

## **AIRPORT ARRIVALS INFORMATION**

Due to UK airport security measures, it is not possible to collect from the terminals without authorisation from the designated authority responsible for coach and bus transportation within the airport grounds.

Coaches must check in at the airport coach park where they are held until the terminal marshals have authorised a permit for their release. As a result of this procedure you may experience a brief delay in your coach arriving at the terminal.

If you have not arranged for a meet and greet service to meet you in the arrivals lounge, make your way out to the charter coach collection bays. Please ensure your entire group are together as the terminal marshals will not allow excessive waiting on the terminal.

Each airport has its own individual procedure for this process, so we have provided more guidance below.

If you find you are waiting for your coach at the charter coach bays for a prolonged time, please call us on 020 7603 1111 and we will contact the airport coach and bus authority for information on the delay.

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### **HEATHROW AIRPORT ARRIVALS**

#### ***Terminal 2***

Exit the terminal on the ground level to the covered bus and coach collection area under the car park. Proceed to the second lane, to bays 13 and 14. Inform one of the coordinating marshals that your group are all here and request that they authorise the release of the Mayfair Coaches vehicle.

#### ***Terminal 3***

Exit to the rear of the terminal on the ground level to the bus and coach collection area, bays 7-13. Inform one of the coordinating marshals that your group are all here and request that they authorise the release of the Mayfair Coaches vehicle.

#### ***Terminal 4***

Exit the terminal on the ground level to the bus and coach collection area. Cross to the second traffic lane to bays 15, 16 & 17. Inform one of the coordinating marshals that your group are all here and request that they authorise the release of the Mayfair Coaches vehicle.

#### ***Terminal 5***

Exit the terminal on the ground level to the bus and coach collection area. Go to the last bay on the left, to bay 16. Inform one of the coordinating marshals that your group are all here and request that they authorise the release of the Mayfair Coaches vehicle.

### **GATWICK AIRPORT ARRIVALS**

#### ***North Terminal***

Exit the terminal on the ground level and follow directions to the 'drop off area' which is after the car park. Go to bay 15 opposite the hotel and instruct the coach marshal to authorise the release of the Mayfair Coaches vehicle.

#### ***South Terminal***

Exit the terminal on the ground level to the bus and coach collection area. Cross over to last bay on the left of the middle lane. Inform one of the coordinating marshals that your group are all here and request that they authorise the release of the Mayfair Coaches vehicle.

### **STANSTED AIRPORT ARRIVALS**

Take the lift down to the coach park. The charter coach collection area is on the left near to the restroom cabins, bays 29 to 35. If your coach is not waiting for you there, please call us on 020 7603 1111.

### **LUTON AIRPORT ARRIVALS**

On exiting the terminal you will find yourself in the coach and bus collection area. The first two bays next to the arrivals are bays 'M' and 'N'. Wait at these bays and call us on 020 7603 1111. We will then call the airport authority to release the driver. As previously stated, you may experience a brief delay during this process.

### **CITY AIRPORT ARRIVALS**

When exiting the terminal you will see the vehicle collection area is to your left. cross the zebra crossing to the far side of the first lane. The coach bays are the second and third bay. If your coach is not waiting for you there, please call us on 020 7603 1111.