

REGULATION ON THE USE OF LOCKERS

HUMBERTO DELGADO AIRPORT
LISBON



As a complement to and support for its airport activity, **ANA – Aeroportos de Portugal S.A.**, (hereinafter called ANA) operates a locker system in Humberto Delgado Airport, Lisbon. In order to define the rules for this operation, this **REGULATION ON THE USE OF THE LOCKER SYSTEM AT HUMBERTO DELGADO AIRPORT** is established and is governed by the following articles:

Article 1 (PURPOSE)

The purpose of this regulation is to regulate the organisation, use and operation of the locker system, located outside the departure area in **Humberto Delgado Airport**.

Article 2 (SCOPE OF APPLICATION)

This regulation applies to all the equipment referred to in Article 3 and all its users.

Article 3 (COMPOSITION)

1. Humberto Delgado Airport operates a locker system that is made up of the following elements:
 - a. 80 lockers of the following size: 360x480x880
 - b. 96 lockers of the following size: 360x650x880
 - c. 40 lockers of the following size: 360x990x880
 - d. 8 lockers of the following size: 720x990x880
 - e. 10 lockers of the following size: 360x2000x880
 - f. Ten automatic payment terminals accepting coins, notes and bank cards.
2. Their location, capacity and purpose is as follows:
The equipment making up the locker system is located outside the departure area in Terminal 1. There is a total of **234 luggage lockers**, distributed over 10 banks of lockers, with a payment terminal at each bank of lockers. They are designed for temporary storage of users' luggage at Humberto Delgado Airport.
3. From an administrative point of view, Humberto Delgado Airport has access to an internet app that allows it to monitor the use of each one of the lockers in real time, as well as payment and the composition of the cash in each of the ten payment terminals.

Article 4 (HOURS OF AVAILABILITY)

1. The locker system is available to the public 24 hours a day, with round-the-clock personalised telephone assistance, closing only in the event of force majeure.
2. For the purpose of the previous point, force majeure incidents include the occurrence of natural disasters, anomalous situations constituting a danger to the users, as well as the need to carry out repairs or work on the lockers, which should be partially free and vacant.
3. Users of the locker system must be notified of any closure of the locker system if this is foreseeable through the affixation of notices to the lockers and on the access routes to them at least 48 hours in advance, if possible.



4. When there are unexpected occurrences, the users must also be notified of any closure of the locker system through notices as soon as such need becomes known.

Article 5 (USE OF THE LOCKER SYSTEM)

1. LOCKERS are available for use by:
All users who, after placing their luggage in one or more of the lockers available, make the payment for the required period in the automatic payment terminal, in conjunction with the cases provided for in the fee table called *Other Fees of a Commercial Nature* at Humberto Delgado Airport.
2. Maximum amount of time lockers may be used: 48 hours.

Article 6 (MISUSE OF THE LOCKERS)

1. If any luggage is left in the lockers for more than 48 hours, this will be considered as misuse of the lockers.
2. Such misuse (more than 48 hours) will imply payment for the time the luggage was left in the locker up to the 48-hour period. After this period, an additional daily fee of €20 will be charged.
3. Whenever there is misuse of the lockers, ANA will request the presence of the PSP police and, when they are in attendance, the locker will be opened and the contents checked by the police; the contents will then be left in the care of the concession holder.
4. Luggage, packages and other objects of any nature left in the lockers and not claimed in the 90 days following the time they were placed in the Left Luggage lockers are deemed to have been abandoned, in accordance with Article 1 of Decree-Law No. 84/92, of 07/05/82.
5. This information is duly disclosed to the users in the signs affixed on the lockers, in accordance with Article 50 of Decree-Law No. 142/ 2019, National Civil Aviation Security Programme.
6. After 90 days, ANA shall be entitled to destroy the item in question.
7. Although perishable products are not allowed to be kept in the lockers, whenever the luggage removed shows signs of containing perishable products, after the locker has been opened and the PSP has carried out a safety check, the products will be destroyed.
8. Whenever the PSP identifies suspicious luggage, this shall be subject to police procedures. In this case, if the luggage is claimed by the passenger, Humberto Delgado Airport is obliged to inform the PSP immediately and cooperate with them according to the indications received.

Article 7 (FEE SCHEME AND CHANGES TO IT)

1. Users undertake to pay **Locker Fees** for the use of the lockers, i.e. for the period or fraction of a period actually used, according to the table affixed to the lockers, which takes into account the amounts set in the table of fees called *Other Fees of a Commercial Nature* at Humberto Delgado Airport.



2. The price list for the locker system will be reviewed periodically, at the same time as the table of fees called *Other Fees of a Commercial Nature* at Humberto Delgado Airport.
3. The price list in force is affixed to the bank of lockers located outside the departure area in Terminal 1 and is available for consultation there.

Article 8 (PAYMENT LOCATIONS, TIMES AND METHODS)

1. For payment of the period the locker was used, the following payment methods are at the disposal of users in general:
 - **10 automatic payment terminals**, available 24 hours a day, with one payment terminal at each bank of lockers, located outside the departure area in Terminal 1.
2. The following coins and notes may be used: €2, €1 and 50-cent coins, €5, €10 and €20 notes, as well as bank cards.
3. The collection of luggage removed from the locker for reasons related to misuse of the lockers implies payment of an additional daily fee of €20.
4. Within the 90-day period, in order to recover any luggage left for too long, users must contact Humberto Delgado Airport by phone, at (351) 800 201 201. After the telephone call and the presentation of evidence, by e-mail, proving that the user is in fact the owner of the luggage left for too long, this will be returned to them at the airport information desk in the arrivals hall after payment of the charges in one of the payment terminals located near the lockers.
5. In order to facilitate access to the banks of lockers, the service is signposted and advertised in the public areas of Terminal 1 and outdoors.

Article 9 (EXEMPTIONS)

No fee exemptions are provided for.

Article 10 (LOSS OF OR DAMAGE TO THE ACCESS CARD)

1. If the access card is lost or damaged, ANA is entitled to charge a fee of €30, except in the case of damaged cards where the date and time the luggage was left in the locker system are clearly legible.
2. If the user's luggage has remained in the locker for more than 24 hours, ANA may charge the maximum 24-hour fee for each day the luggage remained there, including the day the user left the luggage there and the day they wish to remove it, irrespective of the time it was left or they intend to pick it up, up to the next maximum 48-hour period.



Article 11 (OBLIGATIONS OF USERS)

Users of the locker system undertake to observe and comply with the provisions of this regulation, as well as the following:

1. Not to engage in acts contrary to the law, public order or good morals;
2. Not to place food or other perishable products in the lockers;
3. Not to place high value objects in the lockers, as ANA shall not be held liable for theft or robbery, nor for losses or damage caused by third parties.
4. When using the lockers, to comply with the normal rules of good conduct in terms of health and safety;
5. To comply with the instructions given by the people ensuring the management, security, maintenance, conservation and cleaning of the lockers on behalf of ANA;
6. Not to start fires or use blowtorches or any other materials, instruments and/or utensils that could cause a risk of fire or explosion, including inside the lockers;
7. Not to occupy any area or engage in any act that in any way obstructs or impedes the use of the lockers by other users;
8. Not to use the lockers for anything other than their intended use.

Article 12 (RESPONSIBILITY OF USERS)

The users are civilly liable for all losses or damage caused to third parties or the property of ANA in the event of an accident or incident occurring in the banks of lockers at Humberto Delgado Airport.

Article 13 (USER SUPPORT)

Round-the-clock user support is available through a communications system in each bank of lockers, which allows users to speak to an employee in order to receive help.

Article 14 (ADMINISTRATION OF THE LOCKER SYSTEM)

The operation, management and administration of the locker system is up to ANA. However, the competent services are responsible for ensuring the conservation and maintenance, as well as preserving the operational nature of the installations.

Article 15 (CLEANING AND HYGIENE)

Under the terms of its obligations, ANA – Aeroportos de Portugal S.A., the locker system operator, shall ensure adequate cleaning and hygiene.



**Article 16
(ROBBERY, THEFT OR OTHER DAMAGE)**

Given that leaving luggage in the lockers does not constitute a storage contract either for the luggage or any other objects left inside them, ANA shall not be held liable for any theft or robbery or for any losses or damage caused by third parties.

**Article 17
(POSTING THE REGULATION)**

So that all users can read and be aware of this regulation, it will be posted on the ANA website (www.ana.pt), in the following section of the Aeroporto de Lisboa page: Services & Shopping | Essential Services | Baggage Services. A shorter version will be affixed to the banks of lockers.

**Article 18
(CHANGES TO THE REGULATION)**

1. Whenever deemed convenient, ANA may change this regulation, with a view to adapting it to new realities or needs that may arise after it comes into force.
2. Changes to this regulation shall only come into effect after the users have been informed of them, at least 15 (fifteen) calendar days in advance, by affixing the altered version on the lockers.

**Article 19
(ENTRY INTO FORCE)**

This regulation shall come into force on 27 April 2022.

Rui Alves

Director of Humberto Delgado Airport, Lisbon