



Naylor's Airport Transfers Information Page

Flying can be a stressful time so we've put together a few helpful tips to ease the stress when you get to the airport.

Booking: Please inform us at time of booking if you have priority boarding as this can alter the time it takes for you to come through passport control & baggage & will help us determine your pick up time (landing only) Please make sure we have all the relevant information needed at the time of booking, mistakes happen when we do not have all the information.

When inputting your return flight details please be aware that if flying long haul then the date you take off could be different to the date you land so please look out for + 1 which means the day after you take off. (Easy mistake to make)

Picking up :

Contact : Please ensure we have a mobile number so contact can be made on the day of pick up (to & from the airport) Our drivers will send a text to inform you it is them picking you up so when luggage has been collected contact can be made hassle free.

If for any reason your mobile phone loses charge you can call the office on t: **01246 556677** m: **07890 551100** & we can arrange pick up or failing that please wait in the arrivals hall where your driver will come in & meet you at the meeting point which is clearly sign posted in all arrival halls.

Please note if contact cannot be made due to battery failure on your mobile we will come into the arrivals hall 45mins after landing at all regional airports & 1 hour after landing at all London airports.

The reason we ask for a mobile number to make contact before we go into the arrivals hall or car park is because the airports are charging more & more to go into the car parks which adds to the cost so to help keep price increases down we ask for your co-operation.

If for any reason you don't have a mobile or prefer to be met in the arrivals hall please state at time of booking.

Please do not split up to look for your driver or go to departures where you was dropped of until you have made contact with the driver.

Flights can land early as well as late & sometimes even thou we try our best if a flight lands early we cannot get there until the original landing time + 30 mins so please be aware of your landing time & don't panic.

Flights landing late are not a problem most of the time however we are checking flights on a regular basis so you don't have to worry but if when you get to the airport & your flight shows delayed with no expected departure time please try & make contact as in this case we don't always know as the information we receive is not always 100 %.

If we are unsure of anything while you're away we will try & make contact via text message.

Please enjoy your holiday or business trip & we'll see you when you get back.