



## ABERDEEN AIRPORT

### Pick-up & Drop-off Procedures During Office Hours

#### ARRIVALS

On arrival at Aberdeen Airport, collect baggage and proceed to the courtesy telephone situated beside the baggage reclaim carousel. Press the button for 'Arnold Clark Car & Van Rental', once your call is connected please provide the rental operator with your name. You will be informed of the shuttle bus collection location. Proceed to the front of the terminal building and once outside the terminal, cross the road and to the left is the shuttle bus pick up point. Please note transfer to rental branch will take approximately 25 minutes.

#### DEPARTURES

During office hours rental vehicles must be returned to our branch on Canal Road, Mounthooly, Aberdeen (please refer to map). Upon return to the branch your vehicle will be 'checked-in' prior to your transfer to Aberdeen Airport in our shuttle bus. Please allow at least 45-50 minutes for your vehicle check-in and airport transfer.

#### OPENING HOURS

Monday - Friday: 8am - 7pm

Saturday: 8am - 5pm, Sunday: 9am - 5pm

### Arrivals & Departures Outwith Office Hours\*

#### ARRIVALS

- We provide an airport out of hours delivery service, with prior notice, please contact us for details.

#### DEPARTURES

- Please park rental vehicle in the 'Short Stay Car Park' at Aberdeen Airport.
- Please ensure you have removed all your belongings from the rental vehicle before locking it securely.
- Clearly mark the registration number of your rental vehicle and the area of the car park where the vehicle is located (eg A, B, C, D etc) on the car park ticket you were issued with. You must take this ticket with you - **do not** leave ticket in rental vehicle.
- Proceed to our courtesy telephone situated to the right of the 'Main Information Desk' inside the terminal building.
- Press the button for 'Arnold Clark Car & Van Rental'. Once connected leave a message on our answering machine clearly stating which area of the car park the vehicle has been left, in the vehicle registration number and the time when returned.
- Please drop the vehicle keys and car parking ticket in the box marked 'Arnold Clark Car & Van Rental' next to the telephone.

\*Please note this service is chargeable.

# Arnold Clark Car & Van Rental

ABERDEEN CANAL RD, MOUNTHOOLY AB25 3TL ☎ 01224 622714

Please remember to bring your full driving licence (card & paper part, if applicable), credit card, passport (if applicable) or proof of address with you when renting a vehicle. Opening hours subject to change on bank holidays, Christmas and New Year. See branch for details. Airport transfer subject to availability & operating restrictions. 89469