

# Airport Pickup Services



Dear student,

Harlan is Swinburne's reception agent. To book this service please use Swinburne online booking form found at: <http://www.swinburne.edu.au/study/international/plan-arrival/arriving-in-melbourne/>

The log-in username is your student ID number and password is your date of birth (in six digits, for example 10<sup>th</sup> Jan 1980 = 100180)

Your Student ID number is on your 'Acceptance Email' which is sent to you after you accept your offer as well as on your CoE. Please ensure that you provide your Melbourne delivery address in your booking form.

If you are arriving with family members (non-students) they will be required to pay on arrival and make payment directly to the Harlan driver. The cost is AUD\$80 per person. Please include the number of family members accompanying you when completing the online booking form in the 'comments' section.

If your flight is delayed, you change to another flight or you cannot find the driver at the airport, you must contact Harlan directly on either of these numbers:

- [+61 3 9354 5025](tel:+61393545025)
- +61 4 12 073 749

You may experience waiting periods at the airport and on your journey, as the driver may be required to drop off other students in the same pick up. Please do not leave the Airport with anyone else, a Harlan driver will be with you shortly. We appreciate your patience with this.

Please ensure that you have a confirmed accommodation address before booking airport pickup service.

For more information about accommodation options, please see the Swinburne website at:

<http://www.swinburne.edu.au/stuserv/accommodation/>

Sincere regards,

Sam Tsering,  
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International & Students Operations  
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