

AIRPORT PROCEDURES

Brisbane Airport - International

Collection Procedure - During Business Hours

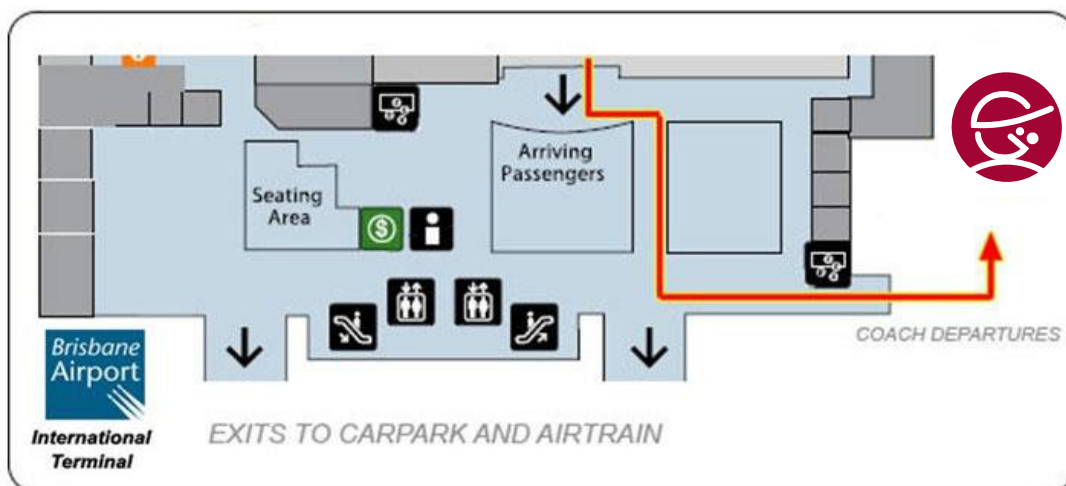
Once you have landed, collected your luggage and cleared customs please call our Brisbane Off Airport depot on **+61 7 3868 1935**. If you do not have access to a phone, please ask the information desk to make the call on your behalf or use a pay phone.

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 in the Coach Departures Area

- As you enter the Arrivals Lobby, remain inside the building, do not exit the terminal
- Turn left and head straight for the door way leading to the Coach Departures area
- Follow the rampway down and keep to the left of the Coach Departures Area, the Andy's Shuttle Bus will be waiting in bays 3 & 4 to collect you



Brisbane Airport - International

Collection Procedure - After Hours

1. Once you have landed, cleared customs and collected your baggage please call Andrews Airport Parking on **(07) 3268 4222**. If you do not have access to a phone you can ask the information desk to make the call on your behalf
2. Give Andrews Airport parking the surname that the booking is under and they will send a shuttle bus to collect you from the area marked on the map below. **Please keep in mind that they will only pick up max. 3 people per party.*
3. To get to the collection point you will need to follow the map. Once you exit the arrivals gate, turn left past The Coffee Club and continue towards the end of the terminal.
4. You will exit sliding doors leading to the 'coacg departures' to the right of the Travelex* money exchange
5. When you exit the sliding doors you will be met with 4 different bus bays, you will need to wait at bay 3 & 4 for a blue Andrews Airport Parking bus to pick you up and take you back to their office for collection of the vehicle.

**If you are collecting a 25 seat bus or larger, your vehicle will be parked across from Andrews Airport Parking (approx. 200m). They will take you back to their office to collect the keys and will then drive you over to where your bus is parked.*



Brisbane Airport - International

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.



Brisbane Airport - International

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 you and your passengers back to the Brisbane Airport (*approx. 7km away*)

