

GUIDELINES FOR THE WELCOME PROGRAM DISPLAYS AND MEET-AND-GREET AREAS IN THE BARBARA JORDAN TERMINAL

The City of Austin Aviation Department is pleased to offer a Welcome Program for local companies and event organizers to greet event attendees flying into Austin. Please understand that the airport is under very strict federal safety requirements. We have a special commitment to protect and to serve airport passengers and visitors. The Aviation Department will make an effort to accommodate reasonable requests to ensure a smooth 'meet-and-greet' for attendees. We appreciate your support of our safety mission by adhering to the following guidelines:

- An application (attached) must be submitted for review at least 2 weeks in advance of the event. Each section of the Permit Application must be filled out for consideration. Applications submitted more than three months prior to the event will not be reviewed. Applications submitted in less than 2 weeks will be considered on a case-by-case basis.
- Due to limited space requirements, the Aviation Department may accommodate requests for up to two Welcome Program table requests and up to a maximum of two standing permits simultaneously, based on first-come, first-served application filing and acceptance.
- Changes and signed approval by the Aviation Department and hosting organization will occur within a week before the event set up.
- The Aviation Department's Tenant's Management Division will serve as primary contact for logistics before the event. All Welcome Program questions and a completed application should be submitted, in advance of the event, to Julie Harris, julie.harris@austintexas.gov or (512) 530-6322.
- The hosting organization, if approved for a table permit, must provide signs, easels, literature, and table draping.
- At the tables, display material (posters, signs and charts) will be no larger than 27"(w) x 36"(h) in size, professionally prepared, and displayed on easels provided by hosting organization.
- Easel signs may only be displayed on a short-term basis and must be removed by the hosting organization at the completion of the event. One welcoming/directional sign may be placed across from each escalator landing. Signs should not block arrival and departure monitors or other airport signs or impede foot traffic. An easel sign may also be placed directly next to the welcome station.
- The City will not be responsible for any unattended display materials.
- In accordance with Federal Aviation Administration security directives and Local City ordinance, no person shall leave any article, package, or baggage unattended on Airport property. All unattended articles, packages, baggage, and suspicious activity must be reported to the nearest Airport Police officer, security officer, or airline personnel.
- Materials left more than 48 hours after the event will be discarded by the Aviation Department.

- Welcome messages may be included in the airport's segment of the video wall for nominal fees if space is available. Messages must be produced by the requesting or sponsoring organization. Copy and design must be approved in advance by the Aviation Department. Messages must be emailed 1 week prior to the posting date.
- Due to limited space available in the airport's segment of the video wall, the Aviation Department may accommodate three requests for the 10-second slots based on first-come, first-served application filing and acceptance.

Welcome Program messages include:

- Placement in the rotation of the video wall above the east and west escalators/stairwells three days before an event through three days after the event for a \$50 processing fee. The airport's portion is 8' x 6'.
- If a table is needed for distribution of materials, the Aviation Department will provide one six-foot table and two chairs placed at the east end of baggage claim near bag carousel 5. Up to three meet-and-greet staff will be allowed in this area.
- Loading and unloading of all materials may be done at the baggage claim level curb, provided the vehicle is NOT left unattended. Two or more people should assist with loading/unloading. If only one person is responsible for loading/unloading, they should either park in the garage or surface lots. The Department does not provide free parking.
- The material to be unloaded or loaded at the curb is limited to display material, i.e. posters, handouts, easels, etc.
- Hosting organizations are NOT permitted to bring food or drink into the terminal. No coolers or food or drink are allowed at the meet/greet designated areas. Smoking is not permitted inside city-owned buildings.
- Hosting organizations are NOT permitted to solicit passengers for any reason.
- Applications not utilizing ground transportation companies with current and in good standing ABIA Ground Transportation Service Operating Permits will be denied a permit and access to the Airport premises.
- Permit Holder may perform meet and greet activity in the Baggage Claim Meet and Greet Areas. When performing a Meet and Greet, Permit Holder may enter Baggage Claim not more than fifteen (15) minutes prior to the arrival of a domestic flight and five (5) minutes prior to the arrival of an international flight. The Permit Holder may remain in Baggage Claim not more than thirty (30) minutes after the arrival of a domestic flight and one (1) hour after the arrival of an international flight. Flight arrival times shall be determined by utilizing the ABIA's Flight Arrival Monitors located in the Baggage Claim area.

- No Permit Holder performing a Meet and Greet may meet the passenger at or around any Baggage Claim carousel.
- At no time, shall the Permit Holder interfere with the operations of the Visitors Center and Welcome Stations.
- Applicants requesting a Welcome Station or Meet and Greet Services shall carry and maintain insurance coverage in the types and amounts required by the Director and furnish certificates of insurance as evidence thereof as stated in a particular attachment.
- **THE PERMIT HOLDER SHALL DEFEND, INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS, HARMLESS FROM AND AGAINST ALL CLAIMS ARISING OUT OF, OR CONCERNING, THE PERMIT, OR ANY ACTIVITY OF PERMIT HOLDER UNDER THE PERMIT, CAUSED, IN WHOLE OR IN PART, BY THE FAULT OF PERMIT HOLDER, OR ITS AGENTS, EMPLOYEES OR REPRESENTATIVES, NO MATTER HOW SUCH CLAIM MAY OCCUR OR WHO ASSERTS THE CLAIM. IF A CLAIM IS CAUSED BY THE CONCURRENT FAULT OF PERMIT HOLDER AND THE CITY, PERMIT HOLDER SHALL INDEMNIFY THE CITY TO THE FULL PROPORTIONATE EXTENT SUCH CLAIM IS ATTRIBUTABLE TO FAULT OF PERMIT HOLDER. "CLAIMS" SHALL INCLUDE ANY AND ALL CLAIMS, DEMANDS, SUITS, CAUSES OF ACTION, JUDGMENTS AND LIABILITY OF EVERY CHARACTER, TYPE OR DESCRIPTION, INCLUDING ALL COSTS EXPENSES OF LITIGATION, INCLUDING ATTORNEY AND OTHER PROFESSIONAL FEES FOR: (I) DESTRUCTION, DAMAGE, OR LOSS OF USE OF PROPERTY, OR (II) DEATH, BODILY INJURY, ILLNESS, DISEASE, WORKER'S COMPENSATION, LOSS OF SERVICES, OR LOSS OF INCOME OR WAGES. "FAULT" SHALL INCLUDE THE VIOLATION BY PERMIT HOLDER OF ANY OF THE TERMS OF ITS PERMIT, NEGLIGENCE (OF EVERY KIND AND DEGREE), WILLFUL MISCONDUCT, AND STRICT LIABILITY.**
- The making of any false statement or misrepresentation in the application, or the failure to disclose a material fact, which if disclosed, will cause the application to be denied.

###