

# INTRODUCING CRUISE TERMINAL CHECK-IN



Virgin Australia has teamed up with OACIS (Off Airport Check In Solutions) to introduce pop-up check-in services. The services are available for guests arriving into either **Sydney's Overseas Passenger Terminal** or **White Bay Cruise Terminal** in NSW.

Virgin Australia guests can use this new check-in and baggage drop service, with Virgin Australia staff available to assist. This new service means tourists can check-in and drop their bags off once their cruise ship has docked and can then enjoy the freedom to explore the city, bag-free, before taking off to their next destination. Guests must be travelling on a Virgin Australia marketed and operated flight (guests travelling to LAX are **unable** to use this service). Guests will be responsible for making their own way to the airport and must remember to keep hold of their personal items and travel documents as access to their checked baggage will not be possible.

The service will:

- Provide guests with the convenience of seat and baggage check-in away from the airport
- Ensure secure and convenient transport of luggage straight to the airport
- Reduce waiting times at the airport, allowing guests to head straight to their departure gate

The co-branded check-in counters are officially available from 6am to 11am and will be open for the majority of cruise ship arrivals. This service is available for any Virgin Australia guest who has either pre-booked or decides to utilise the service on their arrival. It is recommended that guests pre-book their off-site check-in to guarantee that OACIS will be in attendance. Bookings are available via

<http://oacis.io/booking-cruiseline-form/>

A fee of \$25 per guest is payable upon check-in. Payment can be made via EFTPOS or Credit Card only (cash payments are **not** accepted). All payments are collected by OACIS at the Cruise Terminal during check-in. OACIS terms and conditions are available at <http://oacis.io/termsandconditions/>

Virgin Australia staff facilitate the check-in transaction and are able to add Velocity numbers, change seats, identify priority guests, accept and/or charge for additional bags, upgrade to Economy X to name just some functions.

**Be sure to tell your clients to pre-book their off-site check-in and look out for the Virgin Australia signage and the blue OACIS check-in counters when disembarking.**

