



my journey starts here

Airport Terminal - House Rules

The Airport Terminal is a freely accessible building during opening hours except for “authorized staff only” areas. It is dedicated to departing and arriving passengers holding flight tickets as well as people accompanying said passengers, customers of the shops located within or around the Terminal and people needing to be in the Terminal for professional reasons.

In order to ensure all people interact in the most optimal manner in the limited area of the Airport Terminal, the following House Rules need to be respected. Not doing so, will disturb the working within the Terminal, reduce the passenger experience and could even lead to safety risks.

1. Following items/behaviour are strictly forbidden within the Airport Terminal

- Smoking & Vaping is not allowed in any part inside of the Terminal.
- Consumption of alcohol is not allowed in the Terminal. The only exceptions are made for beverages (1) purchased at one of the bars/restaurants in the Terminal, consumed in the seating area allocated to the same bar/restaurant and/or (2) during special commercial events/festivities explicitly authorized by lux-Airport. No person should be in a intoxicated state.
- Consumption of any type of drugs or the sales and distribution hereof is strictly prohibited on the Airport premises and in the vicinity thereof.
- Dogs and other animals need to be restrained by a leash or equivalent means when inside the terminal. The owner must ensure the animal does not impact/scare/threaten other passengers, staff or anyone present within the Airport Terminal.
- Parents and/or the accompanying adults are required to keep infants and young children within their line of sight at all times.
- Airport escalators and walkalators are no playground. Lux-Airport declines any responsibility in case of incidents related to improper utilization of these infrastructures.
- Any baggage left unattended is considered a security risk and will be removed by the Police subject to additional fines



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- No entrance, exit or connecting passageways may be blocked
- The emergency exit buttons may only be used in case of emergency or evacuation
- Improper use of toilets facilities is not tolerated
- Littering or lighting fires/fireworks is not allowed in any part of the Terminal
- Damaging, vandalizing or rendering unusable any part of the building or infrastructure/equipment is not allowed. Any inadvertent damage must be reported to the airport staff.
- The use of roller-skates, skateboards, steps, electric scooters, flying drones or any other recreational transport method or self-propelled devices are not allowed inside the Terminal. This with the exception of devices assisting persons with a reduced mobility.
- Ballgames or playing loud music is not allowed in the Terminal
- Staying overnight in the Terminal is only allowed in exceptional circumstances for passengers with a valid travel document, the people accompanying or awaiting said passengers and for authorized airport staff
- Taking pictures or videos of the security control check points, the border control, customs, their agents, their equipment and/or any other security related infrastructure at the airport is prohibited.
- Specific airport equipment such as check-in desks, gate system, boarding bridge controls or power outlets "staff only" can only be used by qualified staff.
- Safety equipment such as fire extinguishers or AED's can be used by everybody when the situation requires this. When such equipment is used, airport staff needs to be notified of this. Any improper utilization of Safety equipment will not be tolerated.
- Airport equipment may not be removed from the airport premises. This also applies to baggage carts.



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2. Guidelines

In order to ensure a seamless working within the Airport Terminal and the wellbeing of all users, following guidelines should be adhered to

- Follow the signage
- Monitor the Information Screens
- Follow the instructions of the Airport Staff
- Inform the Airline in advance in case of Reduced Mobility respectively Disabled Persons and their reserved spaces/facilities
- Reserved spaces/facilities for disabled persons are available throughout the Airport Terminal and this should be respected.

Prior consent is mandatory from lux-Airport for following activities

- Promotional activities or handing out printed materials
- Putting up posters or notices
- Selling merchandise
- Live music, performances or events
- Commercial filming or recording
- Conduct of surveys or asking for donations
- Public rallies, marches and demonstration

3. Sanction & consequences

By entering the airport, every visitor is acknowledging and accepting the application of these House Rules. If one of these house rules is breached, lux-Airport can stop the prohibited action, report it to the competent authorities and can claim for damages. Those that breach these House Rules will be held accountable for their actions/behaviour and for the risk they got themselves or others exposed to.