

Booking Taxi transfers to/from Tamworth Airport

MAIN POINTS

- Tamworth Taxis provide a fixed price taxi service to and from Lake Keepit and Tamworth Airport.
- To book a taxi, call the standard Tamworth taxi booking number (02) 6766 1111.
- The cost of a trip, in either direction, is a flat rate of \$120 and the passenger pays by cash or card.
- There is an additional 5% card fee (\$6) when paying by credit card or EFTPOS.
- When booking the taxi, you must quote a "Booking Model number" {see below}, a passenger name, contact phone number, flight number and Keepit state park gate access code.
- Make the booking well ahead of the pickup time. Four (4) hours is minimum, better is the previous day. Remember that they need to source a reliable driver and drive out to Tamworth airport or Lake Keepit.
- You can email your booking request (tamworthradiocabs@bigpond.com). Ask for confirmation.
- The taxi will backtrack to the Caltex service station to allow you to buy basic goods (i.e. milk) at no extra cost. You could alternatively call in at Somerton Shell, but they close at 10pm.
- The taxi can take you to Coles in Tamworth for a **quick** shop at an additional cost of \$15. You need to be quick or start adding money to the fee to cover waiting time.

FOR TRIPS FROM TAMWORTH TO LAKE KEEPIT:

- The booking model number is **#1262878** << note this is different to the from Keepit trip.
- You should provide the incoming flight number (QF#### or VA####), date and expected arrival time.
- The passenger must have a valid Keepit state park gate code.
- You should quote the gate code when making the taxi booking.

FOR TRIPS FROM LAKE KEEPIT TO TAMWORTH:

- The booking model number is **#1262879** << note this is different to the from Tamworth trip.
- You must quote a valid gate code to allow the taxi to enter the park.
- You should provide the outgoing flight number (QF#### or VA####) and expected boarding time.
- When booking you must state the time at which you wish to be picked up from the Lake Keepit club.
- In working out the pickup time, you need to factor in:
 - (i) The time to arrive at airport before flight departure, check in, clear security, etc.
 - (ii) Add time to drive to the airport. We suggest 60 minutes to be safe.
 - (iii) Add a buffer for the unexpected, taxi and vehicle issues. For example, add 60 minutes. This is up to the individual, time of day (etc), and your willingness to risk missing your flight.
- Be ready 30 minutes before your requested taxi pickup time in case they are early.
- Have your mobile phone handy or monitor the contact phone number you quoted when making the booking. The taxi driver may need to contact you if they have a problem, arrive early, get stuck, etc.

Note: Advice from Tamworth Taxi's:-

- *Please allow a buffer for unforeseen events. Our dispatch system has been setup for Lake Keepit bookings to automatically allocate 75 minutes prior to a designated pickup time to allow for a tyre change or significant road works delays. However, you may wish to allow additional adjustments to the pick-up time itself to ensure flights are not missed.*
- *Please also advise; Gate Code, Customer name and phone number, Flight number (QF#### or VA####).*
- *Transport to a service/petrol station incurs no additional fee, however transport to a grocery store will require an additional \$15.00 to be paid by the customer.*
- *The fares for the Booking Models have been fixed at \$120.00 for convenience. However, payment via EFTPOS or Credit Card incurs a merchant charge of 5%.*
- *We have applied a "Sedan" attribute to the Booking Models. If a larger number of people are required, you can request the call centre staff to send a Maxi Taxi instead – No extra cost.*
- *Tamworth tends to have a higher demand for public transport between the periods of 8:00am to 9:30am and 2:00pm to 3:30pm. However, pre-booked transport can be easily managed with enough notice. Most of our account holders tend to send email advice around 4:00pm the afternoon prior if that helps. (email: tamworthradiocabs@bigpond.com)*