

## **Arrivals Lodge**

The Arrivals Lodge is normally approached by vehicle.

Depending on the side of the Arrivals Lodge the car approaches, the driver or front seat passenger of the car converses with staff through an Arrivals Lodge window to give details of booking, receive wrist bands, etc. If the person in the car closest to the window is unable to do this, another member of the party may do so, but it may be necessary for them to leave the vehicle and approach the window. Please exercise care in doing this as this is a high traffic area.

Unfortunately, technology does not currently exist that allows effective use of an induction hearing loop for this process. Guests will find it easier to communicate with staff with the engine of the vehicle switched off.

If necessary and requested, staff will leave the arrivals lodge and approach the car direct.

There is an accessible toilet available in the Arrivals Lodge.

The Security Lodge is attached to the Arrivals Lodge and is manned 24 hours a day. Our Security staff are happy to give reasonable assistance as requested. Security may be contacted on 043 331 1012. They will attend the location where assistance is required and help where possible.