

Aberdeen Airport

Pick-up and drop-off procedures

During office hours

Arrivals

On arrival at Aberdeen Airport, collect baggage and proceed to the courtesy telephone situated in front of the Granite City Restaurant. Call the number for Arnold Clark Car & Van Rental, and once your call is connected please provide the rental operator with your name. Our courtesy pick-up point is at the bus and coach area. We'll let you know the exact location during the call. Please ensure that you have called the branch before going to the pick-up point. Proceed to the front of the terminal building towards the bus and coach area.

If for any reason you need to contact the shuttle bus driver, please call **07505 417926** or **07806 888628**.

Transfer to the rental branch will take approximately 25 minutes.

Departures

During office hours, rental vehicles must be returned to our branch on Canal Road, Mounthooly, Aberdeen. 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 minutes for your vehicle check in and airport transfer.

Our shuttle bus service runs at the following times, leaving from our branch going back to the airport terminal:

Mon - Fri	08:00	10:00	12:00	14:00	16:00	18:00
Sat	08:00	10:00	12:00	14:00	16:00	-
Sun	09:00	11:00	13:00	15:00	-	-

Outside of office hours*

Arrivals

With prior notice we can provide an airport out-of-hours vehicle delivery service. Please contact us on **01224 622714** to arrange this.*

Departures

With prior notice we can provide an airport out-of-hours vehicle drop-off service. Please contact us on **01224 622714** to arrange this.*

- Please park your rental vehicle in the short stay car park at Aberdeen Airport.
- Please ensure you have removed all of your belongings from the rental vehicle before locking it securely.
- Please clearly mark the area of the car park where the vehicle is located (A, B, C or D) on the car parking ticket you were issued with on entry to the short stay car park. You must take this ticket with you. Do not leave the ticket in the rental vehicle.
- Proceed to our courtesy phone situated to the right of the main information desk inside the terminal building.
- Call the number 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, the vehicle registration number and the time returned.
- Drop the vehicle keys and car parking ticket in the box marked Arnold Clark Car & Van Rental next to the phone.

Remember to bring your driving licence, credit card, passport (if applicable) or proof of address with you when renting a vehicle. All UK drivers must also bring their access code from the DVLA.

*Please note: this service is chargeable.

