



MEET & GREET – A NEW SERVICE AT RIGA AIRPORT

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Riga Airport now offers a new service - Meet & Greet, which allows passengers, accompanied by airport staff, to quickly and conveniently get to their required airport location, use the Fast Track security check line, and receive assistance at border control and baggage handling.

Vaiva Kirvelaite, Director Commercial Department at RIX Riga Airport commented: "Riga Airport regularly evaluates opportunities to improve its range of customer services and develop new services that would make passengers' arrival and stay at the airport as pleasant as possible. We are pleased that this summer, Riga Airport has received the next level of ACI World Customer service accreditation from the Airports Council International, an important part of this accreditation is the independent customer satisfaction survey. The new Meet & Greet service, which demonstrates our commitment to a positive passenger experience at the airport, provides an additional opportunity for passengers to start their journey in the most relaxed and pleasant atmosphere."

Airport staff will meet a passenger or a group of travellers who are arriving for departure and have

purchased the Meet & Greet service and will escort them to the necessary check-in desk, taking their checked baggage there as well. Next, the travellers will be escorted to the Fast Track security check and then to their departure gate. If necessary, support in border control will also be provided.

Arriving passengers who have purchased the Meet & Greet service will be met by a RIX employee at the aircraft and escorted to a car parked in the short-term car park P1, also helping with the passenger's checked baggage.

If passengers have parked their car in the long-term car park and indicated this when purchasing the service, the airport employee will also arrange a transfer to and from the terminal.

More information about the Meet & Greet service and its purchase options is available at RIX Riga Airport [website](#).

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