

# 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.

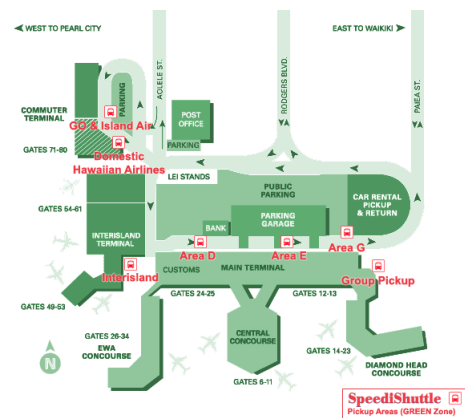
## Honolulu

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

We recommend you contact our office with our toll free number 1-877-242-5777, 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.

After you have gathered your luggage, please check in at our desk located in baggage claim across from carousel 4. Once all guests have collected their luggage and checked in, our greeters will then direct you to your shuttle, located curbside, outside of baggage claim.



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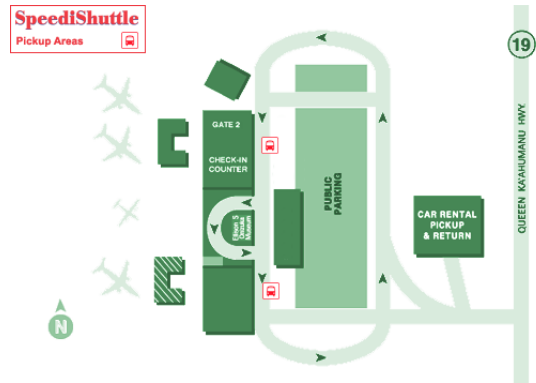
## Kona - Big Island

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

After you have gathered your luggage-

At the entrance to or at the exit of baggage claim, please look for a greeter in a Polynesian red with natural fern aloha attire holding a **SPEEDISHUTTLE** sign.

- **Baggage Claim "A" (United, Island Air, GO!Mokulele, West Jet, US Airways, and Kona Shuttle)** utilize the same entry for exit and entering.
- **Baggage Claim "B" (Hawaiian, American, Delta, Alaska and Air Canada)** entrance and exit routes are through different walkways.
- **Commuter Terminal (Mokulele Commuter flights from Maui)** no greeter, call SpeediShuttle from the Mokulele counter.



After you have gathered your luggage, our greeters will direct you to your shuttle and if required, assist you with your luggage. If you are unable to locate the greeter, please call our toll free number 1-877-242-5777. Our on-duty dispatcher will then contact your driver.

**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, West Jet 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**

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SpeediShuttle has a waiting period for its “shared ride service” from 15 minutes up to 30 minutes. This “waiting period” starts when the guests with their luggage has 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 your guests. We would be pleased to be waiting exclusively for your guests upon arrival.

## **Departures**

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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 resort pick up location (same area you were dropped off at when you were transferred from the airport).

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