

MANIFEST INSTRUCTIONS //

Please submit your completed travel manifest at least one week prior to the first arrival date. This document should be built and sent in Microsoft Excel; [you can download a template here](#). Please indicate VIPs or special notes as required. Once received we will verify flight information, assign the appropriate vehicle type and include the resort departure time for each guest.

Your manifest should include each of the following components for each guest:

- ▶ Date
- ▶ First name
- ▶ Last name
- ▶ Arrival time
- ▶ Origin city (this is important for flight tracking; for connecting flights this would be the city immediate preceding PHX)
- ▶ Flight carrier
- ▶ Flight number

ARRIVAL INSTRUCTIONS //

Phoenix Sky Harbor International Airport features three terminals – please refer to the map above for carriers.

All guests arriving into Phoenix Sky Harbor International Airport will be greeted by a uniformed staff or driver carrying a custom last name or logo sign. Guests are greeted as they enter the baggage claim level of their arriving terminal – even if they have not checked any luggage. Uniformed staff wear a teal polo shirt with black pants, and drivers are in a black suit and tie. If a guest has any challenge in locating their greeter, please call the phone number provided for changes on the day of travel.

AIRPORT SIGNAGE //

The Destination Manager is pleased to offer airport signage complimentary. Please forward your company or meeting logo to us at least one week prior. If you have arranged individual VIP transfers, please let us know if you would like last names added on to these signs. Should you wish to provide your own signage please be aware that airport regulations require that signs be no larger than 14" x 18" and contain no handle. The sign cannot contain the name of the resort where the group is staying.

DEPARTURE NOTICES //

Please let us know if you wish to handle departures notices on your own, or if you would like our team to provide them. Departure notices can be individualized with each guests' name and flight details or with a shuttle schedule. Recommendations can be made based on receiving the complete manifest. Suggested resort departure time is 2 hours prior to flight time.

