

Brussels Airport Company  
**General Terms and Conditions Fast Lane & Lounge Pass**

(Most recently revised on 15 May 2025)

## **1. Introduction**

These general terms and conditions ("Terms and Conditions") are legally binding and apply to every sale by Brussels Airport Company NV/SA of a single-use Fast Lane Pass or Lounge Pass via the Website and to the further use thereof.

By buying a Pass on the Website and/or using it, you acknowledge the contents of these Terms and Conditions and accept them unconditionally. You also accept the documents referred to herein, including the Online Services Privacy Statement.

## **2. Company information**

These Terms and Conditions have been drawn up by Brussels Airport Company NV/SA, with its registered office at Topos Merode, Priester Cuypersstraat 3 Rue Abbé Cuypers, 1040 Brussels and with its place of business at Luchthaven Brussel Nationaal 1M, Compass Building, 1930 Zaventem, company number 0890.082.292 (RPR/RPM Brussels) (hereinafter referred to as "BAC" or "we").

## **3. Definitions**

"Airport": Brussels Airport (IATA airport code: BRU)

"BAC" or "we": Brussels Airport Company NV/SA, as identified in Article 2

"Customer Service": the BAC customer service, the contact details of which are given in Article 13

"Customer" or "you": an individual who purchases and/or uses a single-use Pass via the Website

"Enjoy Bundle": a prepaid bundle, valid for one year, allowing the Customer, after registration via Enjoy, to use Passes and/or other advantages

"Enjoy QR code": a QR code that is linked to your Enjoy account and is strictly personal

"Enjoy": the BAC experience programme giving access to specific offers, promotions and advantages, available at <https://enjoy.brusselsairport.be>

"Fast Lane Pass": a single-use digital credit that gives access to a separate lane at the Airport security check which, under normal circumstances, offers passengers faster access to the security check when departing from the Airport

"Heart": a unit in the shape of a heart, obtained by the Customer through his account when performing specific actions or during specific events and which can be used to obtain a Pass (or other benefits)

"Lounge Pass": a single-use digital credit that gives access to the Brussels Airport lounges, being the Diamond Lounge in gates A (Schengen) and The View in gates B (non-Schengen), upon departure from the Airport

"Online Services Privacy Statement": the privacy statement on the processing of personal data, a.o. in the context of the Fast Lane Pass and Lounge Pass, available on the Website

"Online Shop": the online commercial platform offered by BAC for the sale of goods and services, available at <https://shop.brusselsairport.be/>

"Order": an order for a Pass submitted by the Customer to BAC via the Website and accepted by BAC by means of an order confirmation

"Pass": a single-use Fast Lane Pass and/or Lounge Pass

"Product QR code": a QR code that is provided upon purchase of a separate Fast Lane Pass and/or Lounge Pass, purchased outside of an Enjoy Bundle. This QR code can be transferred within the conditions of Article 9 and can only be used once

"Terms and Conditions": these general terms and conditions governing the sale of Passes on the Website and their use

"Website": the websites from which Passes can be purchased: respectively, <https://getfastlane.brusselsairport.be/en> for Fast Lane Passes and <https://getlounge.brusselsairport.be/en> for Lounge Passes

#### **4. Product description**

Purchasing a Fast Lane Pass online grants the right to make use once of the separate Fast Lane at the security check upon departing from the Airport on the date of your flight.

Purchasing a Lounge Pass online grants the right to visit one of the Brussels Airport lounges once when departing from the Airport, with the use of the infrastructure offered as standard during such a visit, on the date of your flight.

If you do not use your Pass on this date, you may still use it during the remaining period of validity of the Pass (see Article 5). Passes can only be used by departing passengers within the opening hours of the Fast Lane or the Brussels Airport lounges, which can be consulted on the Website.

Passes can be purchased by consumers, as well as by natural persons or legal entities for professional use.

After purchase, the Pass will be linked to a Product QR code. This QR code will be sent to you by e-mail.

If you are an Enjoy member and logged in at the time of purchase, the Pass will also be added as a 'credit' to your personal Enjoy QR code. This unique Enjoy QR code is assigned to you upon registration and is always available in your Enjoy Overview.

Once a Pass is scanned, it is redeemed and cannot be used again. If you redeem a Pass via the Enjoy QR code, the credit is automatically deducted from your available 'credits' in your Enjoy account.

If the Pass is part of an Enjoy Bundle or if the Pass is offered by a third party, different terms and conditions may apply. These shall be provided to you by BAC or this third party in due time before the contract is concluded.

## **5. Period of validity**

The Pass is valid for a standard duration of one year after the date of purchase, unless stated otherwise in the applicable terms and conditions and/or in the Enjoy Overview.

If the Pass is not used during this period, the amount will not be refunded.

If you are an Enjoy member, you can also check the remaining validity of your Passes in your Enjoy Overview.

## **6. Purchasing process**

The offer of a Pass on the Website is a no-obligation offer from BAC. BAC shall not be bound by a clear material error which may occur, such as an unrealistic price or a mistake in the description.

After selecting the number of Passes you wish to purchase (maximum 20 Passes), you will be asked to fill in your details. You can either make the purchase as a guest, or you can register or login as an Enjoy member.

You must enter your flight details upon which a date will automatically be associated with your Pass. You can only select a flight (and thus purchase a Pass) up to 30 days in the future. You can only purchase Lounge Passes up to one hour before your flight departure. You can only purchase Fast Lane Passes up to 10 minutes after your flight departure time.

By selecting a payment method and proceeding to payment, you confirm your definitive Order. The purchase shall be concluded once you have received a confirmation e-mail from BAC with the relevant Pass(es) in the form of a Product QR Code.

## **7. Price and payment**

The purchase price of the Pass is that indicated on the Website when you validate your Order and given in the order confirmation.

The price is indicated in euros (€) and includes VAT.

The price indicated applies only during the period when this is maintained. BAC is entitled to modify the price of a Pass at any time. This shall not, however, affect purchases already made. Promotions or discounts apply only during the period indicated and under the terms and conditions set.

The possible means of payment are displayed during the purchase process. The payment of your Order shall be processed by an external payment services provider and is subject to the general terms and conditions of the payment services provider. Access to the Fast Lane is free for children up to 2 years old at the time of use of the Fast Lane, provided they are accompanied by at least one adult passenger with a valid Fast Lane Pass and provided you are able to carry the child yourself. From the age of 2, a separate Fast Lane Pass must be reserved. A passenger benefiting from assistance (due to reduced mobility) and the person accompanying him/her cannot use the Fast Lane. If you have purchased a Fast Lane Pass and subsequently book assistance, we cannot refund the Fast Lane Pass.

Access to the Brussels Airport lounges is free for children up to 2 years old at the time of use of the Brussels Airport lounges, provided they are accompanied by at least one adult passenger with a valid Lounge Pass.

## **8. Hearts**

As a Customer, you can earn Hearts when performing specific actions (e.g. purchases on the Online Shop) or during specific events. To do so, you must have an account with Brussels Airport and be logged in. Depending on the number of Hearts you have collected, which you can consult on the Enjoy Overview, you can use them to obtain a Pass (or other advantages).

You acknowledge that there is no economic relationship between a certain number of Hearts and the value of the Pass (or advantage), or the value of a transaction or event that leads you to obtain Hearts. You do not acquire any right resulting from any inconsistency or discrepancy between these values and the number of Hearts.

Hearts can only be used to redeem Passes (or other advantages) in accordance with the applicable terms and conditions. They are not a means of payment for other transactions between yourself and BAC. Hearts may also not be exchanged for money or other products, either with BAC or with a third party.

Hearts are not transferable (even in the event of the termination of Enjoy by BAC or by the Customer for any reason whatsoever) and are intended for own use only.

You can redeem Passes (or other advantages) using the Hearts you have collected for a period of validity of two years. You can check the expiry date of the Hearts that will lapse in the next three months on the Enjoy Overview at any time. After this period of validity, or if your registration is terminated, the unused Hearts will be cancelled and you will no longer be able to use them.

## **9. Obligations of the Customer**

By placing an Order, you guarantee that you are at least 18 years old and that you are in possession of a valid boarding pass for departure from or arrival at the Airport on the date specified during the purchase process.

You are responsible for providing correct data, such as identity, payment and contact details.

You can make the purchase as a guest or register or log in as an Enjoy member. When registering as an Enjoy member, you should select a sufficiently original password that is not obviously connected to your name or personal characteristics. You should ensure that your identification data remain secret and that unauthorised persons cannot place orders using your devices and/or identification data. Every order placed via your account shall be deemed to have been placed by you. Any use of Passes or other benefits through your account (for example by using the Enjoy QR code rather than the Product QR code) is deemed to have been made by you. If you suspect that your identification data are no longer secure, you should report this to Customer Service immediately. If BAC suspects that your account is being improperly used or is insecure, BAC may require you to change your password or take other appropriate measures.

You are responsible for keeping the QR code and related Passes secure. In the event of the loss or destruction of your QR code, you can ask us to resend it by contacting Customer Service. Your Passes will then be valid for the remaining original validity period.

You are not permitted to acquire Passes with the intention of selling them on. Passes are intended to be sold in normal quantities and are sold for private purposes only. You can transfer single Passes by sharing the corresponding Product QR code. The Enjoy QR code is strictly personal and may not be transferred. If BAC suspects that a fraudulent order has been placed, BAC reserves the right to refuse or withdraw the order. BAC also reserves the right to verify that the Passes are not being used by unauthorised third parties and to refuse access to the Fast Lane or the Brussels Airport lounges to such third parties. Any costs of investigating fraudulent practices may be recovered from you if these indications are confirmed.

If a third party uses a Pass that you have purchased, it is your responsibility to ensure that this person complies with these Terms and Conditions. A used Pass is no longer valid and cannot in any way be passed on again.

You must abide by the rules of conduct that apply in the screening zone and the Brussels Airport lounges at the Airport. If you are denied access (or a stay is terminated) owing to a failure to comply with the terms and conditions, you are not entitled to a refund. In such circumstances, BAC retains the right to refuse subsequent orders and/or to terminate your account and related Passes.

If a technical problem occurs when sending a Pass, you should contact Customer Service as soon as possible. If the Pass does not work at the entrance to Fast Lane or the Brussels Airport lounges, you should report this on site so that a member of staff in charge can ascertain the problem. The cause shall be investigated and if a technical fault is detected, a replacement Pass shall be issued insofar as this is necessary and possible. It is strictly forbidden to copy, edit or attempt to access via digital tools or automated tools such as hacking, crawling,

scraping or the use of robots, the online service, web pages, applications, software codes, access codes and QR codes or other content- or form-related elements in the context of this service provision without the prior, written consent of BAC. The elements referred to are protected by the intellectual property rights of BAC or its licensors.

## **10. Right of withdrawal**

### **10.1. Exercising the right of withdrawal**

If you qualify as a consumer, you have the right to withdraw from the purchase of a Pass without having to give reasons and without incurring additional costs for a period of 14 days as of the day after the conclusion of the contract.

You agree that the provision of services can begin before the end of the withdrawal period and that if the service is provided in full during the withdrawal period, you do not have the right to withdraw from your purchase. If you withdraw from the service before it is fully performed, you must pay an amount proportionate to the part of the service already provided. To calculate this amount, we use the prices indicated on the Website.

If you wish to make use of this right of withdrawal, you can contact Customer Service, unambiguously stating that you wish to withdraw from the contract. To this end, you can use the standard withdrawal form provided in Article 10.3, but you are not obliged to do so.

### **10.2. Consequences of withdrawal**

If you withdraw from the contract, BAC shall immediately send confirmation of receipt of this notification.

BAC shall then refund the payments received from you, less the amount of Passes already used (if applicable), immediately and at the latest within 14 days after the day of notification of the withdrawal.

BAC shall make this refund using the same means of payment as that which you used for the first transaction.

### **10.3. Standard withdrawal form**

If you wish to withdraw from the contract, you can fill in this form and return it to:

*Brussels Airport Company NV/SA, Customer Care, Brussels National Airport 1M, Compass Building, e-mail: [customer.care@brusselsairport.be](mailto:customer.care@brusselsairport.be)*

- *I/we (\*) hereby declare that I/we (\*) withdraw from our contract concerning the sale of the following goods/services: ...*
- *Ordered on/received on (\*): ...*
- *Your name/names (\*): ...*
- *Your address (\*): ...*
- *Date: ...*

- *Your signature (only if this form is submitted on paper): ...*

(\*) Delete as appropriate

## **11. Guarantee and liability**

BAC cannot guarantee that the service relating to the online ordering of a Pass (including the Website) will be available at all times. You should make use of this service in due time for every planned journey. BAC reserves the right to refuse access to the service (the Website, the Brussels Airport lounges and/or the Fast Lane) temporarily or permanently, including for security reasons. BAC is not obliged to justify such a refusal. In such cases, you may use your Pass at another time during the remaining period of validity.

The fact that a passenger can use the Fast Lane under normal circumstances to go through the security check at the Airport more quickly does not constitute a performance guarantee for BAC, but rather a best-effort undertaking. Consequently, you accept that you are given no guarantee regarding the length of the security check, as the applicable inspection process must be carried out. You should allow sufficient time to go through the security check. BAC does not accept any liability if you miss a flight owing to the applicable security check process.

Owing to the limited space available and the applicable public health and safety regulations, BAC reserves the right to limit access to the Brussels Airport lounges in order not to jeopardise the safety of guests.

You are liable for all damage caused by or as a consequence of the improper use of a Pass by you.

With the exception of proven intentional or serious error and insofar is permitted by the applicable law, BAC cannot be held liable for any damage suffered by you resulting from or relating to the purchase or the use of a Pass. Nor shall BAC be liable for indirect and consequential damage, such as loss of turnover and loss of earnings, or for the operation of products or services of third parties.

Notwithstanding the above, the total liability of BAC shall under all circumstances be limited to the total amount of the purchase of Passes during the course of the month in which the incident occurs.

## **12. Force majeure**

BAC shall not be liable if it is unable to fulfil the contract as a consequence of an event that cannot be foreseen and that is not the consequence of an error or the will of BAC ("force majeure").

Examples of force majeure include war, insurrection, rioting, terrorism, pandemic, strikes or social conflicts, imperative government measures and the immediate termination by a supplier of the cooperation between BAC and this supplier, without this termination being the consequence of a material failure in the part of BAC.

In the event of force majeure, BAC shall ensure that it fulfils its obligations as well and as quickly as possible. This contract shall be terminated automatically, without liability and with immediate effect, if the case of force majeure definitively impedes the fulfilment of the contract.

Flight cancellations and delays shall not give rise to a refund of Passes.

### **13. Customer service**

If you have any questions, complaints or technical problems or you wish to withdraw, please contact the BAC Customer Service:

- by e-mail: [customer.care@brusselsairport.be](mailto:customer.care@brusselsairport.be)
- by post:  
Brussels Airport Company NV/SA  
Customer Care  
Brussels Airport 1M  
Compass Building  
1930 Zaventem  
Belgium

### **14. Privacy**

When you purchase and/or use a Pass, BAC may process certain personal data. BAC shall process these personal data exclusively in accordance with the applicable laws on the processing of personal data, and in particular the General Data Protection Regulation (GDPR).

If you wish to know more about which personal data are processed and the reasons why BAC collects and processes such data, as well as your rights related to this, please refer to [Online Services Privacy Statement](#) available on the Website.

### **15. Final provisions**

BAC reserves the right to modify these Terms and Conditions and the content of the service provision at any time. In the event of essential modifications, you will be informed of these. The new Terms and Conditions shall apply to Orders placed after the modifications and to the use of the Pass after you have been informed of the modified Terms and Conditions. We therefore advise you to save or print a copy of the Terms and Conditions prior to each Order. These Terms and Conditions were most recently modified on the date indicated in the header.

Should a provision in the Terms and Conditions or part thereof be declared invalid, unlawful or unenforceable: (i) this shall not in any way affect or impair the validity, lawfulness and enforceability of the remaining Terms and Conditions or the rest of the provision; and (ii) the parties undertake in good faith to negotiate in order to agree on a clause that corresponds as closely as possible to the purpose and the intention of the invalid, unlawful or unenforceable provision or part thereof.

Should BAC refrain from enforcing its rights under these Terms and Conditions, this shall not be considered to be a waiver of this right and shall not under any circumstances extend or modify your rights.

Belgian law applies to these Terms and Conditions. Any dispute relating to these Terms and Conditions that cannot be resolved amicably between the parties shall fall under the exclusive jurisdiction of the Dutch-speaking courts and tribunals of the legal district of Brussels, without prejudice to the applicable provisions of imperative law relating to consumer contracts.