

Frequently asked Questions

What is the mode of payment for the VIP service?

The price is stated in EUR and payment can be done either in cash or by card (Visa or MasterCard) in Euro or in the relevant BGN currency. The prices are VAT included and apply per person for a 2-hours stay.

Am I going to be charged extra if my stay in the lounge exceeds 2 hours?

There is no additional charge if the overstay is due to a flight delay. In all other cases of exceeding the time limit for using the VIP lounge an extra fee of 50 EUR is applicable.

I am travelling with my two kids aged 8 and 1 year respectively. How much it will cost VIP service for them?

Children are all passengers between 2 and 12 years of age. Infants of up to 2 years old use VIP lounge for free.

I am travelling with my family, can I book the preferential "Family" rate?

The "Family" package is applicable when two adults and two or more children aged 2-12 years old are purchasing the service.

How early should I book a VIP service?

Preferably 24 hrs. prior to your flight in order to benefit from the service rates with pre-booking.

Can I use the VIP lounge facility ad-hoc when already at the airport and without pre-booking?

Yes, provided there is available space / yes, with subject to availability.

Is F&B offered in the lounge?

Yes, we serve the following F&B assortment:

- Hot drinks (tea, coffee, hot chocolate etc.)
- Soft drinks (mineral water, juice, fizzy drinks)
- Sandwiches
- Packed sweets, nuts and crackers
- Alcohol beverages (wine, beer and spirits)

How can I use the "Fast Track" service?

"Fast Track" is a service applicable for arriving passengers with hand baggage only. It includes transportation from aircraft and priority border control. The service does not include the use of the VIP lounge, the corresponding consumption and transport to the aircraft. The "Fast Track" service on departure is available only at Varna airport.

Does the VIP price include baggage foil wrapping?

Yes, the price of "VIP departure Pre-booked" and "VIP departure Ad Hoc" includes foil wrapping of your baggages.

How do I know the boarding time for my flight and avoid the risk of missing it?

There is a flight status monitor in the lounge. Also, a VIP staff will organise a special transportation to the flight to be first or last on-board and accompany you to the aircraft.

Is the VIP lounge accessible for PRM and special category of passengers?

Yes, the lounge has a ramp, a PRM lift (high-loader) and a restroom facility for our clients with reduced mobility.

Can the VIP staff assist me with airport formalities if I am running late for my flight or I am missing some of my travel documents?

Unfortunately, the VIP staff and FTSAM AD are not responsible if the VIP passenger arrives after closing the check-in or fails to present a valid personal identification document, health documentation, flight ticket or valid visa for the country of arrival or destination.