



Meet and Greet FAQ's

Washington Dulles International Airport. Domestic and International Airports in India

What does the airport meet & greet service include?

Our meet-and-greet service includes our personal agent who will escort you through the airport process, assist with immigration and customs (where available), help with baggage collection, and ensure a smooth arrival, transfer, or departure experience.

Do you offer both arrival and departure services?

Yes, we provide services for arrivals, departures, and flight transfers. Each service is tailored to the airport and passenger's needs.

Do you provide fast track through immigration and customs?

Where permitted by airport regulations, we offer expedited immigration and customs clearance to minimize waiting times.

Can you assist with baggage claim and porters?

Yes, we can assist you with baggage claims and, upon request, arrange for a porter to handle your luggage.

Do you offer lounge access as part of the service?

Lounge access is available at many airports for an additional fee or based on eligibility (class of travel or membership). We can coordinate access when possible.

Can you escort me from/to the aircraft gate?

Yes, our greeter will meet you at the aircraft door and escort you through all necessary procedures.

Is this service available for domestic flights or only international?

We offer both domestic and international services, depending on the airport's policies and facilities.

How far in advance do I need to book the service?

To guarantee the highest level of service, we kindly recommend booking a minimum of 4 Days in advance. Same-day or last-minute requests are subject to availability and may incur additional fees.

What happens if my flight is delayed or arrives early?

We monitor flight schedules in real time and adjust accordingly. Your greeter will be ready no matter the actual time.

**Can I make last-minute changes to my booking?**

Yes, we try to be flexible. Please contact us as soon as possible to make changes. Fees may apply based on timing and scope.

How do I recognize the greeter at the airport?

Your greeter will hold a personalized name sign and wait for you at a designated meeting point. You'll receive full details by email or text before your trip.

Can you help with tight layovers or flight connections?

Absolutely. We specialize in making flight connections smooth and efficient—even with short layovers. Just let us know your itinerary and we will do our best to make sure you make your next flight.

Do you offer corporate accounts or packages?

Yes, we work with companies, travel agencies, and concierge services to provide tailored packages and billing arrangements.

Do you provide VIP or celebrity services discreetly?

Yes, discretion and privacy are core values of our VIP services. We can arrange to have the name disguised on the placard and minimal public exposure where possible.

Can you handle multiple passengers or groups?

Yes, we offer services for families, corporate groups, delegations, and tour groups. Please contact us about group pricing.

Are your greeters multilingual?

Thank you for asking. Our greeters are not currently trained to be multilingual. Translation apps can be used to assist with communication, if needed. If further assistance is required or if there are specific language needs, we can arrange for an airport representative to help assist.

How much does the service cost?

Please contact us for exact cost and details.

What payment methods do you accept?

We offer a variety of secure and convenient payment options to make your experience as smooth as possible. You can pay using Zelle, Credit & Debit Cards (Visa, MasterCard, American Express, and Discover), Google pay for passengers originating from India.

Credit Cards: A 5.00% convenience surcharge applies to all credit card transactions.



Are there cancellation or refund policies?

Yes. The service requires booking at least 4 days in advance. For bookings made less than 24 hours before the service, the fees are doubled, Cancellations must be made with a minimum notice of 48 hours. Payment is required prior to provision of services. Net 30 is not accepted. Service fees are non-negotiable. Cancellations made within 24 hours of the scheduled service are non-refundable. No show will result in no refund. We recommend reviewing it before completing your booking to understand the terms and conditions that apply.

Which airport do you operate in?

We currently operate at Washington Dulles International Airport (IAD) and Domestic and International Airports in India.

Do you provide service for transfer/connecting flights?

Yes, we provide meet-and-greet services for passengers with transfer and connecting flights. Our agent will meet you at the arrival gate and escort you to your next departure gate or lounge.

Is my personal information secure?

Absolutely. We adhere to strict data protection policies and never share personal information without consent. Please review our privacy policy.

Can you assist minors or elderly travelers?

Yes, we regularly assist unaccompanied minors, elderly passengers, and those with limited mobility. We provide end-of-the-end care and ensure comfort and safety.

Are your greeters vetted and trained?

Yes, all our greeters go through background checks, security clearances, and customer service training.