



O'Hare and Midway Airport Arrival Procedure

1. After arriving, please proceed to the baggage area and claim your luggage. A-1 can only pick up from the baggage claim level.
2. **From your phone, please call 630-833-3788. Press option 3 for arrivals at O'Hare or option 4 for arrivals at Midway.** Please make sure that everyone in your party is ready before you call.
3. Give the dispatcher your last name or confirmation number. Please be sure to give the dispatcher ALL the names in your party.
4. The dispatcher will tell you what door to go out of, and give you the license plate number and description of the vehicle.

Important Notes:

1. You may want to have a pen and paper handy when you call dispatch so that you can write down the information they give you.
2. If for any reason you miss your flight, or if your flight cancels, please contact us ASAP on our local number. (630) 833-3788.
3. If you have any questions or concerns about your ground transportation, please contact us on our local number. (630) 833-3788.

A-1 requires a minimum 2-hour advance notice for changes or cancellations to avoid billing. However, if we have your valid flight information, we do track for arrival delays. If you miss your flight, or if your flight cancels, please call us ASAP at 630-833-3788.

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