

Terms and Conditions for Luggage Handling Assistance

1. The concessionaire will provide a luggage transfer assistance service at the AMB Airport to all those passengers who may need it for any reason, provided that they have duly completed the form (request for assistance), available at Nuevo Pudahuel's website, at least 48 hours in advance.
2. The purpose of this assistance service is to provide the aforementioned passengers, upon their request and at no additional charge to them, with the basic luggage transfer support to and from any point of the Airport, including boarding, landing, transit and/or connection processes, as indicated on the assistance request form.
3. The passengers shall be responsible for showing up at the selected meeting point at the scheduled time and for announcing their landing at the selected meeting point to the Concessionaire personnel in charge of the assistance service. With respect to scheduled attendances, the assistance service request will expire, and therefore be cancelled if the passenger does not announce their presence at the selected meeting point, after 5 (five) minutes from the scheduled meeting time.
4. The Concessionaire will not be responsible for providing the assistance service in the event that the passenger has not shown up and announced themselves in a timely manner at the chosen meeting point, with the necessary and sufficient advance notice, either due to their own negligence or that of a third party, including that of an airline.
5. If a scheduled request has not been made or has expired, the assistance service may only be requested at one of the airport meeting points, either by the passenger or by the third party. This new request will be available once the applicant has provided all the information and documents required for this purpose and has duly informed the Concessionaire staff.
6. For the purpose of providing the appropriate luggage handling service, it is the passenger's duty to:
 - calculate airport arrival times (if applicable)
 - be fully and in due time informed of all the procedures, formalities, controls, reciprocity payments, documentation, obligations, requirements, restrictions and/or limitations applicable in Chile with respect to air transport and, in particular, although not limited to, the processes of boarding, arrival, transit and connections, and of the times that all these may entail.
 - be fully and promptly informed about the Airline conditions for boarding, landing and connections
 - calculate the time needed to be able to connect to other flights (if applicable).

The Concessionaire shall not be liable for any consequences that may arise from the noncompliance of the aforementioned situations.

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1. The Concessionaire shall not be liable for the provision of the luggage assistance service when: - the request has not been made using the form indicated on the Nuevo Pudahuel website - the form has not been filled out in due time (at least 48 hours in advance) - the request does not include all the required information - the information provided is not in compliance with the request - In the event of unforeseeable circumstances or force majeure, i.e. unforeseen events that are impossible to resist, that are beyond the control of the parties.

2. The luggage transfer assistance service will not include, among others: - any health and/or food service, medical, paramedical or dental care, nursing care and/or care of the infirm, patients or persons wounded or injured. It also excludes, in the same terms, any veterinary health service and/or food for guide or assistance dogs. - assistance for the passengers' escorts - the custody, handling or keeping of the passenger's luggage - assistance for passengers on board the aircraft.

3. In general, during the provision of baggage handling services, the Concessionaire shall not be liable in any event for any consequences arising from an act or omission of a third party or of the air carrier with which the passenger travels or of any other entity directly or indirectly involved in the passenger's passage through the Airport, including, but not limited to, cases where an air carrier rejects the passenger's boarding, cases of a delay or cancellation of a flight, or cases in which any authority prevents the passenger from taking his flight, either due to the lack of the necessary authorizations or a delay.

4. A System of Questions, Complaints and Suggestions is available for Airport users, so that if a passenger considers that one or more of the present general terms and/or conditions have been violated, they can inform the Concessionaire.