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# LBA FastTrack Terms and Conditions

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## 1. WHEN THESE TERMS APPLY

- 1.1. Unless we agree otherwise in writing, these Terms apply to all bookings made to use the priority, FastTrack security lane service at the Airport (**FastTrack**). These Terms form a contract between you and us, so please read them carefully.
- 1.2. All of these Terms apply if you book to use FastTrack through our Website. If you made a Third Party Booking, then only clauses 10 to 16 of these Terms apply to you.
- 1.3. We may vary these Terms or withdraw FastTrack at any time. We will notify you of these changes by posting the revised Terms on our Website.
- 1.4. In the event of any queries, you can contact our Customer Contact Centre using our online Contact Form (<https://www.leedsbradfordairport.co.uk/contact>) or on [customer@lba.co.uk](mailto:customer@lba.co.uk).

## 2. SPECIAL WORDS AND MEANINGS IN THESE TERMS

- 2.1. In these Terms:

<b>Airport</b>	means Leeds Bradford Airport, Leeds LS19 7TU;
<b>Third Party Booking</b>	means a FastTrack booking made with someone other than us;
<b>Us</b> (and related expressions)	means Leeds Bradford Airport Limited (registered number 02065958);
<b>Website</b>	means <a href="http://www.leedsbradfordairport.co.uk">www.leedsbradfordairport.co.uk</a> and its sub-domains; and
<b>You</b> (and related expressions)	means any person making a booking to use FastTrack, or using the FastTrack service.

## MAKING A FASTTRACK BOOKING ON OUR WEBSITE

### 3. HOW DO I MAKE A BOOKING?

- 3.1. Bookings can be made by people aged 18 years or over. The cardholder's permission must be granted if under the age of 18.
- 3.2. Children under 2 years old are free of charge when travelling with at least one passenger who has paid for FastTrack.

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- 3.3. We only take bookings for FastTrack for private use. You agree not to use any booking for any commercial, business or resale purposes.
- 3.4. FastTrack is complimentary for:
  - 3.4.1. up to four people when you book Premium Short Stay parking on our Website; and
  - 3.4.2. eligible passengers through their flight booking. It is a passenger's responsibility to check whether they are eligible with their airline.

### 4. **WHAT IS THE BOOKING PROCESS?**

- 4.1. To make a FastTrack booking with us, you need to complete the online booking process via our Website. Bookings can also be made through third parties.
- 4.2. You will need to select the date and time slot that you wish to use FastTrack and the number of FastTrack tickets you wish to purchase.
- 4.3. You will be asked to submit your payment information and confirm your order.
- 4.4. Bookings must be made at least 1 hour prior to your arrival time at the Airport.

### 5. **HOW MUCH DOES FASTTRACK COST?**

- 5.1. The price you pay is the price accepted and confirmed to you during the booking process.
- 5.2. All prices are in pounds sterling and include all applicable taxes.
- 5.3. When a booking is made using an overseas credit card a conversion charge may be applicable and this will be at your cost.

### 6. **HOW DO I PAY?**

- 6.1. Payment must be made in advance and online using one of the payment methods set out on our Website.
- 6.2. We reserve the right not to fulfil your booking if your card is declined for any reason, if the payment card has been used fraudulently or without the cardholder's permission or if you are under the age of 18.

### 7. **HOW DO I KNOW IF MY BOOKING IS COMPLETED?**

- 7.1. We will send you an email confirmation once you have completed your booking.
- 7.2. You are responsible for supplying a valid email address and ensuring the details provided are correct. We are not responsible for non-delivery due to transmission failure or incorrect details provided by you.

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7.3. If you have not received confirmation of your FastTrack booking within 24 hours of submitting your order, please email us at [customercare@lba.co.uk](mailto:customercare@lba.co.uk).

### 8. **CAN I RESELL OR TRANSFER MY BOOKING?**

No, you cannot resell or transfer any booking (in whole or in part).

### 9. **CAN I CANCEL OR AMEND MY BOOKING?**

9.1. FastTrack bookings are non-refundable but can be amended up to 24 hours before the entry time shown on your booking confirmation by using the Manage My Booking link (<https://www.leedsbradfordairport.co.uk/manage-my-booking>) or by contacting us at [customercare@lba.co.uk](mailto:customercare@lba.co.uk). Amendments are subject to availability.

9.2. No refund will be given for any FastTrack security lane tickets which are cancelled or left un-used.

## **FASTTRACK BOOKINGS MADE VIA LBA'S WEBSITE OR THROUGH THIRD-PARTY**

### 10. **AVAILABILITY**

All FastTrack bookings are subject to availability and we reserve the right to withdraw availability at our sole discretion for any given date.

### 11. **WHEN IS MY BOOKING VALID?**

11.1. Your booking is valid for a single passage through the FastTrack security lane for the date and time set out in your booking confirmation or equivalent Third Party Booking confirmation.

11.2. The date of your contract with us is the date of the email booking confirmation. The Terms which apply to your contract (or Third Party Booking) are those which were on our Website at the date and time of your booking.

11.3. We have no liability for failure to provide you with access to FastTrack if you cannot present your email booking confirmation or equivalent Third Party Booking confirmation (both a "**Booking Confirmation**").

### 12. **HOW DO I USE FASTTRACK?**

12.1. Please print your Booking Confirmation prior to arrival at the Airport, or have the Booking Confirmation available on a mobile device/phone upon arrival.

12.2. Once you have proceeded through the FastTrack and entered the security search area you are subject to the same rigorous security checks that all passengers must undertake. The same restrictions apply to items prohibited in your hand luggage and on the size and type of liquids you are allowed to carry.

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- 12.3. We do not guarantee availability of the FastTrack or a maximum or minimum queue length or time, or that the FastTrack queue time will be less than the standard security lanes. No refund will be given in such circumstances.
- 12.4. Use of FastTrack does not guarantee entry to the departure lounge. All applicable security procedures, rules and regulations apply to their full extent.
13. **WHAT ARE LBA'S RIGHTS?**
- 13.1. We reserve the right, without notice and at any time, to discontinue or amend the specification of the FastTrack service.
- 13.2. We reserve the right to change these Terms at any time.
- 13.3. We reserve the right to refuse admittance to the FastTrack security lane.
- 13.4. If we are prevented from supplying the FastTrack security lane service for any reason, we reserve the right to cancel your booking. Where your booking was made via our Website, we may offer to refund the payment we received to the credit/debit card used for payment. We will not be responsible for any other costs which you may incur as a result and have no liability in respect of any Third Party Booking.
14. **DO YOU DO ANYTHING WITH PERSONAL DATA?**
- 14.1. All personal data that is collected as part of the booking process is used in accordance with our Privacy Policy which can be found here (<https://www.leedsbradfordairport.co.uk/privacy-policy>).
- 14.2. In addition, we may also disclose your personal data to your card issuer in order to process the payment/refund or in instances of fraudulent bookings.
15. **OUR LIABILITY**
- 15.1. Nothing in these Terms limits or excludes our liability for:
- 15.1.1. death or personal injury caused by our negligence, or the negligence of any person for whom we are vicariously liable;
- 15.1.2. fraud;
- 15.1.3. fraudulent misrepresentation; or
- 15.1.4. any liability that we are not permitted to limit or exclude by law.
- 15.2. Subject to clause 15.1, and to the extent permitted by law, we are not liable to you, whether in contract, tort (including negligence and breach of statutory duty) or otherwise, for:

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- 15.2.1. loss of profit;
  - 15.2.2. loss of revenue;
  - 15.2.3. loss of business;
  - 15.2.4. business interruption;
  - 15.2.5. wasted expenditure;
  - 15.2.6. loss of anticipated savings;
  - 15.2.7. loss of or damage to goodwill;
  - 15.2.8. loss of contracts;
  - 15.2.9. loss of business opportunity; or
  - 15.2.10. any indirect, consequential or special loss or damage.
- 15.3. Subject to clause 15.1, our total liability to you under or in connection with these Terms, whether in contract, tort (including negligence and breach of statutory duty) or otherwise, shall be limited to £100 per claim or series of related claims.
- 15.4. We do not accept liability for any failure by us to perform our obligations due to an event beyond our reasonable control. A non-exhaustive list of such events includes war or threat of war, riots, civil strife, terrorist threats or activity, industrial disputes, mechanical or systems failures, natural and nuclear disaster, chemical or biological contamination, sonic boom, fire, flood, explosion, earthquake, adverse weather conditions, interruption or failure of utility service, technical problems to transport, any late or delayed personal transport, taxi, train or bus or other transport services used by you in travelling to the Airport, government regulations, epidemic or pandemic, crown instruction, closure or congestion of airports, and/or cancellation or changes of schedules by airlines.
- 15.5. We shall not be responsible for any passengers who miss their flight. You are responsible for ensuring that you allow sufficient time for car parking, transfer to terminal, airport procedures (including but not limited to checking-in and security) and any subsequent flight/travel arrangements.
- 15.6. We are only supplying you with entry to the priority FastTrack security lane and will not be responsible for any costs, compensation costs or expenses relating to any flights or other services that you may have arranged.
- 15.7. Nothing in these Terms excludes or limits your statutory rights.

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### 16. GENERAL

- 16.1. **No waiver:** No waiver of or in connection with these Terms by us is effective unless it is effective except to the extent it is set forth in writing, identifies itself as a waiver under this clause 16.1, and is signed by one of our directors.
- 16.2. **Amendments:** No amendment or variation of these Terms is valid unless it has been published by us on our Website, or has been agreed in writing, identifies itself as a variation under this clause 16.2, and is signed by one of our directors.
- 16.3. **Survival:** If any part of these Terms is or becomes invalid or unenforceable, that part shall be deemed deleted.
- 16.4. **Transfers:** You cannot transfer your rights or obligations under these Terms to another person.
- 16.5. **Governing law:** These Terms and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales as it applies in England.
- 16.6. **Jurisdiction:** You and we agree that the courts with exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms or their subject matter or formation (including non-contractual disputes or claims) shall be the courts of England and Wales.