



PUNTA CANA

INTERNATIONAL AIRPORT

Frequently Asked Questions (FAQ)

Thank you for your interest in our services. Below you will find important information of the services we offer.

1. Where can I make a reservation for VIP Services?

Through our website:

<http://www.puntacanainternationalairport.com/vip-service>

- * We do not make reservations over the telephone.

2. What is the cost for VIP Services?

➤ VIP Arrival Service

- US\$75.00 p/p up to two passengers
- US\$60.00 three or more passengers
- Children under 7 years - exempt of payment
- Children 8 years or older pay the regular rate

➤ VIP Departure Service

- US\$125.00 p/p up to two passengers
- US\$100.00 three or more passengers
- US\$15.00 Children under 7 years old
- Children 8 years or older pay the regular rate

➤ VIP Lounge Access

- US\$50.00 p/p Walk-in fee
- US\$25.00 Walk-in AMEX
- US\$15.00 Children 02-07 years old
- Children 8 years or older pay the regular rate

3. Do the service rates include taxes?

All rates are subject to an additional 18% of government tax.

4. Are there additional fees when traveling with pets?

An additional USD\$10.00 + tax will be added when traveling with pets since there are extra procedures that need to be carried out.

5. Are pets allowed in the VIP Lounge?

Unless they are service animals, all small pets are allowed in the Lounge, however they must remain in the terrace area.

6. What is included in the VIP Services?

➤ VIP Arrival Service

Our expert greeters will meet you at the aircraft or Jet Bridge. They will provide a fast track through immigration and customs. You will finally be escorted to make contact with the transportation you have previously arranged at the airport parking lot.

*Arrival Lounge available in Terminal A

*Luggage waiting area available in Terminal B

➤ VIP Departure Service

Our expert greeters will meet you at the terminal's VIP Reception, to complete any departing forms required by our local entities. They then will escort you through airline check-in, Security fast-track, immigration and guide you to our VIP Lounge until boarding time.

➤ VIP Lounge Inclusions

- Private and acclimatized area
- Local Press and International Magazines
- Boarding Information Screen
- TV with sports and news
- Complimentary Wi-Fi
- Terrace and Smoking area (Terminal A)
- Swimming pool & terrace (Terminal B)
- Shower facilities & Toiletries
- Soft & Hot drinks
- Local alcoholic drinks, Rum, Wine & Beer
- Variety of Snacks and Hors d'oeuvre
- Exclusive Washrooms
- Premium Drinks \$



7. What memberships are accepted in the VIP Lounge?

We accept the following memberships:

- Priority Pass
- Lounge Key
- Lounge Club
- Dragon Pass
- Diner's Club

8. What is time limit for accepting a service request?

Make the request as soon as you receive the clients' information. Regardless our 72 hour minimum policy, you can inquire for availability on the same day of the service, as there could be a last minute opening.

9. What are the policies for modifications in flight schedules?

In **Arrivals**, significant changes in your flight schedule (flight delays or flights arriving early) will condition the service subject to availability.

In **Departures**, if your flight has been delayed, the service will remain at the previously scheduled time. Our assistants are available for the specific timeframe in which the service has been confirmed and are previously engaged with other upcoming services, nonetheless airline counters will be open regardless the modification in flight schedule.

10. What are the policies for modifications on canceled flights?

For services on Standby notify at least 2 hours prior to the service that it has been canceled, in order to reschedule the service. Our team will be monitoring the flights scheduled for the day of the service and managing their real status, we would need to verify availability to be able to accommodate the service if flights are delayed or arrive early.

11. What is the cancellation policy for Arrival and Departure Services?

Cancellations must be received 24 hours prior to the service in order to request a reimbursement.

12. What is the No Show policy for Arrival and Departure Services?

Services in which passengers do not show must be covered entirely (100 %). Please note that in these cases a space has been reserved for those passengers and the assistant has waited for them as promised, not being able to assist other clients in the same timeframe.

13. What is the Policy for lost flights?

If we receive the information in a timely manner, the moment you miss the flight, it will not be a problem to reschedule the service; however if we do not receive the information and the assistant arrives at the client meeting point to give the service, we will charge it as no-show.

14. Does the VIP Service include transfers?

Our VIP Service streamlines every process inside the airport, however it does not include transfers. If required, we can recommend Best Day Travel who work closely with us. You can make a request for transfer at operacionesdr@bestday.com

15. Is taxi service available when exiting the airport?

There are taxi services available at the airport exit, you may inform your assistant that a taxi is required and she will contact a driver for you when departing the airport.

16. Which payment methods are accepted to cover for the services?

We accept:

- Wire transfers prior to the service
- Cash upon arrival
- Visa, Mastercard or Discover Card upon arrival (American Express is not accepted for arrival or departure services)

Didn't see your question?

Please email us at viplounge@puntacana.com

