CANBERRA AIRPORT FACILITATION GUIDE

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Australian Border Force (ABF) Duty Manager</td>
<td>0466 778 882*</td>
</tr>
<tr>
<td>Australian Federal Police (AFP) Duty Sergeant</td>
<td>0422 006 674*</td>
</tr>
<tr>
<td>Kerbside Arrangements</td>
<td>0411 863 041; <a href="mailto:CustomerService@canberraairport.com.au">CustomerService@canberraairport.com.au</a></td>
</tr>
<tr>
<td>VIP Room Bookings</td>
<td>(02) 6275 2222; <a href="mailto:aviation@canberraairport.com.au">aviation@canberraairport.com.au</a></td>
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<tr>
<td>Airport Security Provider (SNP) Duty Shift Supervisor (DSS)</td>
<td>0400 943 425*</td>
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* You should call these numbers only in cases of urgency, or as indicated below. They are **not** for general enquiries.

**NOTE:** Facilitation must first be requested by applying here: [Airport Facilitation Request](#).

**INTERNATIONAL**

Only one embassy/consulate representative can receive a visitor pass to accompany an arriving or departing VIP in the restricted area.

Other than visiting heads of state, heads of government and foreign ministers (whose exemption is subject to airlines’ agreement), all passengers must undergo security screening.

**Arrivals**

You should arrive at the Australian Border Force (ABF) office at least 30 minutes before the flight lands. The office is located near Gate A on the lower concourse. You must present photo identification with signature (eg passport, Australian driver’s licence) and an embassy/consulate identity card (if applicable) to receive a visitor pass. An ABF officer will escort you to the arrival gate in the restricted area. After you meet your VIP, the ABF officer will escort you and the VIP through immigration, baggage collection, customs and quarantine formalities to the public area.

**Departures**

While your VIP is completing check-in procedures, you should call the ABF Duty Manager, who will arrange for an ABF office to meet you and your VIP at the passport control point at an agreed time. This must be no later than 30 minutes before flight departure. You must farewell the VIP before the ABF officer escorts them through passport control and security screening to the departure lounge.

**VIP ROOMS**

The VIP room is located within the restricted area adjacent to the departure lounge. It is available for international departures only. To book, call (02) 6275 2222 or email aviation@canberraairport.com.au. Charges apply.

**VIP KERBSIDE PICKUP**

There is no VIP carpark. There are five (5) reserved diplomatic car spaces on the ground floor of green indoor carpark adjacent to the arrivals hall. Charges apply. Kerbside pickup arrangements can be made by calling 0411 863 041.

**DOMESTIC**

Domestic facilitation (screening exemption) is only offered to visiting heads of state, heads of government and foreign ministers. The Australian Federal Police will be notified of the VIP’s arrival/departure time/s.

For all other VIPs with domestic arrivals or departures, greeting representatives can proceed through security screening at any time to greet or farewell a VIP.