



Arrival & Departure Instructions

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 07940 161 905 when you are approximately twenty minutes from the arrival point.

Your arrival point is:

NORTH TERMINAL (RH6-OPJ).

Due to the bombings in Glasgow, the road layout of the North Terminal has changed. 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 between the multi-storey car parks and the entrance to the Sofitel Hotel. Park 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 LOWER LEVEL (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 **07940 161 905** and we will be happy to direct you.

NOTE: The lower level of both terminals always contain less traffic. This is why we have devised our Departure meeting points to be exactly the same as our Arrival meeting points. Meeting you in exactly the same place for departures and arrivals enables us to deliver a more punctual, familiar and direct service, every time. For your convenience, the levels that separate both the Departures and Arrivals in both Terminals are connected by lifts, escalators and stairs, and are located on the left hand side of the lanes, and at the centre.

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, ask you a few questions (see sections C and D of our terms and conditions for full details) 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 secure council approved compound in Horsham (approximately 10 – 13 miles away (depending on the route travelled) by our fully insured representative, where it will be safely 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 07940 161 905 to confirm you have landed. Once you have collected all of your baggage please redial our mobile operations on 07940 161 905, 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 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 outside 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. Your new mileage will be recorded, and we will ask you to inspect your vehicle. When all is well, 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 yet 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.