***USEFUL INFORMATION***

TRA = TRANSOL

TQL = QUINTA DO LAGO GOLF SHUTTLE

VDL = VALE DE LOBO GOLF SHUTTLE

BET = BIGEYE TRANSFER AGENT ( mainly between Faro and east to Spain) ( ALGARVE FAMILY)

MBA = MAIN TRANSFER FROM FARO TO PORTIMAO

BGT = BEST GOLF TRANSFER (Spain mainly)

TER = PRECISE RESORT TRANSFER (Possibly BGT or Lola from El Rompido)

MUL = MULTISERVIÇOS MAINLY FARO TO SAGRES

ALG = ALGARVE FAMILY TRANSFERS

H4S = Hire for Sport. Andy Georges (Electric Golf Trolleys), will appear on voucher under extras.

**Car Hire companies:**

CENTAURO normally met in arrivals, if no one around direct to P4

Drive on Holidays as per Centauro

ZIT = ZitAuto car hire located in Car Park 2

AirAuto at P4

Kings / Masterkings P4

VDL Car Hire normally met in arrivals hall

EZY = Sometimes seen as U2 or EJB (French)

LS = Jet2

FR = Ryanair

EW = Eurowings

LH 0 Lufthansa

For those clients who are staying in Vilamoura and who are playing Vilamoura courses (Old Course , Pinhal , Victoria , Laguna , Millenium) a free shuttle is available by requesting from Hotel reception approx one hour before tee time and then after they have played, at the course reception to return.

Crowne Plazza and Anantara Hotels have their own transfer system and this must be requested from Hotel reception.

All arriving clients when met should be asked for a contact telephone number and asked if they would like us to call them in a day or two just as a courtesy call. This number should then be passed on to Mark or Alison via the PAGS WhatsApp group to enable all to see the numbers and whether call is required.

LST (Lotus Supertravel) clients are to be given free golf balls. One sleeve per party member, IE: 2 persons = 2 sleeves, 25 persons in group then 25 sleeves. Where large groups then give all golf balls to the Tour Leader.

If LST clients have car hire this will be mentioned on the arrivals sheet and is usually ZITAUTO, so please if possible walk them over to car park 2, but only if you have no other clients to meet for a while.

When meeting clients and flight has been down for over one hour then contact needs to be made with Lost Luggage via the telephone number 289 889 407 to check if clients are there waiting for luggage. If none there then wait further 15 mins, if still no show make note on your flight arrivals schedule. If we know the Hotel then phone Hotel to see if they have checked in. Office and Mark must be informed in all instances via email.

If in Doubt ASK

Also remember BREXIT has caused issues with Passport Control for UK passport holders and therefore the clients might still be waiting to get through. IF IN DOUBT ASK.