

Attention! Notice of the Airport-Transfer at Tenerife Airport Arrivals

Ladies and Gentlemen!

Due to a regulation of the EU, the handling at the airport for passengers with reduced mobility follows this settlement:

The Airport provides care staff, which helps you with your luggage, if required and accompanies you to the “LeRo airport office” outside the baggage claim area. You will meet us in the public arrival hall. Passengers, who do not need any help, please go there directly.

We, the LeRo team, certainly try our very best to take you over as soon as possible after you leave the baggage claim area. If there is any problem and the care staff does not bring you to the “LeRo airport office” inside the terminal, then please insist on being accompanied to us.

Please mind the following notices:

1. The care staff will show you a questionnaire which you have to sign. **Please never do this before you are handed over to the LeRo staff at the airport!** Because with signing the form you confirm that the care staff has carried out the service correctly. Unfortunately the care staff sometimes leaves the passenger behind after having received the signature. Quite a few care staff members seem to understand the signature as completion of the required assistance.
2. If you need to make luggage **reclamation**, please refer to the care staff still inside the baggage claim area. As soon as you leave the restricted area a direct reclamation is not possible anymore.

We are always in direct contact with the airport management and the care staff to improve the handling as much as possible.

We wish you a comfortable flight and are looking forward to your visit!

Your LeRo Team

All transports will be managed by our subsidiary company OROBUS S. L., Avda. Amsterdam 8,
Edf. Mar y Sol s/n, E-38650 Los Cristianos / Tenerife.