



TERMS & CONDITIONS OF USE

ONGROUND Hospitality LLC reserves the right to change the Terms & Conditions of Use, including the Disclaimer Notice, at any time without prior notice. In the event that any changes are made, the revised Terms & Conditions shall be posted on the website and displayed at the Sleep Lounge reception. Please check the latest information posted herein to inform yourself of any changes. For the purposes of these Terms & Conditions of Use any reference to "we", "us" and "our" is to ONGROUND Hospitality LLC.

OPERATION

By using any *sleep 'n fly* Sleep Lounge including its Sleep Pods or Cabins and their related services you are accepting all of the following Terms & Conditions.

sleep 'n fly at Dubai International Airport (DXB), Concourses A, C and D, operated by ONGROUND Hospitality LLC (ONGROUND) are Lounges dedicated to sleeping, but they are not a hotel. The Igloo Sleep Pods (not rooms) accommodate one Guest whereas our YAWN Cabins and YAWN Lite Cabins have space for maximum two (2) Guests and a child of up to approximately six (6) years (or maximum 115 cm in height, YAWN Cabins only) in a pull-out bed.

The Sleep Lounges are available for the use of passengers travelling from or through Dubai International Airport (DXB), hereinafter referred to as Guests. Young and teenage Guests up to 18 years of age can use their own Sleep Pod or Cabin, but must be accompanied by a guardian or adult Guest who accepts these Terms & Conditions on behalf of the minor. For babies and young children up to 115 cm in height traveling with one or two adult Guests we recommend the use of a special children's pull-out bed (125 x 50 cm) inside each of our YAWN Cabins.

The Sleep Lounges may be monitored by CCTV through Government authorities and, by their presence, our Guests grant permission for the recording of CCTV footage.

PAYMENT

Lounge Guests are charged for the use of the Sleep Pod/Cabin based on set hourly rates for the desired number of hours usage by paying through their valid credit card, or in cash in accepted currencies (AED, US\$, AU\$, EUR, GBP, SAR) at the reception counter. In case of accepted currencies cash payment at reception, all change given will be in UAE Dirhams (AED) only. Pre-bookings through our website www.sleep-n-fly.com will be invoiced in US\$, payable via credit card through our Telr online payment gateway, or PayPal.

GUEST OBLIGATIONS

We welcome all Guests to our Sleep Lounges and require that the privacy and rest of other Guests is respected at all times and not unduly disturbed. Guests who repetitively breach these Terms & Conditions and codes of conduct will be asked to leave the Lounge, their booking treated as a last minute cancellation.

Considering *sleep 'n fly* are Sleep Lounges, we strongly discourage the consumption of food and beverage items of any kind, particularly inside the Pods. The consumption of alcoholic beverages or stimulants, as well as food or beverage items emitting strong odours of any kind, or their packaging causing audible disturbance to other Guests, are not permitted throughout the Lounge at all times. ONGROUND reserves the right to demand immediate check-out from the Lounge premises (without any refund or compensation) in case a Guest is intoxicated, showing unruly behaviour, or causing intolerable levels of disturbance towards other Guests and/or Lounge staff.

We operate the Lounge as a quiet zone and expect our Guests to keep noise levels to the bare minimum; this includes mobile phones on silent mode, and any telephone conversations to be conducted outside Lounge premises in the airport's public areas. Guests with babies and/or small children who are unsettled, agitated, upset or overly-excited are kindly requested to take the



baby/child out of the Sleep Lounge until they are ready to sleep, so as not to disturb other Guests throughout the Lounge premises, including the cabins.

Our Cabins have been soundproofed as much as possible but given the nature of our Lounge concept and design even inside the Cabins we kindly request sound levels to be kept to the minimum. Time spent outside the Lounge as a result of disturbances or unacceptable behaviour by the Guest or the Guest's party is included in the original booking period. Any additional hours / sleep time requested in the Lounge must be booked with reception, subject to availability, and where the Guest has not been requested to check-out as a result of breaches of the Terms & Conditions and/or codes of conduct.

FACILITIES & AMENITIES

There are no WCs or showers inside the Lounge, however Guests can use the conveniently located nearby airport facilities free of charge.

ARRIVAL & DEPARTURE

Under all circumstances it is the sole responsibility of the Guest to ensure timely arrival at his/her next flight's departure gate. Without any disruption(s) the time required to reach the furthest away gate from the *sleep 'n fly* Lounge may be 45-60 minutes for an able-bodied adult person, and above one (1) hour for all gates at Terminal 2. Our Lounge staff will try to assist our Guests in determining the maximum feasible stay with us considering the departure time of the Guest's next flight, but the ultimate decision as when to check-out from the Lounge and proceed to the departure gate lies entirely with the Guest. Under no circumstances can Lounge staff or ONGROUND be held responsible in any way for wrong, lack of, misunderstood or misinterpreted information pertaining to onward travel, and any negative and/or financial consequences to the Guest as a result of it.

DISCLAIMER NOTICE

ONGROUND cannot be held responsible for:

- a) Guests missing their flight/s for whatever reason including failure of Lounge staff to provide our complimentary wake-up service.
- b) Damage, loss or theft of Guests' personal belongings anywhere inside the Lounge premises.
- c) Guests missing the representative for their pre-booked Meet & Greet service when entering the airport building, provided by a third party namely marhaba Services.
- d) In case of injury to persons, or damage to or loss of possessions whilst using the Sleep Lounge, the Guest indemnifies ONGROUND against any claims which may be brought against them.

ADDITIONAL TERMS & CONDITIONS FOR ADVANCE ONLINE RESERVATIONS OR AT OUR RECEPTION COUNTER

We offer full refund until two (2) days prior to scheduled check-in date. There is no refund in case of later cancellations or in case of no-show. Example: If you have a reservation for check-in at 01:30 on 10 December 2020, you can cancel free of charge until 23:59 UAE time on 7 December 2020. Unless you notify our Lounge team about a potential or actual delay of your flight on reservations.dxb@sleep-n-fly.com we only hold your Pod/Cabin for one (1) hour from scheduled check-in time, after that we consider you no-show and release all accommodation held without any refund. Cancellations received more than 180 days after payment incur additional third party charges by PayPal beyond our control. We reserve the right to do random checks of credit card verifications in order to minimise online fraud. In case you are making an online reservation on behalf of somebody else and you will not be part of the travelling party, we may require you to provide us with a scan via email of proof of address, as well as a copy of your credit card and/or a recent statement.