

CUSTOMER EXPERIENCE EXPECTATIONS

Ground Transport Operators- Terminal Operations

Our Vision

Townsville Airport is committed to providing exceptional experiences for our Guests whenever they visit our airport. This document outlines our customer experience expectations when using our ground transport services.

Who This Applies To:

- Taxi and rideshare services.
- Booked transport operators (such as shuttles and VIP services).
- Other permitted users (buses, coaches etc.).

Our Expectations of You

 <p>Treat everyone with respect and help us deliver an exceptional experience</p>	 <p>Follow the directions of our Team and work together to create a great experience</p>	 <p>Smoke only in the Designated Smoking Area</p> <p>Strictly no smoking in the taxi rank or drop off zones</p>	 <p>Drive safely and report any incidents to Townsville Airport</p>
 <p>Tailgating</p> <p>Do not attempt to follow other drivers through boom gates. Wait for the gate to close and re-open</p>	 <p>Disagreements with other drivers or passengers should be handled in a mature and respectful manner.</p>	 <p>Comply with the Conditions of Use and ensure payments are made on time</p>	 <p>Don't leave vehicles unattended in ranks or unauthorised areas</p>

If You Don't Comply

We understand mistakes sometimes happen and will work to resolve issues fairly. Repeated or serious breaches of our expectations may result in-

- Temporary ban from the airport precinct (24 hours). This will affect *all* users of the RFID tag.
- Long Term bans from the airport (1 week, 1 month, 3 months). This will affect *all* users of the RFID TAG
- Permanent ban from Townsville Airport. This will affect *all* users of the RFID tag.
- Fines and/or other reasonable action as required.

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Rewarding Great Experiences

Our CHEERS program rewards our Teams with prizes when they deliver exceptional Guest experiences, teamwork, or commitment to safety. Witnessed a great experience? Let us know at cheers@townsvilleairport.com.au or see a Duty Manager.

If You Need Help

At the Gate/Rank	Press the HELP Button on the entry or exit Terminal
Accounts	E: groundtransport@tsvairport.com.au