



## BRISBANE INTERNATIONAL TERMINAL

### ARRIVAL INFORMATION FOR BRISBANE (BNE) INTERNATIONAL AIRPORT

All arriving passengers into Brisbane Airport are to proceed to the information counter where check in will occur with the Con-X-ion attendant. Passengers will then be directed to their departing shuttle.

If you are unable to locate the information counter please ask one of the airport ambassadors for assistance, otherwise please phone 1300 266 946 or +61 7 5556 9888. Please endeavour to check in 5 minutes prior to your scheduled departure to ensure the service can leave on time.



### LATE FLIGHTS

Passengers arriving from delayed flights who miss the last service out are required to make alternative travel arrangements at their own expense – these passengers will be eligible for a refund for the unused service. If your flight has been delayed please contact Con-X-ion immediately on +61 7 5556 9888 and you will be put you on the next available service. Clients who choose to not wait for the next available service may not be eligible for a refund.

**\*Please note: Our services are unable to wait for delayed flights or late passengers. Con-X-ion is not responsible for delayed flights.**

### DEPARTING PROCEDURE FOR BRISBANE, GOLD COAST & SUNSHINE COAST

- **Your service should arrive during the 20-minute window outlined on your confirmation. You must be ready and waiting outside your pickup point and in view of the road for the entirety of your pickup window.**
- If you miss your allocated service please make contact with Con-X-ion directly on +61 7 5556 9888 (international) ASAP. Ask your hotel/concierge if you require assistance.
- **Please ensure your mobile is switched on in case we need to contact you.**
- Passengers we are unable to locate / contact may not be eligible for refund or reimbursement.\*
- Please do not depart in a taxi without first making contact with Con-x-ion.

