

## 3.0 INFORMATION FOR CHARTER BUS/ TOUR BUS DRIVERS

### 3.1. Dropping off passengers who are catching a flight

#### 3.1.1 Enterprises which have an agreement with Avinor, Oslo Airport

These instructions apply to vehicles belonging to enterprises which have an agreement and vehicles which have a working token. Upon arrival at the airport, follow signs to departure, upper level. Upon arrival at the upper forecourt, keep to the right.

**Upon arrival at the barrier, keep a good distance from the vehicle in front – at least 20 metres.**

#### 3.1.2 Passing the barrier with a vehicle with a working token

There is an antenna before the barrier.

When your vehicle passes the *reading point* beneath the antenna, the barrier will open.

When your vehicle passes the barrier *closing point*, the barrier will close.

If your vehicle is too close to the vehicle in front and your vehicle passes the *reading point* before the vehicle in front has passed the *closing point*, the barrier will close before your vehicle reaches the barrier and you will not be able to get through. See section 3.1.3.

If your vehicle is too close to the vehicle in front, there is a risk you may collide with the barrier.

Anyone who causes damage to our barrier system **will be liable for the damage that is caused.**

#### 3.1.3 Barrier does not open

If the barrier does not open, turn left past the barrier. The right-hand lane should be used in this case. This area is normally always accessible.

Avinor can be contacted later by e-mail [apoc.host@avinor.no](mailto:apoc.host@avinor.no) in order to find out the reason why the barrier did not open. In your email to Avinor, please state the vehicle registration number, token number, the barrier(s) concerned and approximate time.

#### 3.1.4 The following instructions apply to

- a) **Vehicles belonging to enterprises without an agreement.**
- b) **Vehicles which do not have a barrier token.**
- c) **Vehicles which have a barrier token which does not work.**

Upon arrival at the airport, follow the signs to departure, upper level. Upon arrival at the upper forecourt, keep to the left past the barrier and then use the right-hand lane. This area is normally always accessible.

### 3.2. General information concerning the picking up of passengers from the airport

#### 3.2.1 Booking

If a vehicle is to pick up passengers at Oslo Airport, the vehicle owner must submit a booking request for the pickup job to Avinor, Oslo Airport. This booking request forms the basis for

reservation of the platform for the vehicle, as well as information on the monitors in the terminal's arrival hall informing your passengers where they can find you and your vehicle for onward transportation.

#### **3.2.1.1 Cancellation**

If a booked trip is cancelled, the platform booking must also be cancelled. This is done by selecting **Endring og sletting av henteoppdrag** (*Change and delete pickup jobs*).

#### **3.2.2 Pickup jobs where the passengers arrive on several different flights**

If the vehicle is to pick up passengers who are arriving on several different flights, the pickup job must be linked to the flight which is scheduled to land last. Avinor also recommends that a comment on this be added to the comments field for the pickup job stating that the job concerns several flights.

#### **3.2.3 Pickup jobs where the vehicle must leave the airport at a set time**

If the bus must leave the airport at a set time, regardless of whether or not all passengers have arrived, the pickup job must be registered with a flight number which lands approximately 30 minutes before the bus is due to depart from the airport. A comment should also be added to the comments field stating the time at which the bus is to depart from the airport. The bus must depart at the agreed time.

#### **3.2.4 Rail replacement buses — planned**

In the case of planned rail replacement buses, the train company (or alternatively Bane Nor) must register the pickup job in accordance with section 3.2.3.

#### **3.2.5 Bus for train — unplanned**

The train company must notify Avinor, Oslo Airport by telephone on 64 82 00 04 if a rail replacement bus is arranged at short notice. (Unscheduled deviation).

Oslo Airport will assign the train company one or more platforms for use by rail replacement buses. The train company is responsible for use of the platform (s) and for ensuring that no other traffic is affected.

If the train company uses buses without a token, these buses must use the upper forecourt, Kiss&Fly. See 3.1.4.

### **3.3 Registering pickup jobs**

#### **3.3.1 Registering pickup jobs**

Pickup jobs can be registered from a PC, tablet or mobile. A pickup job that has been registered correctly well in advance will provide the passengers with good information and the best possible platform.

Avinor recommends that pickup jobs be recorded no later than 12 hours before the plane is scheduled to land.

In order to link the pickup job to the arriving passengers, you must state the flight on which the passengers are arriving.

Any changes, such as a change of driver or bus, can be implemented at a later date. Changes can also be made on a tablet or mobile phone.

An acknowledgement of the pickup job registration will always be sent by SMS to the driver's mobile phone.

### **3.3.2 Is the job linked to a flight number?**

In order to provide the bus company and passengers with the best possible service, the flight on which the passenger is arriving must be stated. The time of entry and the duration of stay will be adapted to the landing time of the flight. If the flight is delayed, the platform allocation will be adjusted accordingly. If possible, the platform will be adapted to the exit via which the passengers are due to arrive (domestic/international).

If desired, the driver can obtain information on the expected landing time of the flight at [www.avinor.no](http://www.avinor.no) (Arrivals - Oslo Airport - Avinor )

Even if the flight has landed, the vehicle should wait in the bus depot until the driver receives an SMS stating the platform that has been booked and the period of time for which it is reserved.

### **3.3.3 Does the vehicle have a token number?**

It is important for Avinor to know whether the vehicle belongs to an enterprise with an agreement and whether the vehicle is equipped with an electronic token which automatically gives access to the area in front of the terminal.

If the bus does have a token, billing will be carried out afterwards.

If the vehicle does not have an electronic token or the token has been disabled, payment must be made via credit card. In connection with this, information must be registered on the bus and the details of the person who is to receive a receipt for the payment. The receipt will be sent by email.

### **3.3.4 The vehicle's token number and registration number**

To verify that the booking is genuine, the vehicle's token number and registration number must be registered.

If the combination is valid, the registration process can continue.

If the combination is not valid, the registration process will be stopped and will then have to be started again from the beginning. The question asking whether or not the vehicle has a token must then be answered no.

Anyone with a valid combination of token and reg. no. can skip to section 3.3.6

### **3.3.5 Vehicles with no working token**

Vehicles without a working token must pay a forecourt fee by credit card. This must be registered at the same time as the pickup job.

#### **3.3.5.1 Information on the name and address of the enterprise**

The following information must be registered so that a correct receipt can be issued for payment of the forecourt fee.

Bus company — Name (Required)

Bus company — Address (Required)

Bus company — Postcode (Required)

Bus company — Town/City (Required)

Bus company — Country (Required)

E-mail address for receipt (Required)

Bus type

Large bus – approved for more than 16 passengers

Small bus – approved for maximum of 16 passengers

Vehicle registration number (Required)

### **3.3.6 The driver's mobile phone number**

Once a booking or change to a pickup job has been received, Avinor will send a receipt by SMS. The receipt will always be sent to the number stated as the driver's mobile phone number. If the mobile phone number is updated, the receipt will be sent to the new number.

Situations may also arise where Avinor needs to get in touch with the individual driver and may therefore call the person concerned.

### **3.3.7 The guide/tour guide's mobile phone number**

When the traffic controller sends an SMS to the driver stating the platform that is to be used, a copy will be sent to the guide/tour manager.

### **3.3.8 Date of pickup job**

The date of the pickup job is stated here. If the landing time is around midnight, the date on which the aircraft is scheduled to land according to the flight schedule must be stated. Unfortunately, it is not possible to record pickup jobs more than 28 days in advance.

### **3.3.9 Flight no.**

When registering a pickup job, it is an absolute requirement that the job is linked to a flight that is scheduled to land at the airport. The flight in question and the landing time of the flight will be decisive as regards where and when the vehicle is assigned a platform in front of the terminal. Section 3.1.3 lists some exceptions relating to the registration of Flight nos.

If the flight no. changes, the pickup job must be cancelled and a new pickup job registered. It is not possible to change the flight no.

It is not possible to register pickup jobs more than 28 days in advance.

#### **3.3.9.1 Incorrect flight no./date**

The combination of date and flight no. will be checked against lists provided by the airlines to Avinor. If the feedback is Incorrect flight no./date, the reason may be as follows:

- a) Check whether the customer has specified the correct date/flight no.  
Check Avinor's website - Oslo airport - arrivals.  
On the website, search for the relevant date and check to see whether the flight concerned actually exists.
- b) Airlines sometimes report incoming flights late, especially charter flights. In such cases, we recommend that you wait until one to two days before the expected arrival and check again.

If the expected date/flight still does not exist, contact the traffic controller.

### **3.3.10 Destination of the bus**

The destination of the bus is stated here. This information will be displayed as the destination on our monitors in the terminal and should conform to the information that passengers expect to see.

If the destination is a hotel or other similar destination in a city, Avinor recommends writing "Oslo" (for example) and then the name of the hotel.

### **3.3.11 Group name - travel companion**

This information will also be displayed on our monitors in the terminal under the heading *Merknader* (Remarks). The information provided should be the information that the passengers recognise and

can relate to, e.g. group name, tour operator, name of the package, or similar. Information that could be construed as commercial advertising is prohibited and will be deleted.

If the text is long, the information will scroll down the monitors. The longer the text, the longer it will take for the entire text to scroll down the screen. It is therefore recommended that the text be kept short and specific.

#### **3.3.12 Comments to the Traffic controller**

This field is to be completed if you wish to inform the traffic controller about something specific concerning the pickup job.

### **3.4. Picking up passengers at the airport**

#### **3.4.1 Bus depot**

A bus depot has been created at Oslo Airport. The purpose of this depot is as follows

- Buses with a final destination at the airport must be assigned a place where the bus can be parked while the driver has his or her mandatory break.
- For capacity reasons, buses which are to pick up tour groups must wait outside the terminal until the tour group is almost ready to depart.

A temporary bus depot is located at Fridtjof Nansens veg 14.

See the map on the last page.

Charter buses which are to pick up passengers must drive to the bus depot and wait there until they are assigned a platform. Avinor discourages waiting elsewhere. In the case of charter buses without a working token, it is important that Avinor sees the bus in the depot before the bus drives up to the terminal.

#### **3.4.2. Allocation of platforms and times**

When the bus is assigned a platform, an SMS will be sent to the driver's mobile phone. This message will look something like this:

Platform *nn*  
is reserved *date*  
from *time*  
to *time*  
for *Group name*  
to *destination*.  
Ref. no. *nnnnnn*

The time span is important. Do not enter the depot before the allotted time. There may be others using the same platform who are scheduled to depart before your estimated arrival time.

In the event of unforeseen circumstances which means that the estimated departure time cannot be met, the driver **MUST** notify Avinor by telephone on 64 82 00 04. **BEFORE the estimated departure time.** Otherwise, another bus may be assigned to the same platform after your expected departure time.

##### **3.4.2.1 Information for the guide/tour guide**

When a bus is assigned a platform, an SMS will be sent to both the driver's mobile phone and to the guide/tour guide's mobile phone. This will ensure that the guide/tour guide is informed which

platform the bus will be waiting at and when. They will therefore not need to find an information screen.

### **3.4.3 Driving route to the terminal**

There are two alternative driving routes from the bus depot.

Avinor recommends the following route:

From the bus depot, turn right, pass under the E16 and continue to the roundabout. Take the third exit, Henrik Ibsens veg towards the terminal.

**Upon arrival at the barrier, keep a good distance from the vehicle in front – at least 20 metres.**

An alternative route is to turn right out of the bus depot, pass under the E16 and then keep to the left up onto the E16. Then follow the signs to arrivals.

**Upon arrival at the barrier, keep a good distance from the vehicle in front – at least 20 metres.**

### **3.4.4 Passing the barrier with a vehicle with a working token**

There is an antenna before the barrier. When the vehicle passes the *reading point* under the antenna, the passage will be recorded and the barrier will open.

When the vehicle passes the barrier *closing point*, the barrier will close.

If your vehicle is too close to the vehicle in front and you pass the *reading point* before the vehicle in front has passed the *closing point*, the barrier will close before your vehicle reaches the barrier and you will not be able to get through.

If your vehicle is too close to the vehicle in front, there is a risk you may collide with the barrier.

Anyone who causes damage to our barrier system **will be liable for the damage that is caused.**

### **3.4.5 Barrier does not open**

If the barrier does not open, turn left past the barrier.

When entering directly from the E16, use the left-hand lane outside the barrier and return to the bus depot.

When entering from Henrik Ibsens veg, turn left 180 degrees and return to the bus depot.

In the bus depot, the pickup job must be deleted and re-registered.

When asked the question: **Does the vehicle have a token number;** select **No**.

### **3.4.6 Driver monitor**

After passing the barrier, a monitor will appear which shows information to the driver. Check it every time.



Entry from the E16



Entry from Henrik Ibsens veg

### 3.4.7 Arrival terminal

The vehicle has been assigned a platform in an SMS from the traffic controller.

For platforms 1 to 29, use the right-hand lane.

For platforms 31 to 51, use the left-hand lane.



### 3.4.8 Vehicle stopping point

All our platforms are equipped with tactile marking to help guide the blind and visually impaired to the right platform and enable them to easily find the entry door of the bus. Stop the bus so that the entry door is positioned correctly relative to the tactile marking.



#### **3.4.9 How long can a vehicle remain parked?**

In an SMS from the traffic controller, the vehicle has been assigned a time for arrival and a latest permissible time for departure. If the vehicle has to remain at the platform for longer than the agreed time, it is important that this is agreed with the traffic controller. Such an agreement can be made by telephone on 64 82 00 04.

If no such agreement is made, it will be assumed that your vehicle has left the terminal at the agreed time and that another vehicle can now use the same platform.

#### **3.4.10 Exit from the terminal**

When you exit the terminal, you will see another barrier. This barrier will open automatically when your vehicle approaches the barrier. Do not drive too fast or too close to the vehicle in front.



# Oslo Airport Bus Parking

