

Service Package	Service Description	Rate Category	MOP per person
<p>Gold Arrivals A dedicated one-on-one escort from the moment you arrive at the airport till you embark on your final destination</p>	<ul style="list-style-type: none"> • Greeting with welcome placard at the Arrival gate or at shuttle bus drop-off zone, where applicable • Escort through dedicated immigration fast track channel • Escort to baggage area for baggage collection • Escort through customs to transportation pick-up point 	Walk in rate	1,500
<p>Gold Departures A dedicated one-on-one and end-to-end escort through the departure journey</p>	<ul style="list-style-type: none"> • Greeting with welcome placard at passenger drop-off zone • Provide baggage and express check-in assistance • Escort through dedicated immigration fast track channel and security check • Escort to Plaza Premium Lounge and wait for boarding, including 3-hour complimentary Lounge Use package at Private VIP Room, where applicable • Escort to the boarding gate or shuttle bus pick-up point, where applicable 	Walk in rate	1,500

Terms and Conditions apply

Important Notes

- All rates are subject to prevailing applicable local taxes.
- Baggage assistance includes up to 2 baggage. MOP 50 will be charged for each extra baggage.
- Children aged 2 or over will be charged at full rate.
- Express check-in assistance service is subject to airline policies. Guest is required to provide copies of valid travel document no less than 3 hours prior to scheduled service time.

Terms and Conditions

1. Signed Order Form is treated as an Official Contract. No separate contract will be issued for booking.
2. Upon submission of order form, full payment in local currency plus prevailing applicable local taxes of the order amount is required to proceed with booking.
3. All services are subject to availability. PPL Macau Services Ltd. ("the Company") reserves the right to assess every order and decide acceptance of order.
4. Service order shall be submitted at least 48 hours in advance and must be confirmed 24 hours prior to arrival (STA/Standard Time of Arrival) or departure (STD/Standard Time of Departure). Any service order submitted with less than 48 hours' notice will be subject to availability and the final confirmation by the Company, and may be subject to surcharge.
5. For group booking more than 10 persons, please send the Order Form at least 10 working days in advance.
6. Children aged 2 or over will be charged at full rate.
7. Transit service is calculated as an Arrival Meet & Greet Service plus a Departure Meet & Greet Service.
8. Each service order is limited to 1 flight itinerary per single trip (arrival or departure).
9. Cancellation (in written notice to: macau@allwaysvip.com) less than 24 hours' notice is subject to full payment of the total amount and is non-refundable. Re-schedule of itinerary less than 24 hours' notice is subject to additional 50% surcharge of full service price and is subject of availability.
10. The Company will only accept requests for service cancellation or re-schedule of itinerary made directly by the guest.
11. Meet and Greet with baggage assistance. An Allowance of 2 regular-sized baggage per guest is allowed with maximum dimensions of 90 x 75 x 43 cm each and up to a combined weight of 46 kg. Extra baggage thereafter is charged at MOP50 per piece.
12. No show on date of service is subject to full payment of total order amount and is non-refundable.
13. For Arrivals Meet & Greet Service, guest will be treated as no show if the guest does not respond to the welcome signage after all other passengers of the same flight have disembarked. For Departures Meet & Greet Service, no show will be declared if the guest is absent at the meeting point after 15 minutes from the agreed arrival time. No show is subject to full payment of total order amount and is non-refundable.
14. The Company reserves the right to charge an additional 50% of the full order amount in case of flight delays over 2 hours from the STA/STD and every 2 hours thereafter may be subject to surcharge.
15. If any information supplied at the time of booking is incorrect, the Company reserves the right to refuse or reject the provision of the services. The contact number of the passengers, local driver or receiving party must be provided in advance. The Company holds no responsibility for incomplete services fulfillment due to reason that the given contact number cannot be reached.
16. Guest details will be taken and stored at the time of booking, and by making a booking, each guest consents to the use of such guest's information, including but not limited to name, passport details and travel arrangement details, for the purpose of the Company to provide the services.
17. It is the guest's responsibility for ensuring compliance with all governmental regulations upon entry to and exit from the destination and that they have obtained all required documents, visas and permits.