

Service usage and booking policies

1. Definition of luggage

- A piece of luggage is defined under the regulation of airlines and can be checked or carried with the flight which the customer will take.
- Any luggage should be in its pristine condition and can be closed, sealed or zipped accordingly.
- All luggage should be separated rather than being bundled or attached.
- One piece of **REGULAR LUGGAGE** should not longer than 1 meter on each dimension or on diameter and not heavier than 25 kg.
- Any luggage that has one dimension or diameter longer than 1 meter or is heavier than 25kg is **OVERSIZE LUGGAGE**.
- The luggage **SHALL NOT** contain any illegal, dangerous, prohibited, risky, or suspicious item.

2. Booking conditions

- Delivery order(s) should be placed at least 2 hours before using service and be confirmed by AIRPORTELS.
- AIRPORTELS reserve the right to reject or subsequently cancel Bookings where we believe there to be mis-use of our Services by you or a third party for commercial gain.
- The customer should ensure all the information and contacts are valid and reachable.
- After booking, the latest order information and status can be checked at <https://app.airportels.asia/tracking> by inserting "Booking reference ID" from Klook.
- Booking is confirmed **ONLY** after the payment is completed, and the customer has received confirmation e-mail sending from center@airportels.asia.

3. Amendment conditions

- To change the booking, the request should be placed via e-mail **ONE DAY BEFORE MIDNIGHT**, 24:00, before using the service.
- After confirmation of amendment, the customer **SHALL** receive an update e-mail from AIRPORTELS.
- After the amendment, the latest order information can be checked at <https://app.airportels.asia/tracking> by inserting "Booking reference ID" from Klook.

4. Cancellation conditions

- To cancel the order with full refund, the request should be placed via e-mail one day before midnight, 24:00.
- Booking or order that is cancelled after midnight, 24:00, on the service using date **WILL NOT** be refunded.

5. Conditions of delivery service

- Order(s) and customer booking(s) are always confirmed **ONLY AFTER** the payment is cleared by the customer, and the customer has received the confirmation e-mail.
- For cases delivering luggage from hotel which has reception, AIRPORTELS staff will contact and confirm with the front-desk of the property. AIRPORTELS courier, driver, or staff will collect luggage from hotel in 3 hours **AFTER** the appointed drop-off time at the hotel for out-bound delivery service.
- For cases delivering luggage from condo/home/B&B that has no reception, AIRPORTELS courier, driver, or staff will collect luggage from the place 30 minutes **BEFORE** or **AFTER** the appointed drop-off time at the gate or lobby of the property for out-bound delivery service.
- If the customer put luggage at the place of delivery late, including but not limited to airports, hotels, shopping malls, or homes, AIRPORTELS will **ONLY** wait up to 30 minutes.
- 30 minutes after the appointed time or in the condition that AIRPORTELS can't contact the customer, the order will become "**No Show**" and be cancelled **WITHOUT** refund.
- Luggage **CAN NOT** be delivered back to the starting point once it is collected by AIRPORTELS.
- If AIRPORTELS courier, driver or staff can't find the luggage from the booking at the appointed location, AIRPORTELS will use **ONLY** phone or e-mail to contact the customer.
- AIRPORTELS **SHALL NOT** be liable for any **FRAGILE** or **PERISHABLE** item(s) or contents of your luggage delivered by us.

6. **Conditions of storage service**

- Payment of the service are always made **ONLY** when the luggage is retrieved except the storage duration is longer than 30 days.
- The customer **SHALL** deposit 2,000 THB for each piece of luggage if the storage duration is longer than 30 days.
- The customer can **ONLY STORE** luggage or belongings **DURING SERVICE HOURS** according to the regulation of each AIRPORTELS branch.
- Luggage can be stored up to 6 months (180 days). To extend storage duration, please contact AIRPORTELS by center@airportels.asia and get confirmation **ONLY** from AIRPORTELS e-mail, center@airportels.asia.
- 1 month (30 days) after ETP (estimated time pick-up) and without the extension for storage duration, the luggage will be disposed of as the property of AIRPORTELS.
- The customer **SHALL** always get a retrieval slip after stores luggage at AIRPORTELS.
- If the customer wants to pick up any belongings from the luggage during storage, the customer **SHALL** retrieve all belongings **AND** close the order.
- AIRPORTELS **WILL NOT** open customer luggage or take any item from the luggage in any conditions or upon customer request **EXCEPT** in cooperation with official or governmental authority under lawful investigation.
- AIRPORTELS **SHALL NOT** be liable for any **FRAGILE** or **PERISHABLE** item(s) or contents of your luggage stored in our storage.
- For storage at AIRPORTELS airport branches, including but not limited to Suvarnabhumi and Don Mueang airport, count one day as 24 hours since the customer store luggage at AIRPORTELS branch.
- For storage at AIRPORTELS shopping mall branches, including but not limited to MBK Center, Central World, and Terminal 21 Shopping Mall, count one day as 24 hours since 22:00 to 22:00 on the next day.

7. **Conditions of retrieving luggage**

- The customer **SHALL** provide the valid references, including passport/Thai ID/Thai Driver license **AND** retrieval slip/e-mail to AIRPORTELS staff to verify the consignee identity at AIRPORTELS counter.
- If the customer doesn't have valid or correct order reference, AIRPORTELS **SHALL** reserve the rights to deny retrieval request.
- If no request for delivery is placed, the customer can **ONLY** retrieve luggage or belongings at the same branch which the customer uses storage service.
- The customer can **ONLY RETRIEVE** luggage or belongings **DURING SERVICE HOURS** according to the regulation of each AIRPORTELS branch.
- AIRPORTELS **DO NOT** accept any partial retrieval request during storage service.
- In case that stored belongings will be retrieved by the other person or any other 3rd party, the valid Thai ID or passport information shall be provided by the customer who stores the luggage by e-mail. Valid Thai ID or passport will be requested when the consignee retrieve the belongings. Copy or photo of ID card or passport of the entity **IS NOT** accepted.

8. **Conditions of late retrieval at the AIRPORTELS counter**

- For orders in BKK Suvarnabhumi airport, including both storage and delivery service, if the customer requires AIRPORTELS to transfer luggage to 24hr storage, the request **SHALL** be placed before **9 pm of THE DAY**, Thailand local time, by e-mail. The extra fee **SHALL** be referred to the 24hr storage in Suvarnabhumi airport.
- For orders in BKK Suvarnabhumi airport, the customer **SHALL** receive confirmation and reference to collect luggage from the 24 hours storage after the luggage is transferred. The extra fee is referring to the standards and price list of 24 hours storage at the airport.
- Starting from the announced closing time of each branch of AIRPORTELS, **500 THB/30 mins** will be charged if the customer wants to collect luggage after service hour at any of AIRPORTELS branches. If the excess time is less than 30 minutes, the charge **WILL BE** counted as 30 minutes.
- AIRPORTELS **SHALL** wait for customer **ONLY** up to 2 hours.
- If customer request to retrieve luggage after service hours but doesn't come, **500 THB/30 mins** will be added to the order when check out.