MELBOURNE AIRPORT FACILITATION GUIDE

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<th>Australian Border Force (ABF) Duty Manager</th>
<th>VIP Room Bookings</th>
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<td>(03) 9339 1356*</td>
<td><a href="mailto:airportmanager@melair.com.au">airportmanager@melair.com.au</a></td>
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<th>Australian Federal Police (AFP)</th>
<th>Kerbside arrangements</th>
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<td><a href="mailto:airportmanager@melair.com.au">airportmanager@melair.com.au</a></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 are required to 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 in the arrivals area on the ground floor of the International Terminal. 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 customs, immigration, quarantine and baggage collection formalities to the public area. Alternatively, if you have booked a VIP room, the ABF officer will escort you and your VIP to that room while entry processing is completed. If using the VIP room, you or someone from the travelling party must collect and clear the VIP’s baggage through customs and quarantine.

**Departures**

While your VIP is completing check-in procedures, you should go to the ABF office (see above) to obtain a visitor pass (the VIP is not required to accompany you to the ABF office). Any other persons at the airport to farewell the VIP must do so in the public area. An ABF officer will escort you and the VIP through passport control and security screening to the airline lounge or departure gate. You cannot wait with the VIP and will be expected to promptly farewell them when you reach the lounge or gate. The ABF officer will then escort you back to the public area.

**VIP KERBSIDE PICKUP and VIP ROOM**

To arrange VIP kerbside pickup and VIP room access email airportmanager@melair.com.au.

*Kerbside access* - you are required to provide details of the travelling party and flights as well as vehicle registration/s, driver/s name and driver/s contact number.

**VIP room** – the VIP room is a basic room and available on a first come first serve basis. VIPs are encouraged to use airline lounges. Access to lounges is normally available on tickets booked in Business Class or above. If the travelling party requires access to airport lounges, it is the responsibility of the embassy or consulate to negotiate access with the airline lounge manager directly.

**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.