

Our Commitment to You

Here at Gold Coast Airport we are committed to delivering the exceptional experience that you, our guest, deserve at every stage of your airport journey.

As an airport community, we are dedicated to providing seamless, warm and welcoming experiences. We understand that we all have a role to play in your travel experience.

Gold Coast Airport is committed to engaging our customers, connecting communities and providing exceptional experiences.

"We are glad you're here"



We care about your safety

Your safety is our number one priority and our team is trained to meet safety and security requirements.

We will provide you with a secure environment to shop, eat and be safely on your way.



We welcome you to our airport

We hate queues and we know you do too, so we are working hard with our airport partners to keep queues to a minimum.

We embrace you with the warm and welcoming spirit of our airport through our wonderful ambassadors and trained airport team and if you need extra support, we'll be there to help.



Your comfort matters to us

We're investing in new ways to enhance your airport experience.

We understand every individual is different and have tailored our airport service to make each journey easy.

We strive to provide you with a clean and vibrant airport environment.



We are proud of our airport

We take pride in our business, our facilities and the service we deliver.

We are active contributors to the community through sponsorship, advocacy and ongoing engagement.

We will provide an airport that reflects the beautiful, iconic destination we serve.



Thank you for choosing us

Visitors, we will deliver a memorable welcome and farewell. Locals, we look forward to welcoming you home and ensuring the experience of departing is as positive as possible.

We will keep you informed.

We welcome your feedback, so we can improve.