

AIRPORT PROCEDURES

Brisbane Airport - Domestic

Mon - Friday 7:30 am to 4:30 pm

Sat - 7:30 am to 2 pm

Sun - 7:30 am to 1 pm

Collection Procedure - During Business Hours

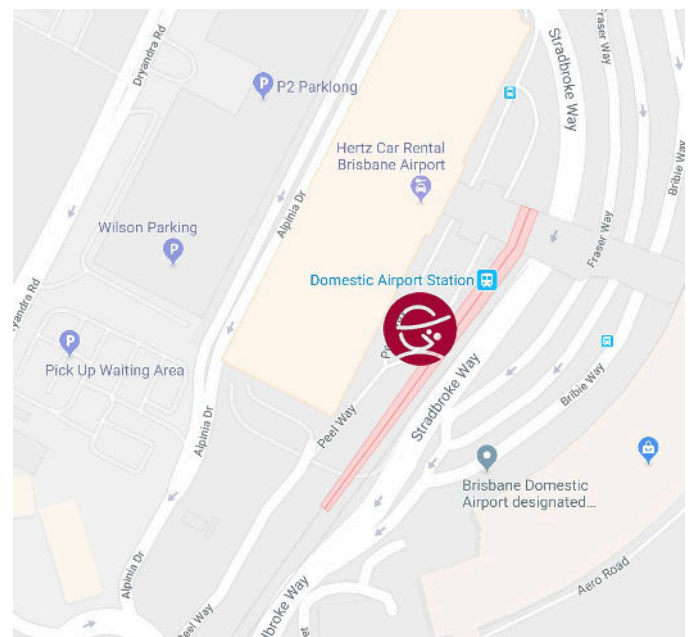
Once you have landed and collected your luggage, please call our Brisbane Off Airport depot on **+61 7 3868 1935**

The Andy's Auto Rentals representative will ask you the following questions before they will send a driver to collect you:

1. What is your last name?
Please ensure that you are aware of the name that your rental vehicle is booked under. This will be on your confirmation email.
2. How many people in your party?
As we have limited seating on the shuttle bus, there may only be room to take 1-3 people to the office to collect your rental vehicle so please discuss with your party in advance who you will send. If you have children who require child seats and it is not possible for them to wait at the terminal, please advise staff during this phone call. If you have not completed credit card authority forms for your rental vehicle the credit card holder must be present at the office with photo ID and credit/debit card.

Andy's designated collection point is located over the 'SkyWalk' in the Bus / Shuttle Zone

- Walk out of the front doors of the terminal
- Follow the signs to the 'SkyWalk'
- When you are on the 'SkyWalk' you will pass the AirTrain
- The next escalator on your left will lead you to the Bus / Shuttle Zone
- Upon leaving the escalator, turn left and wait in bay marked C2 for our sign written shuttle bus to collect you



Brisbane Airport - Domestic

Collection Procedure - After Hours

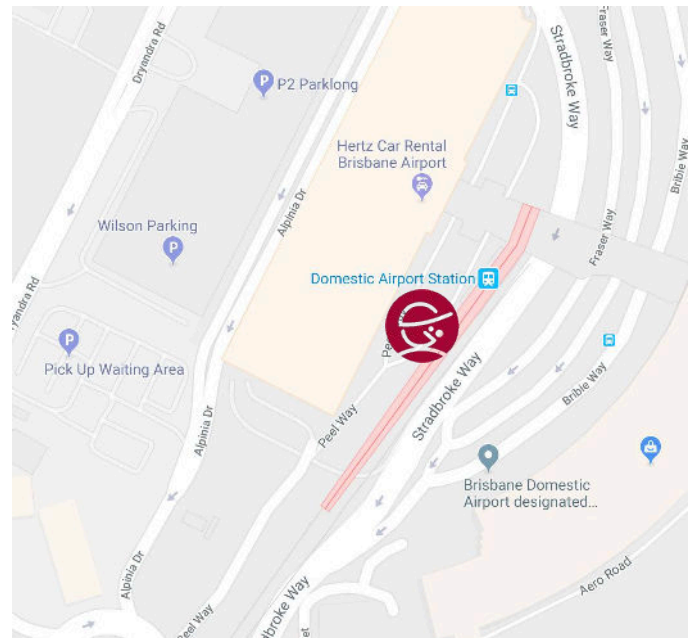
Once you have landed and collected your luggage, please call our after hours depot-Andrews Airport Parking on **+61 7 3268 4222**

The Andrews Airport representative will ask you the following questions before they will send a driver to collect you:

1. What is the last name of the booking?
Please ensure that you are aware of the name that your rental vehicle is booked under. This will be on your confirmation email.
2. How many people in your party?
As we have limited seating on the shuttle bus, there may only be room to take 1-3 people to the office to collect your rental vehicle so please discuss with your party in advance who you will send. If you have children who require child seats and it is not possible for them to wait at the terminal, please advise staff during this phone call. If you have not completed credit card authority forms for your rental vehicle the credit card holder must be present at the office with photo ID and credit/debit card.

Andy's designated collection point is located over the 'SkyWalk' in the Bus / Shuttle Zone

- Walk out of the front doors of the terminal
- Follow the signs to the 'SkyWalk'
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- Upon leaving the escalator, turn left and wait in bay marked B2 for our sign written shuttle bus to collect you



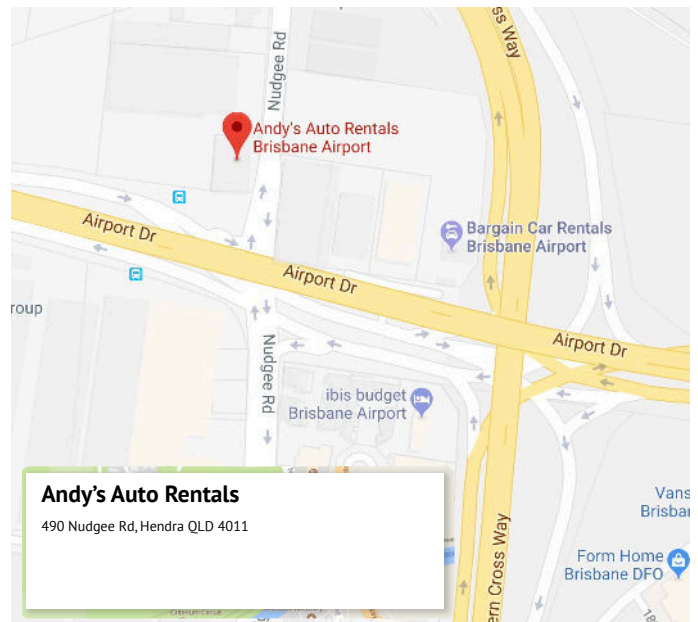
Brisbane Airport - Domestic

Returns Procedure - During Business Hours

Andy's Auto Rentals new office at 490 Nudgee Road, Hendra QLD 4011 offers a **free** shuttle bus service to and from the Brisbane Domestic and International Airport terminal during the hours of **8am - 5pm weekdays** or **8am - 2pm weekends**.

To return your rental vehicle simply call **+61 7 3868 1935** and advise you are on your way. Drive to our Hendra depot located at 490 Nudgee Road, Hendra QLD 4011 and an Andy's representative will take you to the airport which is approximately 5km from the terminal.

Please be aware that there may be limited seating on the shuttle bus, so if you do have a large party you may be asked to only send 1-2 people on the shuttle bus.



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Returns Procedure - After Hours

1. Return the vehicle to 'Andrew's Airport Parking', who are located at 539 Nudgee Rd, Hendra QLD 4011 (please see map)
2. Upon handing the keys over to one of the Andrew's Airport Parking Staff, they will immediately organise a shuttle for your and your passengers back to the Brisbane Airport (approx. 7km away)

Please be aware that there may be limited seating on the shuttle bus, so if you do have a large party you may be asked to only send 1-2 people on the shuttle bus.

