



Frequently Asked Questions – Booking In

Q. How do I book?

You can book via telephone 9am till 8pm (09.00 – 20.00) via 0191-371-2352 (Overseas dial: +44-191-371-2352) Or can email us (*which we prefer*) via airport365@live.co.uk or click the link on the web site.

Q. If I email you, when will you reply?

Normally within 2 hours or receipt of your email.

If you email us, remember you are *NOT* booked in until you get a “YOUR TRAVEL IS BOOKED AND CONFIRMED” email from us. This email will have full details of your booking including any information you will need to find us after arriving at the airport. All telephone numbers and useful information is included on this email. This is the last email we send to you to confirm that your transfer is booked. Until you receive this, you are not booked in.

Frequently Asked Questions – Arrivals Information

Q. What do I need to do when I arrive at the airport?

Call us when you arrive. Use your mobile or a payphone. NOTE: We will not call you. We may be driving. You must call us within 30 minutes of landing. All our numbers are listed below, if there is a problem with your phone go to the meeting place, see below. If you do not make contact after 1hr we will leave the airport to facilitate other bookings. We reserve the right to carry on with other bookings if you do not get in touch or we cannot find you. See Terms & Conds on our web site.

Q. Where is the pick up point outside the airport?

We pick you up outside the airport at the Express Drop Off Zone – this is opposite Domestic Arrivals Exits doors. Exit the revolving doors at Domestic Arrivals area, there are two roads to cross, use the black and white crossing. (Zebra crossing) You will see a rain shelter; it is grey in colour and 50mtr long approx in length. You will see other taxis and cars there picking people up. Wait there for your Airport Express taxi.

Q. Is there a meeting place inside the airport?

Yes, our meeting place is always by the Starbucks Coffee shop. It is in the middle of the airport foyer. There are signs visible from each end of the airport. If we are running late due to traffic or earlier delayed flights we will ask you to stay inside the airport and go the meeting place. If you have arranged to a meet and greet with a name card and you don't see us do not leave the airport, stay by the arrivals area or go to the meeting place.

Q. What do your vehicles look like?

Our vehicles are white in colour and have large logos on the side saying “AIRPORT EXPRESS” We are the only company to use these logos. Look out for us.

Q. Can I prepay for travel?

You can prepay on our web site, or in the cars with cash or credit card. If you have pre-paid for travel, please print your receipt and show to the driver.

Q. I have lost my luggage, will you wait for me?

If your baggage is lost, call us soon as possible to inform us of your delay. If you do not call us we may not be able to pick you up.

Q. What if my flight is delayed, do you track my flight?

We track every flight into the airport. Especially your flight. We will wait for you if your flight is late. However, if your flight is delayed or cancelled you must try to inform us. Call or Text us on 07936-585-799 to let us know.

Q. I arrive very late to the airport, what do I do?

Turn your phone on as soon as you land. We might have sent you a text message. Call us when you land as normal. If your driver has sent you a text, call your driver.

Contact Information

Office & Booking Line – Open 09.00am to 8.00pm 0191-371-2352
Call to book an airport taxi; do not call the general mobile to book a taxi.
If we do not pick up, email your booking to us: airport365@live.co.uk
Arrivals Daytime - Office: 0191-371-2352 Mobile: 07936-585-799
Call either number when you land during the day.
Arrivals – Night time – 07867-617-266 or 07936-585-799
Always check your phone is on, we will be trying to contact you.
Call either of these numbers when you arrive late at night, our night shift driver will be on either, you may have to call both.

www.airport365.com
facebook.com/airport365
twitter: #airport365com

Our cars and minibuses look like this...

