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## Improved Customer Comfort at Coffs Harbour Airport

Coffs Harbour Airport has become the first regional port in New South Wales to open a QantasLink Regional Lounge.

Airport manager, Mr Dennis Martin, said "This upgrade reflects the growing level of business confidence on Coffs Coast by both QantasLink and Coffs Harbour Airport".

Conference delegates who are Qantas Club, Qantas Platinum and Gold Frequent Flyer members can now enjoy relaxed and stylish comfort when next travelling to the New South Wales north coast for business or pleasure.

As with other Qantas lounges, wireless internet, plasma television, AUSTAR and a selection of premium refreshments are available for patrons.



Also recently upgraded is the general public lounge. Additional seating, large screen television, computers with internet access and on-site printing now provide airport patrons with a higher level of comfort and convenience.

The guest car parking facilities have also undergone a facelift. Dual entry and exit gates enable rapid arrival and departure. These new facilities along with decorative flower beds and tree plantings creates a calming and welcoming atmosphere.

A new dedicated Rental Car park was also opened in June.

"With general public parking as close as 20 metres and no more than 100metres from the terminal entrance doors, Coffs Harbour aims to eliminate the last minute 'rush and crush' sometimes experienced at other airports", said Mr Martin.

Inside the terminal, Biggles Lounge is central to the arrivals and departure points. Patrons can enjoy snacks, tea and coffee and alcoholic refreshments while viewing arriving and departing aircraft through the floor to ceiling panoramic windows. The staff at Biggles also provide a 'Help Desk' service for patrons of the General Public and Security Car Park. They assist customers with a range of enquiries, resolving the matter or directing them to appropriate airport personnel.

Mr Martin said that Coffs Harbour Airport is only ten minutes by taxi to the city's central business district and a further ten minutes to most of the major conference and meetings venues. This combination of convenience and comfort makes Coffs Harbour an ideal conference destination.