

LOUNGE TERMS OF USE

(Modified on 15/9/2026)

1. GENERAL

The purpose of this document is to outline the general terms and conditions applicable to the use of the Brussels Airport Lounges (hereafter “**Lounge(s)**”) by passengers having access (hereafter “**Lounge Guests**”).

The Lounges are owned by Brussels Airport Company N.V., having its registered seat Priester Cuypersstraat 3, B-1040 Etterbeek, , having its place of business at Brussels Airport (Compass Building 1M), B-1930 Zaventem, registered in the Crossroads Bank of Enterprises under the number 0890.082.292 (hereafter “**Brussels Airport**”).

Insofar as not otherwise regulated in these Lounge Terms of Use, the House Rules of Brussels Airport (which can be consulted via <https://www.brusselsairport.be/en/legal-notice/house-rules>) shall apply in their respectively valid version.

The entrance to the Lounges is located in the Schengen area on level +1 (Diamond Lounge A) and in the Non-Schengen area on level +4 (The View), both being located after the security screening.

The Lounges are open daily, with minimum opening hours from 05.00 am (local time) until 09.00 pm. Brussels Airport reserves the right to modify these opening hours.

The use of the Lounge comprises the following services:

- i. Various areas are available for the stay depending on the availability and capacity. There is no entitlement to a seat. Due to the limited space available, Brussels Airport reserves the right to limit access to the Lounge in order to avoid endangering the safety of Lounge Guests. Lounge Guests may be refused in this case.
- ii. An offer of food and beverages is available for consumption during the

opening hours of the Lounge. The offer comprises both cold and warm snacks, as well as alcohol-free and alcoholic drinks. Local laws relating to the consumption of alcohol apply, including the right to refuse alcohol to Lounge Guests who are ostensibly intoxicated.

- iii. As a result of the applicable public health regulations there may be restrictions on the food and beverage offer. There is no entitlement to certain food or beverages. The consumption of food and beverages from the Lounge is permitted exclusively within the premises of the Lounge. Food and beverages may not be packed and/or taken along by the Lounge Guest outside of the Lounge. Food and beverages brought along by the Lounge Guests are not allowed to be consumed in the Lounge.
- iv. There is free access to WiFi in the entire area of the Lounge.
- v. Lounge Guests can access the Lounge as from 3 hours prior to the time of departure of their outbound flight.
- vi. The Lounge can be used for a maximum of 3 hours total as from the first access to the Lounge, regardless of the actual time of departure of the outbound flight. Lounge Guests may leave the Lounge once they have entered; this does not result in an interruption of the three-hour period. The Lounge fee will be charged once again if the stay exceeds the three-hour period.
- vii. The showers in the Lounge can be used for a maximum of 30 minutes, as from the moment the Lounge Guest receives the key.
- viii. The sleeping pods in the Lounge can be used for a maximum of 90 minutes as from the moment the Lounge Guest receives the key.
The use of the sleeping pods is limited to 1 Lounge Guest per pod.

Access to the sleeping pods will only be granted to Lounge Guests who are 16 or older.

There is no wake-up call service available in the Lounge. Each Lounge Guest is solely responsible for making sure that they wake up in time so as to arrive at their departure gate before it closes.

- ix. The flight information on the displays in the Lounge is supplied without guarantee, as this information is based on data provided by third parties. This information is solely provided for the Lounge Guest's convenience and is subject to changes at any time. Consequently, Brussels Airport cannot be held liable for any faults or inadequacies contained in this information or for any loss or damage that Lounge Guests may suffer as a result of using the flight information provided.

Lounge Guests are obliged to contact their airline to find out about the boarding and departure times as well as about the local conditions at the airport. Brussels Airport shall not assume any liability or warranty for the timely arrival at the departure gate by the passenger (boarding). No announcements are called out in the Lounge ("silent lounge policy"). Lounge Guests are therefore requested to inform themselves about the departure times at their own responsibility.

2. ACCESS AUTHORIZATION

- i. All Lounge Guests must hold a valid boarding pass for a flight scheduled to depart (i) on the date on which the Lounge Guest intends to access the Lounge and (ii) out of the terminal (Schengen or Non-Schengen) in which the lounge is located. This boarding pass must be presented by the Lounge Guest upon every entry to the Lounge and will be registered by Brussels Airport or by a third party authorized

by Brussels Airport to do so. Access to the Lounge can only be granted on the date of the flight for which the boarding pass was issued. If a flight has been cancelled, the Lounge Guest will not be allowed to (re-)enter the Lounge unless they hold a valid boarding pass for an alternative flight or unless an airline has given written approval directly to Brussels Airport to allow them access to the Lounge.

- ii. Access can be acquired through an airline or within the scope of special programs of individual third-party providers. Certain membership, loyalty, or frequent flyer cards may also entitle a passenger to Lounge access. Access authorizations will be checked by the reception staff before granting access. For details regarding the applicable access policy, passengers should contact their airline or special program provider.
- iii. Passengers can also purchase a digital lounge pass via <https://getlounge.brusselsairport.be/> (hereafter "**Lounge Pass**") or at the Lounge reception desk (hereafter "**Walk In**"). A Lounge Pass and Walk In can only be used in combination with a valid boarding pass.
- iv. Lounge Guests are granted a temporary, non-exclusive, personal, and non-transferable right to use the Lounge. A Lounge Pass, purchased via <https://getlounge.brusselsairport.be/>, can however be transferred in accordance with article 6 of the Lounge Pass General Terms and Conditions.
- v. Brussels Airport reserves the right to deny access to the Lounge, in particular if the Lounge cannot be opened or used due to force majeure, strike or official measures, or if the capacity does not permit further access of passengers.
- vi. Lounge Guests are required to show consideration for all Lounge Guests and to behave in a calm and considerate manner. Children shall not be left unattended, and the

- accompanying adult shall see to it that the children do not disturb the other Lounge Guests who are present.
- vii. Each Lounge Guest is allowed to occupy a maximum of 1 seat. Lounge Guests are not allowed to lie down in the sofas, nor are they allowed to put their feet (either with or without shoes) on the furniture.
 - viii. Lounge Guests travelling with a pet must keep the animal in its enclosed carrier at all times while using the Lounge.
 - ix. If problems occur while using the Lounge, they must be reported immediately to the service personnel on site and the service personnel reserves the right to deny access to the Lounge in case of reported problems. In the event of a subsequent claim, liability is excluded to the extent permitted by law.
 - x. Brussels Airport reserves the right to refuse access to the Lounge to any Lounge Guest who has repeatedly violated the Terms of Use. The Lounge Guest shall not be entitled to any compensation in case of such a refusal.
 - xi. The Terms of Use as published at the time of access shall apply. The Terms of Use are published on the [website](#) of Brussels Airport and at the entrance of the Lounge.

3. FEES & PAYMENT TERMS

- i. Brussels Airport reserves the right to insist on payment by credit or debit card when purchasing lounge access as a Walk In.
- ii. Access to the Lounges by children under 2 years of age is free of charge, provided they are accompanied by at least one adult passenger with a valid access document.

4. DATA PROTECTION

- i. Brussels Airport may process personal data in performance of implementing the Terms of Use in accordance with the applicable data protection legislation, including the General Data Protection Regulation (EU) 2016/679 (hereafter “GDPR”).
- ii. Brussels Airport may process identification data, contact details and payment data of Lounge Guests in order to execute the Lounge services and will act as a data controller pursuant to the GDPR.
- iii. Further information can be found in the Brussels Airport privacy policy (which can be consulted via <https://www.brusselsairport.be/en/legal-notices/privacy-policy/details>), in order to know more about Lounge Guest’s rights in this regard.

5. LIABILITY

- i. Unless for malicious intent (*kwaad opzet / mauvaise foi*) or gross negligence (*zware fout / faute grave*), Brussels Airport can never be held responsible for any damage suffered by the Lounge Guest in relation to the use of the Lounge, regardless of the cause of the damage.
- ii. Brussels Airport cannot be held liable for damages resulting from force majeure or other causes beyond its control, such as official intervention.
- iii. Brussels Airport cannot be held liable for any faults or inadequacies contained in this information or for any loss or damage that Lounge Guests may suffer as a result of using the flight information provided. Nor can Brussels airport be held liable for the loss of personal items in the Lounge.

6. OTHER

- i. Brussels Airport reserves the right to change these Terms of Use at any time and at its own discretion without prior

notice. The Terms of Use published on [the Brussels Airport website](#) at the moment of entry to the Lounge shall apply.

- ii. By entering the Lounge, every visitor is acknowledging and accepting the

applicability of these Terms of use and the sole application of Belgian law and the exclusive territorial jurisdiction of the courts of Brussels.