

Melbourne Airport Arrival Instructions



Dear Student,

The following instructions explain how to meet our airport pick-up service at Melbourne Airport. Please read and follow them carefully.

Airport Pick-Up Service

The airport pick-up service that Swinburne uses is called Hughes Transport. A driver from Hughes will be at the airport to **meet you** and transport you to your arranged accommodation. Drivers plan to be at the *meeting point roughly 45 minutes after your flight lands to give you time to clear through customs. The driver will be holding a Swinburne sign.

Arriving at the International Terminal

- Turn on your phone and connect to the airport wifi so that the booked driver can contact you if you do not meet them
- Once you have collected your luggage and passed through customs you will exit into the Arrivals Hall
- Turn **right** when you enter the Arrivals Hall
- The Hughes driver will be at the the *International Arrival Chauffeur **Meeting Point**
- If you clear customs quickly, please **wait inside and do not leave the airport with anyone else.**
- If you cannot locate the driver, connect immediately to the airport wifi and use the provided number provided below
- A Hughes driver will be with you shortly

Arriving at the Domestic Terminal (the driver will wait about 45 minutes after your arrival)

Domestic Terminal (1)

Qantas

(Flights landing gates 1-12)

Left from escalators, next to car rental area and in front of baggage carousel 1.

(Flights landing gates 13-24)

In front of baggage carousel 4 directly outside of gates.

Domestic Terminal (3)

Virgin

Bottom of the Virgin escalators.

Domestic Terminal (4)

Jetstar / Tiger / Regional

Chauffeurs wait at the exit door after passengers collect baggage.

Delayed Flights and Contacting Hughes Transport

If you change to another flight, or you cannot find the driver at the airport you must contact Hughes directly on **1300 615 165** or res@hughes.com.au

You may experience waiting periods at the airport and on your journey. We appreciate your patience and communicating with us wherever possible through your journey.

Sincere regards,

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