

Terms and conditions — Use of the bus platform area

Use of the platforms in the platform area of the bus terminal, contracting parties and services provided

The customer may reserve a platform or use the shared platforms in Finavia Corporation's (hereinafter "Finavia") bus platform area located in the area of Helsinki Airport. If the customer does not have an existing agreement with Finavia, an agreement is established when the bus enters the area.

When the customer has concluded an agreement on the use of a platform, Finavia has an obligation to provide the customer with a platform at Helsinki Airport for the specified period of time and platform area.

Concluding an agreement for a bus platform at Helsinki Airport

The customer may conclude an agreement on Finavia's website or by sending an email to busservice@finavia.fi. An agreement can be concluded for a shared platform or a company-specific platform. The agreement may be based on a monthly fee or a one-time fee. A contracted platform always requires a significant volume of traffic from the bus terminal and must be separately agreed upon.

The location of the customer service point and its opening hours and other details are provided in the Section "Contact details, customer service and complaints". The customer may cancel the reservation at any time before it has been paid for.

Prices and payment

The fees charged for the use of bus platforms and the applicable restrictions are specified in the valid [price list](#).

Behind the link:

The parking fees are indicated in euros (EUR).

Contract customer, perpetual agreement/access right	monthly price (VAT 0%)
Company-specific platform	€900
Shared platform	€600

A contracted platform is intended for use by vehicles specified by the bus operator. The maximum duration of a contract customer's visit is 60 minutes. If a vehicle stays at the terminal

for more than 60 minutes, the contract customer will be charged a one-time fee for each hour commenced.

The number of vehicles a bus operator is permitted to have in the terminal area at any one time is limited to the number of bus platforms specified in the agreement. If the number of vehicles exceeds the number of platforms specified in the agreement, the contract customer shall be charged a one-time fee for the excess vehicles.

A contracted platform always requires a significant volume of traffic from the bus terminal and must be separately agreed upon.

Contract customer, one-time fee/access right	€3.00 (VAT 0%)
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The contract customer shall update and maintain information on their fleet in a system specified by Finavia. The customer shall purchase access rights for their vehicles from the online store. The usage of access rights is determined by the usage reported in the access control system.

Unregistered customer, one-time fee/access right	€6.00 (VAT 0%)
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The free passage time in the terminal area is 15 minutes. If the visit lasts longer than 15 minutes, the access right fee shall be charged for the full hour and thereafter for each hour commenced.

Finavia reserves the right to make changes to pricing.

Payments are made by credit card through a service provided by a third party. The customer's credit card details are not processed or stored by Finavia.

If the vehicle is driven out of the platform area before the parking period ends, Finavia shall not reimburse the customer for the unused parking period. If the reserved parking period is exceeded, the customer shall pay for the excess in accordance with the valid price list. The difference shall be paid at the terminal at the taxi and bus station service point.

Finavia endeavours to keep the contents of its website as up-to-date as possible. However, Finavia does not guarantee that the information is correct at all times. Finavia shall also not be held liable for any damage, injury, loss, or expenses that may be caused either directly or indirectly by the use or interpretation of the service.

Payment service provider

The payment service is implemented and provided by Nets Oy (Business ID) in cooperation with Finnish banks and credit institutions. Nets Oy is shown as the recipient of the payment on the bank statement or card invoice. Nets Oy forwards the payment to the merchant. Nets Oy is a licensed payment institution. In the event of any complaints, please contact the supplier of the product in the first instance.

[Nets Denmark A/S, Finnish Branch
Business ID 2858201-4
Street address:
Teollisuuskatu 21
00510 Helsinki, Finland]

Entering the area to access the reserved platform

When the customer's vehicle enters the platform area, the barrier opens automatically based on the vehicle registration number indicated when making the reservation.

In the event of any problems, the customer can contact Finavia's taxi and bus service by using the phone at the barrier or a regular phone. The location of the customer service point and its opening hours and other details are provided in the Section "Contact details, customer service and complaints".

Termination of the agreement

The customer shall have the right to terminate the agreement in accordance with the terms of a separate signed agreement.

Finavia's obligations

Finavia's bus platform areas are supervised, but their use shall always be at the customer's own risk. Finavia is liable for any immediate damage caused due to negligence on Finavia's part. However, unless otherwise required by binding legislation, Finavia will not be held liable for indirect damage or damage that Finavia could not reasonably have been expected to anticipate.

If a bus platform is not available in the reserved platform area in spite of the customer having a valid reservation, Finavia shall be obligated to arrange a replacement platform for the customer in another area.

If a bus platform is not available in the reserved area in spite of the customer having a valid reservation, and this issue is caused by an event outside of Finavia's control (i.e. a force majeure

circumstance), Finavia shall have no obligation to reimburse the customer for the price of the reservation. Grounds for exemption shall be considered to be unusual events affecting the matter and which Finavia could not have taken into account, and which are beyond Finavia's control, or the effects of which cannot be reasonably avoided or overcome.

Contact details, customer service and complaints

The customer service for taxi and bus services is open around the clock (24 hours). The service point is located in the terminal's arrivals hall. The email address of the service point is busservice@finavia.fi, and the telephone number is +358 20 708 2050.

More information on the bus platform area at Helsinki Airport is available on Finavia's [website](#). All feedback and complaints to Finavia must be submitted using the [feedback form](#).

Complaints regarding any deficiency or error in the service or regarding any damage incurred in connection with the service must be reported immediately, or at the latest when the customer should have become aware of the deficiency, error or damage.

The bus platform area system is the responsibility of Finavia Corporation. Finavia's contact details are available on the [website](#).

Processing of personal data

To reserve a bus platform, the customer is required to provide Finavia with the following personal data: first and last name, telephone number, and email address. The personal data is used only for the purposes of processing the agreement and developing the service. Finavia shall not otherwise disclose the personal data to third parties.

Finavia processes the personal data provided by its customers in accordance with the applicable Finnish legislation. The customer has the right to be informed of what personal data concerning them has been stored in Finavia's systems, and to request the rectification of any incorrect data. Information and rectification requests can be submitted using [the information request form on Finavia's website](#).

The processing of personal data related to agreements concerning the bus platform area is described in the data protection statement of Finavia's mobile and online services register:

[Privacy Policy: Customer register for Finavia Corporation online services \(PDF\)](#)

The data we process on transactions is stated in the data protection statement for the Helsinki Airport vehicle parking data file:

[Data protection statement](#)

To pay for a reservation, the customer is also required to provide credit card details or online banking information.

Other terms and conditions

Finavia reserves the right to amend these terms and conditions.

Finavia Corporation