

Airport Meet & Greet Assistance Policy

Personalised Arrival Coordination Services | Sydney Charter Bus Pty Ltd

Issued by	Sydney Charter Bus Pty Ltd (trading as Sydney Charter Bus Australia) ABN: 44 134 888 912
Accreditation	NSW Accreditation No. 39461 — Transport for NSW Bus Operator Accreditation Scheme (BOAS)
Service type	Premium optional service — charges apply in addition to standard airport transfer pricing
Review	Current version 3.1 — subject to amendment. Current version always at www.sydneycharterbus.com.au/company-policies

1. Overview of Services

Sydney Charter Bus Pty Ltd provides professional Meet & Greet Assistance Services for a comprehensive range of passenger transport requirements throughout Sydney and New South Wales. This premium service is engineered to deliver a seamless, professionally coordinated arrival experience that meets the expectations of discerning clients and their passengers.

1.1 Applicable Passenger Categories

Meet & Greet Assistance Services are available to, and commonly engaged for, the following passenger categories:

- ✓ VIP and executive passengers
- ✓ Corporate executives and board members
- ✓ International and inbound visitors, including first-time visitors to Australia
- ✓ Conference and event delegates
- ✓ Cruise passengers requiring onward transfer
- ✓ Educational and institutional groups
- ✓ Passengers requiring additional navigation or luggage support

1.2 Service Locations

Meet & Greet Assistance Services are commonly provided at:

Sydney Domestic Airport Terminals 2 and 3

Sydney International Airport Terminal 1

White Bay Cruise Terminal

Overseas Passenger Terminal at Circular Quay

Hotels and convention centres

Sporting venues and event precincts

Any other nominated arrival or collection location as agreed at the time of booking

2. Included Meet & Greet Services

The scope of services provided is determined by the service level confirmed at the time of booking and may include:

- ✓ Personalised welcome signage bearing the passenger name, group name, company name, event branding or corporate logo

- ✓ Arrival gate or baggage carousel meeting
- ✓ Real-time flight monitoring
- ✓ Passenger wayfinding assistance and escorted transfer to the allocated vehicle pickup area
- ✓ Luggage handling assistance
- ✓ Group assembly and headcounts
- ✓ Priority communication support for delayed or diverted flights
- ✓ Coordination of passengers arriving on separate flights
- ✓ Cruise terminal marshalling
- ✓ Conference delegate management
- ✓ Multilingual coordination support subject to availability
- ✓ Accredited tour guide assistance upon request

3. Service Charges & Pricing

Meet & Greet Assistance is a **premium optional service**. Charges are applicable in addition to standard airport transfer pricing and reflect the operational, staffing and access costs associated with this service level.

Charges incorporate:

Airport commercial vehicle access fees and timed parking costs

Driver waiting and standby wages

Extended staffing requirements

Flight monitoring and scheduling coordination

Early vehicle dispatch

Signage production and logistics administration

Additional insurance and compliance obligations

Live communication and coordination management during arrivals

3.1 Pre-Positioning Requirements

Unlike standard kerbside arrangements, Meet & Greet services require personnel and vehicles to be positioned at the terminal in advance of passenger arrival:

Domestic Services

Staff and vehicles are positioned from the scheduled aircraft arrival time.

International Services

Staff and vehicles are positioned from approximately one hour after aircraft arrival to account for immigration processing, customs clearance and baggage collection.

These obligations materially increase waiting time, staffing allocation and airport parking exposure, and are reflected in applicable service charges.

4. Flight Delays & Operational Coordination

Sydney Charter Bus Pty Ltd will monitor scheduled flight arrival information where valid flight details have been provided at the time of booking. Accurate and current flight information must be provided at the time of booking. Clients are responsible for notifying Sydney Charter Bus of any changes as soon as practicable.

Failure to provide accurate or updated flight details may result in:

- ! Delayed passenger collection
- ! Additional waiting charges and parking fees
- ! Compromised coordination arrangements
- ! Reduced or unavailable service capacity

Where flights are subject to significant delays, schedule changes, terminal relocations or airline disruptions, Sydney Charter Bus Pty Ltd reserves the right to reallocate vehicles, amend pickup timing, provide alternative operational arrangements, and apply additional waiting or staffing charges as reasonably incurred.

5. Multiple Terminal Arrivals

Sydney Charter Bus Pty Ltd is unable to guarantee simultaneous personalised Meet & Greet coverage across multiple terminals under a single standard booking. A single nominated terminal will be designated, selected on the basis of:

- The terminal accommodating the majority of arriving passengers
- Passengers requiring the highest level of assistance
- International arrivals
- Operational suitability as determined at the time of booking

Passengers arriving at an alternative terminal may be required to:

- Proceed independently to the nominated meeting point
- Communicate directly with the coordinator or driver by mobile telephone
- Utilise available airport inter-terminal transfer services

Additional personnel for multi-terminal coverage may be arranged subject to staffing availability, airport operational conditions and applicable additional charges.

6. Luggage Assistance

Meet & Greet personnel may provide reasonable assistance with standard passenger luggage during terminal transit. Passengers remain responsible for:

- Personal belongings and valuables
- Oversized or overweight luggage
- Mobility and accessibility equipment
- Compliance with customs and quarantine requirements

Additional charges may apply for:

- Excess or oversized luggage
- Sports equipment and musical instruments
- Trade show materials and exhibition freight
- Commercial goods
- Large group baggage coordination

Passengers must declare total luggage quantities and any oversized or specialist items at the time of booking to enable appropriate vehicle allocation and staffing arrangements.

7. Large Groups & Event Arrivals

For conferences, inbound tourism groups, incentive travel programs, school groups or major events, additional logistics coordinators or dedicated marshals may be required. Additional staffing may be mandated where:

Multiple vehicles are deployed

Large passenger volumes are present

Flight arrivals are staggered

Airport restrictions impose coordination requirements

Tight transfer schedules apply

Significant luggage volumes are anticipated

The complexity of passenger coordination requires additional supervisory oversight

Large-scale arrival coordination may require pre-arrival passenger manifests, passenger identification lists, mobile contact information, and designated group leader or event coordinator details prior to the date of arrival.

8. Departure & Outbound Services

Meet & Greet Assistance Services are primarily designed for inbound passenger arrival coordination. Departure assistance, outbound coordination or terminal check-in support may be available upon request, subject to staffing availability, airport operational conditions and applicable additional charges.

Outbound services may include:

- ✓ Terminal escort assistance
- ✓ Baggage trolley assistance
- ✓ Airline check-in guidance
- ✓ Group coordination and departure logistics management

9. Booking Requirements

The following information is required at the time of booking to ensure accurate coordination and appropriate vehicle and staffing allocation:

Required Information	Detail
Passenger or group name	Full name as to appear on welcome signage
Flight number and airline	For flight monitoring and pre-positioning
Arrival terminal	T1 International, T2 or T3 Domestic, cruise terminal or other
Date and arrival time	For staffing and vehicle pre-positioning
Mobile contact number	For live coordination on the day
Total passenger numbers	For vehicle allocation and marshalling requirements
Estimated luggage quantities	Including any oversized, specialist or excess items
Special assistance requirements	Mobility aids, medical needs, language requirements
Group organiser contact details	For large group coordination and pre-arrival manifests
Destination or transfer info	Confirmed onward destination for vehicle and routing allocation

Late changes to booking information may incur additional operational charges. Failure to provide complete and accurate information may adversely affect service delivery and coordination efficiency.

10. Safety & Regulatory Compliance

All Meet & Greet operations are conducted in accordance with:

- ✓ Airport operational regulations and Sydney Airport commercial vehicle access requirements
- ✓ Approved pickup and parking zone requirements
- ✓ New South Wales transport safety obligations
- ✓ Heavy vehicle operational compliance requirements
- ✓ Applicable workplace health and safety legislation

All passengers are required to:

- ✓ Comply with directions issued by Sydney Charter Bus Pty Ltd staff, airport personnel and drivers during terminal collection and boarding procedures
- ✗ Luggage must not obstruct walkways or vehicle access areas
- ✓ Remain within designated pickup zones until directed otherwise
- ✓ Follow driver instructions during vehicle loading
- ✗ Unsafe, aggressive or abusive conduct will not be tolerated and may result in refusal of service

Sydney Charter Bus Pty Ltd reserves the right to modify or decline Meet & Greet arrangements where operational, safety, airport or compliance requirements prevent the safe and lawful delivery of services.

Policy Compliance Notice

This policy forms part of the agreement between the client and Sydney Charter Bus Pty Ltd upon confirmation of any Meet & Greet booking. Sydney Charter Bus Australia reserves the right to amend this policy at any time. The current version is always published at www.sydneycharterbus.com.au/company-policies