

PREMIER LOUNGES

by UTG aviation services

PREMIER LOUNGES BY UTG AVIATION SERVICES ETIQUETTE

To ensure an enjoyable experience for you and other passengers, please take a moment to read through the following Lounge Etiquette Guidelines.

GENERAL RULES OF CONDUCT

- For your comfort and to ensure sufficient space for all passengers, please leave your coats in the cloakroom or on designated hangers.
- To reduce noise levels to a minimum, please wear headphones while using personal devices, set your mobile ringer to silent, and keep conversations low.
- Please refrain from causing offence or disturbing other passengers.
- Please do not move furniture or interior objects and do not unplug any devices or lamps.
- Parents are requested to monitor the behavior of their children, and to discourage any shouting, running or jumping on the furniture.
- To provide a comfortable and welcoming atmosphere for all passengers, please refrain from lying down on the sofas, banquettes or benches. Please use the deck chairs in our designated Relaxation Zone.
- Please do not place your feet on any piece of furniture, including tables, chairs and other items.
- For hygiene and safety reasons, bare feet are not permitted.
- All passengers are asked to be held responsible for their own personal articles.
- In the case that a passenger becomes aggressive or appears to be intoxicated, any rudeness, abuse or threatening behavior towards Lounge personnel will not be tolerated. Guests will be asked to leave the lounge and Airport Police Officials will be involved in the regulation of the issue.
- Smoking cigarettes, pipes or cigars (including electronic cigarettes) is not permitted.

FOOD AND DRINKS

- Premier Lounges offer guests a buffet self-service meal system that does not limit the amount of food and beverages consumed on the territory of the Lounge. Please refrain from taking them with you.
- In order to maintain safe and hygienic conditions while taking food from the buffet, please use cutlery.

SPECIAL LOUNGE FACILITIES

- As a courtesy to fellow passengers, please limit your use of special Lounge facilities to the following times:
 - Shower Cabin - 30 minutes
 - Massage Chair Treatments - 30 minutes
- Deck chairs, Massage Chair Treatments and the Shower Cabin are all available on a first-come, first-served basis.
- To ensure all passengers in the Relaxation Zone can rest in comfort only limited number of drinks are permitted inside (1-2 servings per person). Please enjoy your meal or snack in the dining area.

IN CASE OF NON-COMPLIANCE WITH THESE RULES,
THE PERSONNEL HAVE THE RIGHT TO REFUSE
BUSINESS LOUNGE SERVICE.