

Service Menu

For reservations, please visit www.alwaysvip.com

Service Package	Service Description	INR per person	Upgrade with 3-hour Lounge Use
Gold Arrivals A dedicated one-on-one escort from the moment you arrive at the airport till you embark to your final destination	<ul style="list-style-type: none"> Greeting with welcome placard at the Arrivals gate Escort from the Arrivals gate to immigration area Provide immigration process guidance Escort to baggage area and assist with baggage collection Escort to Arrivals lounge, includes 3-hour complimentary Lounge Use Escort to transportation pick-up point 	3,100	Complimentary
Gold Departures A dedicated one-on-one and end-to-end escort through the departure journey	<ul style="list-style-type: none"> Greeting at welcome counter in the passenger drop-off zone Provide porter service with baggage handling and check-in assistance Provide immigration process guidance and security assistance Escort to Departures lounge and wait for boarding, includes 3-hour complimentary Lounge Use Escort to the boarding gate 	3,100	Complimentary
Silver Arrivals	<ul style="list-style-type: none"> Greeting with welcome placard at the Arrivals gate Escort from the Arrivals gate to immigration area Escort to baggage area and assist with baggage collection Escort to transportation pick-up point 	2,000	2,800
Silver Departures	<ul style="list-style-type: none"> Greeting at welcome counter in the passenger drop-off zone Provide porter service with baggage handling and check-in assistance Provide immigration process guidance and security assistance Escort to the boarding gate 	2,000	2,800
Family Arrivals	<ul style="list-style-type: none"> Greeting with welcome placard at the Arrivals gate Escort from the Arrivals gate to immigration area Escort to baggage area and assist with baggage collection Escort to transportation pick-up point 	6,500*	9,700*
Family Departures	<ul style="list-style-type: none"> Greeting at welcome counter in the passenger drop-off zone Provide porter service with baggage handling and check-in assistance Provide immigration process guidance and security assistance Escort to the boarding gate 	6,500*	9,700*
Transit Easy and convenient service for both international and domestic transit passengers	<ul style="list-style-type: none"> International to International, includes 3-hour complimentary Lounge Use International to Domestic, includes 3-hour complimentary Lounge Use Domestic to International, includes 3-hour complimentary Lounge Use 	3,000 4,000 5,000	Complimentary Complimentary Complimentary

*Terms and Conditions apply

Service Package	Service Description	INR per person
Lounge Use	<ul style="list-style-type: none"> Lounge Use up to 4 hours Includes food and beverage, shower facilities, Wi-Fi, TV channels, and international newspapers and magazines 	2,500

Important Notes

All rates are subject to prevailing applicable local taxes

Porter service includes up to two (2) baggage. Extra baggage will be charged at one hundred (100) Indian Rupees per piece plus prevailing applicable local taxes

Children aged two (2) or over will be charged at full rate except for family package

*Rates are per family inclusive of two (2) adults and two (2) children up to aged twelve (12)

Terms and Conditions

1. Upon submission of order form, full payment in local currency plus prevailing applicable local taxes of the order amount is required to proceed with booking.
2. Guest details will be taken and kept at the time of booking, and by making a booking, each guest consents to the use of such guest's information, including but not limited to name, passport details and travel arrangement details, for the purpose of Premium Port Lounge Management Company Private Limited ("the Company") to provide the services.
3. Children aged two (2) or over will be charged at full rate.
4. Service order shall be submitted at least forty eight (48) hours in advance and must be confirmed twenty four (24) hours prior to arrival (STA/Standard Time of Arrival) or departure (STD/Standard Time of Departure). Any service order submitted with less than forty eight (48) hours' notice will be subject to availability and the final confirmation by the Company, and may be subject to surcharge. For all confirmed bookings, changes in written notice by email: allwaysindia@plaza-network.com can be made twenty four (24) hours prior to the confirmed service time. Please note that changes may be subject to surcharge.
5. If any information supplied at the time of booking is incorrect, the Company reserves the right to refuse or reject the provision of the services. The contact numbers of the guest, local driver or receiving party must be provided in advance. The Company holds no responsibility for incomplete service fulfillment due to reason that the given contact number cannot be reached.
6. For packages with porter service, two (2) regular-sized baggage per guest are allowed with maximum dimensions of 90 x 75 x 43 cm each and up to a combined weight of forty (40) kgs. Oversized and/or overweight baggage will be subject to surcharge. Extra regular-sized baggage thereafter is charged at one hundred (100) Indian Rupees per piece plus prevailing applicable local taxes.
7. All services are subject to availability. The Company reserves the right to assess and decide acceptance of each service order.
8. For Arrivals Guest Service, guest will be treated as no show if the guest does not respond to the welcome signage after all the other passengers of the same flight have disembarked; or if the guest is absent at the Arrivals counter after thirty (30) minutes from the flight's actual time of arrival. For Departures Guest Service, no show will be declared if the guest is absent at the meeting point after thirty (30) minutes from the agreed arrival time. No show is subject to full payment of total order amount and is non-refundable.
9. The Company reserves the right to charge an additional fifty (50) percent of the full order amount in case of flight delays over two (2) hours from the STA/STD and every two (2) hours thereafter may be subject to surcharge.
10. The Company will only accept requests for service cancellation or re-schedule of itinerary made directly by the guest.
11. For enquiries on entry, visa requirements or customs regulations, please contact the respective government bodies for detailed information.
12. Each service order shall be completed within one (1) hour or at the discretion of the Company in accordance to individual service package requirements. Any time extension of service hours due to guests' own issues, including but not limited to visa problems at immigration and customs clearance or lost luggage, will be subject to surcharge and is subject to availability.
13. For all confirmed bookings, any service cancellation or amendment (in written notice to: allwaysindia@plaza-network.com) is subject to surcharge as below:

Time	Cancellation	Amendment
24 hours in advance	Nil	Nil
Between 12 and 24 hours	25%	Nil
Within 12 hours	100%	50%
14. All surcharges must be paid on the date of service.