than permitted percentage of premium passengers making use of priority entry, Schiphol reserves the right to, temporarily or otherwise, refuse priority entry to that airline's premium passengers.

### **Operational requirements**

14. An airline that wants to offer its passengers priority entry must submit a request to Schiphol Group's or.

15. The airline must ensure that the premium passenger's boarding pass (containing their premium status) can be read by automatic boarding pass readers by way of a barcode in accordance with the applicable IATA BCBP technical standards

16. The airline must also include the priority status in text on the boarding pass (whether printed at the airport, printed at home or digital) making the priority status of the premium passenger clear to both premium passengers and authorised personnel

17. Any costs associated with the modification of boarding passes due to the operational requirements are at the expense of the airline.

18. If the premium status cannot be automatically read from the boarding pass, access will not be granted.

19. The airline must provide Schiphol with the following information for the purpose of the operationalisation of the request as stated in article 7:

- The airline logo on a white background and in a vector file (.EPS) or .JPEG for use on signage.
- Full name of priority product (e.g., frequent flyer) for use on signage.
- Schiphol will update the signage and make adjustments up to twice a year, at the start of a season.

20. The airline is always responsible for the timely and complete submission of any changes to its premium target group, within the maximum percentage stated in articles 8 and 10.

### **Other conditions**

21. Employees of airlines, handling agents or other companies that carry out activities in the terminal may not, unless in possession of a boarding pass as described in article 15, make use of priority entry for premium passengers.

22. Passengers classified as premium passengers may not make use of the Privium lanes and facilities. To use these facilities, a passenger must have a Privium membership.

### **Exceptions**

23. Schiphol reserves the right to deviate from the above policy in its daily operation in the event that the operational situation makes this necessary. This could include situations involving serious operational disruptions.

24. Schiphol is in no way liable under civil law for claims, fees and compensation in the application and implementation of the above policy, in particular regarding the implementation of articles 3, 8, 10, 13 and 23.

**Determination, start date and publication**

25. This policy will come into effect on 01-01-2023.

27. Upon finalisation, this document will be published on

<https://www.schiphol.nl/en/operations/page/passenger-process>