

Your Airport Pick-Up with Togoto Australia

Please read carefully and save or print this information.

*The instructions for international arrivals are different to domestic arrivals!
Please read the correct instructions for your flight.*

International Arrival Pick-Up Instructions:

1. Collect your luggage and go through Australian Customs.
2. When you exit the Customs area of Melbourne Airport **TURN RIGHT**
3. Look for **Vodafone** mobile phone/cellphone shop. It is a **red shop**. DO NOT buy a SIM card. You MUST find the driver immediately.
4. Look for the Togoto Australia driver **in front** of the shop with the **yellow and green sign** like this:

IMPORTANT: Mobile phones, cameras, video cameras and recording devices must not be used in Australian Customs and Border Protection Service controlled areas.



Drivers who do NOT have this sign are NOT our drivers.
NO SIGN, NO GO.

You MUST find the driver and introduce yourself before anything else!!

e.g. DO NOT buy a SIM card first or you could miss the transport.



What to Do If Your Luggage Is Delayed

It's important to let us know immediately so that you don't miss your airport pick-up.

Simply send a text/WhatsApp message to **Ellen +61 409 503 646**.

Domestic Arrival Pick-Up Instructions:

1. Go to the **luggage carousel/collection area for your domestic flight**
2. Look for the Togoto Australia driver standing with the **yellow and green sign** like this:



Drivers who do NOT have this sign are NOT our drivers.
NO SIGN, NO GO.

You MUST find the driver and introduce yourself before anything else!!
e.g. DO NOT buy a SIM card first or you could miss the transport.

FAQs and Extra Information:

My flight / accommodation has changed.

- If there are any changes *while you are travelling*, you **MUST** contact (call / text / WhatsApp): +61 409 503 646 to tell us of these changes
- If there are *changes before your departure*, please **email** us on togoto@togoto.com.au with the new information
- If we don't know about any changes, we cannot guarantee your airport pick-up!

What luggage can I bring?

Our vehicles can only carry:

- 2 large suitcases (checked-in luggage) and
- 1 carry-on bag (cabin luggage) and/or backpack for each student.



If you arrive with more luggage, we may REFUSE your transport
WE DO NOT ACCEPT: boxes, sporting equipment or musical instruments

