

APPENDIX I STANDARD PROCESS FOR ARRIVAL AIRPORT ASSISTANCE SERVICES

This is standard process of Arrival Airport Assistance Services:

The service(s) will start the moment guest(s) emerging from the plane as follow:

1. Guest(s) upon emerging from the airplanes will be greeted by our Airport Representative at the end of Aerobridge (this will happened if the aircraft park next to the terminal and using Aerobridges), or the guest(s) will be greeted upon entering a glass door after being dropped by a bus (this will happened if the aircraft park in the remote area which far away from the terminal building and the guest(s) will be using Airlines Buss to get to the terminal building).
2. Our Airport Representative will be holding a signboard with guest's name(s) on the board (signboard size will as big as A4 Paper size). Please kindly inform the guest(s) to look for our Airport Representative and approach him and/or her and be ready to be assisted.
3. After meet with our Airport Representative, guest(s) will be escorted to the immigration counter for immigration process (passport scanning and passport stamp), due to government regulation this immigration process have to be done by the guest(s) themselves.
4. When finished from the immigration counter, guest(s) will be escorted to the luggage claim area, our Airport Representative will help finding the baggage and assist on collecting your guest's baggage.
5. After all the baggage being collected, guest(s) will be escorted to the customs area for X-Ray Scanning on the baggage, our Airport Representative will help and assist on the baggage during scanning inside the X-Ray Machine(s). Sometimes customs will conduct random check on the passengers, we can't avoid and/or refuse the process, it's the customs privileged to do the checking.
6. After finish from the customs, guest(s) will be escorted to the exit from International Arrival Terminal Building and meet with guest(s) curbside pickup. Before exiting the building, our Airport Representative will contact guest's curbside pickup and informing about the meeting point.
7. Our Airport Representative will escorted guest(s) to the agreed meeting point and hand over the guest(s) to their curbside pickup.

APPENDIX II STANDARD PROCESS FOR DEPARTURE AIRPORT ASSISTANCE SERVICES

This is standard process of Departure Airport Assistance Services:

The service(s) will start the moment guest(s) arriving at the airport as follow:

1. Person In Charge who reserved Departure Airport Assistance Service for the guest(s) will have the responsibility to provide information regarding guest(s) departure details information as follow:
 - a. Name of driver who will drop guest(s) to the airport and driver's contact number and/or mobile number;
 - b. Vehicle identification such as: Vehicle Type and Model, License Plate Number, Vehicle Color and number of vehicle (if more than 1 (one) vehicle);
 - c. Departure time from the hotel and/or villa and/or place(s) and informing estimate time arriving at the airport;
 - d. Person In Charge also have to inform driver that **the guest(s) shouldn't be dropped at the airport before meet with our Airport Representative (this is very crucial and important).**
2. Our Airport Representative will contact the driver to communicate about the meeting point at the airport and reminding to the driver to don't drop the guest(s) before meeting with our Airport Representative.
3. Our Airport Representative will be waiting at the agreed meeting point, guest(s) will be greeting upon arriving at the airport and our Airport Representative will help with guest's baggage.
4. After all the baggage out from the vehicle, guest(s) will be escorting to enter International Departure Terminal Building, upon entering the building all baggage will have to be scanned in the X-Ray Machines, our Airport Representative will help and assist on the baggage during scanning inside the X-Ray Machine(s).
5. After the scanning, guest(s) will be escorted to the check in counter, due to international regulation and airline's policy, checking in process have to be attended by the guest(s) themselves for passport crosscheck. Our Airport Representative will help and assist with baggage tagging and drop at the check in counter.
6. After check in process, guest(s) will be escorted to customs area and immigration counter for immigration process (passport scanning and passport stamp).
7. When finished from the immigration counter, guest(s) will be escorted to the boarding lounge area, if guest(s) are a business class passenger who entitled for departure lounge, our Airport Representative will escort guest(s) to the appointed departure lounge, and after everything completed our Airport Representative will excused himself and/or herself to the guest(s).