

Groundforce VIP

Very Important Passenger

EXCELLENCE, QUALITY AND COMFORT

The design and development of a service customized assistance at departures or arrivals at the Airport is fully based on key factors such as Quality, Speed and Comfort and that will surely dictate recognition and preference among passengers.



The service is currently available in Lisbon, Porto and Funchal Airports.

We have dedicated and capable teams able to respond to any requirements or requests of our clients in several languages - Portuguese, English, French or Spanish.

Our team assures the success of all the expectations regarding this unique service, combining professionalism, charm and experience, which means having special staff that stands out for expertise, care and excellence.



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SWIFTNESS AND SIMPLIFICATION

For every departure, arrival and transfer processes, the team responsible for this service will ensure all previous arrangements and care according to the passenger's preferences.

We also have a service entirely designed for the particular needs of families, seniors, tourists, business people or groups, designing special packages for the different segments.

All the previous coordination and preparation will allow the full compliance with the details that comprise the various levels of service.

- **Permanent attention to the passengers;**
- **Continuous adaptation of the service to the specific needs of the customers;**
- **Dialogue with all stakeholders – Airline and Airport.**

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EXCLUSIVENESS AND CUSTOMIZATION

This product is designed according to four service levels, aiming to match what each passenger values the most. All the four levels stand out for exclusiveness and full differentiation, seeking to completely safeguard the comfort and tranquility of each customer.

- Control of the entire process of boarding and disembark, ensuring permanent integrated coordination, monitoring of irregularities, and baggage procedures.
- Improvement of the overall "travel experience", linking this positive feeling to the Airline, the Airport and the city.
- A service of excellence makes the Passenger / Group feel they are "special", recognizing the quality of service, and will recommend it to their network of contacts.

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SELECTED VEHICLES

We offer a set of selected vehicles fully dedicated to the service that ensure comfort and exclusivity in the transportation to and from the aircraft.



* - The vehicle type and capacity may vary according to the assistance level and equipment availability.