

Service usage and booking policies

1. Definition of luggage

- Luggage is Suitcases or other bags in which to pack personal belongings for travelling.
- Luggage is The bags, suitcases, etc. that contain your possessions and that you take with you when you are travelling
- 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.
- 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 your party 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 your party.
- 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 or 12 A.M., 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 your party.

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 or 12 A.M., 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 scheduled delivery cases, AIRPORTELS staff will contact and confirm with the front-desk of the property. AIRPORTELS courier, driver, or staff will collect luggage from hotel within 3 hours **AFTER** the appointed drop-off time at the hotel for out-bound delivery service.
- For on-demand delivery cases, 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 service, count one day as 24 hours since the customer store luggage at AIRPORTELS branch.
- The storage duration is counted since appointed reservation time if the luggage is dropped after the appointed time.
- The storage duration is counted since when the luggage is dropped if the luggage is dropped before than the appointed time.

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

- 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.

9. List of prohibit items

- Living or deceased plants or animals.
- Money (Banknote, coin, credit/debit card, and travelers cheque).
- Fine art, antique, jewelry, documents, software, or any other invaluable item.
- Materials that could be defined as pornographic or indecent.
- Precious metal (Such as gold or silver in any kind of form) and precious stones.
- Explosives, fuel, hazardous, or flammable materials.
- Radioactive materials, items which emit fumes or other strong odors.
- Firearms, ammunition, illegal drugs, or other controlled substances by local law.
- Any risky, dangerous, or harmful item which is prohibited by civil aviation authority.
- Stolen goods or other contraband.
- Perishable or spoiled food which emits fumes or other strong odors or generates liquid.
- Batteries and electronic devices (Including but not limited to watch, clock, phone, laptop, or tablet which includes battery).
- Waste.