

Airport Assistance Service Frequently Asked Questions (FAQ)

Visa Free? or Visa on Arrival?

Unless a passenger:

- (i) Already has a visa in their passport which was obtained before travel, or
- (ii) Has an APEC card, or
- (iii) Does not need a visa because they hold a passport from one of the eligible Visa Free countries (see list here - bit.ly/visaexemption) then they will need to purchase their VOA when they arrive.

The VOA can be purchased for cash when you arrive. The advice below is a guideline given in good faith but all passengers must check for them about the need for a visa before traveling, passport holder of countries not listed above should get a Visa before they travel.

Airport / City Transfer

Our Airport Transfers are only available to passengers who also use the Airport / City Transfer Service. The arrival transfer service will start from the arrival level so that the vehicle can pull up directly at the curbside. There may be a few minutes wait whilst the vehicle re-positions from the chauffeur holding area to those pick up point.

The drivers are professional chauffeurs and will speak sufficient English for the transfer service. The price is fully inclusive of tolls and airport parking, and one shortstop-off or one drop-off. Tips for helpful service are welcomed but entirely discretionary.

The maximum time from start time to drop-off is 2,5 hours. After 2,5 hours has elapsed an extra charge of 20% per 30 minute block or any part may be payable.

Chauffeurs and vehicles can also be hired on an "as directed basis", starting or ending at the airport or at the hotel or office, with a minimum hire period of 4 hours.

How do I book?

Sent an email to airport.assistance@justgotobali.com (see Booking Email Format here - bit.ly/AASEmailFormat) and we will reply with confirmation and pro-forma invoice for payment. Once it's paid we will send you the booking confirmation together with service and contact details.

How do I pay?

You can pay with PayPal. Please do not send us your card details.

We will send you a link to a secure payment website. If you are based in Indonesia you can pay in local IDR by local bank transfer

Can I change my booking?

Yes, you can freely change or cancel your booking providing you request the change by an email at least 48 hours ahead.

If you give us less than 48 hours warning, there might be an admin charge or short notice cancellation penalty.

See the terms and conditions here - bit.ly/AASTerms for more details,

What's included?

The service includes:

- * being met at the aircraft gate / air-bridge or the curbside
- * being assisted quickly at immigration, visa on arrival, quarantine, security
- * having an escort through customs, during check in and at boarding
- * getting help between gates, desks and lounges for connections
- * enjoying personal assistance all the way between plane and car
- * optional chauffeured transfers that connect with meet & assist

Is a porter, visa, lounge or buggy included?

We can purchase your Visa on Arrival when you arrive if you need one.

We can provide a porter if you would like some help with your bags.

A lounge on departure can be arranged.

There are no buggies available, but if you need wheelchair we will provide one for you.

Where will the representative meet me?

For arrivals the representative will be waiting for you at or near the end of the air-bridge or air corridor (i.e. somewhere between airplane door and the terminal)

Or if the airplane has parked at a remote location and you are bussed to the terminal, they will wait with a sign at the entrance to the terminal building.

For departures the meeting place will be advised in your booking confirmation, and will either be at the "curbside" or in the international departure drop-zone area.

What if I'm early / late?

For arrivals, if your scheduled landing time changes the representative will monitor the new time and be ready to meet you when you land.

For departures, the representative will be there a few minutes before your scheduled arrival time and will wait for you for up to 45 minutes from the booked meeting time. If you have not arrived within 45 minutes of the booked time, we will try to call you or your driver.

If you know that you are going to be a little early or late (e.g. because of traffic) then you or your driver should contact us (so we can try to adjust the meeting time).

Can you help me if I am making a connection (Transit, Layover, Transfer)?

Yes. A connection is "an Arrival and onwards Departure from the same airport within 24 hours, without leaving the airport".

It may involve a switch between domestic and international terminals and different areas and routes. It might require a car transfer (if needed).

When you book tell us about your connection and we will advise you of any potential problems and their solutions.