

## Glasgow Airport

### Pick-up and drop-off procedures

#### During office hours

##### Arrivals

On arrival at Glasgow International Airport, collect baggage and proceed to the courtesy phone situated between the UK Arrivals Baggage Reclaim area and WH Smith. Dial **#6138** for Arnold Clark Car & Van Rental or call 0141 847 8603.

Once your call has been connected please provide the rental operator with your name. Our shuttle bus pick-up point is on Bute Road. Please ensure that you have called the branch before going to the bus stop.

Proceed to the front of the terminal building and once outside the terminal, turn right and follow the covered walkway. Keep to the right and stand between bus stop B5-B8. Our shuttle bus will collect you here.

Please note: transfer to rental branch will take approximately 10-15 minutes.

##### Departures

During office hours, rental vehicles must be returned to our branch on Murray Street, Paisley. Upon return to the branch your vehicle will be checked-in before your transfer to Glasgow Airport in our shuttle bus.

**Please allow at least 20-30 minutes for your vehicle check-in and airport transfer.**

**Remember to bring your driving licence, credit card, passport (if applicable) or proof of address with you when renting a vehicle. All UK drivers must also bring their access code from the DVLA.**

#### Outside of office hours

##### Arrivals

With prior notice we can provide an airport out-of-hours vehicle delivery service up until 11pm. Please contact us on **0141 847 8602** to arrange this.\*

If you have previously arranged an out-of-hours meet and greet an Arnold Clark staff member will be waiting for you in the arrivals hall you fly into (either domestic or international), displaying your name on a board. If you need to contact the driver at this time, please call **07922 694777**.

##### Departures

With prior notice we can provide an airport out-of-hours vehicle drop-off service, please contact us on **0141 847 8602** to arrange this.\*

- If you are departing outside of office hours your rental vehicle should be returned to Glasgow Airport.
- Please park your rental vehicle in NCP car park 2 on the first level or above. The ground level is a short stay parking area and any vehicles left there will be charged at the full cost of parking (£5 per hour).
- **Do not park the vehicle in the fast track level in car park 2.**
- Leave car park ticket in vehicle glove compartment.
- Please ensure you have removed all your belongings from the rental vehicle before locking it securely.
- Make a note of the level and row number of where the vehicle is located.
- Proceed to the courtesy phone situated beside WH Smith and the UK Arrivals Baggage Reclaim area. Dial **#6138** for Arnold Clark Car & Van Rental. Once connected leave a message on our answering machine clearly stating which level and row of NCP car park 2 the vehicle has been left in.
- Drop the vehicle keys in the box marked Arnold Clark Car & Van Rental next to the courtesy phone.

\*Please note: this service is chargeable



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