

March 2008

## **NEW DROP OFF / PICK UP ARRANGEMENTS AT GLASGOW AIRPORT**

Glasgow Airport has created a free, covered pick-up and drop-off zone opposite the main terminal. The new zone is located on the ground floor of car park 2 (the multi-storey car park), allowing motorists to drop off and pick up passengers just metres from the front of the terminal. Motorists can access the new zone for up to 10 minutes, at no cost.

### **How do I access the new drop off / pick up zone?**

Motorists should simply follow the road signs for 'drop off / pick up'. If you're arriving on a flight, follow the signs for the 'pick up point.'

### **Why can't I drop off on the airport forecourt?**

Security concerns, and capacity constraints, mean that we can no longer allow private vehicles to access the forecourt. This area will be reserved for public transport buses and licensed taxis. However, we recognise that passengers want to pick up and drop off as close to the terminal as security constraints allow. This solution addresses those concerns, while safeguarding the security of all passengers.

### **Why are you allowing only 10 minutes free?**

This is to allow passengers adequate time to load/offload their luggage. Remember, this zone is earmarked for passenger drop-off and pick-up, not for parking. If you need to stay for more than 10 minutes, you should use one of the designated parking bays in car parks 1,2 or 3, otherwise you will be subject to premium charges. This is designed to maintain a steady flow of traffic through the drop-off/pick-up zone. If we allow motorists to park in this area, this will simply lead to congestion and frustration for other passengers.

### **What happens if I exceed the 10 minute limit?**

After 10 minutes, you will be subject to premium rate charges - £5.00 up to 15 minutes, £10 up to 30 minutes and £20 up to one hour. These charges are deliberately high in order to dissuade motorists from parking in this area. It is in the interests of all passengers that we maintain a steady flow of traffic and not allow motorists to abuse the grace period.

### **What do I do if the drop-off / pick-up zone is busy?**

If you find there are no spaces, you **must** completely exit car park 2 (you must clear the two exit barriers and re-join the road network on Caledonia Way West), otherwise you will be subject to a premium tariff. Do not park and wait for a space to arise. Providing you leave the area within 10 minutes, you will not be charged. You can then re-enter the drop-off/pick-up zone at a later time. You can also continue to use nearby St Andrew's Drive as a drop off zone, if you wish.

### **Can I arrange with a taxi company to pick me up from the new zone?**

Yes, taxi companies can drop-off and pick-up in this area. However, they are not permitted to park in this area and must leave within 10 minutes, otherwise they will be required to pay the premium tariff. You should always arrange a pick-up time with your taxi driver. It is important that you inform your driver if your flight is late.

### **What arrangements are in place for disabled passengers?**

Four bays in the drop-off / pick-up zone have been designated for use by passengers with reduced mobility, and special help points will be available for anyone requiring assistance. However, motorists **cannot** remain in this area for more than 10 minutes, otherwise they will incur penalty charges. A further 10 bays have been provided in the ground floor of car park 2, adjacent to the drop-off/pick-up zone. Blue badge holders are entitled to 30 minutes free access in these bays, but must present themselves to the customer service desk in car park 2. A stay of more than 30 minutes will incur standard parking charges. **This arrangement applies only to Blue badge holders.**

### **How do I get in touch with Glasgow Airport if I have any more questions?**

We always welcome passenger feedback. You'll find feedback forms throughout the terminal building and we also have an area on our website where passengers can let us know about their experiences – go to [glasgowairport.com/feedback](https://glasgowairport.com/feedback)