

Services included in Airport Concierge services

Please refer the below for details on services offered across the different airports:

Arrival (Domestic/International)
<p>Mumbai airport:</p> <ul style="list-style-type: none"> • Warm welcome at aerobridge/bus gate by dedicated staff • Dedicated staff for assistance from the aerobridge/ bus gate till arrival exit • Buggy service (shared/depending on availability) from aerobridge to the immigration hall (for international arrivals only) • Guidance with immigration process • Dedicated porter service from baggage hall for bags (Max. 3 pieces per guest) & assistance till the arrival exit gate <p>Other airports:</p> <ul style="list-style-type: none"> • Warm welcome with a placard by the representative from the Aerobridge/Bus gate • Assistance at pre-immigration including filing of immigration form • Buggy Service (at selected airports) • Porter assistance for baggage retrieval and assistance (Max. 2 pieces per guest) till the arrival exit gate • Guest will be assisted till the arrival gate or parking area
Departure (Domestic/International)
<p>Mumbai airport:</p> <ul style="list-style-type: none"> • Warm welcome by Pranaam Officer at the curbside/car drop off zone. • Dedicated Pranaam Officer for assistance from curbside till immigration check. • Assistance with airline check-in process with dedicated porter for check-in baggage (Max. 3 pieces per guest) from curbside till airline check-in counters. • Guidance with the Security Check and Immigration process. <p>Other airports:</p> <ul style="list-style-type: none"> • Warm welcome by dedicated staff on reaching airport building • Porter assistance for check-in baggage from curbside till airline check-in counters (Max. 2 pieces per guest) • Assistance with airline check-in process, airport security process • Post immigration, shall be assisted with lounge/retail • Assisted till the designated boarding gate • Buggy service (at selected airports)