

# TERMS, CONDITIONS, AND PRICING FOR FAST TRACK SERVICES AT KEFLAVÍK AIRPORT

## Fast Track to Security

### 1. Scope and definitions

These terms and pricing apply to the sale by Isavia ohf. of Fast Track to Security at Keflavík Airport. Payment shall be made for each passenger that uses the Fast Track to Security. By purchasing or reselling Fast Track to Security at Keflavík Airport the User/Reseller accepts these Terms and Conditions.

#### 1.1 Fast Track to Security

A service that allows passengers to bypass the regular line for security screening. Passengers that are eligible for the service additionally have priority to the elevator from the check-in hall to the security checkpoint, for example when the airport is busy, and queues have formed at the security screening. Clear markings (floors, signs, screens) will guide passengers from the check-in hall all the way to a line specifically assigned for Fast Track passengers. Once passengers have passed through the gate to security screening, they will then pass through security screening at a specifically assigned screening line.

#### 1.2 General Service Fee for Fast Track to Security

Fee for Fast Track to Security as stated in article 4.1.

#### 1.3 Users/resellers

**Fast Track User:** An individual or legal entity that pays for the use of Fast Track.

**Fast Track Reseller:** A legal entity that pays at least ISK **500000** on an annual basis to Isavia due to the resale of Fast Track.

Only users who have an active account and are in good standing with Isavia ohf. can become Fast Track Resellers.

### 2. Service criteria

- 2.1 The service does not guarantee passengers from having to wait in line, however Isavia's service goal is that all passengers who are entitled to the service have passed through the gate to security screening within 5 minutes (in 98% of cases). To ensure the quality of the service, Isavia monitors usage and waiting time through a specially designed monitoring system.
- 2.2 The number of defined express search lines will vary depending on the usage of the security search at any given time.
- 2.3 Fast Track opening hours are the same as for general airport security.

### 3. Technical Specification

- 3.1 The User is responsible for providing travel documents that are machine readable (boarding pass includes relevant barcode/QR fields) and include information about the passenger being entitled to use the Fast Track service. Using Boarding Pass Validation (BPV) gates, access to the Fast Track is granted based on scanning of a Barcoded Boarding Pass (BCBP). Resellers shall use the Fast Track Indicator field of the BCBP to identify if the passenger has access through the gate. If the Fast Track Indicator is set to 'Y' the passenger will have access through the gate. If Fast Track Indicator is set to anything other than 'Y' the gate will not grant access.
- 3.2 In the event that a passenger is not satisfied with the service, the Reseller shall be the point of contact for the passenger and the Reseller shall be responsible for addressing and resolving the passenger's concerns or complaints.

### 4. Pricing and Payment

- 4.1 **General Service Fee** for Fast Track to Security:

Pr. passenger	Charge without VAT.	Charge with VAT.
	<b>2000 ISK</b>	<b>2480 ISK</b>

- 4.2 **Discounts:**

Fast Track Reseller: 40%

- 4.3 Isavia will issue an invoice monthly, for the service fee pertaining to the previous month. The invoice will be based on the number of passengers as recorded by Boarding Pass Validation gates. The final due date is 30 days after the date of the invoice.

In case of non-payment within 30 days from the due date, any discount will be cancelled. After such time, a reseller must pay for use of Fast Track to Security according to the **General Service Fee for Fast Track to Security**.

- 4.4 All payments are non-refundable.

### 5. Data Protection

- 5.1 In the case of personal data being processed to the extent required for the sale or delivery of services, or otherwise for the cooperation between the parties involved in the processing of personal data, users/resellers shall be data controllers regarding any personal data processed by them. Users/resellers shall at all times comply with their respective obligations as data controllers under applicable data protection and privacy laws governing the relevant data, including European Union General Data Protection Regulation where it applies. Users/resellers shall take all appropriate technical and organizational measures to ensure that the personal data is protected against misuse and loss, as well as unauthorized access, modification or disclosure.
- 5.2 Isavia will not disclose personal information to resellers, users or any third party unless when compulsory to comply with law and/or orders issued by governmental authorities.

## 6. Other Terms and Conditions

- 6.1 The service shall always be titled “Fast Track to security” or in Icelandic “Hraðleið í öryggisleit”. The reseller is not allowed to use other branding for the service.
- 6.2 The user may not assign any rights pursuant to these Terms, in part or in whole, except with prior written consent by Isavia.
- 6.3 Isavia reserves the right to limit the number of available Fast Track slots at any time.
- 6.4 Resellers, by reselling Fast Track Services, accept The Isavia Code of Conducts: [Code of conduct for Suppliers](#).
- 6.5 This Agreement is governed by the laws of Iceland. Disputes arising from or related to these Terms shall be settled by District Court of Reykjavík (Héraðsdómur Reykjavíkur).
- 6.6 These terms and prices valid from **May 1, 2024**, and are updated annually in accordance with the Consumer Price Index (May 2024, 620.3).
- 6.7 Isavia ohf. reserves the right to make further changes without prior notice.

Keflavík Airport, 1. April 2024