



ORLANDO INTERNATIONAL AIRPORT (Orlando)

Flow for arriving groups from Domestic flights:

1. Upon arrival at Orlando International Airport, attendees will follow airport signage to the appropriate Baggage Claim area located on Level Two.
2. Uniformed Hello Florida! staff will be positioned at the base of the escalators on Level Two to meet attendees with a greeter sign noting the group name or logo.
3. Hello Florida! 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 on Level One.
5. Attendees will be grouped together for transfer to the hotel based on flights arriving 15 to 20 minutes apart.
6. The vehicle dispatcher is located curbside, and is in radio communication with all of the staff throughout the airport and in the vehicle holding area.
7. Hello Florida! staff at the airport 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.
8. A radio-equipped Hello Florida! 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.

ORLANDO INTERNATIONAL AIRPORT (Orlando)

Flow for arriving groups from International flights:

1. Upon arrival at Orlando International Airport, attendees will follow airport signage to the appropriate Baggage Claim area located on Level One (Virgin Airways and British Airways) or Level Two (all other International flights).
2. Uniformed Hello Florida! staff will be positioned at the base of the escalators on Level Two to meet attendees with a greeter sign noting the group name or logo. (Virgin Airways and British Airways passengers should proceed to Level Two Baggage Claim to meet Hello Florida! staff, who will then escort passengers to baggage claim on Level One.)
3. Hello Florida! 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 on Level One.
5. Attendees will be grouped together for transfer to the hotel based on flights arriving 15 to 20 minutes apart.
6. The vehicle dispatcher is located curbside, and is in radio communication with all of the staff throughout the airport and in the vehicle holding area.
7. Hello Florida! staff at the airport 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.
8. A radio-equipped Hello Florida! 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.