# WELCOME

{SALUTATION}

{STUDENT\_FNAME}

{STUDENT\_LNAME} {u18}

Flight Arrival Date: {ARRIVAL\_DATE} Flight Arrival Time: {ARRIVAL\_TIME} Flight Number: {FLIGHT\_NO}

Homestay Address: {FAMILY\_NAME} {HOMESTAY\_ADDRESS}

Telephone: {HOMESTAY\_PHONE} Mobile: {HOMESTAY\_MOBILE}

If you arrive at the International Airport:

Once you come out of Customs, your driver will be waiting for you in front of ‘Optus Shop’

If you arrive at the Domestic Airport:

Please wait for your driver at the 'luggage area' as your driver will meet you there

In case of Emergency please contact:

Your Driver Coordinator: {APU\_CONTACT\_NUMBER}

Emergency Contact Number: {EMERGENCY\_PHONE}

Global experience Emergency Number: (+61) 430 008 448

PLEASE DO NOT LEAVE THE AIRPORT, WAIT FOR YOUR DRIVER

Important Notes:

1. Please print and keep the APU sign with you in case you need to contact us on the day of your arrival.
2. It is your responsibility to provide Global experience with the correct flight details prior to your arrival. If your flight details have changed, please let us know immediately by calling the Global experience emergency number on +61 430 008 448 or email us at [change@globalexperience.com.au](mailto:change@globalexperience.com.au) prior to your arrival.
3. If you wish to cancel your booking, Global experience must be notified at least within 48 hours prior to your arrival otherwise you are not eligible for any refund on your booking. You must receive a confirmation via email or SMS from Global experience to confirm this cancellation.
4. Our driver will wait at the designated area up to two hours after your flight has landed. If the driver is unable to allocate you and he doesn’t hear from you or Global experience, he will leave the airport. If you miss the initial pick-up and would like to request the driver to return to the airport, a new pick-up fee applies.