

HOW TO FIND YOUR CHARTER BUS LINES MOTORCOACH AT VANCOUVER AIRPORT (YVR)

At the Vancouver Airport, all chartered coaches are held in a large lot approximately half a mile from the terminal building. There are specific instructions for calling up your motorcoach, depending on whether you are arriving by an International/US flight or by a Domestic flight.

Once your entire group has assembled (complete with all luggage), **one** designated person needs to advise the airport Commissionaire that you are ready for your motorcoach.

DOMESTIC ARRIVALS: Go down to **Level 1** via the inside ramp (you are currently at Level 2 if you are looking at the luggage carrousel). Proceed to the doors leading outside (but do not go outside!), go to your left. Traveling parallel to doors & windows, continue until you see a pole with a white courtesy phone attached. Pick up the phone and dial "00". You should then be connected to the dispatcher in the holding area.

INTERNATIONAL ARRIVALS: The Commissionaire can be reached by the white courtesy phone located on the wall outside the Arrivals level, across from BAY #8. (Turn left when exiting the building - **DO NOT CROSS THE STREET!**)

Whether you are arriving on a domestic flight or international flight you will need to give the Commissionaire your flight number, tour name, (the name of the tour company which made the bookings is preferred), the **Charter Bus Lines** reservation number, and the coach number (if known). As soon as space permits, he/she will call your coach up to the appropriate location, and advise you of the bay number and location of your motorcoach. Allow approximately two to five minutes for the coach to reach your Bay.

Please note that for all Domestic Arrivals, the entire group will have to move down to Level 1 after having the coach called up.

MAKING CONTACT: If you wish to speak to someone at **Charter Bus Lines**, please feel free call our sales staff at **(604) 940-1707, extension 289** any time between 9:00am to 5:30pm, Monday through Friday. Evenings and weekends please call our dispatch office at **604-940-1707, extension 288**. **PLEASE NOTE** that our staff will not be able to have your coach called up for you, but would be more than happy to assist you with any further questions that you may have.

