



Arrival & Departure Instructions

For your convenience the following instructions are available as a pdf for you to print out and take with you. Please click [here](#) to download. When you book with Urban Parking Limited you will be sent instructions by e-mail as well.

Your arrival and departure instructions are very straightforward. To make sure you are not waiting for our representative we ask that you contact us twenty minutes before you arrive at the collection and delivery point.

Departures

Call our mobile operations number on 07412-313-473 when you are approximately twenty minutes from the arrival point.

Your arrival point is:

NORTH TERMINAL (RH6-OPJ).

When approaching the North Terminal follow the road all the way round to the right, and head towards the passenger drop off zone. This is located in-between the multi-storey car parks and the Sofitel Hotel. Park at the end of the lane on either the left or the right where our representative will be waiting for you.

SOUTH TERMINAL (RH6-OMP).

When approaching the South Terminal you will see three road lanes. Stay in the middle lane that passes the car parks and proceeds to the far end. This will take you to the PASSENGER DROP OFF SECTION. The lane has a fork in the road as it bears round to the right, stay in the left lane that passes the car rental building. Continue to the far end of the lane, pass through BOTH sets of traffic lights, and park on the right hand side where our representative will be waiting for you.

If you get lost or cannot find the arrival point, please call our 24hr operations number 07412-313-743 and we will be happy to direct you.

MEETING OUR REPRESENTATIVE.

Once you have reached the Terminal you will be greeted by our representative who will unload your luggage. They will then fill out a brief booking form and ask you to sign that form. These forms are carbon copied. The top half will be your receipt, the other half will be ours. Once signed, our representative will then request your vehicle key only. You will then be shown exactly where you need to go, wished a safe and pleasant journey, and can proceed into the Terminal Building to check-in.

Your car will then be driven to our council approved compound in Littlehaven (approximately 10 - 15 miles away (depending on the route travelled) by our insured representative, where it will be stored, cleaned if requested, and awaiting your return.

Arrivals

WHERE TO MEET US...

Once you get off the plane please call our operations number on 07412-313-743 to confirm you have landed. Once you have collected all of your baggage please redial our mobile operations number on 07412-313-743, where we will then arrange the prompt delivery of your vehicle back to you.

We will arrive at the meeting point with your car within twelve to twenty minutes of your telephone call, and waiting for you to exit the terminal building.

The meeting point - is the same as your departure point.

NORTH TERMINAL.

When exiting the building, cross the 3 bus lanes and head through the multi-storey car-park. You will arrive at the passenger-drop-off zone situated to the left of the Sofitel Hotel, where our representative will be waiting with your vehicle.

SOUTH TERMINAL.

Go down to the lower level (the passenger drop off section) turn left and proceed to the far end of the lane, where our representative will be waiting with your vehicle.

COLLECTING YOUR VEHICLE...

When you meet our representative, they will ask for your receipt. On presentation they will load your luggage for you.

NOTE: If you have lost your receipt, please have your passport ready so that we can verify your identity. This will result in a slight delay as we will need to contact our office to confirm your identification.

When your luggage is loaded, your receipt will be matched with ours and your new mileage will be recorded. Then both you and our representative will counter sign the booking form. The top half will be issued to you as your final receipt. The bottom half will be ours. Your vehicle keys will then be given back to you where we will wish you a safe and pleasant journey home.

Useful Tips and advice

If you have any queries regarding your flight, call Gatwick Airport Information on 0870-000-2468

Bring a spare car key with you. We have never lost a key, but should it happen, you have a solution.

We would advise you to allow plenty of time for your journey to the airport. If you are late or going to be early please contact us as soon as possible. We do allocate times to bookings so if you are late or early there may be a short delay but we will do all we can to avoid this.

If your vehicle is found not to have enough fuel to cover the maximum efficiency distance of 58 miles we will ask you to place enough fuel in before we take collection of your vehicle.

We record your mileage with you to guarantee your fuel is not misused.