GOLD COAST AIRPORT FACILITATION GUIDE

Australian Border Force Duty Manager
(07) 5523 7807 0600-1530hrs*
(07) 5523 7800 1530-2230hrs*

Australian Federal Police
(02) 6131 6310

* 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 are required to undergo security screening.

Arrivals

You should arrive at the airport at least 30 minutes before the flight lands and contact the Australian Border Force (ABF) Duty Manager. An ABF officer will accompany you to the airport office, where you must present photo identification with signature (e.g. 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 telephone the ABF Duty Manager, who will arrange for an ABF officer to meet you and your VIP. You must farewell the VIP in the public area. The ABF officer will then escort your VIP through passport control and security screening to an airline lounge or the departure gate.

VIP ROOM

Not available.

VIP CARPARK

VIP carpark or kerbside pickup arrangements are not available. You should call the VIP’s driver(s) to the pick-up area when the VIP is ready to exit the terminal.

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.