

1. The Concession will supply the assistance service in the airport to those passengers who qualify as Reduced Mobility Passengers (RMP), continuously and without interruption, in accordance with the Terms & Conditions applicable.

The purpose of this service is provide assistance to those RMP who require it at no cost, helping the passenger with his or her luggage and guiding them through the boarding, landing, transit and/or layover processes.

The Concession will not liable nor responsible when:

- The passenger has not indicated the required assistance through the forms provided,
- The request does not include all the mandatory information,
- The information provided is not compatible, or it does not allow for the Concession to provide assistance as per the Terms & Conditions.

2. The RMP will be solely responsible for making him or herself known at the pre-arranged meeting point and time as per the assistance form, and to announce his or her presence to the appropriate Concession staff providing the service.

The request for assistance will be null and void if the RMP has not announced his or her presence at the pre-arranged meeting point within 5 (five) minutes of the agreed timeslot.

**The Concession shall not be responsible in any case of providing the service when the RMP has not arrived at the pre-arranged meeting point in a timely fashion and/or has not announced his or her presence to the appropriate Concession staff, regardless of the cause or if this is due to his or her own motives, causes related to the airline, or an act of God.**

Should a request expire, the assistance service will only be available to request again from one of the designated points at the RMP's initiative or via the airline. The request will be again valid once all relevant information fields have been completed providing the information necessary, and informing the appropriate Concession staff.

3. The provision of this service from the Concession does not exclude the RMP from the following:
  - Obtaining the appropriate information about every and all processes, including formalities, procedures, controls, reciprocity fees, documentation, obligations, restrictions and/or limitations applicable in Chile pertaining to air transport with regards, although not limited to, the processes of boarding, landing, transit and layovers, and of the timings needed to suitably meet those requirements.

- Obtaining the appropriate information regarding the airline's requirements for boarding, landing and passenger layover, particularly with regards to Reduced Mobility Passengers in the airport.
- Estimating the appropriate time frames to allow connection with other flights, if applicable. Under normal conditions, the RMP will be the first to board and the last to de-plane the aircraft.

The Concession will not be responsible for the possible consequences derived from not taking under consideration the above points.

4. The assistance service will not entail, amongst others:

- Providing any health, nourishment, medical, dental or nursing assistance, or care of any passenger needing assistance due to illness or accident. In the same fashion, it is also excluded any provision of veterinary services and/or nourishment of service dogs,
- Assistance towards the RMP's companion(s),
- Care or handling of the RMP's luggage,
- Assistance to the RMP inside the aircraft.

In general terms, the Concession will be in no way responsible while providing this service for any consequence derived from any act and/or omission from the RMP's airline, or any other institution or entity affecting directly or indirectly the RMP's journey through the airport, including but limiting to any incident in which an airline might refuse boarding to the RMP, any flight delays or cancellations, or any situations in which any authority might prevent the RMP from boarding his or her flight, due to failure to provide the appropriate documentation or delay.

Reading these Terms & Conditions does not exempt the passenger from reading the "Assistance to Reduced Mobility Passengers at Arturo Merino Benítez International Airport Rulebook", which can be found online on [www.nuevopudahuel.cl](http://www.nuevopudahuel.cl) or in printed form at the information desks located inside said airport.

Passengers may find Complaints, Queries, Suggestions and Congratulations modules throughout the airport. Should any RMP find that his or her rights in accordance with these Terms & Conditions have been infringed, they may inform the Concession via these modules.