

CAMBODIA



	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Siem Reap	SAI	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 3.5 hrs prior to flight departure time. Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.	+855(0)17 767 168	+855(0)17 767 168
Phnom Penh	KTI	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 3.5 hrs prior to flight departure time. Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.		
Phnom Penh	PNH	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 3.0 hrs prior to flight departure time. Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.		
Sihanokville	KOS	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 3.5 hrs prior to flight departure time. Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.		

LAOS



	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Luang Prabang	LPQ	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 2 hrs prior to flight departure time. Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.	+855(0)17 767 168	+855(0)17 767 168
Vientiane	VTE	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 2 hrs prior to flight departure time. Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.		

INDONESIA



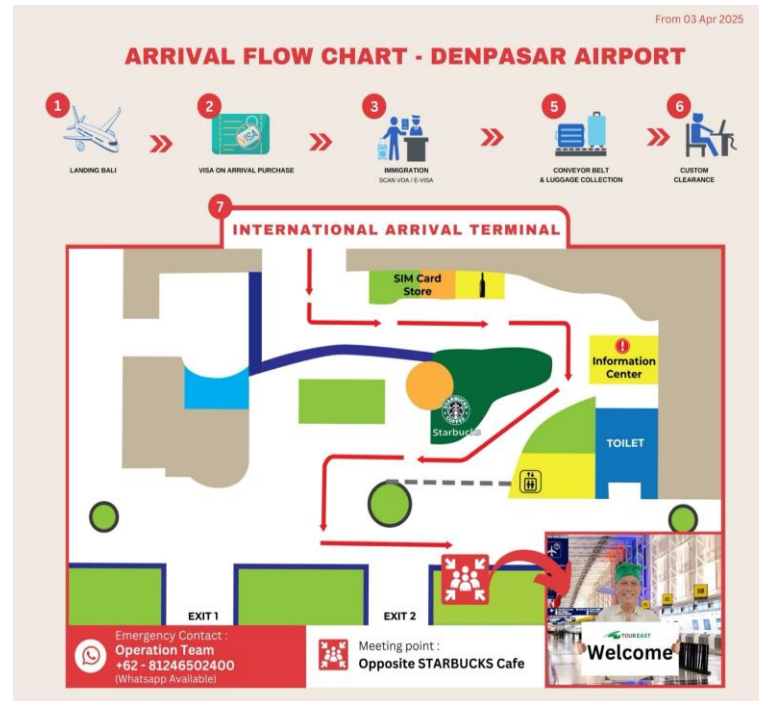
	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Indonesia – PT Tour East Indonesia	DPS	<p>BALI – OFFICE Upon arrival and landing into Denpasar (DPS) International Airport, please go through the Visa-On-Arrival process and proceed to the Immigration Counter. Once completed, you are clear to collect your luggage at the conveyor belt and declare your belongings at the customs counter.</p> <p>Please continue to the arrival meeting area, where you will be met by our representative. In the event that you couldn't find your name signage, please proceed and wait at THE FLIGHT INFORMATION DESK—our airport representative will meet you at this meeting point. You may also ask the information desk to call Tour East Indonesia or contact our emergency mobile number.</p> <p>Vehicle for arrival transfer will be on standby for up to 2 hours from your flight arrival time. Should you require more than 2 hours to clear customs and immigration, kindly contact our emergency mobile number at +62 81246502400 (Call/SMS/WhatsApp).</p> <p>For more information, please see the "Important Note" below.</p>	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Final confirmation on pick up time will be advised to hotel stay one day before departure. You will receive information regarding your transfer 24 hours prior to pick-up should there be any issues please call.	+62 361 708766	+62 812 4650 2400
Jakarta	CGK	<p>JAKARTA - OFFICE Arrival at Terminal 2, Soekarno-Hatta International Airport Please take the "left" exit door that leads to the outer arrival hall and look out for Tour East staff or driver holding the guest's name on a paging board. Should the guest(s) are not be able to find their paging signage, please contact: +6281331700509 (call/SMS/WA)</p> <p>Arrival at Terminal 3 Ultimate, Soekarno-Hatta International Airport Please inform the guest(s) to find an area with a sign of "PICK UP ZONE" and look out for Tour East staff or driver holding the guest's name on a paging-board. Should the guest(s) not be able to find their name for any reason, please contact: +62 81331700509 (Call/SMS/WhatsApp).</p>	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Final confirmation on pick up time will be advised to hotel stay one day before departure. You will receive information regarding your transfer 24 hours prior to pick-up should there be any issues please call.	+62 813 3170 0509	+62 813 3170 0509 OR +62 811 377 657
Lombok	LOP	<p>LOMBOK - OFFICE Our Tour East representative staff is on stand-by outside the arrival terminal. Vehicle for arrival transfer will be stand by until 1 hour from flight arrival time.</p>	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Final confirmation on pick up time will be advised to hotel stay one day before departure. You will receive information regarding your transfer 24 hours prior to pick-up should there be any issues please call.	+62 370 644 222	+62 822 640 5315

IMPORTANT NOTE

Meeting Point at Bali's Ngurah Rai International Airport.

We assigned a specific location for the guide to await arrival from abroad. We make sure our representatives will be there to assist your clients with their transfers.

This map was designed to guide arriving clients to our representative at the airport - particularly at peak hours between 3 - 9 pm.
Since the International Arrival area provides limited space for our representatives to move, the map (and knowledge of the meeting point) is crucial.



KOREA

	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Incheon	ICN	The transfer time between Incheon airpor and the hotel in Seoul City : Around an hour or 1.5 hour	The transfer time between the hotel in Seoul and Incheon Airport: Around an hour or 1 and half hour	+82)2-6313-8101 +82)2-6313-8102 +82)2-6313-8103 +82)2-6313-8104 +82)2-6313-8105 +82)2-6313-8106 +82)2-6313-8107 +82)2-6313-8109 +82)2-6313-8111 +82)2-6313-8112 +82)2-6313-8113 +82)2-6313-8114 +82)2-6313-8115	+82)10-8745-5307 Bob yeongdong Cho
Gimpo	GMP	Transfer time between Gimpo airport and The hotel in Seoul City: around 30 mins	Transfer time between The hotel in Seoul City and Gimpo airport: around 30 mins		
Gimhae (Busan)	PUS	Transfer time between Gimhae Airport and the hotel in Busan : around 40 mins	Transfer time between the hotel in Busan and Gimhae Airport : around 40 mins		
Jeju	CJU	1) Transfer time between Jeju Airport and the hotel at the northern part of island : around 30 mins 2)Transfer time between Jeju Airport and the hotel at the southern part of island : around 1 hour	1) Transfer time between the hotel at the northern part of island and Jeju Airport : around 30 mins 2)Transfer time between the hotel at the southern part of island and Jeju Airport : around 1 hour		

IMPORTANT NOTE

Pickup for depature of Domestic flight: 2.5 hours before flight time

Pickup for depature of International flight: 4.0 hours before flight time

Midnight surcharge will be required for arrival or departure from 00:00-06:00

MALAYSIA



	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Kuala Lumpur	KUL	Upon arrival into Kuala Lumpur International Airport, please proceed to the to the baggage collection, please look for your pagging and meet Tour East airport representative at the arrival hall located after the immigration clearance. The Maximum waiting time is 90 minutes. Should you have difficulties to locate your paging name or require more time to clear the custom and immigration kindly contact us.	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Next day after arrival, Tour East representative will make a courtesy call to your hotel to re-confirm all your service arrangements. On the day of departure, please be ready at the hotel lobby at least 10 minutes before your pick up time, our driver/guide will make announcement for your name. Shouldyou require any assistance during your stay please contact us.	+603 2330 3300	Phone: +603 2330 3300 Whatsapps: +6012 568 8201
Penang	PEN	Upon arrival into Penang International Airport, please proceed to the to the baggage collection, please look for your pagging and meet Tour East airport representative at the arrival hall located after the immigration clearance. The Maximum waiting time is 60 minutes. Should you have difficulties to locate your paging name or require more time to clear the custom and immigration kindly contact us.	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Next day after arrival, Tour East representative will make a courtesy call to your hotel to re-confirm all your service arrangements. On the day of departure, please be ready at the hotel lobby at least 10 minutes before your pick up time, our driver/guide will make announcement for your name. Shouldyou require any assistance during your stay please contact us.		
Langkawi	LGK	Upon arrival into Langkawi International Airport, please proceed to the to the baggage collection, please look for your pagging and meet Tour East airport representative at the arrival hall located after the immigration clearance. The Maximum waiting time is 60 minutes. Should you have difficulties to locate your paging name or require more time to clear the custom and immigration kindly contact us.	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Next day after arrival, Tour East representative will make a courtesy call to your hotel to re-confirm all your service arrangements. On the day of departure, please be ready at the hotel lobby at least 10 minutes before your pick up time, our driver/guide will make announcement for your name. Should you require any assistance during your stay please contact us.		
Sandakan	SDK	Upon arrival into Sandakan Airport, please proceed to the to the baggage collection, please look for your pagging and meet Tour East airport representative at the arrival hall located after the immigration clearance. The Maximum waiting time is 60 minutes. Should you have difficulties to locate your paging name or require more time to clear the custom and immigration kindly contact us.	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Next day after arrival, Tour East representative will make a courtesy call to your hotel to re-confirm all your service arrangements. On the day of departure, please be ready at the hotel lobby at least 10 minutes before your pick up time, our driver/guide will make announcement for your name. Should you require any assistance during your stay please contact us.		
Kota Kinabalu	BKI	Upon arrival into Kota Kinabalu International Airport, please proceed to the to the baggage collection, please look for your pagging and meet Tour East airport representative at the arrival hall located after the immigration clearance. Should you have difficulties to locate your paging name please contact us +6016 6018 696 for assistance. The Maximum waiting time is 60 minutes. Should you have difficulties to locate your paging name or require more time to clear the custom and immigration kindly contact us.	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Next day after arrival, Tour East representative will make a courtesy call to your hotel to re-confirm all your service arrangements. On the day of departure, please be ready at the hotel lobby at least 10 minutes before your pick up time, our driver/guide will make announcement for your name. Should you require any assistance during your stay please contact us.		
Kuching	KCH	Upon arrival into Kuching International Airport, please proceed to the to the baggage collection, please look for your pagging and meet Tour East airport representative at the arrival hall located after the immigration clearance. The Maximum waiting time is 60 minutes. Should you have difficulties to locate your paging name or require more time to clear the custom and immigration kindly contact us.	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Next day after arrival, Tour East representative will make a courtesy call to your hotel to re-confirm all your service arrangements. On the day of departure, please be ready at the hotel lobby at least 10 minutes before your pick up time, our driver/guide will make announcement for your name. Should you require any assistance during your stay please contact us.		
Miri	MYV	Upon arrival into Miri Airport, please proceed to the to the baggage collection, please look for your pagging and meet Tour East airport representative at the arrival hall located after the immigration clearance. The Maximum waiting time is 60 minutes. Should you have difficulties to locate your paging name or require more time to clear the custom and immigration kindly contact us.	Departure pick up time will be printed on the itinerary provided to clients upon arrival transfer. Next day after arrival, Tour East representative will make a courtesy call to your hotel to re-confirm all your service arrangements. On the day of departure, please be ready at the hotel lobby at least 10 minutes before your pick up time, our driver/guide will make announcement for your name. Should you require any assistance during your stay please contact us.		

THE PHILIPPINES



	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Manila Office	MNL	UPON ARRIVAL AT THE AIRPORT Foreigners who are fully vaccinated are allowed to enter the Philippines. Fully-vaccinated foreigners coming from visa-required countries will be allowed entry, but they still need to comply with the immigration, visa, and testing requirements (if applicable) needed before their visit.	Registration via etravel.gov.ph. This must be filled out within 72 hours from their departure. Departure details will be indicated in the service voucher to be provided by JTB/Tour East Philippines. The driver will pick up the guests at the hotel, at the time indicated in the voucher. Usually 3 - 4 hours before their flight. English speaking guide will be provided as per clients' request or if tour is on a group.	+632 8894 5528 loc. 118	+63 917 152 7323
Cebu Office	CEB	1. Registration via etravel.gov.ph. This must be filled out within 72 hours from their arrival or travelers can comply upon arrival at the special lanes for eTravel registration. 2. Have your Passport and travel documents validated by the Bureau of Immigration (BI). 3. Claim your baggage. 4. Exit at the Arrivals Gate for airport taxi service or previously arranged pickup service with your hotel or travel agency. 5. For transfer service arranged with us, our driver and/or airport representative will wait for you outside the arrival hall holding a banner with your name with JTB/Tour East Philippines logo. You may also call the driver upon arrival. Emergency contact numbers and driver/car details will be indicated in the service voucher to be provided by Tour East Philippines.		+63 32349-3925 / 3926 / 3927 loc. 107	Smart +63 999 220 8664 / Globe +63 956 308 5490

SINGAPORE

	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
CHANGI AIRPORT Terminal-1/2/3/4	SIN	<p>Upon Arrival Meet and Greet - please proceed to the designated belts and collect your luggage. After collecting your luggage please take the EXIT DOOR with the same number as your designated belt and our Representative Driver will meet you Our representative Driver will be waiting for the Guest and holding a A4 signboard / Ipad with Guest's Name. Once Greeted Guest our Representative Driver will then proceed to Verify pax and go through with them their whole Itinerary during their stay in singapore and Re-confirm their Departure Date and time of pick up.</p> <p>Should Guest encounter any challenges or unable to find our representative please kindly give us a call at +65 9030 3356</p> <p>Our drivers are at the arrival hall +30 minutes after the flight's scheduled landed time to wait for the guests. They will wait a total of 90 minutes waiting time after flight lands.</p> <p>Clients who expect to experience delayed immigration clearance and luggage collection or need help locating the driver should call our transport hotline at +65 9030 3356, and remain in the arrival hall (best wait near the terminal's Information Counter)</p> <p>While attending to other guests, our team may occasionally be unable to answer incoming calls instantly. However, they will return the call as immediately as ever possible.</p>	<p>During Arrival Meet & Greet, Representative Driver will have gone through their whole itinerary, including Re-Confirm their Departure flight and pick up time. Driver will also either get pax to take a picture or send them via whatsapp/email for their own reference.</p> <p>In a event, Guest would like to AMEND their Departure pick up time, Representative Driver will inform pax to call our Office at +65 6461 7999 / +65 9030 3356. Note that Amendments will have to be 24 hours before their Arranged Pick up time. Any request below 24 hours will subject to driver's availability.</p> <p>Should Guest encounter any challenges or did not receive any information please kindly give us a call at +65 6461 7999 (Office Landline) / +65 9030 3356</p>	<p>+65 9030 3356 (Transport matter) +65 9030 3357 (Tour matter) +65 6461 7999 (Office Landline)</p>	<p>+65 9030 3356 (Transport matter) +65 9030 3357 (Tour matter)</p>

IMPORTANT NOTE

We recommend that guests be in touch with our transportation team via chat on Whatsapp (+65 9030 3356) while waiting to pass Immigration. Our team will so be able to identify their location.

Foreign inbound travellers to Singapore must submit their SG Arrival Card when entering Singapore. They can complete the form in the hall before proceeding to the immigration counters. However, for convenience and swifter processing, we recommend that guests apply for the Arrival Card online at <https://eservices.ica.gov.sg/sgarrivalcard/> within 72 hours before arriving in Singapore.

THAILAND

	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Bangkok (Suvarnabhumi)	BKK	Bangkok Airport (Suvarnabhumi) International Flight: Meet our representative behind the barrier after the "Exit B" on your left at Gate 6 area. Domestic Flight: Please walk towards Gate 6 . Our representative will wait behind the barrier on your left.	Bangkok The pickup time is 3.5 hrs before flight departure, including a buffer time to avoid unexpected traffic jams.	+66 2 230 04 05	+66 81 819 36 41
Bangkok (Don Mueang)	DMK	Don Mueang Airport International Flight (Terminal 1) : After the exit on your left meet our representative behind the barrier at the Gate 5 between King Power and Amari Lift Domestic Flight (Terminal 2) : After the exit on your right, please walk towards Gate 5 in "Terminal 1" - Our representative will wait behind the barrier on your left between King Power and Amari Lift.			
Pattaya	UTP	Pattaya : After meet our representative at Gate - will take you to Pattaya by car			
Hua Hin	HHQ	Hua Hin : After meet our representative at Gate - will take you to Hua Hin by car			
Krabi	KBV	At Krabi Airport at Terminal 1 (International) / Terminal 2 (Domestic) After collecting luggage from the carousel, exit through gate and in front of the gate will be your Tour Guide (show signboard displaying client's surname)	Krabi Airport (International flight and Domestic Flight) Ao Nang : 4 hrs Tubkaek / Klong Muang : 4.5 hrs Koh Lanta : 5 hrs	B2B: +66 81 606 60 87 OTA: +66 76 364 156	B2B: +66 81 882 49 49 OTA: +66 98 670 67 83
Phuket	HKT	Phuket Airport (International arrivals) After collecting luggage from the carousel, you are to clear customs and walk towards Gate 4. The Tour East Representative is waiting beside Gate 4 (outside the building), wearing the uniform (a shirt/blouse, white with green, yellow and brown vertical stripes), the Tour East identification and a signboard displaying your surname. Phuket Airport (Domestic arrivals) After collecting luggage from the carousel, please exit through the main gate. You will then reach the terminal in front of the last gate. Like all other drivers and transfer personnel, our representative is in the waiting area in front of the Arrival Hall at Gate 1 for Domestic Arrivals. He/she is wearing the uniform (a shirt/blouse, white with green, yellow and brown vertical stripes), the Tour East identification and a signboard displaying your surname.	Phuket International Airport (International flight and Domestic Flight) Pick up from PHUKET AREA Patong / Kata / Karon / Rawai Naiharn/Cape Panwa Area : 4 hrs Bangtao / Surin / Kamala / Naiyang : 3.5 hrs Pick up from KHAO LAK AREA Khao Lak : 4 hrs Pick up from KRABI AREA Ao Nang : 6 hrs Tubkaek / Klong Muang : 6.5 hrs Koh Lanta : 8 hrs	+66 76 364 156	Transfer: +66 98 670 67 83 Tours: +66 98 909 94 63

	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Koh Samui	USM	<p>Koh Samui Airport After disembarking the aircraft, you will be transferred by the airport tram to the "Arrival Terminal" at the "Baggage Collection" area. Proceed through the "Arrival Area", where you will see the airport limousine, hotel and excursion counters. However, please be aware that these are tenants in the airport and that all tour guides and drivers have to wait outside the airport building. Continue walking towards the "Meeting Area", where representatives of hotels and transfer companies will see. Here you will see your name on a signboard.</p> <p>If your luggage has not arrived or is damaged, please contact the "Lost & Found" office near that area before the arrival Area. If the baggage is lost, you will get the instruction document to follow your luggage later, and if the baggage comes on the same day next flight or the next day, the lost & found staff will contact you to collect the suitcase. They usually will send it to your hotel for free.</p>	<p>Koh Samui Airport (International flight and Domestic Flight);</p> <p>Pick up from KOH SAMUI AREA Pick up from Zone 1 Chaweng Beach, Chaweng Noi Beach, Thongsong Beach, Choengmon Beach, Plai Laem Beach, Big Bhuddha Beach, Bangrak Beach and Bo Phut Beach: 2 hrs.</p> <p>Pick up from Zone 2 Thongtakien Beach, Lamai Beach, Maenam Beach, Baantai Beach and Bang Por Beach: 2.5 hrs.</p> <p>Pick up from Zone 3 Hua Tanoon, Natien Beach, Laem Sor Beach, Namuang, Bangkao Bay, Laem Sor Beach, Lipa Noi, Pang Ka, Taling Ngam, Nathon, Khao Laem Yai and Bangmakham: 3hrs.</p>	+66 80 067 3268	+66 86 164 93 36 +66 89 723 88 51
Chiang Mai	CNX	<p>International Flight : You should be able to find our representative waiting for you, carrying a welcome signboard with your name on it, just in front of the International Arrival Lounge(International Arrival Meeting Area) However, if you cannot find your representative, please kindly walk to the nearby Domestic Arrival Meeting Area. Your representative should be waiting for you at Domestic Arrival Meeting Area.</p> <p>Domestic Flight : After collecting luggage at carousel - exit the domestic arrival lounge. Right in front of the domestic arrival lounge our representative will be carrying a welcome signboard with your name on it (Domestic Arrival Meeting Area)</p>	<p>Chiang Mai (Centre) : Drivers wait up to a maximum of 1 hr from your flight arrival. The pickup time is 2 hrs before flight departure (Domestic flight) and 3hrs (international flight)</p> <p>Chiang Mai (Outside) : Drivers wait up to a maximum of 1 hours from your flight arrival. The pickup time is 3 hrs before flight departure (Domestic flight) and 4 hrs (international flight)</p>	+66 53 211 811	+66 81 961 13 82
Chiang Rai	CEI	<p>International Flight Our representative carrying a welcome signboard with your name is waiting in front of the International Arrival Lounge (in the International Arrival Meeting Area)</p> <p>Domestic Flight : After collecting luggage at carousel - exit the domestic arrival lounge. Our representative will be carrying a welcome signboard with your name in the Domestic Arrival Meeting Area.</p>	<p>Chiang Rai (Centre) : Drivers wait up to a maximum of 30 -40 mins from your flight arrival.The pickup time is 1.5 hrs before flight departure</p> <p>Chiang Rai (Outside) : Drivers wait up to a maximum of 30-40 mins from your flight arrival.The pickup time is 2 hrs before flight departure</p> <p>Chiang Rai (Golden triangle) : Drivers wait up to a maximum of 30-40 mins from your flight arrival.The pickup time is 2 hrs before flight departure</p>	+66 53 702 902	+66 81 884 71 18

IMPORTANT NOTE

On arrival: Meet and Greet our representative at the meet point after collection of your luggage and custom clearance. Our representative will wait for you holding your name on a A4 signboard.

On departure: Customers usually book the round trip airport transfer with us and have the booking reference. In that case, our airport reps can initially advise them on the pickup time departure. The Operation team will later leave a message at the hotel to reconfirm the pickup time.

TAIWAN



	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Taoyuan	TPE	Our Tour East representative(Guide/Driver) stand by until 1.5 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 2.5 - 3.5 hrs prior to flight departure time. (depends on the destination) Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.	+886-2-2568-2111 ext #833, 816	+886-2-2568-2111 ext #833, 816 / +886-983-007-483
Taipei, Songshan	TSA	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 2 - 3 hrs prior to flight departure time. (depends on the destination) Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.		
Kaohsiung	KHH	Our Tour East representative(Guide/Driver) stand by until 1 hours from flight arrival time. By hand up a welcome sign with logo of TOUR EAST and a lead name of customer.	We will remark on Itinerary as assign pick up time on itinerary as 2 - 3 hrs prior to flight departure time. (depends on the destination) Our guide/Driver will pass the itinerary to customer upon arrival for review each pick up time which we have assigned. Should there be any issues please call.		

VIETNAM



	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Mobile Number
Ho Chi Minh City	SGN	The transfer time between Tan Son Nhat Airport and Ho Chi Minh City hotel: around 30 mins	The transfer time between Ho Chi Minh City hotel and Tan Son Nhat Airport: around 30 mins	+84 28 7107 7088 (ext. 404)	+84 902 907 797
Hanoi	HAN	Transfer time between NoiBai Airport and Hanoi City hotel: around 40 mins	Transfer time between Hanoi City hotel and NoiBai Airport: around 40 mins		
Danang	DAD	Transfer time between Da Nang Airport and Da Nang City hotel: around 20 mins The transfer time between Da Nang Airport and Hoi An Town hotel: around 40 mins The transfer time between Da Nang Airport and Langco: around 60 mins The transfer time between Da Nang Airport and Hue: around 3 Hrs	Transfer time between Da Nang City hotel and Da Nang Airport: around 20 mins The transfer time between Hoi An Town hotel and Da Nang Airport: around 40 mins The transfer time between Langco and Da Nang Airport: around 60 mins The transfer time between Hue and Da Nang Airport: around 3 Hrs		
Hue	HUI	The transfer time between Hue Airport and Hue: around 45 mins The transfer time between Hue Airport and Langco: around 60 mins	The transfer time between Hue Hue Airport: around 45 mins The transfer time between Langco and Hue Airport: around 60 mins		
NhaTrang	CXR	The transfer time between Nha Trang Airport and Nha Trang City: around 40 mins The transfer time between Nha Trang Airport and Ninh Van Bay: around 60 mins	The transfer time between Nha Trang City and Nha Trang Airport: around 40 mins The transfer time between Ninh Van Bay and Nha Trang Airport: around 60 mins		
PhuQuoc	PQC	The transfer time between Phu Quoc Airport and Duong Dong hotel: around 30 mins	The transfer time between Duong Dong hotel and Phu Quoc Airport: around 30 mins		
DaLat	DLI	The transfer time between Lien Khuong Airport and Da Lat City: around 30 mins	The transfer time between Da Lat City and Lien Khuong Airport: around 30 mins		

IMPORTANT NOTE

Pickup Domestic flight: 2.5 hours before flight time
 Pickup International flight: 3.5 hours before flight time
 Midnight surcharge will be required for arrival from 21:00-07:00
 Midnight surcharge will be required for departure from 23:00-09:00

Hong Kong

	IATA	On Arrival	On Departure	Telephone Number	Emergency/Out Of Hours Telephone Number
Hong Kong Chek Lap Kok Airport	HKG	Meet and Greet at the Hong Kong International Airport: There are two exits from the restricted area of Hong Kong International Airport – Exit A and Exit B. The exit client use will be dependent on the baggage carousel used inside the customs hall. Tour East staff will be stationed at the Group Pick Up Area No. 12-13 outside Exit B of the public arrival concourse of Hong Kong International Airport to meet clients with a sign board (clients who arrive and come out through Exit A need to turn right and make their own way toward to the above area). Please ask clients to look for the Tour East sign. Our staff may need to away for short periods of time to show passengers to the waiting area but they will be back shortly.	You will receive details about your departure transfer pick-up time upon arrival. If you experience any issues or do not receive this information, please feel free to give us a call.	(852) 2739 8911	(852) 9677 5663