

Airport Arrival/Departure Procedures

ALL ISLANDS

Our reservation and dispatch offices for all islands are open between the hours of 7:00 am to 10:00 pm daily.

Honolulu

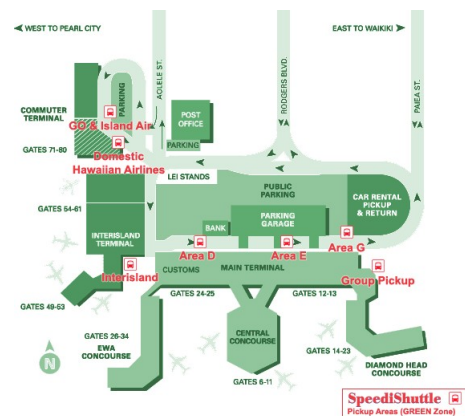
Upon arriving at the Honolulu International Airport, please proceed to the baggage claim area.

We recommend you contact our office at 1-808-242-7777, allowing our on-duty dispatcher to contact your driver and further direct you.

After you have gathered your luggage-

➤ **All Airlines EXCEPT Customs arrivals** should remain in the baggage claim area where you will be met by a SpeediShuttle greeter in a Polynesian red with natural fern aloha attire holding a **SPEEDISHUTTLE** sign. **DO NOT EXIT TO THE STREET.**

➤ **CUSTOMS arrivals** will need to exit to the street and wait by the information counter. You will be met and assisted by one of our **SPEEDISHUTTLE** greeters in a Polynesian red with natural fern aloha attire, who will then escort you to your pickup area where the driver will load your luggage into one of our vehicles.



The scheduled pick-up time for your departure will be confirmed by a member of our reservation staff at least 24 hours prior to your departure.

Maui

Upon deplaning at the Kahului airport, all arriving passengers will be directed to the escalators and down into the baggage claim area.

Once ready with luggage, please check in with our greeter at our receptive desk across from carousel 4. Greeters wear red aloha shirts with white flower print.

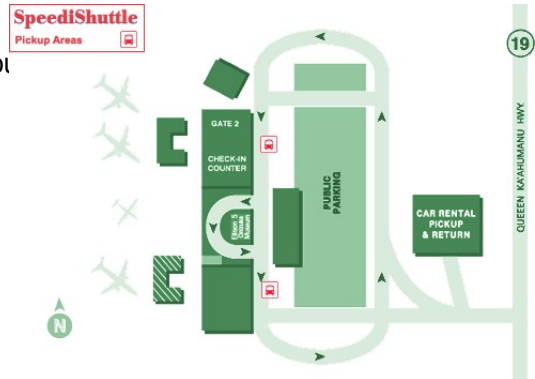


The scheduled pick-up time for your departure will be confirmed by a member of our reservation staff at least 24 hours prior to your departure.

Kona - Big Island

Upon arriving at the Kailua-Kona airport, please proceed to the baggage claim area:

- **Terminal 1 (Gates 1-5) and Terminal 2 (Gates 6-11)** After you have gathered your luggage, your shuttle is located just outside baggage claim across the street at the center island. If you are unable to locate your driver, please call us at 1-808-242-7777. Our on-duty dispatcher will then contact your driver.
- **Commuter Terminal (Mokulele Commuter flights from Maui)** please call SpeediShuttle at 1-808-242-7777 from the Mokulele counter.



The scheduled pick-up time for your departure will be confirmed by a member of our reservation staff at least 24 hours prior to your departure.

Lihue - Kauai

Upon arriving at the Lihue Airport, please proceed to the baggage claim area.

Our drivers are wearing a Polynesian red and green, with natural fern and white hibiscus aloha attire.

There are telephone banks located on the side of the Visitors Information Booth, enabling you to call our office and advise our staff who will ultimately coordinate your transfer.

- **Baggage Claim "A" (United, Alaska, and Go!Mokulele)** after retrieving your luggage, exit the baggage claim area, **turn left**, and walk about 25 yards, to the "pre-arranged parking area" where our drivers will be standing by a Mercedes Benz Sprinter. Your driver will assist you into the vehicle, and then proceed to load your luggage.
- **Baggage Claim "B" (Hawaiian, American, Delta, WestJet and US Airways)** after retrieving your luggage, exit the baggage claim area, **turn right**, and walk about 25 yards, to the "pre-arranged parking area", where our drivers will be standing by a Mercedes Benz Sprinter. Your driver will assist you into the vehicle, and then proceed to load your luggage.



The scheduled pick-up time for your departure will be confirmed by a member of our reservation staff at least 24 hours prior to your departure.

Arrivals

SpeediShuttle has a waiting period for its “shared ride service” from 15 minutes up to 45 minutes. This “waiting period” starts when the guests with their luggage have checked in with our greeters.

Waiting time for shared ride services are based on factors such as size of airports, distances to and from various destinations, and infrastructure of roads. Due to the tremendous increase in airport security, tourist traffic, single lane roads, accidents that cause roadway closures and road construction, it has become extremely difficult to perform our arrival airport service without increasing the waiting period.

Exclusive service remains an option for you. We would be pleased to be waiting exclusively for you upon arrival.

Departures

The reservation time is the pickup time for departures and has a window of five (5) minutes prior to and after the scheduled time.

PLEASE have your entire party ready at the pick-up location (same area you were dropped off at when you were transferred from the airport).