

STANDARDS OF OPERATIONS FOR AIRPORT STAKEHOLDERS FOR MEET AND GREET SERVICES

TSA Security Checkpoint Procedures:

- TSA Coordination Center will be notified within 24 hours prior to any scheduled Meet and Greet service that involves taking a customer through any TSA Security Checkpoint.
- The agent and customers being escorted will adhere to the orders, policies, and regulations, either written or verbal, given by any TSA officer.
- The agent will stay with and continue to provide expedited service at the discretion of the TSA officer.
- In the event TSA does not allow expedited service, the agent will explain this to the customer and proceed to the nearest TSA Security Checkpoint with the shortest General Boarding lane.
- TSA Pre✓® lines will only be used if the customer is TSA Pre✓® authorized.

CBP Federal Inspection Services (FIS) Hall Procedures:

- CBP has full control of the FIS Hall
- The Meet and Greet agent and all customers will adhere to the orders, policies, and regulations, either written or verbal, given by any CBP officer while in the FIS Hall area.
- The CBP management staff will be notified at least 24 hours prior to a Meet and Greet being provided for a customer arriving on an international flight
- This notice shall include the customer's name, flight arrival information, and any special services requested
- While conducting a Meet and Greet within the FIS area, the Meet and Greet agent will ensure the customer is fully informed of the process and has all applicable CBP documents completed, ready, and available prior to entering any line for processing
- All measures will be taken so to not impede the flow of traffic through the FIS Hall area
- If escorting a Meet and Greet customer to the front of any line, the Meet and Greet agent will be courteous to those standing in line
- The Meet and Greet agent will assist the customer collect their baggage. The baggage must remain with the customer while clearing the immigration process. After the customer has cleared immigrations, the Meet and Greet agent may then continue to handle the baggage
- Once the customer has cleared the FIS Hall, the customer will be accompanied to baggage recheck or to their designated mode of transportation from DFW Airport
- If the customer has a connecting flight, the Meet and Greet agent will escort them to and through the nearest TSA Security Checkpoint as explained in Section 3.8.

Airline Club Procedures:

If the customer requests to use an airline club, the agent will coordinate with the respective club at least 24 hours prior to the Meet and Greet. Airline clubs will be paid for by the customer. The agent will only coordinate with the respective airline club to escort the customer to and from the club.

The DFW Airport Meet and Greet program may refuse to provide services for reasons including, but not limited to:

- Customer refusal to comply with TSA, CBP, DPS, Airport Security, or other airport authorities
- Customer refusal to produce positive identification upon request
- Non-payment for services prior to delivery
- The customer's conduct is disorderly, abusive, or violent
- The customer appears to be intoxicated or under the influence of drugs
- The customer is engaging in any action that would jeopardize the safety of others within an airport setting

All items are at the discretion of the Meet and Greet contractor and the DFW Airport Board Customer Experience management staff. The DFW Airport Board Customer Experience management staff has the final decision on all matters.