

ESPAÇO BANCO SAFRA – GRU/ GENERAL RULES

This document stipulates the duties of customers who access the Espaço Banco Safra - GRU.

GRU AIRPORT reserves the right to request customers who misbehave or fail to comply with the rules described in this document, to leave the Lounge area.

Examples of misconduct include drunkenness, rude attitudes toward staff, aggressive behavior, harmful and / or inappropriate practices, individuals subject to intervention by the Federal Police and the Airport Security Team.

Cameras monitor all Lounge area and images may be only be provided upon court order.

1. IT IS CUSTOMER'S DUTY:

- 1- Watch over the assets of the VIP Lounge, prevent waste and damage any object;
- 2- Be responsible for your personal effects, documents and belongings in general – the passenger is solely responsible for maintaining their belongings;
- 3- Properly behave in peaceful environment;
- 4- Adults are responsible for the minors with whom they travel while staying in the VIP Room, monitoring and supervising their behavior;
- 5- Be aware of the departure time of your flights, as you do not make any audible warnings in the VIP Lounge.

1. IT IS PROHIBITED:

- 1- The entry of passengers without documentation, or without the presentation of a boarding pass to prove their passenger status;
- 2- The entry of unaccompanied minors under 18 from a responsible adult – which may be adult traveling with the minor or an employee of the airline if the unaccompanied minor travel service has been contracted;
- 3- The consumption of alcoholic beverages for people under 18 years old;
- 4- Smoking on the premises of the VIP Room (including electronic cigarettes);
- 5- Circulate around the VIP Room in nightwear, underwear, shirtless or barefoot;
- 6- The use of high volume sound;
- 7- The use of any kind of illegal object or substance;
- 8- Lay and / or rest your feet on sofas or tables;
- 9- The entry of animals, except animals in service and animals of emotional support duty authorized by Brazilian law.
- 10- Disclosure of people's image, photos or videos by any form or mechanism, print or digital, without your permission. Rights guaranteed without distinction to all persons through the Federal Constitution of 1988, in its art.5, item X "The privacy, honor and image of persons are inviolable, ensuring the right to compensation for material or moral damage arising from their violation"
- 11- Remove products, food or beverages from the room.

1-GRU AIRPORT is not responsible as Airlines have travel policies for minors under Brazilian law.

2-GRU AIRPORT follows the provisions of Brazilian Law.

PET ACCEPTANCE RULES IN ESPAÇO BANCO SAFRA- GRU

Only trained service, emotional support and psychiatric support animals are accepted at the Espaço Banco Safra - GRU as described in the Brazilian Law.

1- Trained service animal:

Animal trained to assist those with visual impairment, deafness or hearing problems, diabetes, epilepsy, mobility limitations or other needs.

2- Animals for emotional support or psychiatric help:

An animal that helps people with emotional, psychiatric, cognitive or psychological problems.

3- Inappropriate Behavior of the Service or support Animal:

It is mandatory during the entire period in which the animal is kept in the transport box. Except for this obligation, guide dogs and animals in service, as provided by Brazilian Law, which must always be on leash.

Only being denied the permanence in the Espaço Banco Safra- GRU, service animals and support in case of behavior that causes discomfort to other VIP Lounge customers, such as:

- Growl;
- Jump on passengers;
- Make their physiological demands in the room dependencies;
- Barking excessively except in response to the owners´ s needs or distress;
- Is loose around the room
- Eat at tables or directly in the catering area.