

## AEROPORTI DI ROMA QPASS SERVICE - ONLINE

### BOOKING OF

### SPECIAL-ACCESS SECURITY CHECKS

#### TERMS AND CONDITIONS OF USE

#### **Information on Aeroporti di Roma's QPASS service for on-line booking of special-access security checks for terminals T1 and T3 at Fiumicino Airport.**

The **QPass** service provided by Aeroporti di Roma allows users to book a time slot free of charge through the web page (<https://www.adr.it/web/aeroporti-di-roma-en/qpass-reservation>) for going through special-access security.

#### BOOKING

- Bookings can be made every day online, in the time slots and according to the procedures shown on the website <https://www.adr.it/web/aeroporti-di-roma-en/qpass-reservation>;
- Passengers can make reservations for themselves and for any passengers travelling with them (max. 9 persons).  
Booking an appointment via the QPass service and providing personal data will give passengers automatic access using their boarding pass at the special service gate (special fast lane / QPass gate). Once the service has been booked, the barcode on the passenger's boarding pass will be automatically recognized by the QPass scanners;
- At the end of the booking process, you receive a confirmation e-mail containing the details for using the QPass gate: terminal, reservation date and time, reservation code, the names of the passengers and a QR Code that all the passengers included in the booking can use in the event of error scanning the boarding passes in order to get through security checks using the special QPass gate.
- Only one QR code will be generated within the reservation, which will be valid for all the passengers included and can be used only once at the same time and at the same gate;
- The passengers undertake to provide true and correct data (including any changes thereto) in order to make the reservation and subsequent use of the QPass gate possible;
- ADR reserves the right to refuse a booking, change it or cancel it at a later date due to operational problems or if it identifies any breach of and/or non-compliance with these conditions by the passengers;

## BOARDING

- There will be special QPass gates in both Terminal 1 and Terminal 3, clearly marked and easily identifiable.
- Passengers must arrive at the QPass gate in the chosen time slot and show a valid travel ticket at the e-gates. Only in the event of failure to access the gate due to an error scanning the boarding pass, the passenger will be asked to show the QR code (on a mobile device or on paper) received in the booking in order to check they have booked the service. Once the security operator has checked the QR code, the passenger will be allowed through the QPass gate with the other passengers included in the same booking;
- Passengers may use the QPass gate from 15 minutes before to 15 minutes after the time shown in the booking.
- Passengers who have booked and/or use the QPass gate can also use any other security gates in the terminal.
- The QPass gate does not guarantee faster security checks or different security procedures compared to normal security gates.

## LEGAL

- ADR shall not be held liable in the event of delays due to control operations that may result in passengers missing their flight within the scope of the service provided;
- For the processing of personal data through the Qpass system, please see the reservation privacy policy <https://www.adr.it/web/aeroporti-di-roma-en/qpass-privacy>
- The Terms and Conditions of this reservation service may be changed at any.
- The Terms and Conditions of Use of the QPass service comply with Italian law and can be found at <https://www.adr.it/web/aeroporti-di-roma-en/qpass>. Any dispute shall be governed by Italian law under the exclusive jurisdiction of the Court of Rome.