



# LUGGAGE DELIVERY SERVICE INSTRUCTION

## 行李運送服務說明文件

### SERVICE PROCESS 服務流程

From Hotel / Airbnb

酒店 / 民宿 寄件



- **From Hotel:** Please **fill out a note as per template**, take a photo of it along with your luggage, and send it to us. When you **store your luggage at the front desk**, please hand the note and your luggage to the hotel staff. After you store your luggage at the front desk, **send us a photo of your luggage and the storage receipt**, if available.

#### LuggAgent

Order number: LAYDUYN2309

Name: Isa Yen

Room number: 1902

Luggage quantity: 4 pc

You may leave when the storage is done. Our agent will retrieve your luggage according to the planned route, and we will notify you once it's collected.

- **From Airbnb:** Meet the agent at **the ground floor** with a 30 mins time slot. E.g. Book 10:00 AM. Driver will arrive between 10:00 AM - 10:30 AM.
- If necessary, kindly reach out to customer service for the storage guide which helps communicate with the hotel staff when storing luggage
- **從酒店：**請**依照右上方範本寫一張紙條**，並將該紙條與行李一同拍照後**寄存於酒店櫃台**。完成寄存後，請**將行李和寄存收據的照片回傳給我們**。請注意酒店寄件時間不等於特工收取行李之時間，您提供照片完畢後便可先行離開，待行李依照路線被收取後會通知您。
- **從民宿：**請與特工在**1樓**交接行李，寄件有30分鐘緩衝時間。如：預訂上午10:00，司機將在上午10:00至10:30之間到達。
- 若有需要，歡迎聯繫客服索取寄存指引，該指引將協助您與櫃檯人員溝通。

To Airport

機場 取件



- Our agent will be waiting for you at **the meeting point (see next page)** for in-person delivery.
- Please note if you arrive at the meeting point more than 30 minutes after your scheduled time, **a waiting fee of \$10 will be charged for every 15 minutes**. E.g. if your booking is for 11:00-11:30, and you arrive after 11:30, extra waiting charges will apply.
- If you anticipate arriving at the meeting point earlier or later than planned, please notify our customer service in advance to receive the necessary support.
- 我們的特工將在**機場會面點（見下頁）**等待您親自交還行李。
- 請注意，如果您在預定時間後30分鐘以上才抵達會面點，**將收取每15分鐘10美元的等候費**。例如，預約上午11:00-11:30，您於11:30之後到達，將會產生額外的等候費用。如果我們在30分鐘後仍無法聯絡到您，訂單將被取消且不退款。
- 在服務當天，如果您預計會比原訂的時間提前或延後抵達會面點，請提前通知客服。