

Brussels Airport Company
General Terms and Conditions – Comfort Services & Enjoy
(Last amended on 22 May 2026)

I. INTRODUCTION

These general terms and conditions (“Terms”) are legally binding and apply to (i) the purchase and use of Comfort Services, including (Unlimited) Fast Lane Pass and/or (Unlimited) Lounge Pass, regardless of the sales channel through which they are purchased or used, and (ii) registration for the Enjoy experience programme (see Section V below, including Section V.4 for existing Enjoy Bundles), organised by Brussels Airport Company NV.

By proceeding to purchase or use one or more Comfort Services, and/or by registering for Enjoy, you acknowledge the content of these Terms and agree to them, as well as to the documents referenced herein, including the Comfort Services & Enjoy Privacy Statement.

II. COMPANY INFORMATION

These Terms have been drawn up by Brussels Airport Company NV, with its registered office at Topos Merode, Priester Cuypersstraat 3 / Rue Abbé Cuypers, 1040 Brussels, and operational office at Brussels Airport, 1M, Compass Building, 1930 Zaventem, company number 0890.082.292 (RLE Brussels), VAT BE 0890.082.292 (hereinafter “BAC” or “we”).

III. DEFINITIONS

"BAC": or **"we"**: Brussels Airport Company NV, as identified in Section II.

"Comfort Services": (Unlimited) Lounge Pass and/or (Unlimited) Fast Lane Pass, which may be purchased via the BAC Sales Channel and/or through the Enjoy programme.

"Comfort Services & Enjoy Privacy Statement": the [privacy statement](#) regarding the processing of personal data in the context of Comfort Services & Enjoy, available at ***.

"Enjoy": the BAC experience programme that grants access to specific Benefits, available at <https://enjoy.brusselsairport.be>.

"Enjoy Dashboard": the personalised dashboard for logged-in Enjoy members, where they can access their QR code, view the Products they have purchased and their validity, discover exclusive member benefits, and see which Benefits they can obtain with the Hearts they have earned.

"Enjoy QR Code": a QR code linked to your Enjoy account, which is strictly personal.

"Fast Lane Pass": a single-use digital credit that provides access to a separate queue at the security checkpoint at the Airport and which, under normal conditions, gives passengers faster access to the security check when departing from the Airport.

"Heart": the heart-shaped unit obtained by the Customer through Enjoy upon performing specific actions or during specific events, which may be used to obtain a Pass (or other Benefits).

"Customer": or "you": a person who purchases and/or uses a single-use Pass and/or Unlimited Fast Lane via the Website, or a person who is a member of Enjoy.

"Customer Care": the customer service of BAC, whose contact details are set out in Section IX.

"Lounge Pass": a single-use digital credit that provides access to the Brussels Airport Lounges – namely the Diamond Lounge in Gates A (Schengen) and The View in Gates B (non-Schengen) – when departing from the Airport.

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

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

"Product QR Code": a QR code sent upon the purchase of an individual Fast Lane Pass and/or Lounge Pass outside the Enjoy platform. This QR code is transferable within the conditions of Section IV, Article 5, and can be used only once for an individual Fast Lane Pass and/or Lounge Pass.

"Products": products owned by / issued by BAC, such as Comfort Services.

"Unlimited Fast Lane": a digital credit that, for a period of one year, provides access to a separate queue at the security checkpoint at the Airport and which, under normal conditions, gives passengers faster access to the security check when departing from the Airport.

"Sales Channel": the online commercial platform offered by BAC for the sale of goods and services, available at <https://www.brusselsairport.be/en/passenger/online-shop/products/all-services/>.

"Sales Channel Terms of Use": the terms of use of the Sales Channel, available there.

"Benefit": the benefits, including but not limited to access to exclusive events, promotions, offers or discounts on selected products and services, as presented on the Enjoy Dashboard, which the Customer may obtain by redeeming Hearts. These may be offered by BAC or by partners.

"Terms": the present general terms and conditions applicable to the registration for and use of the Enjoy programme, as well as to the purchase and use of Comfort Services, regardless of the sales channel through which they are purchased or used.

"Websites": the websites where Comfort Services may be purchased: <https://getfastlane.brusselsairport.be/en> for Fast Lane Passes, <https://getlounge.brusselsairport.be/en> for Lounge Passes, and the Packs | Unlimited Fast Lane Brussels Airport | Brussels Airport Shop page for Unlimited Fast Lane.

IV. COMFORT SERVICES

1. Product description

The online purchase of a Fast Lane Pass entitles you to make one-time use, on the date of your flight, of the separate Fast Lane at the security checkpoint when departing from the Airport.

The online purchase of a Lounge Pass entitles you to make one-time use, on the date of your flight, of one of the Brussels Airport lounges when departing from the Airport, including use of the infrastructure that is standardly offered during such a visit.

If you do not use your Fast Lane Pass or Lounge Pass on that date, you may still use the Pass within its remaining validity period (see Article 2, Section IV). The Passes may only be used by departing passengers within the opening hours of the Fast Lane or the Brussels Airport lounges, as published on the Website.

The online purchase of Unlimited Fast Lane entitles you, for one year from the date of purchase, to use the separate Fast Lane at the security checkpoint when departing from the Airport once per day.

The Passes may be purchased by both consumers and natural or legal persons for professional use.

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

If you are a member of Enjoy and logged in at the time of purchase, the Pass is also 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 Dashboard.

Once a Pass has been scanned, it is redeemed and cannot be used again. If you redeem a Pass via the Enjoy QR Code, the credit will be automatically deducted from your available “credits” in your Enjoy account.

If the Pass forms part of an Enjoy Bundle, or if it is offered by a third party, different terms may apply, which BAC or such third party will provide to you in good time prior to the conclusion of the contract.

2. Validity period

The Fast Lane Pass or Lounge Pass has a standard validity period of one year from the date of purchase, unless otherwise stated in the applicable general terms and conditions and/or in the Enjoy Dashboard.

Unlimited Fast Lane likewise has a validity period of one year from the date of purchase, but during this period it entitles the holder to use the Fast Lane at the security checkpoint when departing from the Airport once per day.

If the Pass is not used during these periods, the amount paid will not be refunded.

If you are a member of Enjoy, you can view the remaining validity period of your Passes in your Enjoy Dashboard.

3. Purchase process

The offer of a Pass on the Website is a non-binding offer by BAC. BAC is not bound by any manifest and reasonably recognisable material error that may occur, such as an unrealistic price or an error in

the description. In such cases, BAC will inform the Customer immediately and, if payment has already been made, refund the amount received.

After selecting the number of Passes you wish to purchase (maximum 20 Passes), you will be asked to enter your details. You may complete the purchase as a guest, or register or log in as an Enjoy member.

With the exception of Quick Flow and bundles for which you do not need to enter a flight, you must enter your flight details for Fast Lane Passes and Lounge Passes, after which a date is automatically linked to your Pass. You may only select a flight (and therefore purchase a Pass) up to 90 days in the future. Lounge Passes may only be purchased up to one hour before the scheduled departure time of your flight. Fast Lane Passes may only be purchased up to 10 minutes after the departure time of your flight.

Unlimited Fast Lane is not linked to a specific flight and may be used at any time within the one-year validity period following purchase, without prior reservation.

By selecting a payment method and proceeding to payment, you confirm your final Order. The purchase is concluded once you have received a confirmation e-mail from BAC containing the relevant Pass(es) in the form of a Product QR Code, or once the credits have been added to your Enjoy account.

The contract may be concluded in Dutch. To the extent that BAC offers other language versions during the ordering process, the contract may also be concluded in those languages.

The contract is concluded through the following technical steps: (i) entry of flight details (for Fast Lane Pass and Lounge Pass) or selection of Unlimited Fast Lane; (ii) selection of the type and number of Passes; (iii) entry of your contact details as a guest, or logging in / registering as an Enjoy member; (iv) selection of a payment method; (v) confirmation of your order with payment obligation; (vi) receipt of a confirmation e-mail from BAC. Before placing your order definitively, you will see an overview page on which you can review and amend all entered data using the editing functions provided.

BAC archives the concluded contract (including the order details and the applicable version of these Terms) for the legally prescribed retention period. You may at any time request a copy of your order confirmation and the applicable Terms from Customer Care. These Terms are also made available on the Website in a format that allows you to save and print them.

4. Price and payment

The sales price for the Pass is the price stated on the Website at the time you validate your Order and as repeated in the order confirmation.

The price is stated in euros (€) and is inclusive of VAT.

The stated price applies only during the period for which it is maintained. BAC is entitled to amend the price of a Pass on objective grounds, including changes to the VAT rate, supplier cost increases or legislative changes, without however affecting purchases already made. Promotions and discounts are valid only during the indicated period and on the conditions stated. Discounts cannot be combined with the staff discount, unless expressly stated otherwise.

The available payment methods are displayed during the purchase process. Payment of your Order is processed by an external payment services provider and is subject to that provider's general terms and conditions.

Access to the Fast Lane is free of charge for children up to 2 years of age at the time of use of the Fast Lane, provided that they are accompanied by at least one adult passenger holding a valid Fast Lane Pass or Unlimited Fast Lane, and provided that you can carry the child yourself. From the age of 2, a separate Fast Lane Pass must be reserved. A passenger receiving assistance (on account of reduced mobility) and the accompanying person cannot make use of the Fast Lane. If you have nevertheless purchased a Fast Lane Pass and subsequently book assistance, we cannot refund the Fast Lane Pass, without prejudice to the right of withdrawal explained in Section VI.

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

5. Customer obligations

By placing an Order, you warrant that you are at least 18 years old and that you hold a valid boarding pass for departure from, or arrival at, the Airport on the date indicated during the purchase process.

You are responsible for providing accurate information, including identification, payment and contact details.

You may complete the purchase as a guest, or register or log in as an Enjoy member. When registering as an Enjoy member, you must choose a sufficiently original password that is not obviously linked to your name or personal characteristics. You must ensure that your identification details remain secret and that unauthorised persons cannot place orders using your devices and/or identification details. Any order placed via your account is, save evidence to the contrary, deemed to have been placed by you. Any use of Passes or other benefits via your account (for example, by using your Enjoy QR Code instead of the Product QR Code) is, save evidence to the contrary, deemed to have been made by you. If you suspect that your identification details are no longer secure, you must report this to Customer Care without delay. If BAC suspects that your account is being misused or is no longer secure, BAC may require you to change your password, or take other appropriate measures.

It is your responsibility to keep your QR code, and the Passes linked to it, in a safe place. In the event of loss or destruction of your QR code, you may ask us to resend it by contacting Customer Care. Your Passes will then remain valid for the remainder of their original validity period.

You are not permitted to purchase Passes with the intention of reselling them. The Passes are intended for sale in normal quantities and are sold for private purposes only. You may transfer single-use Passes by sharing the corresponding Product QR Code. The Enjoy QR Code is strictly personal and may not be transferred. If BAC suspects that an order has been placed for professional purposes, BAC reserves the right to refuse or revoke the order. BAC also reserves the right to verify that the Passes are not being used by unauthorised third parties, and to deny access to the Fast Lane or the Brussels Airport lounges

to any such third parties. If an irregularity is confirmed, BAC may recover the reasonable and actually incurred investigation costs from you, following prior notification and an opportunity to respond.

If a third party uses a Pass that you have purchased, you are responsible for ensuring that such person complies with the Terms. A used Pass is no longer valid and cannot in any way be passed on again.

You must comply with the [rules of conduct](#) applicable in the screening area and in the Brussels Airport lounges at the Airport. If access is denied (or your stay is terminated) because the applicable conditions are not complied with, you are not entitled to a refund for the portion already used. In such circumstances, BAC reserves the right, in the event of serious or repeated breaches and after prior warning, to refuse subsequent orders and/or to terminate your account and the Passes linked to it, with refund of the value of any unused Passes. If a technical problem occurs when a Pass is sent, you must contact Customer Care as soon as possible. If the Pass does not work at the entrance to the Fast Lane or the Brussels Airport lounges, you must report this on the spot so that a responsible staff member can investigate the issue. The cause will be investigated and, if it concerns a technical fault, a replacement Pass will be provided to the extent necessary and possible.

Without the prior written consent of BAC, it is strictly prohibited to copy, modify or access — by means of digital tools or automated tools such as hacking, crawling, scraping or the use of robots — the online services, web pages, apps, software code, access codes and QR codes, or any other substantive or formal element related to these services. It is likewise prohibited to link such elements to software applications or hyperlinks, or to use them in any way other than for ordering or using Passes. The aforementioned elements are protected by the intellectual property rights of BAC or its licensors.

V. ENJOY PROGRAMME

1. Description of Enjoy

Once you have registered for Enjoy, you may collect a certain number of Hearts in connection with specific purchases or actions. These Hearts can subsequently be redeemed for a Fast Lane Pass and/or Lounge Pass.

For each purchase of Fast Lane Passes, Lounge Passes or Unlimited Fast Lane, you receive 75% of the purchase price in Hearts.

The collected Hearts may be used to obtain Fast Lane Passes and/or Lounge Passes. The Hearts balance is always displayed on the Enjoy Dashboard.

2. Registration

You may register for Enjoy if you are a natural person of at least 18 years of age. Registration can be carried out directly via the Enjoy website, or upon registration on one of BAC's digital channels (websites or applications).

During registration, you provide your name and password for login purposes ("identification details"). You must choose a sufficiently original password that is not obviously linked to your name or personal

characteristics. You must ensure that the identification details are accurate and remain secret, and that unauthorised persons cannot place orders using your devices and/or identification details.

Following your registration for Enjoy, you will immediately receive a unique Enjoy QR Code linked to your personal Enjoy account. This code is strictly personal and is sent to you in the confirmation e-mail. You can also retrieve the Enjoy QR Code in your Enjoy Dashboard. This Enjoy QR Code allows you to redeem your personal Products and Benefits.

Any order or action carried out via your Enjoy account is, save evidence to the contrary, deemed to have been placed by you. Any use of Products or other Benefits via your Enjoy account is, save evidence to the contrary, deemed to have been made by you. If you suspect that your identification details are no longer secure, you must report this to Customer Care without delay. If BAC suspects that your account is being misused or is no longer secure, BAC may require you to change your password, or take other appropriate measures.

You may withdraw your registration for Enjoy at any time and free of charge by deleting your account via the “Legal & Privacy” button in your Enjoy account. In that case, you lose the entire history (including any Hearts already collected) and you can no longer log in with your Enjoy account. This action cannot be undone.

3. Hearts and Benefits

You acknowledge that there is no economic relationship whatsoever between a given number of Hearts and the value of the Product or Benefit to which you are entitled, or the value of a transaction or event leading to the acquisition of the Hearts. You acquire no right arising from any inconsistency or discrepancy between such values and the number of Hearts.

Hearts may only be used to redeem Products or Benefits in accordance with the applicable conditions. They are not a means of payment and may not be used for other transactions between you and BAC. In addition, Hearts, Products or Benefits cannot be exchanged for money or other products, whether from BAC or from third parties.

Hearts, Products and Benefits are non-transferable (even in the event of termination of Enjoy by BAC or the Customer for any reason whatsoever) and are intended exclusively for personal use.

You may redeem Products and Benefits using your collected Hearts during a validity period of 2 years. You can always check the expiry date of Hearts due to expire in the coming 3 months on the Enjoy Dashboard. After this validity period, in the event of termination of your registration on your initiative, or in the event of termination by BAC for serious breaches, any unused Hearts will be cancelled and can no longer be used. In the event of discontinuation of the Enjoy programme by BAC without fault on the part of the Customer, you will be given a reasonable period (a minimum of 60 days) to redeem your collected Hearts before they are cancelled.

4. Enjoy Bundles

The sale of Enjoy Bundles has been discontinued. For Enjoy Bundles purchased before 24 November 2025, an activation period of six months from purchase applies, followed by a usage period of six months from activation, unless expressly stated otherwise. The provisions below remain applicable to Enjoy users who purchased a bundle before this date.

4.1. Product description

You may only purchase and/or use an Enjoy Bundle via the BAC Sales Channel if you are a member of Enjoy.

An Enjoy Bundle may be purchased or used by both consumers and natural or legal persons for professional use.

When you have redeemed a specific Product or Benefit via your Enjoy QR Code, that access will automatically be deducted from your Enjoy Bundle.

4.2. Validity period

For Enjoy Bundles purchased before 24 November 2025, an activation period of six months from purchase applies, followed by a usage period of six months from activation. The validity period of a Pass begins to run as soon as the Pass link is activated.

During this period, you may use the Products (and any other temporary Benefits) included in your Enjoy Bundle, under the specific conditions attached thereto (as described, inter alia, in Article 4.4).

If the Enjoy Bundle is not used, or is only partially used, during this period, the price will not be refunded (not even in part).

You may also consult the remaining validity period of your Enjoy Bundle, and the status of the linked Products (and possible other Benefits), in your Enjoy Dashboard.

4.3. Purchase process

The purchase of new Enjoy Bundles has been discontinued. The provisions below remain applicable only to Enjoy Bundles purchased before 24 November 2025, or obtained through BAC or its partners.

4.4. Conditions applicable to Products within Enjoy Bundles

Where your Enjoy Bundle entitles you to **Lounge Passes**, the following specific conditions apply:

- For one year from the date of purchase of the Enjoy Bundle, you have access to the Brussels Airport lounges when departing from the Airport, including use of the infrastructure that is standardly offered during such a visit. The number of accesses (Lounge Passes) depends on the Enjoy Bundle you have chosen.
- If you do not (fully) use the Lounge Passes included in your Enjoy Bundle within the validity period, they become void and the price will not be refunded.
- The Lounge Passes are linked, in the form of a “credit”, to your unique and personal Enjoy QR Code, which is sent to you and which you can also consult in your Enjoy Dashboard. You gain access to the Brussels Airport lounges by having your Enjoy QR Code scanned at the entrance.

Each time you redeem a Lounge Pass via your Enjoy QR Code, that access is automatically deducted from your Enjoy Bundle and that Lounge Pass can no longer be used.

- Owing to the limited space available and the applicable public health and safety regulations, BAC reserves the right to restrict access to the Brussels Airport lounges in order not to compromise the safety of guests. In such cases, you may be refused entry. In that event, you may use your Lounge Pass at another time within the remaining validity period of your Enjoy Bundle.
- You must comply with the rules of conduct applicable in the Brussels Airport lounges. If access is denied (or your stay is terminated) because the conditions are not complied with, you are not entitled to a refund. In such circumstances, BAC reserves the right, in the event of serious or repeated breaches and after prior warning, to refuse subsequent orders and/or terminate your account and the Products or other Benefits linked to it.
- The Lounge Pass may only be used by departing passengers within the opening hours of the Brussels Airport lounges, available on our website <https://www.brusselsairport.be/en/passenger/online-shop/products/faq>.
- Access to the Brussels Airport lounges is free of charge for children under 2 years of age at the time of use of the Brussels Airport lounges, provided that they are accompanied by at least one adult passenger holding a valid Lounge Pass.

Where your Enjoy Bundle entitles you to **Fast Lane Passes**, the following specific conditions apply:

- For one year from the date of purchase of the Enjoy Bundle, you may use the separate Fast Lane at the security checkpoint when departing from the Airport. The number of accesses (Fast Lane Passes) depends on the Enjoy Bundle you have chosen. With the purchase of an “Unlimited Fast Lane” Enjoy Bundle, you are entitled to use the Fast Lane (maximum once per 24 hours) for the entire validity period of your Bundle.
- If you do not (fully) use the Fast Lane Passes included in your Enjoy Bundle within the validity period, they become void and the price will not be refunded.
- The Fast Lane Passes are linked, in the form of a “credit”, to your unique and personal Enjoy QR Code, which is sent to you and which you can also consult in your Enjoy Dashboard. You gain access to the Fast Lane by having your Enjoy QR Code scanned at the entrance. Each time you redeem a Fast Lane Pass via your Enjoy QR Code, that access is automatically deducted from your Enjoy Bundle and that Fast Lane Pass can no longer be used.
- If the proper flow of passengers through the Fast Lane can no longer be guaranteed, access may be denied. In that case, you may use your Fast Lane Pass at another time within the remaining validity period of your Enjoy Bundle.
- The fact that, under normal circumstances, a passenger can use the Fast Lane to pass through the security check at the Airport more quickly does not constitute an obligation of result for BAC, but only a best-efforts obligation. Consequently, you accept that no guarantee is given as to the duration of the security check, since the applicable screening process must be carried

out. You must allow sufficient time to pass through the security check. BAC accepts no liability if you miss a flight on account of the applicable security screening process.

- You must comply with the rules of conduct applicable in the screening area at the Airport. If access is denied because the conditions are not complied with, you are not entitled to a refund. In such circumstances, BAC reserves the right, in the event of serious or repeated breaches and after prior warning, to refuse subsequent orders and/or terminate your account and the Products or other Benefits linked to it.
- The Fast Lane Pass may only be used by departing passengers within the opening hours of the Fast Lane, available on our website <https://www.brusselsairport.be/en/passenger/online-shop/products/faq>.
- Access to the Fast Lane is free of charge for children under 2 years of age at the time of use of the Fast Lane, provided that they are accompanied by at least one adult passenger holding a valid Fast Lane Pass and provided that you can carry the children yourself. From the age of 2, a separate Fast Lane Pass must be reserved. A passenger receiving assistance (on account of reduced mobility) and the accompanying person cannot make use of the Fast Lane Pass. If you have nevertheless purchased a Fast Lane Pass and subsequently book assistance, we cannot refund the Fast Lane Pass.

Where your Enjoy Bundle entitles you to **Third-Party Products**, you must consult and comply with the applicable terms of that third party, as available via the Enjoy Dashboard.

4.5. Price and payment

If you purchase an Enjoy Bundle via the Sales Channel, the sales price is the one stated on the Sales Channel at the time you validate your Order and as repeated in the order confirmation.

The price is stated in euros (€) and is inclusive of VAT.

The stated price applies only during the period for which it is maintained. BAC is entitled to amend the price of Enjoy Bundles on objective grounds, including changes to the VAT rate, indexation, supplier cost increases or legislative changes, without however affecting purchases already made. Promotions and discounts are valid only during the indicated period and on the conditions stated.

The available payment methods are displayed during the purchase process. Payment of your order is processed by an external payment services provider and is subject to that provider's general terms and conditions.

4.6. Customer obligations

By placing an Order and/or using the Enjoy Bundle, you warrant that you are at least 18 years old.

You are responsible for providing accurate information, including identification, payment and contact details.

It is your responsibility to keep the Enjoy QR Code in a safe place. You can consult it via the Enjoy Dashboard.

You are not permitted to obtain Enjoy Bundles with the intention of reselling them or passing them on to third parties. The Enjoy Bundles are intended for sale in normal quantities and are sold for private purposes only. If BAC suspects that an order has been placed for professional purposes, BAC reserves the right to refuse or revoke the order. BAC also reserves the right to verify that the Enjoy Bundles are not being used by unauthorised third parties, and to deny access to the Products and/or Benefits to any such third parties. If an irregularity is confirmed, BAC may recover the reasonable and actually incurred investigation costs from you, following prior notification and an opportunity to respond.

You must comply with the specific conditions applicable to the use of certain Products and Benefits in your Enjoy Bundle, as described, inter alia, in Article 4.4. If the conditions are not complied with, and you have therefore been unable to make the intended use of such Products and Benefits, you are not entitled to a refund. In such circumstances, BAC reserves the right to refuse subsequent orders and/or terminate your account.

If a technical problem occurs when (parts of) an Enjoy Bundle is being sent, or if your Enjoy QR Code does not work, you must contact Customer Care as soon as possible.

Without the prior written consent of BAC, it is strictly prohibited to copy, modify or access — by means of digital tools or automated tools such as hacking, crawling, scraping or the use of robots — the online services, web pages, apps, software code, access codes and QR codes, or any other substantive or formal element related to these services. It is likewise prohibited to link such elements to software applications or hyperlinks, or to use them in any way other than for ordering or using Enjoy Bundles. The aforementioned elements are protected by the intellectual property rights of BAC or its licensors.

5. Statutory warranty of conformity

If you qualify as a consumer, you benefit — in addition to any commercial warranties — from the statutory warranty of conformity for goods, digital content and digital services. For the purposes of this warranty, the Comfort Services and the digital elements linked to them (including the Product QR Code and the Enjoy QR Code) are considered, respectively, a digital service and digital content. The provisions of these Terms do not affect those statutory rights.

6. Functionality, compatibility and interoperability

The Product QR Code and the Enjoy QR Code are provided in a common graphical format and can be displayed on any standard smartphone or tablet device with a screen capable of showing QR codes. A functional e-mail address is required to receive the confirmation e-mail and the QR code. The QR codes can be scanned using the standard scanning equipment installed at the Airport at the entrance to the Fast Lane and the Brussels Airport lounges; no specific BAC application is required. The Comfort Services are not subject to any technical protection measures that would restrict the normal use of the QR code on the Customer's device, with the exception of the unique, one-time redemption mechanism that prevents a redeemed Pass from being used again. An internet connection and a standard web browser are required for the operation of the Enjoy Dashboard.

VI. RIGHT OF WITHDRAWAL

1. Exercise of the right of withdrawal

If you qualify as a consumer, you have the right to withdraw from the purchase of a Pass or Enjoy Bundle without giving reasons and at no additional cost, within a period of 14 days from the day following the conclusion of the contract.

If, during the ordering process, you have expressly requested that performance of the service commence before the end of the withdrawal period, and have acknowledged that you lose your right of withdrawal once the service has been fully performed, you no longer have the right to withdraw from your purchase. In the event of withdrawal from a service before its full performance, you must pay an amount in proportion to the part of the service already supplied. For the calculation of this amount, we use the prices as displayed on the Website.

If you wish to exercise your right of withdrawal, you may contact Customer Care, unambiguously stating that you withdraw from the contract. For that purpose, you may use the model withdrawal form included in Article 3, Section VI, but you are not required to do so.

2. Effects of withdrawal

If you withdraw from the contract, BAC will send an acknowledgement of receipt of that notification without delay.

BAC will then reimburse, without delay and within 14 days at the latest of the day on which it is notified of the withdrawal, the payments received from you, subject where applicable to a deduction for Products already used.

A deduction for services already supplied is only possible if you have expressly requested that performance of the service commence during the withdrawal period, and have acknowledged that you lose your right of withdrawal once the service has been fully performed. In that case, the proportional amount is calculated on the basis of the total price set out in the order confirmation. In the absence of such an express request, you bear no cost for services supplied during the withdrawal period.

BAC carries out this reimbursement using the same means of payment as that used for the initial transaction.

3. Model withdrawal form

If you wish to withdraw from the contract, you may complete and return this form:

To: *Brussels Airport Company NV, Customer Care, Brussels Airport, 1M, Compass Building, 1930 Zaventem*; e-mail: customer.care@brusselsairport.be

- *I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract of sale of the following goods/services (*): ...*
- *Ordered on / received on (*): ...*

- *Your name(s) (*)*: ...
- *Your address (*)*: ...
- *Date*: ...
- *Your signature (only where this form is notified on paper)*: ...

() Delete as applicable*

VII. LIABILITY

BAC cannot guarantee that the services in respect of the Comfort Services or Enjoy and Enjoy Bundles (including the Website and the Enjoy Dashboard) are always available. You must make use of these services in good time before any planned trip.

BAC reserves the right to refuse access to the service (the Website, the Brussels Airport lounges and/or the Fast Lane), whether temporarily or permanently, in particular for safety reasons. In the case of a permanent refusal, BAC will, upon request, inform the Customer in writing of the reasons and, if you are a consumer, refund the value of any unused Passes on a pro rata basis. In such cases, you may, where applicable, use your Comfort Service at another time within its remaining validity period.

The fact that, under normal circumstances, a passenger can use the Fast Lane to pass through the security check at the Airport more quickly does not constitute an obligation of result for BAC, but only a best-efforts obligation. Consequently, you accept that no guarantee is given as to the duration of the security check, since the applicable screening process must be carried out. You must allow sufficient time to pass through the security check. BAC accepts no liability if you miss a flight on account of the applicable security screening process.

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

You are liable for all damage caused by or as a result of the improper use of a Comfort Service, of Enjoy (including your account) and/or of Enjoy Bundles, whether by yourself or by third parties.

Save in cases of proven wilful misconduct or gross negligence on the part of BAC, its agents or appointees, non-performance of an essential obligation, bodily injury or death, and to the extent permitted by applicable law, BAC cannot be held liable for any damage suffered by you arising out of, or in connection with, the purchase or use of a Comfort Service, Enjoy and Enjoy Bundles. Nor is BAC liable for indirect or consequential damage, such as loss of turnover or loss of profit, or for the functioning of products or services of third parties.

BAC cannot in any way be held liable for Benefits organised or offered by a partner, in particular where such Benefits are not available (in good time) or do not correspond to the description advertised by the partner and communicated by BAC on the Enjoy Dashboard.

This exclusion does not apply to: (i) the accuracy of the information communicated by BAC itself on the Enjoy Dashboard regarding such Benefits, and (ii) the return of the Hearts that the Customer has redeemed for a Benefit that the partner was unable to deliver for reasons not attributable to the Customer.

Without prejudice to the foregoing, BAC's total liability shall be limited to (1) the total amount of the Comfort Services that you purchased during the month in which the loss event occurred, and (2) for Enjoy and Enjoy Bundles, to the higher of €100 or twice the purchase price of the relevant Product or Benefit, per loss-causing event, it being understood that BAC's total liability towards the Customer is capped at €10,000. These caps apply except where mandatory legal provisions prescribe a higher liability. This limitation does not apply in the event of bodily injury or death of the Customer, nor in the event of wilful misconduct or gross negligence by BAC, its agents or appointees, nor in the event of non-performance of an essential obligation.

VIII. FORCE MAJEURE

BAC is not liable if it is unable to perform the contract as a result of an event that could not be foreseen and that is not the result of fault or the will of BAC ("force majeure").

Examples of force majeure include war, civil disturbances, riots, terrorism, pandemic, strikes or labour disputes, binding government measures, and the immediate termination by a supplier of the cooperation between BAC and that supplier where such termination is not the result of a material breach by BAC.

In the event of force majeure, BAC will ensure that it performs its obligations as well and as quickly as possible. This contract shall be terminated automatically, without liability and with immediate effect, if the event of force majeure permanently prevents performance of the contract. In that case, BAC will refund to the Customer the value of any unused Passes and the pro rata value of the remaining validity period of the Unlimited Fast Lane.

Cancellations or delays of flights, or loss, theft or damage to baggage, do not give rise to a (partial) refund of Passes or an Enjoy Bundle. Since Passes may be used during their full validity period on other flights, this rule continues to apply insofar as the Pass can still be used within its remaining validity period. If the Pass can no longer be used within its validity period for reasons not attributable to the Customer, the Customer may contact Customer Care with a view to obtaining a refund for the unused portion.

IX. CUSTOMER CARE

In the event of questions, complaints, technical problems or a request to withdraw, you may contact BAC Customer Care:

- by e-mail: customer.care@brusselsairport.be
- by telephone: +32 2 620 91 40

- by post:
Brussels Airport Company NV
Customer Care
Brussels Airport 1M
Compass Building
1930 Zaventem
Belgium

X. PRIVACY

When you purchase and/or use a Pass, or when you register for Enjoy and/or purchase or use an Enjoy Bundle, BAC may process certain personal data. BAC will process such personal data solely in accordance with the laws applicable to the processing of personal data, and in particular the General Data Protection Regulation (GDPR).

If you wish to learn more about which personal data is processed and the reasons for which BAC collects and processes such data, as well as your rights in this regard, please refer to our Privacy Statement.

XI. FINAL PROVISIONS

BAC reserves the right to amend these Terms and the content of the services on objective grounds, including legislative changes, technical developments, security, or changes to the service offering. In the event of material changes, you will be informed proactively. Material changes include, inter alia: changes that significantly restrict access to the Fast Lane or the Brussels Airport lounges; that shorten the validity period of Passes already purchased; that increase the price of Passes already purchased; or that alter the Hearts mechanism for Hearts already collected to the detriment of the Customer. If you are a consumer, you have, in such a case, the right to terminate the contract within 30 days at no cost, with refund of the value of any unused Passes. Passes already purchased will remain valid under the original conditions until their expiry date. The new Terms apply to Orders placed after the changes, and to use of the Pass, Enjoy and/or Enjoy Bundles after you have been informed of the amended Terms. We therefore advise you to save or print a copy of the Terms before each Order. These Terms were last amended on the date stated in the header.

If any provision of the Terms, or any part thereof, is declared invalid, unlawful or unenforceable: (i) the validity, lawfulness and enforceability of the remainder of the Terms, or of the remaining provision, shall not be affected or impaired in any way; and (ii) the parties undertake to negotiate in good faith with a view to agreeing a clause that comes as close as possible to the purpose and intention of the invalid, unlawful or unenforceable provision or part thereof.

The failure by BAC to enforce its rights under these Terms shall not be considered a waiver of such right and shall in no event extend or modify your rights.

Belgian law applies to these Terms. Any dispute concerning these Sales Terms and Conditions that cannot be amicably resolved between the parties shall fall within the exclusive jurisdiction of the Dutch-speaking courts and tribunals of the Brussels judicial district. If you are a consumer, you may also bring the dispute before the court of your place of domicile in accordance with Article 18 of Regulation (EU) 1215/2012 (Brussels I bis), and you may turn to the Consumer Ombudsman Service (<https://consumentenombudsdienst.be>) or the EU ODR platform (<https://ec.europa.eu/consumers/odr>) for out-of-court dispute resolution, without prejudice to the applicable mandatory rules concerning consumer contracts.

V12/2026