

tap

personalised
assistance

TERMS & CONDITIONS

·Sales Process

- All requests for this service must be made online.
- Requests for assistance should be made at least 72h and no more than 60 days in advance.
- You will receive confirmation of your request within 1 working day of its receipt by our services.
- Payment for the service should be processed up to 36h prior to the service provision. If payment is not made, the request for assistance will be cancelled.
- Payment for this service may only be made by credit card (Visa & Mastercard).
- The payment will be processed in Euros (€).
- The prices listed include VAT at the applicable rate in force.
- TAP Assistance services are only available for flights operated by TAP and TAP Express at Lisbon, Porto and Funchal Airports. Please check the levels of assistance available at each airport.
- Assistance services are only provided for active (paid) reservations

1.1. Children: up to the age of 12 (whenever accompanied by an adult) may use the service free of charge.

1.2. Groups: Requests for assistance for more than 9 passengers are subject to confirmation of availability and a price proposal, according to their specific requirements. These requests should be sent by e-mail to tapassistance@tap.pt.

2. Levels of Assistance

personalised
assistance **1**

(Without personalised transportation of hold baggage. Without connections.)

- Departure:** Escort from the meeting point to the check-in desk and then on to the aircraft.
- Arrival:** Escort from the aircraft to the Terminal's Arrivals Hall.

tap

personalised
assistance

personalised
assistance 2

(With personalised transportation of hold baggage. With connections.)

- Departure:** Advance check-in. Escort from the meeting point (to the check-in desk, including help with hold baggage and assistance through the check-in process. Escort to the aircraft.
- Arrival:** Escort from the aircraft to the Arrivals Hall, including assistance with hold baggage reclaim formalities. Accompaniment through baggage reclaim, help with hold baggage and escort to outside the Arrivals Hall.
- Connections:** Escort from the aircraft and through the entire arrivals process, until boarding on the connecting flight. Applicable to transfers involving up to 5 hours waiting time between flights.

personalised
assistance 3

(Without personalised transportation of hold baggage. Without connections.)

- Departure:** Advance check-in. Escort from the meeting point to the check -in desk, and from there to the aircraft, boarding by exclusive vehicle, when an air bridge is not used for boarding.
- Arrival:** Escort from the aircraft to the Arrivals Hall, by exclusive vehicle (if an air bridge is not used for disembarking), including assistance with baggage reclaim formalities.

personalised
assistance 4

(With personalised transportation of hold baggage. With connections.)

- Departure:** Advance check-in. Escort from the meeting point to the check -in desk, including help with hold baggage and assistance through the check -in process. Escort to the aircraft, including transport by exclusive vehicle, when an air bridge is not used for boarding.
- Arrival:** Escort from the aircraft to the Arrivals Hall, by exclusive vehicle (if an airbridge is not used for disembarking), including assistance with hold baggage reclaim formalities. Accompaniment through hold baggage reclaim, help with baggage and escort to outside the Arrivals Hall.
- Connections:** Escort through the transfer process – through the airport or directly from aircraft to aircraft. Includes transport in exclusive vehicle, when an airbridge is not used for boarding/disembarking. Applicable to transfers involving up to 5 hours waiting time between flights.

3. Prices

	DEPARTURE / ARRIVAL		CONNECTION	
	1 person	2-9 people*	1 person	2-9 people*
personalised Assistance 1	45€	+ 24€		
personalised Assistance 2	85€	+ 42€	85€	+ 42€
personalised Assistance 3	105€	+ 48€		
personalised Assistance 4	140€	+ 60€	140€	+ 60€

* The surcharge applied will be calculated according to number of additional customers. Depending on the number of customers, discounts may be applied.

Notes:

- Price per person and per Transfer, Arrival or Departure services (only in Lisbon, Porto or Funchal airports).
- Prices for groups (over 9 people) are available upon request.
- The customer will always be escorted to the lounge if this service is included in their fare or profile.
- VAT included at the current rate.
- Prices may vary without previous warning.
- The passenger is totally responsible for his hand baggage transportation.
- Customers with medical needs or requiring special assistance (wheelchairs, unaccompanied minors, etc.) should follow the procedures defined by the airline for the effect.
- See [here](#) for details.

4. Meeting points and Levels of Assistance available:

4.1. Departures Service

· Lisbon Airport

·For international flights: area adjacent to the Premium store in Terminal

1. ·For domestic flights: area adjacent to the Premium store in Terminal1 ·Levels of assistance 1, 2, 3 and 4 are available at Lisbon Airport.

· Porto Airport

· Check-in Desk no 22.

·Levels of assistance 1, 2, 3 and 4 are available at Porto Airport.

· Funchal Airport

· Check-in Desk no 8 (TAP tap|executive Desk).

·Levels of assistance 1, 2, 3 and 4 are available at Funchal Airport.

·For clients with hold luggage the meeting shall be 1h30 before the flight and for clients without hold luggage 1h before the flight.

·For clients flying to the USA, with or without luggage, the meeting at the airport shall be 2h before the flight.

4. 2. For arrival and transfer services, the meeting point shall be in the aircraft's front door.

5. Transfers

· Transfers are understood to mean flight connections within a maximum of 5 (five) hours.

·If the waiting period exceeds the time mentioned in the clause above, two TAP Assistance services are charged: Arrival and Departure, with the respective fees payable (according to the price list in force, see point 3. Prices).

· Assistance levels 2 and 4 are available for transfers.

6. Other or Special Assistance

·This service does not replace the services provided by the airline in situations where passengers need special assistance due to medical or other reasons (such as customers with motor difficulties, unaccompanied minors, etc.). In these cases, please request the service you require when you make the reservation.

7. Access to Airport Benefits and Facilities

·This depends on the fare or product purchased and on whether the passenger is a loyalty programme card holder and/or a TAP credit card holder.

8. Flight and/or Baggage Irregularities

·Passenger protection regulations/procedures are applied in accordance with the fare or product purchased.

9. Changes

· To the level of service, number of passengers or quantity of baggage.

·If you have not yet paid, you should cancel the initial request by sending an e-mail to tapassistance@tap.pt and then complete a new online request, as long as the minimum advance notice is respected - 72 hours.

·If you have already paid, you should send an e-mail to tapassistance@tap.pt in the 24 hours prior to the service provision – your request is then subject to confirmation by the service.

10. Invoices

·To obtain an invoice/receipt, you should complete the relevant fields in section 7 of step 2 of the online form for requesting assistance.

·The delivery time for the invoice/receipt issued varies according to the customer's postal address and country of origin.

11. Cancellation Policy

11.1. Summary of Penalty Charges

Level 1: Non-refundable.

· **Levels 2 to 4:**

·No penalty: Cancellation in the 24h prior to the service or due to natural causes or reasons of force majeure.

·Penalty of 50% of the amount paid: from 24h to 12h from delivery of the service.

· Penalty of 100% of the amount paid 12h prior to the service provision.

· Difference resulting from lower levels of service to the level initially paid for by the customer.

· Refunds paid within 7 working days.

11.2. Penalty Regulations

·The customer may cancel the service provision without penalty by sending an e-mail to TAP (tapassistance@tap.pt) up to the end of the service payment period, in other words, up to 24 (twenty four) hours prior to the service provision. This e-mail should include the customer's booking reference number.

·If the customer wishes to cancel the service and does not do so by the deadline set forth in the clause above, they may receive a partial refund of the service price if the cancellation is made between 12 and 24 hours prior to the service provision. A penalty of 50% (fifty percent) is applied for all levels of service, except for level 1, where no refund is applicable.

·If the customer wishes to cancel the service and does not do so by the deadline set forth in the clause above (cancellations up to 12 hrs prior to the service provision), a penalty of 100% (one hundred percent) is applied for all levels of service.

·If the service cannot be provided for reasons of an operational nature attributable to TAP, or of force majeure or unforeseen circumstances beyond their control, the customer will be reimbursed for the total amount paid within 7 (seven) working days.

·If the customer requests and pays for the services but does not use them due to reasons of force majeure, TAP will perform an internal assessment of the reason presented and may, if they deem appropriate, decide to refund the customer in full for the amount paid.

·For the purposes of the clauses above, reasons of force majeure or unforeseen circumstances include, but are not limited to: war, revolution, civil unrest, fuel shortages, state decrees, earthquake, seaquake, fire, flood, strikes, or any catastrophic event or other situations not attributable to the will of TAP and beyond their control. Whenever a customer requests a given service and, for any reason, including operational reasons, it is not possible to provide that service, but only a lower level of service, the customer will be refunded the difference between the service requested and the service provided, within 7 (seven) working days.

· Whenever there is a delay to the customer's flight departure in excess of 2 (two) hours, TAP, through the TAP Assistance service, must inform the customer of such a delay in a timely manner as soon as possible.

·Customer complaints are received and managed by the TAP Assistance management and should be presented within 30 (thirty) days of the service provision.

·Customers may be reimbursed for the amount paid, subject to an internal investigation conducted by TAP and the subsequent decision reached, which should take place within 30 (thirty) days of receipt of the complaint by TAP Assistance.