

Airport Assistance Worldwide, LLC

Booking Guide

Version 1.0

Welcome

Thank you for choosing Airport Assistance Worldwide, LLC (AAW).

This Booking Guide has been prepared specifically for travel advisors, executive assistants, corporate travel managers, family offices, concierge professionals, and other booking professionals who arrange Airport Assistance Services on behalf of their clients.

Its purpose is to help you understand our booking process, the different types of Airport Assistance Services available, the information we need to coordinate a successful booking, and how airport procedures may vary from one location to another.

This Guide is intended to complement AAW's Booking Terms & Conditions by providing practical guidance and operational information. In the event of any conflict between this Guide and the Booking Terms & Conditions, the Booking Terms & Conditions will govern.

1. How the Booking Process Works

Our booking process is designed to ensure that every Airport Assistance Service is accurately quoted, properly coordinated, and confirmed before travel.

Understanding how the process works will help you know what to expect at each stage of the booking.

Step 1 - Submit a Booking Request

Send us your Booking Request together with the Passenger's itinerary and any available information that may assist us in coordinating the requested Airport Assistance Services, including special requests or unique travel requirements.

Step 2 - We Review the Request

Our team reviews the itinerary, requested Airport Assistance Services, airport requirements, airline procedures, and other operational considerations.

If additional information or clarification is needed, we will contact you before preparing your Quote.

Step 3 - Receive Your Quote

If the requested Airport Assistance Services appear to be available, we will prepare a Quote outlining the available service options, pricing, and any known operational considerations.

A Quote is not a reservation and does not guarantee service availability.

Step 4 - Approve the Quote

Once you approve the Quote and provide a form of payment, AAW begins coordinating the requested Airport Assistance Services and submits the booking for confirmation.

At this stage, your booking enters the coordination process. Depending on the timing of any requested changes, revised pricing, Additional Charges, or late booking fees may apply in accordance with our Booking Terms & Conditions.

Step 5 - Pending Booking

Once submitted for confirmation, your booking enters **Pending Booking** status.

A Pending Booking means AAW is actively coordinating the requested Airport Assistance Services and awaiting final confirmation. Depending on the airport and service requested, a booking may remain pending until shortly before the Service Start Time.

Step 6 - Confirmed Booking

Once the requested Airport Assistance Services have been confirmed, AAW will issue a **Confirmed Booking**.

Only a Confirmed Booking confirms that the requested Airport Assistance Services have been successfully arranged.

2. Understanding Airport Assistance Services

Airport Assistance Services are designed to make your client's airport journey smoother, more efficient, and less stressful through personalized assistance, advance coordination, and knowledgeable local support.

Because every airport operates differently, the services available at one location may differ from those offered at another. Airline procedures, airport operations, government regulations, security requirements, and local operating practices all influence the level of assistance that can be provided.

When preparing your Quote, AAW reviews the itinerary and available services at the requested airport(s) to determine which service options are available for your client.

2.1 Common Service Types

Airport Assistance Services generally fall into three primary categories:

Departure Services

Departure Services assist Passengers before a scheduled flight departure.

Depending on the airport and the selected service level, assistance may include meeting the Passenger at a designated location, airport navigation, check-in assistance, baggage coordination, and guidance or escort through the airport, where available and permitted.

Arrival Services

Arrival Services assist Passengers after a scheduled flight arrival.

Depending on the airport and the selected service level, assistance may include meeting the Passenger upon arrival, airport navigation, baggage coordination, guidance through immigration and customs procedures where available and permitted, and assistance coordinating onward transportation.

International arrival procedures differ from one airport and country to another. Immigration, customs, baggage claim, and access beyond government-controlled areas are determined by local authorities and airport procedures.

Connection Services

Connection Services assist Passengers transferring between flights.

Depending on the itinerary and the selected service level, assistance may include navigating between terminals or gates, coordinating transfer procedures, and helping the Passenger continue their journey.

Connection Services may vary significantly depending on whether the Passenger is traveling on a through-ticketed itinerary, separate tickets, domestic or international connections, or requires additional airline or security procedures.

International connections vary significantly by airport and country. Immigration, customs, baggage claim, security screening, and access beyond government-controlled areas are determined by local authorities and airport procedures. As a result, connection procedures and the level of assistance available may differ from one airport to another.

2.2 Airport Access Levels

Not all Airport Assistance Services provide the same level of airport access.

Some services are provided entirely within the public (landside) areas of the airport, while others allow AAW representatives to accompany Passengers beyond the security checkpoint into secure (airside) areas, where available and permitted.

The level of airport access depends on the selected service level, airport procedures, airline requirements, and government regulations.

Even at airports where airside assistance is available, access may be restricted for certain airlines, terminals, flights, or operational circumstances.

2.3 Airport Procedures Are Not Standardized

No two airports operate exactly alike.

Airport layouts, airline procedures, security requirements, immigration processes, customs procedures, baggage handling, meeting locations, and available services may differ from one airport to another.

In addition, airport procedures may change without notice due to operational requirements, airline decisions, security measures, construction, weather, or government directives.

AAW continually monitors these operational differences and coordinates each booking based on the procedures in effect at the time of travel.

2.4 Additional Airport Services

Depending on the airport and the selected service level, additional airport services may be available to enhance your client's airport experience.

These services may include Fast Track, Private VIP Terminals, Private Suites, Lounge Access, Electric Cart Transportation, Tarmac Transfers, Porter Services, Wheelchair Coordination, and other airport-specific enhancements.

Available services differ by airport, airline, terminal, and local operating procedures. When applicable, the services included with your client's booking will be identified in the Quote.

3. Choosing The Service Level

Airport Assistance Worldwide offers four primary service levels: Silver, Gold, Premium Gold, and Platinum.

Each service level is designed for a different level of airport assistance based on the Passenger's desired experience, airport access requirements, and available services at the location.

Because every airport operates differently, the exact services available within each level may vary based on airport procedures, airline requirements, government regulations, and local operating conditions.

3.1 Silver Service

Silver Service is AAW's landside airport assistance service.

Silver Service is designed for Passengers who need professional guidance and assistance navigating the airport but do not require a representative with airside access.

For departures, Silver Service typically begins at the designated meeting location and includes assistance through the public areas of the airport, including guidance with check-in procedures, baggage assistance, and navigation to the security checkpoint. Once the Passenger reaches the security checkpoint, the service concludes.

For arrivals, Silver Service begins after the Passenger has exited the secure area of the terminal. Depending on the airport layout, the meeting location may be at baggage claim, outside the secured area, or another designated public meeting point.

Silver Service may include:

- Meeting the Passenger at the designated location;
- Airport navigation and guidance;
- Assistance with check-in procedures where available and permitted;
- Assistance with baggage-related processes where available and permitted;
- and
- Guidance to security, baggage claim, ground transportation, or other public areas of the airport.

3.2 Gold Service

Gold Service is AAW's standard airport assistance service and provides a higher level of assistance through airside access where available and permitted.

Gold Service includes all assistance provided with Silver Service, with the added benefit that AAW representatives may be permitted to accompany Passengers beyond security checkpoints and into secure airport areas.

For departures, Gold Service may include escorting the Passenger through the airport to the departure gate, where airside access and gate access are permitted.

For arrivals, Gold Service may include meeting the Passenger at the aircraft gate or another airside location, where permitted by the airport and airline.

Gold Service is ideal for Passengers who want a fully escorted airport experience rather than assistance limited to public areas.

3.3 Premium Gold Service

Premium Gold Service provides the same level of airport assistance as Gold Service with additional premium services or enhancements that may be available at the airport.

Premium Gold Service may include services such as:

- Airport lounge access;
- Private lounge areas or enhanced waiting areas;
- Electric cart transportation;
- Tarmac transfers; or
- Other premium airport services available at the location.

The specific services included with Premium Gold Service will be identified in the Quote, as availability varies by airport, airline, and local operating requirements.

3.4 Platinum Service

Platinum Service is AAW's highest level of airport assistance and is designed for Passengers seeking the most exclusive and personalized airport experience.

Platinum Service takes place through a private VIP facility, private VIP lounge, private VIP terminal, or other premium airport environment, where available.

Platinum Service includes access to a private VIP experience, which may include:

- Use of a private VIP lounge or facility;
- A private room or dedicated area within the facility, where available;
- Private security screening and customs or immigration processing, where available;
- Expedited security, customs, or immigration processing where private processing is not available;
- Tarmac transfer between the aircraft and terminal; and
- Personalized coordination throughout the airport experience.

Private VIP services are available only at select airports and are subject to airport, airline, government, and facility operating requirements.

3.5 Selecting the Right Service Level

The service levels available for a booking depend on the Passenger's itinerary, airport, airline, and the services offered at the specific location.

When preparing a Quote, AAW will identify the available service options for the requested itinerary. The Booking Party may then select the service level that best meets the Passenger's preferences and travel requirements.

If only one service level is available at a particular airport or for a particular itinerary, that service level will be reflected in the Quote.

The selected service level does not guarantee access to any specific airport facility, expedited process, or airport-controlled service unless expressly identified in the Quote.

4. Understanding Airport Features & Amenities

Airports around the world offer a wide variety of services and amenities that can enhance your client's travel experience. Because every airport operates differently, not every feature is available at every location.

The following information explains some of the airport services and amenities that may be available for your client's itinerary. Any services included with your booking will be identified in your Quote.

4.1 Fast Track & Expedited Processing

Fast Track and Expedited Processing are airport-controlled services that provide access to designated priority lanes or expedited processing through specific airport checkpoints.

Depending on the airport, these services may be available for:

- Airline check-in;
- Security screening;
- Passport control;
- Immigration;
- Customs; or
- Other airport-controlled processes.

Availability depends on the airport, airline, terminal, country, and local operating procedures.

Unless specifically identified in your Quote, Airport Assistance Services do not include Fast Track or Expedited Processing.

Even when these services are not available, AAW's experienced team and local representatives often use their knowledge of the airport's layout and operating procedures to guide your client through the most efficient route and sequence available at the time of travel.

4.2 Airport Lounges

Airport lounges provide your client with a comfortable place to relax before departure or during a connection.

Lounges may be operated by an airline, an airport, or an independent lounge provider. Amenities vary by location and may include food and beverages, Wi-Fi, business facilities, shower facilities, or private seating areas.

Admission requirements, operating hours, capacity limitations, and available amenities are determined by the lounge operator.

4.3 Private VIP Facilities

Some airports offer premium facilities designed to provide a more private and personalized airport experience.

Depending on the airport, these facilities may include:

- Private VIP Terminals;
- Private Rooms and Suites;
- Private VIP Lounges; or
- Other dedicated passenger facilities.

These facilities often provide an enhanced level of privacy, personalized assistance, premium amenities, and a more exclusive airport experience.

Some facilities also include private security screening, private customs or immigration processing, dedicated check-in, or tarmac transfers, where available.

Private VIP facilities are available only at select airports.

4.4 Airside & Gate Access

Some Airport Assistance Services allow AAW representatives to accompany your client beyond the security checkpoint into the airport's secure (airside) area.

Where available and permitted, this may include escorting your client to or from the departure or arrival gate.

Airside and gate access are controlled entirely by the airport, airline, and government authorities. Availability depends on the airport, airline, terminal, flight, and local operating procedures.

Not all airports permit gate access.

4.5 Electric Cart Transportation

Some airports offer electric cart transportation to assist Passengers traveling longer distances within the terminal.

Electric cart transportation is operated by the airport or another authorized provider and is available only at select airports. Availability may also depend on the terminal, airline, Passenger eligibility, operating hours, and local airport procedures.

Electric cart transportation is separate from wheelchair assistance and is not available for every Passenger or every itinerary.

4.6 Tarmac Transfers

A tarmac transfer provides transportation between the aircraft and the terminal using a private vehicle or other authorized airport transportation operating within the airport's secure area.

Tarmac transfers are an exclusive airport service available at select locations and are typically offered as part of AAW's Premium Gold or Platinum Service, depending on the airport and the services available.

Because tarmac transfers require specialized airport infrastructure and operational approvals, availability is determined by the airport, airline, terminal, aircraft parking position, weather conditions, operational requirements, and local regulations.

When available, tarmac transfers provide your client with a highly personalized and premium airport experience by minimizing walking distances and allowing direct transportation between the aircraft and a private VIP facility, private VIP terminal, or other designated airport location.

4.7 Porter Services

Porter services assist Passengers with transporting baggage within the airport.

Where available, porters are typically employed or authorized by the airport or another third-party provider. Availability, operating procedures, and fees vary by airport.

In recent years, many airports have experienced reduced porter staffing, and some locations no longer offer dedicated porter services. When a porter is unavailable, AAW may, where operationally feasible, assign an additional representative to assist with baggage handling in place of a traditional porter. This allows us to continue providing a high level of service at many locations, although additional staffing may result in Additional Charges.

Whether assistance is provided by a dedicated porter or an additional AAW representative, availability depends on the airport, airline, terminal, local operating procedures, and staffing at the time of service.

4.8 Wheelchair Assistance

Wheelchair assistance is provided by the operating airline or airport, not by AAW.

If your client requires wheelchair assistance, we recommend requesting the service directly through the operating airline before travel.

Where requested, AAW will make reasonable efforts to coordinate previously arranged wheelchair assistance as part of the Airport Assistance Services.

Because wheelchair services are provided by third parties, AAW cannot guarantee their availability, response times, or performance.

5. Information We Need to Prepare Your Booking

The quality of Airport Assistance Services begins with the quality of the information we receive. Providing complete and accurate booking details allows AAW to prepare an accurate Quote, coordinate the appropriate Airport Assistance Services, identify potential operational considerations, and reduce the likelihood of delays, unexpected issues, or Additional Charges.

Even if Airport Assistance Services are requested for only one portion of your client's journey, we encourage you to provide the complete itinerary whenever possible. This helps us identify connection procedures, baggage requirements, staffing needs, and other factors that may affect your client's airport experience.

5.1 Required Booking Information

Depending on the itinerary and requested Airport Assistance Services, we may request:

- The full legal name of the Lead Passenger and every other Passenger traveling on the itinerary, including any Passenger accompanying the Lead Passenger through the airport, regardless of whether Airport Assistance Services are requested for every Passenger;
- Passenger mobile telephone number;
- Emergency contact information;
- Preferred name signage or alias;
- Airline name and flight number;
- Travel dates and scheduled flight times;
- Departure, arrival, and connection airports;
- Terminal information, if known;
- Complete flight itinerary, including all connecting flights;
- Hotel information, when applicable;
- Ground transportation arrangements, when applicable;
- Estimated number of checked and carry-on bags;
- Oversized, overweight, or specialty items;
- Wheelchair requests or other accessibility requirements;

- Any special requests or travel requirements that may affect your client's airport experience; and
- Any additional information reasonably needed to coordinate the requested Airport Assistance Services.

5.2 Complete Itineraries

One of the most common causes of airport service issues is an incomplete itinerary.

Please provide every flight segment associated with your client's journey, even if Airport Assistance Services are requested for only one portion of the trip.

Providing a complete itinerary helps AAW:

- Coordinate the appropriate Airport Assistance Services;
- Identify airport-specific procedures;
- Determine staffing requirements;
- Identify baggage transfer requirements;
- Verify connection procedures where reasonably possible; and
- Prepare a more accurate Quote.

5.3 Connecting Flights

Please let us know if your client:

- Is traveling on separate tickets;
- Is not through-ticketed;
- Must claim and recheck baggage;
- Must change terminals;
- Has an overnight connection;
- Is connecting between domestic and international flights; or
- Has an unusually short connection.

These details often affect staffing requirements, meeting locations, timing, pricing, and the Airport Assistance Services required.

5.4 Baggage Information

Please provide the estimated number of checked bags, carry-on bags, and any specialty items traveling with your client.

Examples include:

- Golf clubs;
- Musical instruments;
- Sports equipment;
- Strollers;
- Personal wheelchairs;
- Walkers;
- Oversized baggage; and
- Other specialty items.

Accurate baggage information helps us determine whether additional staffing, porter services, baggage assistance, or other arrangements may be appropriate.

5.5 Special Requests

Please advise AAW of any special requests or unique travel requirements as early as possible. Even details that may seem minor can affect staffing, meeting locations, routing, timing, or the Airport Assistance Services required.

Examples include, but are not limited to:

- VAT refund processing;
- Carnets for professional equipment, musical instruments, or other temporary imports;
- Traveling with a pet in the cabin or as checked baggage;
- Firearms or other regulated items requiring airline or government procedures;
- Diplomatic or official travel;
- Traveling with oversized or unusual baggage;
- Requests for language assistance;
- Medical equipment or mobility devices; and
- Any other circumstance requiring additional coordination.

Providing this information in advance allows AAW to better prepare for your client's journey and coordinate the appropriate Airport Assistance Services whenever possible.

5.6 Changes Before Travel

If any itinerary information changes after you approve the Quote, please notify AAW as soon as possible.

Changes to flights, Passenger information, baggage, terminals, contact information, or other booking details may affect service availability, staffing requirements, pricing, or the Airport Assistance Services that can be provided.

The earlier we receive updated information, the greater the opportunity we have to coordinate any necessary adjustments before your client's travel.

5.7 Meeting Instructions

Whenever special meeting instructions are required, AAW will provide them with the Confirmed Booking or before the Service Start Time.

Please ensure your client receives these instructions before arriving at the airport and understands where to meet our representative.

Meeting locations vary depending on the airport, airline, terminal, service level, and local operating procedures. At some airports, our representative will meet the Passenger at a designated location. At others, the Passenger may need to proceed to a specific meeting point before Airport Assistance Services can begin.

To help ensure a successful meet, please remind your client to:

- Keep their mobile telephone readily accessible during travel;
- Follow the meeting instructions provided by AAW;
- Remain at the designated meeting location until contact has been made with our representative, unless instructed otherwise; and
- Notify you or AAW as soon as reasonably practicable if they encounter unexpected delays or have difficulty reaching the designated meeting location.

Providing your client with clear meeting instructions before travel is one of the most effective ways to help ensure Airport Assistance Services begin as planned.

5.8 Last-Minute Bookings

AAW welcomes last-minute Booking Requests whenever possible. While many Airport Assistance Services can be arranged on short notice, availability depends on the airport, airline, requested service level, and the advance notice required by local operating procedures.

As the Service Start Time approaches, fewer service options may be available, additional coordination may be required, and certain airports or services may no longer be able to accommodate new requests. In some circumstances, Additional Charges or late booking fees may apply.

Submitting a last-minute Booking Request does not guarantee that Airport Assistance Services will be available. However, our team will make every reasonable effort to coordinate the requested services and, when appropriate, present any alternative service options that may be available.

6. Preparing Your Passenger for Travel

A few minutes spent preparing your Passenger before the day of travel can help ensure a smoother airport experience and reduce the likelihood of delays, confusion, or unexpected issues.

The following recommendations will help ensure that both your Passenger and AAW are prepared for the requested Airport Assistance Services.

6.1 Review the Confirmed Booking

Before travel, we recommend reviewing the Confirmed Booking to ensure all details are accurate.

In particular, verify:

- Passenger names;
- Flight numbers and travel dates;
- Departure, arrival, and connection airports;
- Terminals, where known;
- Service level;
- Special services included with the booking;
- Contact information; and
- Any special requests or operational notes.

If you identify any discrepancies, please notify AAW as soon as reasonably practicable.

6.2 Share the Booking Information with Your Passenger

Please ensure that your Passenger receives all relevant booking information before arriving at the airport.

This should include:

- The Confirmed Booking;
- Meeting instructions provided by AAW;
- The Passenger's service level;
- Any airport-specific instructions or requirements; and
- AAW's contact information in the event assistance is needed before or during travel.
- The AAW local representative who will be assisting the passenger(s) on the day of travel

Providing this information in advance helps the Passenger understand what to expect upon arrival at the airport.

6.3 Help Your Passenger Prepare

We recommend reminding your Passenger to:

- Carry all required travel documents;
- Keep their mobile telephone readily accessible throughout the airport journey;
- Follow the meeting instructions provided by AAW;
- Arrive at the designated meeting location at the appropriate time; and
- Notify you or AAW as soon as reasonably practicable if they experience delays or encounter unexpected travel issues before the Airport Assistance Services begin.

These simple reminders can help ensure that the Airport Assistance Services begin as planned.

6.4 Keep AAW Informed

If any part of the itinerary changes after the booking has been confirmed, please notify AAW as soon as possible.

This includes changes to:

- Flights or flight schedules;
- Passenger information;
- Baggage or specialty items;
- Contact information;
- Special requests; or
- Any other information that may affect the Airport Assistance Services.

Early notification gives our team the greatest opportunity to coordinate any necessary adjustments before the Service Start Time.

6.5 We're Here to Help

Airport operations are constantly changing. Flight delays, gate changes, operational restrictions, weather, and airline procedures can all affect the Passenger's journey.

Throughout the booking process and on the day of travel, AAW works closely with local representatives, airlines, airports, and other service providers to coordinate the requested Airport Assistance Services and help provide the smoothest airport experience possible.

If you have questions before travel or need assistance with a booking, our team is always happy to help.

7. What to Expect

Airport Assistance Services are highly personalized, but they are also influenced by factors outside AAW's control. Understanding these operational realities will help you set appropriate expectations with your client before they travel.

7.1 Every Airport Is Different

No two airports operate exactly alike.

Airport layouts, airline procedures, security requirements, immigration and customs processes, meeting locations, baggage procedures, and available services differ from one airport to another. Even different terminals within the same airport may operate differently.

Our team coordinates each booking based on the local procedures and services available at the time of travel.

7.2 Airport Procedures Can Change

Airport procedures may change without notice due to operational requirements, airline decisions, weather, construction, staffing, security measures, or government directives.

Although AAW continually monitors bookings and works closely with our local representatives, adjustments may occasionally be necessary on the day of travel.

7.3 Your Client's Experience May Differ by Location

The Airport Assistance Services provided for one itinerary may not be identical to those provided at another airport, even if the same service level is selected.

Factors such as airport infrastructure, airline policies, local regulations, available amenities, and operational restrictions all influence the services that can be provided.

For this reason, your Quote and Confirmed Booking—not a previous booking at another airport—should be used as the reference for the services included with your client's itinerary.

7.4 We Coordinate–We Do Not Control

AAW coordinates Airport Assistance Services and works closely with airlines, airports, and other local service providers to deliver a seamless airport experience.

However, airlines, airports, government authorities, and other third parties retain control over airport operations, including security procedures, immigration and customs processing, gate assignments, baggage handling, boarding decisions, lounge admission, and access to restricted areas.

Whenever operational issues arise, our team and local representatives will make every reasonable effort to assist your client and coordinate the best available solution.

7.5 Communication Is Key

The most successful Airport Assistance Services begin with clear communication before travel.

Providing complete booking information, advising AAW of itinerary changes promptly, and ensuring your client receives the Confirmed Booking and meeting instructions allows our team to prepare effectively and minimize avoidable disruptions on the day of travel.

If questions arise before travel, we encourage you to contact us. We are always happy to review your client's itinerary, explain available service options, and assist with any operational questions before the journey begins.

7.6 Cancellations

If your client needs to cancel Airport Assistance Services, please notify AAW as soon as possible.

Because Airport Assistance Services often require advance coordination with airlines, airports, and other service providers, earlier notification generally provides the greatest flexibility.

Depending on the timing of the cancellation and the services arranged, cancellation charges or non-refundable costs may apply. Complete details regarding cancellations, refunds, and applicable charges are set forth in AAW's Booking Terms & Conditions.

8. Frequently Asked Questions

8.1 How far in advance should I submit a Booking Request?

We recommend submitting your Booking Request as early as possible. While AAW can often accommodate last-minute requests, some airports, airlines, and service types require advance coordination and may have limited availability.

The earlier we receive your request, the more service options may be available for your client.

8.2 Can you guarantee Fast Track or Expedited Processing?

Fast Track and Expedited Processing are controlled by the airport, airline, or government authority and can only be guaranteed when they are specifically identified in your Quote.

Even when Fast Track is not available, AAW's experienced team and local representatives often use their knowledge of the airport's layout and operating procedures to guide your client through the most efficient route and sequence available at the time of travel. While we cannot guarantee shorter wait times, our goal is always to provide the smoothest and most efficient airport experience possible.

8.3 Where will your representative meet my client?

The meeting location depends on the airport, airline, selected service level, and local operating procedures.

Depending on the itinerary, your client may be met at a designated public meeting location, after exiting the secure area, at baggage claim, or, where available and permitted, at the arrival or departure gate.

Your Confirmed Booking will include any special meeting instructions, if applicable.

8.4 Can AAW coordinate Airport Assistance Services for clients traveling on separate tickets?

Yes. However, it is important that you provide your client's complete itinerary, including all flight segments and ticketing arrangements.

Separate tickets may affect baggage handling, connection procedures, meeting locations, staffing requirements, timing, pricing, and the Airport Assistance Services required.

8.5 Can I book Airport Assistance Services for only one portion of my client's journey?

Yes. Airport Assistance Services may be arranged for a departure, arrival, connection, or any combination of these services.

Even if assistance is requested for only one portion of the journey, we encourage you to provide your client's complete itinerary so we can properly coordinate the requested Airport Assistance Services.

8.6 What should I do if my client's itinerary changes?

Please notify AAW as soon as possible whenever your client's itinerary changes.

Changes to flights, terminals, baggage, Passenger information, contact information, or other travel details may affect service availability, staffing requirements, pricing, or the Airport Assistance Services that can be provided.

Early notification gives our team the greatest opportunity to coordinate any necessary adjustments before travel.

8.7 Can AAW accommodate special travel requirements?

Yes. Please advise us of any special requests when submitting your Booking Request or as soon as they become known.

Examples include VAT refund processing, carnets for professional equipment or musical instruments, traveling with pets, oversized baggage, mobility requirements, language assistance, diplomatic travel, or any other circumstance requiring additional coordination.

The more information we receive before travel, the better prepared we can be to coordinate the appropriate Airport Assistance Services for your client.

8.8 Can AAW coordinate Airport Assistance Services at any airport?

AAW coordinates Airport Assistance Services at hundreds of airports worldwide. Because availability varies by airport, airline, and local operating procedures, not every service level or airport feature is available at every location.

If you are planning travel to an airport you have not booked through AAW before, simply send us your client's itinerary. We will review the routing, confirm the Airport Assistance Services available for that location, and provide the appropriate service options for your consideration.

9. Contact & Support

At Airport Assistance Worldwide, we understand that every itinerary is unique. Whether you are coordinating travel for a single Passenger or managing a complex international itinerary, our team is here to help.

If you have questions before submitting a Booking Request, need assistance selecting the appropriate service option, or require guidance regarding airport procedures, please contact us. We are happy to review your client's itinerary, explain the services available, and help coordinate the best possible airport experience.

Business Hours

Monday - Friday

8:00 a.m. – 7:00 p.m. Pacific Time

Saturday - Sunday

9:00 a.m. – 5:00 p.m. Pacific Time

Business hours exclude recognized company holidays.

Contact Information

For the most current contact information, business hours, online booking options, and terms and conditions, please visit our website:

Airport Assistance Worldwide, LLC

<https://airportassistance.com>

Thank you for choosing Airport Assistance Worldwide. We appreciate the opportunity to support you and your clients and look forward to assisting with your future travel needs.

Updated August 10, 2026