

Antalya - Airport/Transfer Operation Procedure - Mediterranean Region

Below on this e-mail, it is explained which way our clients should follow when they arrive to the Antalya Airport.

In Antalya airport, there are 3 terminals; 2 of them international and 1 one of them domestic. After the clients landed and got their belongings, they should visit our desks at terminals.

For terminal 1, our desk numbers are **41-42-43**

For terminal 2, our desk numbers are **25-26**

For Domestic Terminal, we will greet our clients with "Meeting Point" signboard.

Then we will lead our clients to their vehicle.

There are some other situations that we want to explain clearly.

First of all, 48 hours before the client's flight, we will send an e-mail which includes client's pick-up time information to their hotel's reception desks. So our clients can check their pick-up time and be sure about it.

Also, our clients can use our "Travelassistant24" website for checking their pick-up times online. For this, they need to visit "<https://www.travelassistant24.com>".

For the last, If clients require informations about their transfers, they can our numbers as **+90 444 51 56**.

AYT

transferrez@meetingpointturkey.com

Emergency Hot Line: +90 444 51 56

For arrivals at Terminal 1: After collecting your luggage, please exit into the arrivals hall and proceed to the Meeting Point Turkey desk numbers 41-42-43. Our local Meeting Point Turkey representative will welcome you and direct you to your transfer.

For arrivals at Terminal 2: After collecting your luggage, please exit into the arrivals hall and proceed to the Meeting Point Turkey desk numbers 25-26. Our local Meeting Point Turkey representative will welcome you and direct you to your transfer.

For arrivals at Domestic Terminal: There are no desks at the Domestic Terminal. After collecting your luggage, please exit into the arrivals hall and you will be greeted by a local representative with a Meeting Point Signboard. If you can not meet with our representative at the exit, please turn left then you need to walk around 200 meters. At there, you will see our desks numbered as 41-42-43.

GZP

transferrez@meetingpointturkey.com

Emergency Hot Line: +90 444 51 56

After collecting your luggage, please exit outside of the arrivals hall and at there, and our local Meeting Point Turkey representative will welcome you with a Meeting Point Turkey logo and direct you to your transfer vehicle.

Travelassistant24 - Our online CRM system for our clients <https://www.travelassistant24.com>

Travelassistant24 is the virtual communication system which is available 24 hours a day.

<https://www.travelassistant24.com>

Through this system our clients are able to...

- Check return flight information
- Find out SHOPPING & SAVINGS TIPS via Insider Club
- Read and write reviews about services and products
- FAQ
- Book excursions and private transfers
- Send and get message directly to/from the relevant department

Istanbul - Airport/Transfer Operation Procedure - Marmara Region

Below on this e-mail, it is explained which way our clients should follow when they arrive to Istanbul.

IST

transferrez@meetingpointturkey.com
mpoperationist@meetingpointturkey.com

Emergency Hot Line
+90 444 51 56

After collecting your luggage, please exit into the arrivals hall and proceed to Exit Gate 14. There are no counters at Istanbul Airport, our local Meeting Point Turkey representative will welcome you with a company logo after you pass Exit Gate 14 and direct you to your transfer vehicle.

Exit Gate 14 is located on "0" floor where customs are. To reach Exit Gate 14, please leave customs area and then take right side.

Sabiha Gökçen SAW airport

SAW

transferrez@meetingpointturkey.com
mpoperationist@meetingpointturkey.com

Emergency Hot Line
+90 444 51 56

After collecting your luggage, please exit outside of the arrivals hall and proceed to "greeter waiting area". There are no counters at Sabiha Gokcen Airport, which is why under "Column 9" our local Meeting Point Turkey representative will welcome you with a company logo and direct you to your transfer vehicle.



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Dalaman,Bodrum,İzmir - Airports/Transfer Operation Procedure - Aegean Region

Aegean Region (Dalaman,Bodrum,İzmir Airports) Arrival Procedures:

Our passengers arriving at Dalaman, Bodrum, and Izmir Airports are met at our desks at the international terminals.

If our passengers are not arriving from an international terminal, our colleagues at airport greets our passengers with the Meeting Point Turkey sign at the exit of the domestic terminal, according to the flight landing time.

International Terminal Desk numbers;

For Dalaman Airport, our desk numbers are: **1-2**

For Bodrum Airport our desk numbers are: **15-16**

For Izmir Airport, our desk numbers are: **13-14**

Domestic Terminal; According to the flight landing time, our colleagues at airport greets our passengers with the Meeting Point sign at the exit of domestic terminal

As long as the flight number of our passengers does not change, even if there is a delay in their flight, our airport team follows up and transfers are arranged according to the landing time of our passengers.

In cases where our passengers' flight numbers change, we expect our clients to notify us at least 24 hours in advance for our passengers who use shuttle transfer.

There may be situations where the changes to be requested in the last 24 hours will create extra costs for us or it will not be possible to make them.

Likewise, for all types of changes, cancellations and new reservation requests, 24-hour free sale deadline should be followed up, and for all kinds of requests within the last 24 hours, it is absolutely necessary to call our office as well as to inquire about availability with our operations team.

Passengers arriving at Dalaman, Bodrum and Izmir Airports are directed to their vehicles allocated by our airport team, following the reception and document checks at the desk.

The waiting time of our vehicles in the area and the maximum time that our passengers will wait for the movement of the vehicle have been determined as 1 hour.

Passengers who do not participate in their transfer are deemed to have missed their transfers, according to our no-show procedures.

Aegean Region (Dalaman,Bodrum,İzmir Airports) Return Procedures:

The information for our passengers to be picked up from the hotel is sent to the hotel reception by e-mail at 17:00, 1 day before the travel date.

Our passengers can know the pick-up time and other transfer information from the reception with her/his reservation number or from the website <https://www.travelassistant24.com/> .

Passengers are kindly requested to be ready at the agreed meeting points 10 minutes before the announced transfer time.

At the hotel, which is notified to Meeting Point, the vehicle waits for our passengers for 5 minutes, then leaves the location and continues on its route.

Passengers who do not participate in their transfer are deemed to have missed their transfers, according to our no-show procedures.

In case of delays or emergencies regarding transfer details, our passengers can reach us via our 24/7 emergency hotline **+90 444 51 56**.

DLM	BJV
<p>transferrez@meetingpointturkey.com dlm-transferrez@meetingpointturkey.com</p> <p>Emergency Hot Line: +90 444 51 56</p> <p>For arrivals at Terminal : After collecting your luggage, please exit into the arrivals hall and proceed to the Meeting Point Turkey desk numbers 1-2. Our Meeting Point welcome desks are located at the International Terminal Parking Area. Our local Meeting Point Turkey representative will welcome you and direct you to your transfer.</p>	<p>transferrez@meetingpointturkey.com bjv-transferrez@meetingpointturkey.com</p> <p>Emergency Hot Line: +90 444 51 56</p> <p>For arrivals at International Terminal: After collecting your luggage, please exit into the arrivals hall and proceed to the Meeting Point Turkey desk numbers 15-16. Our local Meeting Point Turkey representative will welcome you and direct you to your transfer.</p> <p>For arrivals at Domestic Terminals: You will be greeted by a Meeting Point Turkey representative holding a Meeting Point.</p>

ADB
<p>transferrez@meetingpointturkey.com adb-transferrez@meetingpointturkey.com</p> <p>Emergency Hot Line: +90 444 51 56</p> <p>After collecting your luggage, please exit into the arrivals hall and proceed to Meeting Point Turkey desk numbers 13-14 are located outside at the bus parking of international arrival area next to the airport car park. Customers have to cross the food bridge opposite the exit of international arrival area, than in front of the car park turn right and go straight to the desks of the agencies that are about 70m away. Our local Meeting Point Turkey representative will welcome you and direct you to your transfer.</p>

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