

# NEW COMMERCIAL PRE-BOOKED AND RIDE-BOOKING PICK-UP ZONES

## FREQUENTLY ASKED QUESTIONS



FAQ  
SEPTEMBER 2016

### **WHAT areas are changing at Brisbane Airport?**

New pre-booked pick-up zones are being introduced at both the Domestic and International Terminals at Brisbane Airport.

### **WILL the changes to pre-booked pick-up zones impact me?**

Only limousine operators, pre-booked taxis and ride booking vehicles will be affected by these changes.

### **WHY are the pre-booked pick-up zones changing at Brisbane Airport?**

The new pick-up arrangements are in direct response to recent changes in Queensland Government legislation surrounding the use of ride sharing apps such as UBER. Please visit the Queensland Government website for further details <http://personalisedtransport.tmr.qld.gov.au/>

### **WHEN will the new pre-booked pick-up zones come into operation?**

The new zones will come into effect at both terminals from 0001hrs on Tuesday 20 September. Passenger wayfinding signs and further improvements will be completed by early October.

### **WHAT is changing at the DOMESTIC terminal?**

A new pre-booked pick-up zone is being introduced on Macleay Way; it will be clearly marked and only accessible via a registered e-tag to open the boom gate. It is one of the areas currently used by limousines and pre-booked taxis. (See map on page 2).

### **WHAT is changing at the INTERNATIONAL Terminal?**

A new pre-booked pick-up zone is being introduced in the current Ground Transport Operators car park, south of the terminal (See map on page 2).

### **Are the new zones only for Uber?**

No, the zones will be available for use for all pre-booked and ride-booking services with a Brisbane Airport GTO licence.

### **HOW do I access the areas?**

The new zones are for Brisbane Airport approved operators only. Companies already registered through the Brisbane Airport licence system will still be able to access the area using their existing e-tag. Any new companies wishing to access the pick-up zones should visit <https://gto.bne.com.au> to apply for a licence.

### **HOW much will it cost to use the new zones?**

A \$3 fee will apply for any vehicle using the new facilities for a maximum of 10 minutes. Standard fees will apply for any vehicles parked that dwell longer than 10 minutes. Please see your BAC agreement for further details.

### **HOW will passengers be able to find their pick-up vehicle?**

New wayfinding signage will be installed in both terminals clearly directing passengers to the new pre-booked pick-up zones.

### **CAN I leave my vehicle and go into the terminal to meet my passenger?**

No, the new areas are express pick-up and vehicles must not be left unattended at any time. Fines will apply. Existing operators and pre-booked taxis can still use the current parking facilities marked in purple should drivers wish to enter the terminals.

### **CAN I change my vehicle registration if I am handing back my Limo plate?**

Yes, just login to <https://gto.bne.com.au> and you can update your vehicle registration at any time. This will not affect your access.

### **Will there be any changes to the taxi ranks?**

No, these changes will not affect either International or Domestic taxi ranks.

### **WHO should I contact for more information?**

If you have any queries please email [GTO.info@bne.com.au](mailto:GTO.info@bne.com.au)

