



# AIRPORT ASSISTANCE

## WORLDWIDE

### FREQUENTLY ASKED QUESTIONS

**Q: How do I book Airport Assistance Worldwide Meet and Greet Services?**

A: You may use our online booking tool 24/7 at [www.AirportAssistance.com](http://www.AirportAssistance.com) and click on the “Book Now” link at the top of the page. Alternately, you may email us at [meets@airportassistance.com](mailto:meets@airportassistance.com) with your flight information.

**Q: I want to set up Airport Assistance Worldwide Meet and Greet Services in more than one city. Can you set up everything for me, or do I have to contact separate offices for each city?**

A: We are your one-stop-shopping destination! We service over 450 airports around the world, both domestically and abroad and will book and manage all your services out of our central office. There is no need to contact multiple locations.

**Q: Who is eligible to use Airport Assistance Worldwide Meet and Greet Services?**

A: Ticketed passengers over the age of 18 traveling in any class of cabin are welcome to use our services. Passengers under 18 years of age must be traveling with an accompanying adult. Some exceptions may be made for unaccompanied minors or young travelers that meet certain guidelines. Please contact our office at 310-417-3620 or [meets@airportassistance.com](mailto:meets@airportassistance.com) for more information.

**Q: How much do you charge for your Airport Assistance Worldwide Meet and Greet Services?**

A: Rates can vary depending on airport, region, and level of service. We service over 450 airports around the world offering a wide variety of VIP Airport Concierge service levels. Prices are available upon request.

**Q: Does your fee include tax?**

A: Yes. The rate quote you are given at the time of booking is inclusive of all taxes and/or VAT.

**Q: Is gratuity included in the service fee or is it required?**

A: Gratuity is not included in your service fee, and while humbly appreciated, it is never required.

**Q: How will I find my greeter for a departure meet?**

A: Your greeter will call you or your private driver in advance to coordinate the meeting location. In most cases, you will be met curbside, right when you are dropped off in front of the terminal.

**Q: How will I find my greeter for an arrival meet?**

A: For most arrival meets, your greeter will be waiting for you at the gate when your aircraft arrives.<sup>1</sup> He/ she may be holding a name sign with your preferred name displayed.<sup>2</sup>

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<sup>1</sup> Unless otherwise noted, passengers arriving on international flights into the United States will be met outside the customs hall with a name sign.

<sup>2</sup> Some airport terminals restrict the use of name signs held at the arrival gate. In most cases, our greeter will send you an SMS message with a description of him/herself and where he/she will be waiting once you deplane. Please turn on your mobile device and make yourself visible so our greeter can determine who you are when you exit the jet-way. A passenger mobile number is required for all arrival meets.



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**Q: What do I do if I cannot find my greeter?**

A: We will supply you with the mobile number of your greeter or their duty manager in advance of your service date. If you cannot locate your greeter, please use the number supplied to try to locate them. If you are unsuccessful, please call and email our office at 888-444-4919 and [meets@airportassistance.com](mailto:meets@airportassistance.com).

**Q: Will my greeter pull my boarding pass in advance of my arrival?**

A: Yes. Typically, as long as we have all the required information (legal name of passenger(s) and airline record locator/confirmation number), we can pull boarding passes for domestic flights. However, the airline reserves the right to request the passenger be physically present before pulling BP's for any reason. therefore, we make no guarantee our greeter will be able to pull the pass in advance. Passengers must be present to pull boarding passes for all international flights.

**Q: Is airline lounge access included in the Airport Assistance Worldwide Meet and Greet Service?**

A: You may already be entitled to complimentary airline lounge access offered through your carrier, based on your class of ticket. Please check with your travel agent or airline to see if you are eligible.

We offer inclusive VIP lounge access at some participating airport locations outside of the United States. Within the United States, **Airport Assistance Worldwide** may offer complimentary airline lounge access for up to 2 guests.<sup>3</sup> Where complimentary access is not offered, airline lounge day-passes may be purchased for an additional fee. Please inquire if you'd like us to purchase a day-pass for you.<sup>4</sup>

**Q: Do you offer any "V.V.I.P." services, such as tarmac transfers, private VIP suites, private customs/passport clearance, or luggage delivery?**

A: Yes! At select airport locations, we offer an exclusive V.V.I.P. experience that may include a completely private VIP terminal, a personal driver to transfer you to/from the terminal and aircraft, private VIP lounge suite, and even have your bags delivered to you while you are waiting.<sup>5</sup>

**Q: Do you offer security from the paparazzi?**

A: Our greeters are highly experienced airport service agents, but are not trained security officers. While we will make every attempt to elude the paparazzi, we can make no guarantees their presence can be avoided. Unfortunately paparazzi have the right to enter the common areas of the airport terminals and oftentimes, even airport police cannot deter them.

**Q: My client is a very important celebrity. Are there any secret tunnels or special doors you can use to get them through the airport without being seen by the public?**

A: As a general rule, the short answer is "not really". However, our airport agents have decades of experience at their local hubs and know all the ins-and-outs of their respective airports. Typically, our agents will use their knowledge of the least populated areas within the terminals to move high profile clients through. In some cases, there *are* "special" doors or walkways our agents may be able to use at their discretion, although these options are very limited.

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<sup>3</sup> Complimentary airline lounge access is available for up to 2 guests at LAX when departing on AA, DL, UA, or AS.

<sup>4</sup> Airline lounge access may also be available based on your ticket class. If you are not eligible for lounge access based on ticket class, a day pass may be purchased for an additional fee.

<sup>5</sup> Baggage delivery means our agent will collect your bags on your behalf and deliver them to the private VIP lounge suite where you will be waiting.



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**Q: Will your greeter “fast-track” me through security or other airport formalities?**

A: “Fast-track” is an interchangeable term used throughout the meet & greet industry and can mean a variety of different things depending on airport location and region. In the United States, there is no legitimate “fast-track” service of any kind, unless you are TSA Pre-Check (to expedite TSA security lines), or Global Entry (to expedite your US passport arrival process). Passengers traveling in First or Business class may be eligible for priority TSA security lanes, but again, this can vary depending on airport location. At some airports, our greeters have access to other priority TSA screening lanes that may be used at our greeter’s discretion; however, availability is not guaranteed.

Outside of the United States, guaranteed “fast-track” services are available at many airport locations. This could mean expediting through airport security lanes and/or expediting through customs and passport/immigration control.

**Q: Do you have electric “golf” carts to drive me through the terminal?**

A: Generally speaking, in the United States, golf carts are on a first-come, first-serve basis and cannot be pre-reserved for any fee. In addition, golf carts are not always available at every terminal.

Outside of the United States, golf carts may be included in the cost of your service or may be pre-arranged for an additional fee. Please inquire at the time of booking if a golf cart is needed.

**Q: I am injured and/or elderly and cannot walk. Can you set up wheelchair service for me?**

A: *If you require a wheelchair, please contact your carrier and ask to have a wheelchair added to your passenger record (PNR).*

The wheelchair request is two-fold: If you have booked our **Airport Assistance Worldwide Meet and Greet Service**, our greeter will be onsite early to liaise with the airline and secure a wheelchair for you. Wheelchair accommodations on departure are on a first-come, first-serve basis and are not guaranteed. If you have not booked an Airport Concierge Departure service with us, plan to arrive to the airport early to allow ample time to procure a wheelchair for yourself.<sup>6</sup>

**On arrivals**, your wheelchair *is* pre-reserved and an attendant will be waiting by the aircraft door when you deplane.<sup>7</sup> If you neglect to pre-reserve a wheelchair for yourself through your carrier, our greeter will make every attempt to secure one for you. However, you will be accommodated after all other pre-booked wheelchair guests have been assisted.

**Q: Do you assist unaccompanied minors or “young travelers” flying alone?**

A: Due to liability constraints, all passengers utilizing our **Airport Assistance Worldwide Meet and Greet Service** must be over the age of 18 years or traveling with an accompanying adult. Some exceptions may be made for unaccompanied minors or young travelers that meet certain guidelines. Please contact our office at 310-417-3620 or [meets@airportassistance.com](mailto:meets@airportassistance.com) for more information.

**Q: Will your greeter assist me with my luggage?**

A: In most cases, yes. Our greeters will assist with luggage check-in and any hand-carries. At some airport locations, greeters are not permitted to touch any traveler’s personal belongings, in which case a porter may be hired for an additional fee.

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<sup>6</sup> **DEPARTURE WHEELCHAIRS:** Even if you have requested the airline to note your passenger record (PNR) with a wheelchair request, this only secures a wheelchair on the *arrival* portion of your flight segment. Wheelchairs are not truly “reserved” for the departure portion of your journey. If you have a departure meet booked with us, our greeter will arrive early to help secure a wheelchair on your behalf, however, availability is not guaranteed.

<sup>7</sup> **ARRIVAL WHEELCHAIRS:** Your wheelchair will be pre-reserved for you at your arrival destination only if you request wheelchair assistance directly with the airline in advance via your PNR.



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**Q: Does your Airport Assistance Worldwide Meet and Greet Services include transportation services?**

A: No. We only provide Airport Meet and Greet Concierge services. We do not offer any transportation services to/from the airport. In select cities, we may be able to refer you to a local supplier. Please contact us for more information. <sup>8</sup>

**Q: What is your cancellation/change policy?**

A: Cancellation/change time-frames within the US range from 4-24 business hours. Outside the US, our cancellation/change policy is 72 business hours. A detailed copy of our cancellation policy will be included with every booking. Cancellations and/or changes may be subject to the full quoted meet rate if the appropriate notice is not given.

**Q: What if I need to cancel or modify my Airport Assistance Worldwide Meet and Greet Services?**

A: Should you need to cancel or change your VIP Airport Meet and Greet service, please contact our office immediately at [meets@airportassistance.com](mailto:meets@airportassistance.com). Cancellation fees may apply.

**Q: When will my credit card be charged and will I receive a receipt?**

A: Your credit card will be charged *after* the service has taken place. We do not automatically send receipts unless you have an account set up with us.<sup>9</sup> However, even if you do not have an account, you may email us at any time to request a charge copy. If you have an account set up with us, you will receive bi-weekly reports with an itemized list of your bookings.

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<sup>8</sup> Airport Assistance Worldwide makes no claims as to the reliability or quality of any 3rd party transportation suppliers. References given for transportation vendors are on a courtesy basis only. Airport Assistance Worldwide is not responsible for any service failures or discrepancy in service. Should you choose to utilize a transportation vendor provided by Airport Assistance Worldwide, you do so at your own risk.

<sup>9</sup> Please visit our website or email us for information about setting up a new account.