



SOUTHWEST FLORIDA INTERNATIONAL AIRPORT (Naples, Marco Island)

Flow for arriving groups:

1. Upon arrival at Southwest Florida International Airport, attendees will follow airport signage to the appropriate Baggage Claim area located on Level One.
2. Uniformed Hello Florida! staff will be positioned in Baggage Claim 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. Hello Florida! staff at the airport are in radio communication with each other as well as the vehicle dispatcher. 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. Upon request, a radio-equipped Hello Florida! staff can also be 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.