



Meet & Assist Services at Denver International Airport (DEN)

1. General Provisions

- 1.1 Denver International Airport (“DEN”) offers Meet & Assist Services as described herein to provide support and service to passengers when arriving, departing or catching a connecting flight. The services provided are subject to these Terms and Conditions. Any terms and conditions stipulated by persons requesting Meet & Assist Services (“Customers”) or persons receiving the services (“Passengers”) are not applicable even if DEN is aware of them and do not expressly reject them.
- 1.2 The Meet & Assist Services offered by DEN are strictly limited to the following: meeting Passenger at their arrival location (either in the Jeppesen Terminal or at their domestic arrival gate); assisting Passengers with their baggage; accompanying Passengers through the airport; accompanying Passengers through security; and/or dropping Passengers off at their departure gate or mode of transportation. The Meet & Assist Services do not include services not expressly listed herein. Customers/Passengers shall not request DEN personnel to wait with Passengers at their gate or provide caretaking services, bathroom assistance, or any other services not expressly listed herein. However, Customers/Passengers may request DEN’s assistance in securing additional services pursuant to Section 5.1.
- 1.3 Customers/Passengers with limited mobility or that require additional assistance, such as wheelchair or caretaking services, may book such services directly with the airline of travel by contacting the relevant airline. Passengers cannot book wheelchair or caretaking services through DEN.
- 1.4 Meet & Assist Services cannot be used to obtain an exemption from mandatory official measures in the passenger handling process and security protocols, including but not limited to passenger screening, passport control, and customs.
- 1.5 Persons under age 16 must be accompanied by an

adult. DEN has the right to refuse any booking in which the airline or DEN determines that any part of the party is an unaccompanied minor.

- 1.6 DEN may collect, store, and process data related to Customer and/or Passenger for administrative purposes only. Any use of information is solely used to provide customers and passengers the service requested from DEN.

2. Service Requests & Changes

- 2.1 In order to request Meet & Assist Services, Customer/Passenger must request such services through https://www.flydenver.com/traveler_services/concierge_services.
- 2.2 Customer/Passenger must request Meet & Assist Services at least 48 hours prior to the time of the service, based on the departure or arrival time of Passenger(s).
- 2.3 By requesting/accepting DEN Meet & Assist Services, Customers and Passengers agree to be subject to these Terms and Conditions.
- 2.4 Customer’s request for Meet & Assist Services becomes a binding order only when DEN sends confirmation that it can accommodate the request. Even when the request is sent within the time period stated in Section 2.2, the service is still subject to availability of resources and, therefore, cannot be guaranteed. If DEN does not confirm Customer’s request at least 24 hours before the service is to be rendered, the request is no longer binding and the services will not be provided.
- 2.5 Customers/Passengers must inform DEN via email at concierge@flydenver.com as soon as possible of any change in the requested services (such as changes in arrival or departure times, number of persons, services requested, etc.). The changes will not be incorporated in a Customer’s order until DEN provides confirmation. DEN does not guarantee that it will be able to accommodate all requested changes to service. DEN shall not be liable for any issue with services resulting from a Customer’s failure to inform DEN of such changes.

3. Cancellation of Services

- 3.1 If a Customer wishes to cancel Meet & Assist Services, the customer must cancel the Meet &



Assist Services no later than 24 hours prior to the time of such services. DEN reserves the right to cancel or adjust confirmed bookings for any reason at any time, including, without limitation, operational, safety, capacity, or security requirements and/or considerations, flight delays or cancellations, staffing availability, unclaimed services, a Customer/Passenger violation of any provision of the Terms and Conditions, or if the Customer makes any misrepresentation(s) or material omissions in their request for services.

- 3.2 DEN reserves the right to cancel or adjust confirmed bookings if Customer/Passenger violate any provision of these Terms and Conditions and/or makes any misrepresentation
- 3.3 DEN shall not be liable for any consequential, indirect, or any other damages or loss resulting from any cancellation or adjustment.

4. Meeting Point and Time; Waiting Period

- 4.1 DEN personnel will make themselves identifiable with signage at the arranged meeting point and time. The Passenger(s) being met and assisted must identify themselves to DEN personnel and ensure that the person(s) with whom they make contact is actually a DEN employee.
- 4.2 DEN personnel will remain at the arranged meeting place for 20 minutes after the arranged meeting time. For departing Passengers, Customers/Passengers must notify DEN of any delay to the Passenger(s) within that time by contacting the service point of contact (“**POC**”) via phone or text. The POC will be identified in the booking confirmation. If a Passenger’s flight is delayed or if the Passenger does not arrive within 20 minutes of the meeting time, DEN reserves the right to cancel the service.
- 4.3 When booking Meet & Assist departure services, customers must specify a meeting time. Unless otherwise arranged, the service will be scheduled at least 120 minutes prior to the Passenger’s scheduled flight departure time.
- 4.4 Should the flight be changed or cancelled, DEN reserves the right to cancel the service based on DEN staffing availability.

5. Additional Services

- 5.1 Upon request, DEN may agree to help arrange (but not provide) porter, skycap, wheelchair and/or ADA-compliant services not included in DEN Meet & Assist Services (“**Additional Services**”). DEN will consider such requests on a case-by-case basis and in no way guarantees the performance of such requests. Customers/Passengers are responsible for any and all costs and tips associated with receiving Additional Services. DEN shall not be liable for and will not bear the cost of any Additional Services rendered.
- 5.2 Porter or Skycap Assistance. When requested by a Customer, DEN personnel may work with the relevant airline to arrange curbside porter or skycap service for checked baggage. These services are dependent upon availability by the airline. Not all airlines provide curbside porter service. All porter tips and charges are the sole responsibility of the Passenger. DEN personnel are not able to pay or tip on behalf of the Passenger.
- 5.3 Wheelchair or ADA Compliant Attendant. Each airline provides their own wheelchair services for their passengers. As stated in Section 1.3, wheelchair services must be booked by the Customer directly with the airline. DEN personnel will coordinate with the airline and respective wheelchair ground service provider to ensure wait time is minimized. Customers should provide as much information of specific needs as possible. For example, in cases of a fused leg or leg in cast, please advise if a leg-lift is needed, and which leg.
- 5.4 Lounge. Meet & Assist Services do not include the use of an airline lounge. Some airlines may sell a day-pass to access their lounges, which is at the sole discretion of the airline. All charges for lounge usage are directly between the airline and the Passenger. DEN personnel cannot and will not provide payment for such services on behalf of the Passenger.

6. LIMITATION OF LIABILITY; FORCE MAJEURE

- 6.1 DEN shall not be liable for any consequential, incidental, indirect, special, reliance, or punitive damages or for any lost profits or revenues,

regardless of the legal theory under which such liability is asserted. In no event shall DEN's aggregate liability exceed the agreed upon cost for Meet & Assist Services. DEN in no way limits or waives the rights, immunities and protections provided by C.R.S. § 24-10-101, et seq.

- 6.2 In no event shall DEN be responsible or liable for any failure or delay in the performance of services arising out of or caused by, directly or indirectly, forces beyond its control, including, but not limited to, flight delays and/or cancellations (including those due to weather, air traffic, airline strikes, flight cancellations by the airline for any reason, or passenger illness), strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes, acts of God, pandemics, interruptions, loss or malfunctions of utilities, communications, or computer (software and hardware) services, intervention on the part of public authorities, inaccurate information provided by the passenger in the service request form (arrival or departure times, connecting flights, flight destination, meeting point or time), and errors or omissions made by an airline, ground transportation provider, or other third party.

7. Passenger Responsibilities

- 7.1 It is the Passenger's responsibility to arrive at the airport in a timely manner in accordance with airline and DEN guidelines. DEN is not responsible for a Passenger's missed flights or late arrival for any reason.
- 7.2 It is the Passenger's responsibility to adhere to the rules and regulations of the airline, DEN, and the Transportation Security Administration (TSA). DEN is not responsible for missed flights due to Passenger negligence or noncompliance with regard to these rules.
- 7.3 DEN is not responsible for Passenger's incorrect or missing documentation or an airline disallowing passenger travel.
- 7.4 DEN is not responsible for items left on board the aircraft, at TSA, or on airport property.

- 7.5 Please note the limitations to liability in the areas within the scope of the Warsaw Convention, Montreal Convention, and the Federal Aviation Administration (FAA) Regulations.

8. Venue, Choice of Law & Disputes; Severability

- 8.1 Venue for any action arising hereunder shall be in the City and County of Denver, Colorado.
- 8.2 These Terms and Conditions shall be governed by the laws of the State of Colorado as well as the Charter and Revised Municipal Code, rules, regulations, Executive Orders, and fiscal rules of City and County of Denver, as may be amended from time to time.
- 8.3 All disputes shall be resolved by administrative hearing, pursuant to the procedure established by D.R.M.C. § 56-106. The CEO of DEN shall render the final determination.
- 8.4 If any portion of these terms or a service order is held invalid or ineffective, the remaining terms shall continue in full legal force and effect.