



PHOENIX SKY HARBOR INTERNATIONAL AIRPORT (Scottsdale, Phoenix, Sedona)

Flow for arriving groups:

1. Upon arrival at Sky Harbor International Airport, attendees will follow airport signage to the appropriate Baggage Claim area.
2. Uniformed Hello Arizona! staff will be positioned at the entrance to Baggage Claim on Level 1 for passengers arriving from Terminal 2, at the base of the escalators on Level 2 for passengers arriving from Terminal 3, or at the base of the east and west escalators on Level 1 for passengers arriving from Terminal 4 to meet attendees with a greeter sign noting the group name or logo.
3. Hello Arizona! staff will direct attendees to the appropriate luggage carousel, and will also lend assistance to passengers who have lost or delayed luggage. Upon request, skycaps can be secured in advance for luggage assistance.
4. Once luggage is claimed, attendees will be escorted to waiting transportation.
5. Attendees will be grouped together for transfer to the hotel based on flights arriving 15 to 20 minutes apart.
6. Hello Arizona! staff are in radio communication with each other, including the dispatcher(s). They will monitor flights and keep the client apprised of any delayed flights if longer than 30 minutes, as well as any cancelled flights or possible airport closures.
7. A radio-equipped Hello Arizona! staff is also positioned at the hotel to keep the client apprised of flight arrivals and delays, and to advise the hotel's front services staff of the group's arrival.