



## **YVR ARRIVAL INSTRUCTIONS**

**Passengers arriving in the international terminal should expect at least a 30-45 minute wait to collect your luggage and clear customs.**

### **International/USA Arrival Passengers:**

After clearing customs, you will come through a set of sliding glass doors into the IRL (International Reception Lounge). After these doors turn right and proceed through a second set of doors and follow the walk way through the public reception area. A representative of Vancouver Shuttle and Charter or your driver will be waiting at the end of the walkway with a name sign for your group. If your driver or another representative is not present please proceed out the doors in front of you for ground transportation, after these doors turn left and proceed to bay #8. A phone is located on the wall between parking bay # 8 and #9 which will immediately connect you to Airport Transportation Dispatch. Inform the dispatcher of the name of your group and that Vancouver Shuttle and Charter is your transportation provider, the mini-bus will then be assigned a bay # to park in. Once you have the parking bay number, your group may proceed to that bay.

### **Domestic Arrival Passengers:**

A representative of Vancouver Shuttle and Charter should be at your baggage carousel 5 minutes after your flight arrival. If a representative of Vancouver Shuttle is not waiting for you at your baggage carousel, proceed to level 1 of the domestic terminal down the escalator. The Airport Transportation Dispatch phone is by the glass doors inside the terminal on the right hand side. The phone will immediately connect to Airport Transportation Dispatch. Inform the dispatcher the name of your group and that your transportation provider is Vancouver Shuttle and Charter, the bus will then be assigned a parking bay outside the domestic terminal.

Vancouver Shuttle and Charter can also be reached at 604-841-2121 or toll free at 1-888-941-2121 if you have any problems.

