



As a complement to and support for its airport activity, **ANA – Aeroportos de Portugal S.A.**, (hereinafter called ANA) operates a locker system in Humberto Delgado Airport, Lisbon. To define the rules for this operation, this **REGULATION ON THE USE OF THE LOCKER SYSTEM AT HUMBERTO DELGADO AIRPORT** is established and is governed by the following articles:

Article 1 PURPOSE

The purpose of this regulation is to regulate the organisation, use and operation of the locker system, located outside the departure area in **Humberto Delgado Airport**.

Article 2 SCOPE OF APPLICATION

This regulation applies to all the equipment referred to in Article 3 and all its users.

Article 3 COMPOSITION

1. Humberto Delgado Airport operates a locker system that is made up of the following elements:
 - a. 80 lockers of the following size: 360x480x880
 - b. 96 lockers of the following size: 360x650x880
 - c. 40 lockers of the following size: 360x990x880
 - d. 8 lockers of the following size: 720x990x880
 - e. 10 lockers of the following size: 360x2000x880
 - f. 10 automatic payment terminals accepting coins, notes and bank cards.
2. The equipment that constitutes the Locker System is located outside the Departures Area of Terminal 1. It has a capacity of 234 luggage lockers, distributed across 10 modules, each equipped with a payment terminal. These lockers are intended for the temporary storage of luggage by users of Humberto Delgado Airport.
3. From an administrative point of view, Humberto Delgado Airport has access to an internet app that allows it to monitor the use of each one of the lockers in real time, as well as payment and the composition of the cash in each of the ten payment terminals.



Article 4 HOURS OF AVAILABILITY

1. The locker system is available to the public 24 hours a day, with round-the-clock personalised telephone assistance, closing only in the event of force majeure.
2. For the previous point, force majeure incidents include the occurrence of natural disasters, anomalous situations constituting a danger to the users, as well as the need to carry out repairs or work on the lockers, which should be partially free and vacant.
3. Users of the locker system must be notified of any closure of the locker system if this is foreseeable through the affixation of notices to the lockers and on the access routes to them at least 48 hours in advance, if possible.
4. When there are unexpected occurrences, the users must also be notified of any closure of the locker system through notices as soon as such need becomes known.

Article 5 USE OF THE LOCKER SYSTEM

1. The use of the lockers is available to all users who, after placing their luggage in one or more available lockers, proceed with payment for the desired storage period at the available payment terminal. The fee is determined in accordance with the rates outlined in the "Other Commercial Fees" table of Humberto Delgado Airport.
2. The maximum usage time for the lockers is **72 hours**.
3. The user must **properly secure the locker and safely store the receipt or access code provided**, ensuring it remains in good condition for retrieving their belongings later. The rental period ends when the user enters the access code to collect their items. After this point, the receipt should be destroyed.

Article 6 MISUSE OF THE LOCKERS

1. If any luggage is left in the lockers for more than **72 hours**, this will be considered as misuse of the lockers.
2. Abusive use will require payment for the corresponding storage period of the luggage up to **72 hours**. After this period, an additional daily fee of **21€ will apply, up to a maximum amount of 378€**.
3. In the event of abusive storage, ANA will open the locker in the presence of the PSP (Public Security Police), followed by a security inspection. Upon validation by this authority, the luggage will be placed under the custody of the concessionaire entity.

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4. Luggage, packages, and other items of any nature that are not claimed within 90 days following their deposit in the lockers are considered abandoned, in accordance with Article 1 of Decree-Law No. 84/92 of May 7, 1982.
5. This information is duly disclosed to the users in the signs affixed on the lockers, in accordance with Article 50 of Decree-Law No. 142/ 2019, National Civil Aviation Security Programme.
6. After 90 days, ANA shall be entitled to destroy the item in question.
7. Although the placement of perishable goods is not permitted, if the retrieved luggage shows signs of containing perishable items, it will be immediately sent for destruction after the locker is opened and security verification is conducted by the Public Security Police.
8. Whenever the Public Security Police identifies luggage as suspicious, it will be subject to police procedures. In this scenario, if the luggage is claimed by the passenger, Humberto Delgado Airport is obliged to immediately inform the Public Security Police and cooperate according to the instructions of this authority.

Article 7 FEE SCHEME AND CHANGES TO IT

1. Users undertake to pay **Locker Fees** for the use of the lockers, i.e., for the period or fraction of a period used, according to the table affixed to the lockers, which considers the amounts set in the table of fees called *Other Fees of a Commercial Nature* at Humberto Delgado Airport.
2. The price list for the locker system will be reviewed periodically, at the same time as the table of fees called *Other Fees of a Commercial Nature* at Humberto Delgado Airport.
3. The price list in force is affixed to the bank of lockers located outside the departure area in Terminal 1 and is available for consultation there.

Article 8 PAYMENT LOCATIONS, TIMES, AND METHODS

1. Users have the following payment options for the storage period of their luggage:
 - a. Bank Card: Each module is equipped with a Self-Service Payment Terminal.
 - b. Cash: Payment in cash should be made using 2€, 1€, and 0.50€ coins, and/or 5€, 10€, and 20€ banknotes.
2. The retrieval of luggage that has been removed from the locker due to abusive storage requires the payment of an additional daily fee of 21€.

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3. Within the 90-day period for the recovery of abusively stored luggage, the user must contact Humberto Delgado Airport by phone at (+351) 800 201 201. After the phone contact and the submission of evidence via email proving that the user is indeed the owner of the claimed items, the luggage will be returned to the user at the Airport's Information Desk in the Arrivals Hall, upon settlement of the fee at one of the payment terminals located at the lockers.
4. To facilitate access to the banks of lockers, the service is signposted and advertised in the public areas of Terminal 1 and outdoors.

Article 9 EXEMPTIONS

No fee exemptions are provided.

Article 10 LOSS OF OR DAMAGE TO THE ACCESS CARD

1. The loss or damage of the access receipt entitles ANA to charge a fee of €37, except in cases where the damaged receipts still display a clear record of the Locker System's entry date and time.
2. If the luggage remains in the locker for a period exceeding 24 hours, ANA will charge the fee corresponding to 48 hours, regardless of the time the luggage was deposited or retrieved. After the initial 3 hours, the fee is charged for each full or started 24-hour period, without any proportional calculation for additional hours, up to a maximum limit of 72 hours.

Article 11 OBLIGATIONS OF USERS

Users of the locker system undertake to observe and comply with the provisions of this regulation, as well as the following:

1. Not to engage in acts contrary to the law, public order, or good morals.
2. Not to place food or other perishable products in the lockers.
3. Not to place high value objects in the lockers, as ANA shall not be held liable for theft or robbery, nor for losses or damage caused by third parties.
4. When using the lockers, to comply with the normal rules of good conduct in terms of health and safety.

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5. To comply with the instructions given by the people ensuring the management, security, maintenance, conservation, and cleaning of the lockers on behalf of ANA.
6. Not to start fires or use blowtorches or any other materials, instruments and/or utensils that could cause a risk of fire or explosion, including inside the lockers.
7. Not to occupy any area or engage in any act that in any way obstructs or impedes the use of the lockers by other users.
8. Not to use the lockers for anything other than their intended use.
9. Place the luggage inside the locker and ensure it is properly closed. Otherwise, the passenger will not be given an access code for later retrieval of the luggage, and a €37 fine for the loss of the receipt will apply.
10. Do not place excess luggage in the locker, forcing it to close.

Article 12 RESPONSIBILITY OF USERS

The users are civilly liable for all losses or damage caused to third parties or the property of ANA in the event of an accident or incident occurring in the banks of lockers at Humberto Delgado Airport.

Article 13 USER SUPPORT

Round-the-clock user support is available through a communications system in each bank of lockers, which allows users to speak to an employee to receive help.

Article 14 ADMINISTRATION OF THE LOCKER SYSTEM

The operation, management and administration of the locker system is up to ANA. However, the competent services are responsible for ensuring the conservation and maintenance, as well as preserving the operational nature of the installations.

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Article 15 CLEANING AND HYGIENE

Under the terms of its obligations, ANA – Aeroportos de Portugal S.A., the locker system operator, shall ensure adequate cleaning and hygiene.

Article 16 ROBBERY, THEFT OR OTHER DAMAGE

Given that leaving luggage in the lockers does not constitute a storage contract either for the luggage or any other objects left inside them, ANA shall not be held liable for any theft or robbery or for any losses or damage caused by third parties.

Article 17 POSTING THE REGULATION

So that all users can read and be aware of this regulation, it will be posted on the ANA website (www.ana.pt), in the following section of the Aeroporto de Lisboa page: Services & Shopping| Essential Services | Baggage Services. A shorter version will be affixed to the banks of lockers.

Article 18 CHANGES TO THE REGULATION

1. Whenever deemed convenient, ANA may change this regulation, with a view to adapting it to new realities or needs that may arise after it comes into force.
2. Changes to this regulation shall only come into effect after the users have been informed of them, at least **15 (fifteen) calendar days** in advance, by affixing the altered version on the lockers.

Article 19 ENTRY INTO FORCE

This regulation shall come into force on **1st February 2025**.