



## **General terms and conditions of use for parking lots and online reservation of parking spaces at Luxembourg Airport**

### **1. Management of Luxembourg Airport parking lots:**

The management and operating of the parking lots for terrestrial motor vehicles at Luxembourg Airport is assumed by the "Société de l'Aéroport de Luxembourg S.A." exercising under its commercial name "lux-Airport" pursuant to article 25 of the contract for development, enhancement and operating of the Luxembourg Airport approved by grand-ducal regulation of 14 April 2003.

### **2. Scope of application:**

The present general terms and conditions of use apply to all users of parking lots for terrestrial motor vehicles at Luxembourg Airport. The users that have entered a written private contract with lux-Airport for the lease of parking spaces are subject to special conditions that may override the present. The users that have made online reservations of parking spaces are subject to additional terms and conditions as detailed below.

### **3. Price list:**

3.1 The price list is set by lux-Airport and varies depending on the type of parking lot chosen by the users. The detail of the price list currently in effect is displayed on the parking ticket dispensers, next to the automatic pay stations and can be looked up on lux-Airport's official internet site. Future modifications to the price-list will be announced a week in advance on lux-Airport's official internet site. The applicable price following online reservation of parking spaces is specified in a booking confirmation sent electronically to the user who made de reservation.

3.2 Each user entering a parking lot at Luxembourg Airport is engaged to pay the due parking fees when exiting said parking lots. Online reservation of parking spaces are payable upon reservation. Payment in exchange for parking ticket validation occurs either by cash or by credit card at the automatic pay stations located around the parking lots.

3.3 Loss and deterioration of parking tickets do not liberate the users of the parking fees at their charge and the amount shall be determined on convincing evidence of the actual duration of their stay inside the parking lots. In the absence of such evidence, lux-Airport will apply a plausible flat fee for each individual case.

3.4 Any user driving his vehicle off the parking lots without prior payment of due parking fees exposes himself to legal prosecution.

### **4. Maximum time limit for parking a vehicle:**

The maximum time limit for parking a vehicle at Luxembourg Airport is set to 6 months. In case said time limit gets overstepped by more than a month, the vehicle in question will be considered abandoned within the meaning of article 10 of the modified law of 14 April 1955 and legal proceedings will be initiated to dispose of said vehicle. Spent handling fees will be chargeable to the owner of the vehicle in addition to outstanding parking fees.

### **5. Online reservation of parking spaces :**

#### **5.1 Reservation**

Users who make an online reservation of parking spaces enter a binding contract by pressing the button "book now" and the end of the booking process. Said contract is deemed accepted by lux-Airport through provision of a booking confirmation sent electronically to the user who made the reservation. Conclusion of said contract against payment by the user of the applicable price engages lux-Airport to make available to the user the agreed parking spaces for a pre-determined period as specified in the booking confirmation sent electronically to the user who made the reservation. The contract will end on expiry of the reservation period.

#### **5.2. Prebooking service**

The user will receive a QR code with his booking confirmation. Said QR-Code is to be held up to the QR code reader at the entrance of the parkings lots at Luxembourg airport either by means of a smartphone display or a printed version of the booking confirmation. The online booking is recognized automatically and a parking ticket is issued. The QR code is only usable once, it is not transferable or alienable and is for personal use only. In case of loss of the QR code, the customer is obliged to pay the parking fee according to the price list of the specific parking lot. The QR code is only valid at the booked parking lot.

No refund is given if the user exits the parking lot before the end of the reservation period and he will no longer be admissible to re-enter the parking lot with the same QR-Code. If the user stays in the parking lot after expiration of the reservation period specified in his booking confirmation, additional fees will be charged in accordance with the specific parking lot price list and have to be paid at the pay machines



### 5.3 Revocation

In accordance with articles L.222-9 and L.222-10 of the Luxemburgish Consumer Code, the online reservation and contract thereof may be revoked by the user free of charge within the deadline of 14 days after receipt of the booking confirmation. Revocation will yield full reimbursement.

Should the user wish to revoke his reservation in application of the present article, he has to send a revocation request via email to [Hello@airportparking.lu](mailto:Hello@airportparking.lu) containing the following information:

- Statement that the user hereby wishes to revoke his reservation in application of article 5.3 of the general terms and conditions
- Reservation number to be revoked
- Date on which the reservation was booked
- Date on which the reservation was intended to start
  
- Name and Surname of the user
- Residential address of the user
- Contact details to reach the user either by phone or email

Furthermore in accordance of the same articles, if the booked services are to be performed within said revocation deadline the user is required to waive his legal right of revocation by giving prior confirmation during the reservation process.

Should the user be in the situation where he is required to waive his legal right of revocation, he retains the possibility to cancel his online reservation and contract in application of article 5.4. or to rebook in application of article 5.5 as stated below.

### 5.4 Cancellation

In situations where the legal right of revocation in application of article 5.3 does not apply, the user may cancel his online reservation and the contract thereof. Cancellation will yield reimbursement of the already paid fees minus a cancellation fee specified on the booking website.

Cancellation is not possible within 48 hours before the starting date of the reservation period and therefore will not yield any refunds.

The cancellation has to be initiated by the user via the booking website.

### 5.5 Rebooking

The user may choose to rebook an existing reservation pending confirmation that sufficient capacity is available to do so. In case of confirmed rebooking the already paid amounts will be reimbursed in full. The user will be charged in full for the new reservation. Both amounts will not be balanced between each other and will be handled separately.

Rebooking is not possible within 48 hours before the starting date of the reservation period and therefore will not yield any refunds.

The rebooking has to be initiated by the user via the booking website.

## 6. Rules of conduct and liability:

6.1 Users are reminded that in accordance with articles 165 and 166 of the modified grand-ducal decree of 23 November 1995 under the Luxembourg highway code any stationary vehicle must be positioned in a manner that doesn't obstruct either entry points, exist points or drivable passages of the parking lots and that the parking of vehicles is prohibited in all places where they might represent a danger to other users or where they needlessly hinder the traffic.

6.2 Users are held to respect elementary safety rules and traffic signs and must comply with all instructions given by airport staff or by subcontractors of lux-Airport positioned at the parking lots. It is strictly forbidden to deposit merchandise, oil, fuel canisters or any other inflammable and/or toxic products on the parking spaces. LPG vehicles, including those equipped with a safety valve, are prohibited from entering indoor parking lots. Trailers and camping wagons are not allowed on the parking lots. Disregard of these rules will hold the users fully liable.

6.3 Any form of advertising on the parking spaces as well as the distribution of advertising flyers to users is prohibited without prior authorization from lux-Airport. Entering the parking lots and staying there is only allowed in connection with the use of a parking space unless specified otherwise in separate lease contracts with lux-Airport.



6.4 lux-Airport reserves the right to relocate at the expense and risk of the user, any vehicle parked outside the marked parking spaces, wrongfully parked on reserved parking spaces or positioned in whatever manner interfering with normal parking lot operations. lux-Airport will apply all reasonable precautions when relocating said vehicle but declines all liability for unavoidable damage caused by these maneuvers that became a necessity due to the misconduct of the user.

6.7 lux-Airport declines all liability for break-ins, robbery, vandalism or any other harmful act the users fall victim to. lux-Airport does not assume surveillance or guard-duty of the vehicles stationed in the parking lots.

## **7. Video surveillance**

The parking lots are placed under video surveillance by lux-Airport for safety and security imperatives to be observed in an airport environment as well as for the protection of users and infrastructure. The video footage includes electronic recording of license plates for car park operational purposes. The records are kept for a maximum duration of one month. Access is restricted to authorized personnel and airport authorities.

For further information, or to exercise your rights and freedoms in application of the General Data Protection Regulation (GDPR), you can contact our Data Protection Officer (DPO) under the following address: [data.protection@lux-Airport.lu](mailto:data.protection@lux-Airport.lu).

## **8. Governing law and jurisdiction:**

All disputes arising from the present general terms and conditions that cannot be settled amicably fall under the exclusive jurisdiction of the Luxembourg Courts and Tribunals with material competence in such matters. The present general terms and conditions are governed by Luxembourg law. In case of discrepancies between the English version and the French version, the latter shall prevail.

contact us for prebooking:  
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[Hello@airportparking.lu](mailto>Hello@airportparking.lu)

for all other questions  
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