



# GLOBAL VIP SERVICES

## Global VIP – Frequently Asked Questions

### **Who can use the service?**

Global VIP is available to book for those travelling on First or Business class flight tickets. The service is not available to those flying Economy or Premium Economy class. Children may use the service, but those under 16 years old must be accompanied by an adult.

### **How do I book the service?**

Contact us directly to book the VIP service. The team are available daily from 7am-10pm Pacific Standard Time.

When making the booking we will require:

- Flight details: date service is required, Flight number, Booking Class and Airline Booking Reference
- Personal information: Names, Dates of Birth, Passport Numbers, Passport Expiry Dates and Nationality of each person travelling
- Luggage Quantity: number of items of hold luggage. Please note these are limited to 10 items per person without charge, additional items incur a supplement
- Chauffeured Services: details of any independently booked driver services collecting you from/driving you to Heathrow (drivers name, telephone number and vehicle registration number)
- Meeters & Greeters: details of up to 2 non-travelling persons wishing to meet you in your private lounge (if required)
- Payment details: payment is taken on a credit card at time of booking. No money will be debited from your account until the booking is confirmed. At point of submitting your booking you are making a pledge to pay for the service should the booking be accepted, subject to our Terms & Conditions.

### **Do you cater for persons with a disability or those who experience mobility difficulties?**

Yes, all our services are accessible. Try and give as much notice as possible so we can make the necessary arrangements. If you forget, we will still make every effort to help you in a timely manner.

### **Can you protect me from Paparazzi?**

Paparazzi are not allowed in the secure area of our Suites and photography of any kind is not allowed without a permit. We cannot guarantee long distance photographs will not be taken. Should we be aware of Paparazzi at the Airport or surrounding public areas, the Airport team will request they cease and move on.

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## **Can I drive my own vehicle?**

Parking is not available at our Suite's; we can direct you to the Valet parking service if required.

## **Can I smoke in the Suite?**

There is no smoking in the suite or in any airside areas. A smoking area is available in the private forecourt.

## **Am I allowed guests at the suite?**

A maximum of 2 guests are allowed per group of travelling passengers. These guests may arrive 15 minutes prior to arrival time of the passenger but must not be in the suite after the passengers have left. All guests names must be supplied at the time of booking or they will not be allowed access to the private area. All guests must remain landside at all times within the private lounge and will not be allowed to escort the group to the aircraft.

## **How much luggage is allowed?**

Global VIP is happy to process up to 10 items of hold luggage per person through our service.

The above does not include any potential airline costs for excess luggage. Weight limits and charges vary according to ticket type and airline. You must adhere to your airline's luggage limits – if unsure about this, please contact them and they'll be happy to tell you. Any excess baggage payments must be made directly to your airline. We can arrange excess baggage to be shipped in advance.

## **Can I go Shopping?**

A personal shopper service is available on request for departing guests. You will be escorted through security and into the terminal shopping area. The shoppers can assist your shopping requirements but normal regulations apply and this service is only available if time permits.

## **Can I visit the VAT Refund desk?**

A VAT Refund Service is available for non-US citizens within our Suites. Please request the service upon booking. All receipts and purchases must be available to show the appropriate authorities. Please allow extra time for this service, we recommend 30 minutes.

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## **What can I expect for an Arriving flight service?**

- A member of the VIP team will be waiting for you on the air-bridge or at the aircraft steps.
- Once met, you will be asked for your baggage tag identifiers and driven by a private chauffeured vehicle to your suite.
- You will be invited into your own private lounge and light refreshments are served as part of the standard package. An arrivals menu featuring light bites options will be available and items may incur an additional cost.
- Our team will retrieve your luggage and bring this to the suite, which are subject to US Customs processes.
- An immigration officer will be given your passport and will make the necessary checks and will return your passports in your lounge. If additional checks are required, please comply with requests.
- When all checks are completed and baggage is returned, you are free to leave our care and continue your journey.
- For an additional charge, we can organize a private chauffeur for your convenience. Alternatively, your independently arranged driver can enter our private forecourt 30 minutes prior to your scheduled flight time.

## **What can I expect for a Departing flight service?**

- Please arrive at the suite at least 90 minutes before your flight time. Please be advised, passengers arriving later than this time may not be permitted to board the aircraft.
- If you are arriving by an independently booked vehicle, please provide your drivers details to gain access to our private forecourt. We offer a drop-and-go service and vehicles are not permitted to dwell in our forecourt.
- A member of our VIP team will greet as you arrive and you will be escorted to your own private lounge. Lounges are allocated on the day and are allocated appropriately for the number of people booked on our service.
- The VIP baggage team will process your luggage and pass this onto the care of your airline.
- The check-in process is managed at the suite by our team and airline staff. They will ask for your passport and flight details.
- Whilst in our care, you will be offered light refreshments. An enhanced menu will be offered and items may be at additional charge.
- When it is time, our VIP Liaison Officer will escort you through our dedicated security lane. All US Security laws and regulations apply.
- You will be driven to aircraft by private chauffeured vehicle.
- A member of the VIP team will present you to the airline and leave you at this point to enjoy your journey. Pre-Boarding can be requested with your airline, however it is not guaranteed as part of the VIP service.

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## **What can I expect for a “Transit” or Connecting flight service?**

This is simply an Arrival service linked to a Departure service. You can relax in your own private lounge for up to 3 hours between the scheduled arrival and departure flights time.

For passengers with scheduled flight times more than 3 hours and no more than 6 hours apart will be subject to double charges.

Whilst under our care, why not enjoy items from our seasonal menu (additional charges may apply) or enjoy a Personal Shopping experience?

**If you have any queries please contact our VIP team**

**Tel: 310.279.5280 Fax: 818.766.2864**

**E: [info@global-marketing-consulting.com](mailto:info@global-marketing-consulting.com)**

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