

DATA CARS[®]

020 8850 0000



www.datacars.com



DATA CARS INFORMATION

HOW TO CARRY OUT AN AIRPORT PASSENGER/S COLLECTION

The control room will dispatch the job to your iCabbi App.

This information will include:

1. **The Airport and Terminal**
2. **Flight Number**
3. **Customer's Address**
4. **Customer's Name**

If you think any information is missing please message the Base or send 'Call Request'.

ON ARRIVAL AT THE AIRPORT

Please DO NOT enter the terminal car park until after the flight has landed.

Once you have confirmed that the flight has landed please park your vehicle in the terminal car park and keep your ticket provided by the ticket machine on entering the car park.

Important: The customer has been advised by email at the time of booking or, if booked by telephone at the time of making the booking, that the fee for the car park will be charged in cash by the driver on leaving the terminal car park.

e.g. Gatwick Charges September 2015

Up to 30 mins	£3.50
31 – 60 mins	£7.00
1 – 2 hours	£12.00
2 – 3 hours	£14.00

Once inside the terminal please check the flight monitors for the latest update on your customers flight. Once the information reads “baggage in Arrivals Hall” then please proceed to the Arrivals entrance and hold the Data Cars Name Board up so your customer can clearly see you. If your customer has not shown up after 45 minutes of the plane landing then message the Base immediately.

The customer has been informed that you will be waiting by the Arrivals entrance with the **DATA CARS NAME BOARD**.

REMEMBER: If you have not made contact with your customer after 45 minutes from the plane landing you must message “Base” IMMEDIATELY.

The customer has been advised that if the driver contacts them on their mobile and attempts to make arrangements to meet them at the vehicle **THE CAR PARK FEE BECOMES VOID**. Please note that drivers are contracted to provide the customer with a service which includes meeting them as they come through the Arrivals area and walking them to your vehicle.

The customer is also advised that gratuities can be paid to the driver at the customer's discretion – drivers who are helpful with bags etc. achieve better gratuities.

REMEMBER: NEVER CHARGE AN ACCOUNT CUSTOMER A CAR PARK FEE.