



Hawaiian Airlines Premium Airport Service Terms and Conditions

1. The Hawaiian Airlines Premium Airport Service (the “Premium Airport Service”) is administered by Hawaiian Airlines.
2. Premium Airport Service is available at selected airports on selected dates.
3. Premium Airport Service is available for purchase by guests (“Premium Airport Service Guest”) who have a confirmed ticket booked on a Hawaiian Airlines operated flight (the flight associated with the Premium Airport Service, the “Premium Airport Service Flight”).
4. Hawaiian Airlines Premium Airport Service can only be purchased directly from Hawaiian Airlines by calling 808-470-3988 or emailing PremiumAirportService@HawaiianAir.com
5. Purchases can be made by credit or debit card or by redeeming HawaiianMiles. Neither travel credits nor gift cards may be used to purchase the Premium Airport Service.
6. Price is subject to change at any time and without notice.
7. Excess, oversize, or overweight baggage fees apply to the extent a Premium Airport Service Guest’s baggage exceeds the standard allowance for such guest’s booking class.
8. Purchase must be made at least two (2) days in advance of the confirmed flight date.
9. Purchase is non-transferrable.
10. Premium Airport Service is fully refundable when:
 - a. Hawaiian Airlines executes a schedule change that results in a departure/arrival time of over two (2) hours from the original departure/arrival time.
 - b. Cancellation request is provided at least 7 days prior to flight date.
 - c. In the case of hospitalization or death of guest or immediate family member (as substantiated with proper documentation).
11. All requests for Premium Airport Service refunds must be initiated by Premium Airport Service Guest by contacting PremiumAirportService@HawaiianAir.com or 808-470-3988. For the avoidance of doubt, Hawaiian Airlines will not automatically initiate a Premium Airport Service refund in the event a Premium Airport Service Guest cancels or reschedules a Premium Airport Service Flight.
12. Hawaiian Airlines reserves the right to cancel service with no refund if:
 - a. Premium Airport Service Guest(s) fail to arrive at meet & greet location within 15 minutes of scheduled time.
13. In the event any portion of the Premium Airport Service is unavailable, Hawaiian Airlines reserves the right to substitute such portions of the service with a replacement experience, as determined in its sole discretion.
14. Hawaiian Airlines is the final authority on the interpretation and application of these terms and conditions.
15. Terms and conditions are subject to change without notice.