



THE UNIVERSITY OF
MELBOURNE

INTERNATIONAL STUDENT SERVICES

MEETING TOGOTO AT MELBOURNE AIRPORT (TULLAMARINE)

Staff from TOGOTO will be holding a yellow and green sign reading TOGOTO AUSTRALIA OVERSEAS STUDENTS and will be expecting you on the flight number you have given us.

TOGOTO Australia are based at the 'Meeting Point' which is located next to the Information Desk in the Arrivals Hall (as you exit customs). If you arrive at Melbourne Airport and cannot find the TOGOTO representative, please contact the Information Desk in the International Terminal Arrivals Hall or contact TOGOTO (see *Flight and Information Changes* for details)

www.melbourneairport.com.au/interactive_map

If you are arriving via a domestic flight, please look for the TOGOTO driver at the carousel where you collect your luggage. Make contact with the driver before you collect your luggage.

FEES AND CHARGES

This service is free from the airport to the CBD (Central Business District), Carlton, Parkville and surrounding suburbs.

If you are travelling to further suburbs, you will be asked to pay a service fee from AUD\$20. You may want to contact Arrival Services for an estimate of the costs:

arrival-services@unimelb.edu.au

If you request the Airport Reception service, but do not use it on arrival you may be charged AUD\$38.

FLIGHT AND INFORMATION CHANGES

If your flight information changes, please ensure you contact a staff member no less than 72 hours prior to your arrival in Melbourne:

arrival-services@unimelb.edu.au

If your flight details change or you are delayed and you are unable to provide us with 72 hours notice, please notify one of the TOGOTO staff immediately on their phone:

T: (+ 613) 9386 9182 or

Mobile: 0409 503 646 (Ellen), 0419 433 922 (Heather)

(Outside Australia: +61 409 503 646, and +61 419 433 922)

EXTRA PASSENGERS

If you have informed us that you will be bringing a friend or relative, a fee of AUD\$38 per person will apply. This fee must be paid to the TOGOTO driver upon arrival.

If you are bringing young children aged under 2 years, please inform us directly as we may need to make alternative airport reception arrangements for you.

LUGGAGE

TOGOTO recommend up to 40 kg or one or two standard suitcases, one backpack and one item of hand luggage. If you are thinking of bringing more, it is imperative that you contact staff to advise what type of luggage you intend to bring (ie. suitcases, backpacks etc) and how much your luggage weighs:

arrival-services@unimelb.edu.au

- TOGOTO cannot transport large luggage items such as surfboards, bicycles, large musical instruments or other items similar in size
- TOGOTO will not wait for you if you have baggage arriving by freight
- TOGOTO has the right to refuse transport to anyone bringing excessive luggage

FURTHER INFORMATION

Arrival Services - Study Abroad and Exchange
International Student Services

T: +61 3 8344 3841

F: +61 3 8344 3204

E: arrival-services@unimelb.edu.au

W: www.services.unimelb.edu.au/international/saex