



## Attention! Notice of the Airport-Transfer at Tenerife Airport Arrivals

Dear customers!

Due to the valid regulation of the European Union the procedure at the airport for passengers with reduced mobility is regulated as follows: The airport provides assistance staff who will help you with your luggage if necessary and accompany you to the meeting point outside the baggage hall. You will only meet us in the arrival area of the airport, outside the baggage hall. Passengers who do not require assistance should go there on their own. We at OroBus will of course do our best to pick you up as soon as possible after leaving the baggage claim area. If this does not work and the attendant takes you somewhere other than the meeting point "OroBus Airport Office", please insist that you are brought to us. This is your right and is regulated by law, you must be taken by the attendant where you want to go, regardless of what the attendant thinks they have to do.

### Please mind the following notices:

- 1.the attendant will present you with a form which you should sign. **Please NEVER do this before you have been handed over to the OroBus employee!** With your signature you confirm that the attendant has performed his service properly. Unfortunately, it happens more often that the attendant has left the passenger behind after receiving the signature. Some caregivers seem to understand the signature as the end of the necessary assistance.
- 2.If you need to make luggage **reclamation**, please refer to the care staff still inside the baggage claim area. As soon as you leave the restricted area a direct reclamation is not possible anymore.
- 3.in order to achieve an improvement as soon as possible, we will provide you with an evaluation form when you hand it over to us, in which you can record in writing any problems that have arisen in the care of airport staff.

We are always in direct contact with the airport management and the care staff to improve the handling as much as possible.

We wish you a comfortable flight and are looking forward to your visit!

Your OROBUS-Team

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