

VIP treatment on landing at Havana airport

This service can be only requested together with transfer service from Havana Airport

This is well worth having, saving considerable waiting in long queues and a guide, holding up a card with the name of the person/group being met, will greet the passenger(s) at the end of the aircraft ramp, just inside the airport terminal building corridor. Individual passengers will have their own guide.

If it is a group, all VIP paid members should gather at that point until all of the party is ready to proceed. If the guide is not there the party should wait at that point, until the guide arrives. The guide will escort the passenger/group to the VIP fast-track immigration point.

After leaving through the checkpoint the guide will re-greet the passengers and ask for their baggage identity tags (these are usually stuck to the air ticket counterfoil) and also for each passenger's passport. The guide will also ask for a description of the baggage in order to find same on the carousel. The guide then escorts the passengers out of the arrival hall to the VIP lounge on the second floor, where complimentary drinks and light snacks are available.

When the baggage has been collected, the passengers are notified and proceed downstairs/escalator, where same is brought to them by a porter, passports are returned and the transfer to the hotel can commence.

It will save time if each passenger ties a ribbon to their baggage and hands a sample of the same ribbon to the guide. For a group, the same identical ribbon will make all the bags easily identifiable.

NOTE: There is no VIP service prior to check in on departure. Those passengers leaving Havana, who require use of the VIP lounge after check in, should ensure they get an invitation card at the time of check in at the airline desk, providing their air ticket grade permits this.

Passengers carrying business Visas must complete an information form obtainable in the arrival hall for presentation to the immigration officer, who in turn will hand over a slip paper which must be retained safely in your own possession for handing back on departure.