

Carey Travel Advisory

LaGuardia Airport (LGA) is in the middle of a [massive construction project](#) to modernize its facilities and infrastructure which has presented challenges for both travelers and ground transportation companies since last year. The Port Authority of New York and New Jersey has just released an [update](#) that affects how For Hire Vehicles (FHVs) operate at LaGuardia Airport (LGA).

Effective immediately, In an effort to reduce traffic congestion around Terminal B, the pick-up area for all private car services has been centralized within a newly established [Car Services, App-Based Rides & Black Car Pick-up area](#) located west of Terminal B.

Travelers will access this area via shuttle bus. The pick-up area is exclusively accessible by the Green Route bus from Passenger Pick-Up area located at door 11B on the arrivals level at Terminal B.

In order to best serve the needs of our customers through these changes, Carey is pleased to introduce our Enhanced Greeter Program for LGA. We have taken our existing Carey Meet & Greet Program and made some adjustments to accommodate the new pick-up procedures at Terminal B:

- As per the Carey standard of greeting every single passenger that arrives at an airport, all passengers arriving at Terminal B will continue be met by a professional greeter at the bottom of either escalator in the baggage claim area.
- Because Carey Chauffeurs can no longer pull their vehicles up to the curb in front of Terminal B and cannot park anywhere in the vicinity, the Carey Greeter will now greet multiple passengers and guide them the designated shuttle pick-up area.
- To make it easier to distinguish your greeter, we have changed our greeter's attire to a blue polo shirt or coat featuring a readily discernable Carey logo. (This change will go into effect on 04-10-2017 and last throughout the duration of the construction)
- The Carey Greeter will be holding an easily recognizable sign or tablet boldly displaying the **Carey Logo**. Due to the necessity of having a single greeter meet multiple passengers, the sign WILL NOT feature the traveler's last name as dictated by the Carey standard in every other airport terminal in which we operate.
- Your Carey Greeter will guide you to the Green Route bus Passenger Pick-Up area located at door 11B, where travelers are to board the shuttle to the new designated Car Services, App-Based Rides & Black Car Pick-up area adjacent to the airport property
- Your Carey Greeter will then communicate to your Carey chauffeur that you are en-route to the pick-up area.

- Upon arriving at the designated pick-up area, travelers will then be met by a second Carey greeter, dressed in Carey attire also holding a sign or tablet displaying the **Carey Logo**, ready to escort you to your awaiting vehicle.
- We are pleased to announce that during this challenging period, Carey will not be charging any additional fees associated with our Enhanced Greeter Program for LGA.
- This program will last through the duration of the construction project at LGA. As always, things may change at short notice based upon the ever-evolving policies and procedures of the Port Authority of New York and New Jersey.
- If at any time you have difficulty locating your Carey Greeter at either location, please call our designated LGA Terminal B Assistance Hotline 1-**800-510-0049** and speak with a dedicated representative who will help you connect with your Carey Greeter.

We are optimistic that these changes to our greeting procedures will help minimize the persisting inconvenience our customers experience when flying into LaGuardia Airport.

We would also like to remind you that many travel experts are still [suggesting](#) travelers adjust their schedules to accommodate up to **two hours** for traffic delays, or, if possible, avoid LGA altogether. If you have any questions or require further clarification on our new greet procedure please contact 1-**800-510-0049**.

As your trusted partner for chauffeured transportation in New York and around the world, we will keep you informed of any changes in this matter. You may also wish to visit the LaGuardia Airport [website](#) to view the most up-to-date list of advisories.

We thank you for your patience as we work through these challenges together.

The Carey Team

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