SYDNEY AIRPORT FACILITATION GUIDE

Australian Border Force Facilitation Officer
(02) 02 8339 7815* (Mon-Fri 07:00-15:00)

Australian Border Force Duty Manager
8339 7851* (all other hours)

* You should call these numbers only in cases of urgency. 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, near the glass lifts. 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 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 a member of the travelling party must collect and clear the VIP’s baggage through customs and quarantine.

Departures

After check-in, 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 to the arrival gate in the restricted area. After you meet your VIP, the 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.

Transits to another international flight

You should go to the ABF office to obtain a visitor pass (see above). 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 transit 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.

Please note that the VIP will require an appropriate Australian visa if they wish to leave the airport. For further information, go to: https://www.border.gov.au/.

VIP ROOM AND CARPARK

Go to: https://www.sydneyairport.com.au/corporate/partner-with-us/services/vip-rooms. You must book the VIP room directly with Sydney Airport. Fees apply. Additional representatives may wait in the VIP room, but only the representative issued a visitor pass may enter the restricted area, including baggage collection.

Two carpark spaces are available if the VIP Room is booked. Additional spaces can be booked for $75 each.

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.