



VIP SERVICES & LOUNGES PROPOSAL

Terminals & VIP Services



PUNTA CANA
INTERNATIONAL AIRPORT

VIP SERVICES & LOUNGES

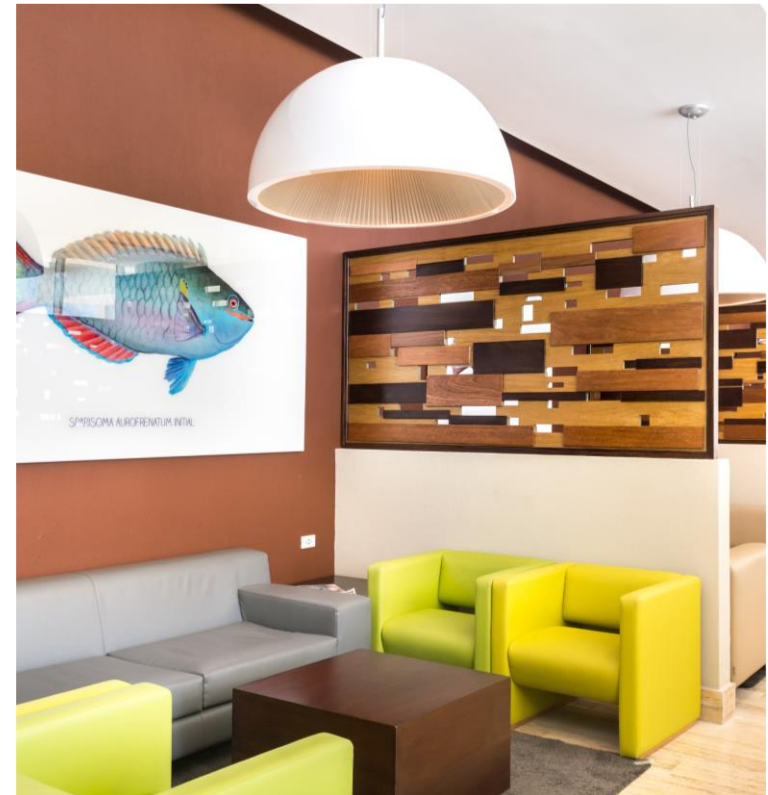
Punta Cana International Airport (PUJ)

Welcome to Punta Cana International Airport's (PUJ) VIP Services, a true experience of luxury and service.

The VIP Lounges at Punta Cana International Airport (PUJ) are operated by the airport's administration, providing the best experience for clients looking for a comfortable space while they wait for their departure. Currently our airport has two VIP Lounges, one in each terminal A and B, open to elite status passengers and participating Airlines. Additionally, passengers can access with certain accepted memberships as well as purchasing a 3 hour access for the day.

Our mission is to ensure an extraordinary experience from the moment the passenger arrives at our airport when their journey begins, welcoming them in one of our comfortable lounges and providing a quick and pleasant process.

We will fast forward time and deliver a wonderful experience without any complications at Punta Cana International Airport (PUJ) when you choose to receive our VIP Services and ensure a pleasurable stay in paradise from your arrival to your departure, our experienced VIP assistants will guarantee an amazing travel experience.



SAFETY MEASURES

Health measures



1. Operational procedures in arrivals, departures and passenger registration have been reformulated to minimize physical contact.



2. We have restructured operational procedures to reduce crowds in aircraft boarding, immigration and security.



3. Constant disinfection of all contact areas, waiting areas and operation areas.



4. Disinfection of all passenger assistance utensils from luggage carts to trays.



5. Our personnel receives continuous training on preventive health measures.



6. All food is produced and packaged following the strictest safety regulations. Food available in the Lounge is individually packaged.



7. All areas and personnel are equipped with protection and prevention equipment, from mandatory face masks to UV-C lights.

VIP SERVICES PROTOCOLS



1. Upon arrival, passengers will be received in a golf cart, properly disinfected by our staff, after each use.



2. Passengers will carry all their documents with them in order to avoid our assistants' manipulation of passengers' personal effects.



3. Optional use of a luggage porters, the service will only be available upon request when needed.



4. Reduced number of passengers received in VIP Lounges to avoid crowding and to meet the required social distancing protocols.



5. Our assistants will escort and accommodate the passengers to their seats, in order to ensure the required distancing protocols in the lounge.



6. Proper disinfection of tables and chairs every time passengers leave their occupied areas, ensuring cleanliness when receiving new passengers.



7. Personal and individually packed food will be offered to avoid food handling by passengers in buffet area.

VIP LOUNGE

Terminal A

ACCESS TO OUR VIP LOUNGE

Feeling pampered and comfortable while waiting for your flight is the best thing to do before your departure. Taking advantage of our facilities you can experience everything you deserve and more, our VIP Lounge is well designed to make your travel experience exquisite and memorable.

Located on the 1st and 2nd level of Terminal A. Our daily operations begin at 8:00 am to 11:00 pm with capacity for 200 people comfortably seated.

WE OFFER:

- Acclimatized and Private Area.
- Local Newspapers and International magazines
- Boarding information screen
- TV with sports and news
- Free WIFI
- Soft drinks
- Local rum, beer and wine
- Variety of sandwiches and hors d'oeuvres
- Exclusive bathrooms
- International drinks \$



VIP LOUNGE

Terminal B

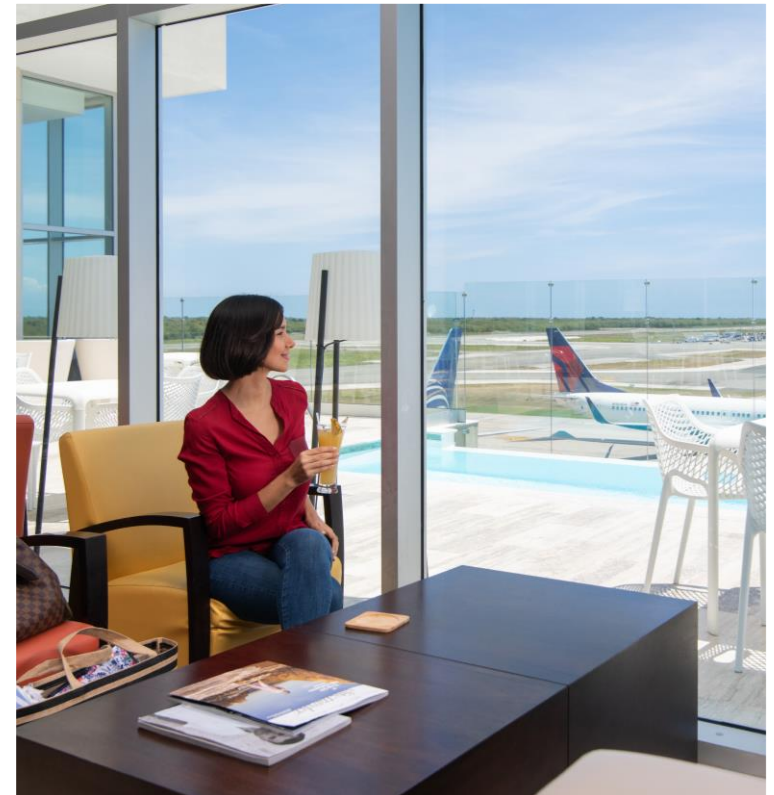
ACCESS TO OUR VIP LOUNGE

Feeling pampered and comfortable while waiting for your flight is the best thing to do before your departure. Taking advantage of our facilities you can experience everything you deserve and more, our VIP Lounge is well designed to make your travel experience exquisite and memorable.

Located beyond the food court on Terminal B. Our daily operations begin at 8:00 am to 9:00 pm with capacity for 135 people comfortably seated.

WE OFFER:

- Acclimatized and Private Area.
- Local Newspapers and International magazines
- Boarding information screen
- TV with sports and news
- Swimming pool, towels and amenities
- Free WIFI
- Soft drinks
- Local rum, beer and wine
- Variety of sandwiches and hors d'oeuvres
- Exclusive bathrooms
- International drinks \$



VIP LOUNGES

- Punta Cana International Airport with more than 35 years of experience, is the fastest growing airport offering world-class services to all our clients, handling more than 60% of the passengers in the Dominican Republic.
- The services we offer are aimed at delivering a safe and exclusive experience to all our clients.
- We currently have agreements with globally recognized memberships and insurance companies such as Priority Pass, Lounge Key, Lounge Club, Dragon Pass & ARS Universal.
- Punta Cana International Airport is one of the airports with more passenger traffic in the Dominican Republic, operating over 62% of the country's passengers.

For any additional information, please contact:

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