

ORDER  
ON APPROVAL OF THE RULES FOR PROVIDING THE SERVICE  
"Fast Line by Visa"

In accordance with Agreement No. 84/22G dated October 27, 2022 between LLC "VIP Aviation Services Company" and LLC "Meal for Real"

HEREBY ORDER:

1. Approve the attached Rules for the provision of the «Fast Line by Visa» service.
2. This order shall become into force on October 27, 2022.

Approved

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Director of «Meal for Real» LLC  
Aysel Huseynova

**RULES FOR PROVIDING THE SERVICE  
"Fast Line by Visa"**

**Chapter 1. General Provisions**

1. The rules for providing the "Fast Line by Visa" service, henceforth to be referred to as "Service" are developed in accordance with the Agreement No. 84/22G dated October 27, 2022 between "VIP Aviation Services Company" LLC, henceforth to be referred to as "Airport" and "Meal for Real" LLC, henceforth to be referred to as "Organizer", as well as the legislation of the Republic of Azerbaijan, regulate the relations between the Organizer and the users of the Service, henceforth to be referred to as "User", determine the order of service provision, rights, duties and responsibilities of the Organizer and Users.

**Chapter 2. Service Objects**

2. On the first floor of the terminal complex "Heydar Aliyev International Airport", there is an information desk "Salam Service". There is a signboard with the name of the Service on the information desk. The texts of the signboard are in Azerbaijani and English languages.

3. Information on the name, address and telephone number of the Service Organizer, services provided, procedure of their provision, limitations, terms of service provision, rights, duties and responsibilities of the Service Organizer and Users shall be placed at the information desk of "Salam Service" at "Heydar Aliyev International Airport" airport complex.

4. The information desk of "Salam Service" at "Heydar Aliyev International Airport" airport complex, shall have the text of service rules, book of remarks and suggestions, which shall be given at the first request of the user.

5. The mode of operation of the Service provision shall be set by the Airport in coordination with the Organizer.

6. The Organizer shall have the right to place information and advertising signs in the "Heydar Aliyev International Airport" airport complex, as well as in other places convenient for informing users, in accordance with the established procedure of the Airport for advertising media and advertising messages. Each information piece and advertising sign shall bear the logo and information about the Service.

### **Chapter 3. Service**

7. Fast Line by Visa - a set of services for Visa Platinum, Visa Platinum Business, Visa Signature, Visa Signature Business and Visa Infinite cardholders, provided by the Airport, specified in Appendix No. 1 of Agreement No. 84/22G dated October 27, 2022.

8. Service provision period - from 27.10.2022 to 30.10.2024 inclusive. The period of service provision may be changed, or service provision may be terminated ahead of schedule by mutual agreement of the Airport and the Organizer. The period of service provision may be changed, or its early termination is possible in case of their disclosure on the website [www.visa.com.az](http://www.visa.com.az)

9. Services are subdivided into:

i. **Departure - "Salam Gold Visa"**

Salam Gold Visa service, which implies accelerated check-in and baggage drop-off process at departure using the technology of "Heydar Aliyev International Airport". The Service includes 1 baggage wrapping service for each passenger at a time.

ii. **Arrival – "Salam Platinum Visa"**

Salam Platinum Visa service, which implies accelerated check-in process at arrival using technology of "Heydar Aliyev International Airport". The Service includes the porter service, where the passenger is guided by the porter to the premium lounge in Terminal 2 of the airport.

10. The Visa Card Holder shall not bear any expenses for the provision of the Service, if the service availability has been confirmed by Visa Concierge chat-bot. The cost of providing the Service shall be determined by the contractual relations between the Organizer and the Airport, shall be a commercial secret, shall be calculated by the Airport based on the actual cost of the services provided and shall be covered by the Organizer in full.

### **Chapter 4. Service users**

11. Service User - holder of Visa Platinum, Visa Platinum Business, Visa Signature, Visa Signature Business and Visa Infinite bank payment cards issued by Azerbaijan Bank or banks of such countries as Ukraine, Belarus, Kazakhstan, Serbia, Moldova, Georgia, Turkmenistan, Tajikistan, Uzbekistan, Kyrgyzstan, Macedonia, Albania, Bosnia and Herzegovina, Kosovo, Montenegro travelling on a flight from "Heydar Aliyev International Airport" within the next 24 hours, carrying all necessary documents for check-in, according to the rules of the Airlines and the Airport.

12. The Service User receives access to the services described in clause 9 of these Rules for him/herself and his/her children under 2 years of age travelling with him/her on the same flight.

13. The User can use the Service 1 time within 24 hours from the last use of the Service. In order to receive additional service on the attendant with the client - it is also necessary to apply to the concierge in an

identical order, using another card with a relevant service.

14. In case the Organiser's Concierge does not confirm the passenger's request due to technical reasons, the airport staff must inform the Concierge's representatives about the situation on site.

#### **Chapter 5. Procedure for requesting the provision of the Service**

15. In performing Services, the Airport employees shall be guided by the internal documents having priority over these Rules.

16. When providing the Salam Gold Visa service, the User will be accompanied by an Airport agent.

The procedure for applying for and providing the Salam Gold Visa service:

I. The user applies for Salam Gold Visa service 12 hours prior to departure via Visa Concierge service and provides the following information:

1) First and last name of the Passenger

2) Flight date, time and number

3) Flight ticket

4) Contact number of the Passenger

5) During applying, it is necessary to indicate that the User is a participant of "Fast line by Visa" promotion as a holder of Visa Platinum / Visa Platinum Business / Visa Signature / Visa Signature Business / Visa Infinite card.

II. Having received the application, the Airport Agent informs the User to which entrance of the Terminal he/she should come to.

III. The Airport Agent meets the User with a sign at the required entrance to the Terminal and escorts him/her to the Salam Service counter, which is also located at the entrance to Terminal 1 or Terminal 2.

IV. The user is offered a porter service. The porter's services shall be provided up to the check-in desk, further this service shall be paid additionally. After that, the Airport agent accompanies the User to the fast-track check-in counter. When passing through the check-in and baggage drop-off at the corresponding counter, the Service User shall present his/her ticket(s) to the airport employee. If the documents presented match, the airport employee will check-in for the flight. If the User has items to declare, the Airport agent will guide the User to the appropriate counter and help in filling of the customs declaration. Then the User will be directed to the Security Zone for accelerated inspection.

V. The user is offered the service of packing one piece of luggage, which is included in the "Salam Gold Visa" service, before checking it in at the appropriate counter.

VI. Upon entering the Security Zone, the User provides his/her boarding pass for inspection. It is necessary to undergo a body search and provide hand luggage for inspection through the X-ray machine. Then, the User will be directed to the fast-track Passport Control counter.

VII. At Passport Control, the User shall present his/her boarding pass for verification.

VIII. After the necessary procedures have been carried out, the User shall be escorted to the general waiting room for boarding.

IX. If the User wishes to cancel the Fast Line service by Visa, the User must notify about it 3 hours prior to departure by writing to the Visa Concierge chat-bot.

17. When providing the "Salam Platinum Visa" Service, the User will be accompanied by an agent of the Airport. Procedure for Provision of the Salam Platinum Visa Service:

- I. The user applies for Salam Platinum Visa service 12 hours prior to arrival via Visa Concierge and provides the following information:
  - a) First and last name of the Passenger
  - b) Flight date, time and number
  - c) Flight ticket
  - d) Contact number of the Passenger
  - e) During applying, it is necessary to indicate that the User is a participant of "Fast line by Visa" promotion as a holder of Visa Platinum / Visa Platinum Business / Visa Signature / Visa Signature Business/ Visa Infinite card.
- II. The Airport Agent meets the User together with the sign at the entrance to Terminal 1 from the apron side.
- III. The Airport Agent accompanies the User to the appropriate fast-track passport control counter and performs check-in out of queue.
- IV. After accelerated passport control out of the queue, the Airport agent escorts the User to the premium lounge in the Terminal 2 of the airport.
- V. The Airport agent takes the baggage claim ticket from the User. Baggage is provided to the User by the Airport agent. If necessary, assistance in filling in the customs declaration form is offered.
- VI. If the User wishes to cancel the Fast Line service by Visa, the User must notify about it 3 hours prior to departure by writing to the Visa Concierge chat-bot.

#### **Chapter 6. Rights of Service Users**

18. The passenger has the right to:

- a. Receive information on the terms and conditions of "Fast Line by Visa" Service and on the technology of Salam Gold Visa and Salam Platinum Visa Services at "Heydar Aliyev International Airport" in accordance with Agreement No. 84/22G dated 27 October 2022; on these Rules; on the mode of providing the Service;
- b. submit an Application for failure to provide the Service with a copy of the air ticket;
- c. file a claim, without the right to claim compensation for damages, in case of non-fulfilment or improper fulfilment of obligations to provide the Service.

#### **Chapter 7. Responsibility of the Service Users**

19. The User of the Service bears responsibility, stipulated by the legislation of the Republic of Azerbaijan, for the reliability of the provided data. The User of the Service guarantees that the use of the Service is not related to entrepreneurial activity, for which he/she bears responsibility stipulated by the legislation of the

Azerbaijan Republic.

### **Chapter 8. Responsibility of the Organizer**

20. The Organizer shall provide the Service on the terms and conditions of provision of Services of "Heydar Aliyev International Airport" in accordance with Annex No.1 of Contract No.84/22G dated 27 October 2022 at the territory of the "Heydar Aliyev International Airport" Airport Complex.

### **Chapter 9. Claim submission period and procedures**

21. In case of non-performance or improper performance of obligations to provide the Service, the passenger has the right to submit a claim to the Organizer, without the right to claim compensation for damages, which is subject to consideration in the manner prescribed by law.

22. The claim shall specify: date, flight number, Visa card issuing bank, address and full name of the addressee and sender.

23. Claims may be submitted in writing to the Organizer, to the legal address of the Organizer: Azerbaijan, Baku city, Yasamal district, 28 Builders Avenue, AZ1000 to the name of the Executive Director of the company - Huseynova Aysel.

24. Claims shall be returned without satisfaction if:

- a) the claimant is not a User of the Service;
- b) have passed more than 14 days from the date of provision of the Service;
- c) there is no information specified in paragraph 25 of these Rules.

25. Claims and complaints are considered in all cases and, based on the results of the investigation, the appeal is categorized as justified or unjustified. In both cases, the passenger is sent information about the results of the investigation.

26. In case of refusal to satisfy the claim or partial satisfaction thereof, the Organizer is obliged to give a substantiated reply indicating the reasons for the refusal or partial satisfaction thereof and return the documents attached to the claim, as well as explain to the applicant his/her rights.

27. Visa International Service Association and any of its affiliates are not the Organizers or Service Organizers and are not responsible for the Organizer's compliance with the Rules, the legislation of the Republic of Azerbaijan, and are not liable for claims related to the Services.