

# Cairns Airport Customer Service Charter

*Be it the beginning or end of your travels,*

we aim to immerse the customer in the natural beauty and heritage of our region.

Every day, *we aspire to create an exceptional airport journey*

that's filled with clever ideas, thoughtful conveniences for smooth seamless travel, and allows the airport community to provide *a unique tropical experience.*



**We will never compromise on your safety or security**

- Thoroughness of our security will make you feel safe and secure. Your safety is our number one priority.
- Your property will be treated as if it is our own.
- Our security staff will be friendly, helpful and professional at all times.
- Any regulatory changes will be communicated to you in an effective and timely manner.



**In collaboration with our business partners, we will provide you with facilities that work**

- We will ensure you have a seamless journey through the entire airport.
- We will work with our partners to develop technology to enhance airport processes.
- We will work together with our contractors to meet your needs.



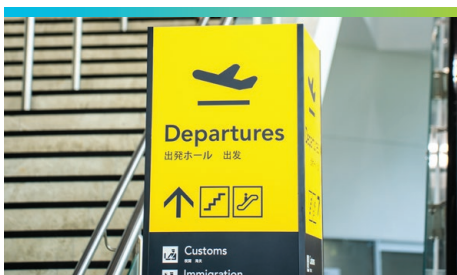
**We will always welcome you with a smile and excellent service**

- Our friendly and professional staff will always be on hand to help and support you.
- We believe every interaction is an opportunity to "shine".
- Our Airport Ambassadors and Terminals Team will be available to help you with any query you may have.



**We will always provide you a clean and relaxing airport experience**

- We ensure that our terminal, facilities, dining and retail outlets are clean and well presented.
- We will do all we can to ensure that you have a relaxing airport experience.
- We will do our best to respond to any spills or accidents immediately.



**We will keep you informed**

- We provide you with accurate and up-to-date information about your flight.
- Readily available signage will direct you through the airport with ease.
- We will use a variety of forms of communication, including social media to keep you informed.



**We value our community partnerships**

- We are committed to achieving sustainable outcomes for all our operations and believe we have a responsibility to help protect our natural surroundings.
- We are here to support and grow our community ensuring we always take an active leadership in community related matters, events, initiatives and regional development.

## Improving on your feedback

We welcome and value your comments, suggestions and feedback as opportunities to enhance our services, actively seeking feedback to improve while ensuring we maintain the aspects you enjoy.

**We welcome your feedback via any of the following:**

✉ [enquiries@cairnsairport.com.au](mailto:enquiries@cairnsairport.com.au) ↗ [cairnsairport.com.au/feedback](http://cairnsairport.com.au/feedback)

Feedback forms are conveniently located throughout the terminals, and our staff or ambassadors can also record comments. If requested, we are committed to responding to your feedback within 48 hours.

