

FREE
AIRPORT TRANSPORT
BOOKING: CONTACT THE UNIVERSITY

무료
공항 픽업
예약: 연락처 대학

БЕСПЛАТНО
АЭРОПОРТНЫЙ ТРАНСПОРТ
БРОНИРОВАНИЕ: СВЯЗАТЬСЯ С УНИВЕРСИТЕТОМ

無料
空港出迎え
予約: 大学に連絡する

FOR STUDENTS NOT ELIGIBLE TO USE FREE SERVICE,
YOU CAN BOOK PAID SERVICE FROM xiy.studychina.info
or scan the QR



Terms & Conditions:

These services are designed for providing a convenient travel solution to students.

They are operated by third parties but not the Universities. The Universities may paid the cost but shall take no responsibilities for any risk linked to the services. The operating company's responsibilities are limited to their insurance policy.

xiy.studychina.info

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International Students
외국인 학생
Иностранные студенты
留学生

For more info,
visit: xiy.studychina.info
or
Scan QR



XI'AN 西安

AIRPORT TRANSPORT GUIDE
공항 픽업 매뉴얼
АЭРОПОРТНЫЙ ТРАНСПОРТ ИНСТРУКЦИИ
空港出迎え マニュアル



2019

A.

Airport to Campus > Free service or paid service? Read A3

A1 .

★ Install Wechat:

- It is very important to have **Wechat(微信)** before your departure.
- **At many Chinese Airports, you need to use Wechat App to create the free Wi-Fi connection.**
- You may need to contact the team in case you can not find the driver or inform the team any changing of your connecting flight.
- **Wechat(微信)** is a chatting platform and is the most commonly used App in China
- If you are not sure how to use **Wechat(微信)**, visit http://xiy.studychina.info/?page_id=17
- Or scan the QR to visit the webpage.



A2 .

★ Add our Wechat ID:

- **Use Wechat to scan** the QR to add us.
(Discover > Scan QR Code > Add)



A3 . ★ Online Booking:

- **Free service is arranged for new students only.** Normally, it will be available for 2 or 3 days at the beginning of each semester. However, the University may set other dates or special arrangement. Please contact them to confirm.
- **Both free and paid service need to be booked online.**
- **If your agent/ University staff has booked for you, you don't need to book again.**
- **Most of you need to book online by yourself.** If your University requires you to book free service from University's web page, please follow the University's instruction.

If you are not eligible to use free service, click the link below or scan the QR to book self paid service.

http://xiy.studychina.info/?page_id=6

If online booking does not work, contact us via Wechat.*

* >(What is Wechat? Please read A1, page 1)



A4 . ★ Terms of Use, Conditions & Risk Statement

The vehicles are operated by third parties include Shouqi yue che (首汽约车), DiDi chuxing (滴滴出行), Uber(优步), Citrip(携程) and Normal Taxi. (Shou qi yue che and DiDi chu xing are 2 of biggest chauffeur platforms in China.)
If the vehicle is a bus, it will be operated by Dudu bus platform(嘟嘟巴士), Shouqi yue che (首汽约车) or Citrip(携程)
For more information about these platforms, please visit their websites.

The organizer, Tianjin Binhai New district Suda IoT service Co., Ltd, provides booking and airport reception service, language support, guiding passengers to meet the driver and help the driver to find the right campus and dorm/ or the address passenger provided.

If your University does not pay for the service, you need to pay the organizer/ driver a fixed fare to cover the cost. Detailed rates can be found from http://xiy.studychina.info/?page_id=6
Both the University and the organizer are not the transport operators. They will take no responsibility for any potential risk during the transport operation.

The potential compensation for the potential risk will be limited to the transport operator's insurance policy. The organizer may help you to claim the potential compensation from the operator. However, the University and organizer are not liable to any potential compensation as they are not the transport operator.

If you do not agree with this Terms of use, conditions and risk statement, please do not book the services. You can arrange your own transportation.

B.

Connecting flight issues > Read Page 5 for details

- Say your first flight is Paris-Hong Kong and your second flight is Hong Kong -Xi'an. If your first flight delayed, you may miss your second flight to Xi'an.
- **Sometimes they may change your Connecting flight without informing you when you check in at Airport.**
- *When you confirm that your connecting flight changing will be Unavoidable, Inform us using **Wechat** immediately. Please do it before you get the new flight info. We need to know your status ASAP. We will then rearrange the service.*
- *If you do not inform us immediately, your service may be canceled.*
- **> (Page 5 tells you the tips for handling missed or changed connecting flight.)**

C.

How to find the driver? > There are 3 terminals at XIY (西安咸阳) Airport. Most of you will arrive at T2 or T3.

Terminal 2 (T2). Domestic . How to find the driver?

You maybe to enter this terminal , if your flight is form a China Mainland airport .
(Some of you maybe to enter T3 Domestic .)

1. Using Wechat to inform us while you claim your luggage.

2. Entering the T2 arrival hall

Some of you need to walk to T3 to meet/ wait for other students.
(Following our staff's direction)> **(See page 4 to find the location.)**

**3. In T2, you will find Wei Lan book store(蔚蓝书店) (Go right.)
or Lao Shaan noodle house(老陕面馆) (Go left.)**



The staff/ driver will be in front of the book store(蔚蓝书店).

If you could not find him, please got to the noodle house(老陕面馆) .

If he is not there, go back to the bookstore.

- If the driver is still not there, please stay in front of the book store to wait for the driver.
If the driver did not appear within 15 minutes,, contact us using Wechat
.* >(What is Wechat? Please read A1,Page1. Install Wechat)

The Sign

The staff/ driver will hold a sign

or show you his phone set displaying your name and University logo.

The sign may have your name/s on it but sometimes does not.....

The sign may have the University's Logo but sometimes does not.....

Read detailed info **on right**▶▶▶▶

Illegal driver

- **If someone said he is your driver but does not have a sign or a phone set displaying your name, he maybe an illegal driver without qualification and insurance. His service won't be free so you have to pay the amount he required. Do not follow him but contact us.**

Terminal 3 (T3). Domestic . How to find the driver?

You maybe to enter this terminal , If your flight is form a China Mainland airport,
or,
your flight is not form a China Mainland airport but it needs to stopover other
China Mainland airport before Xi'an Airport.
(Some of you maybe to enter T2.)

1. Using Wechat to inform us your arrival while you claim your luggage.

2. Entering the T3 arrival hall and find KFC(肯德基)



The staff/ driver will be in front of KFC(肯德基)

- If the driver is not there, please stay there to wait for the driver. If the driver did not appear within 15 minutes,, contact us using Wechat
.* >(What is Wechat? Please read A1,Page1. Install Wechat)

The Sign

The staff/ driver will hold a sign

or show you his phone set displaying your name and University logo.

The sign may have your name/s on it. (If only 1~3 student/s arrive.)

The sign may have the University's Logo but not with your name/s.
(When many students arrive at same time.)

The sign may only printed "International Student | Support" on it.
(When many students from different Universities arrive at same time.)

◀◀◀ **If someone said he is your driver but does not have a sign or a phone set displaying your name, Do not follow him !! (Read detailes info on left**

Terminal 3 (T3). International . How to find the driver?

You are to enter this terminal,
if your flight is not from a China Mainland airport.
and your flight will not stop at any China Mainland airport before Xi'an Airport.

***If your flight needs to stop at a Mainland China Airport before Xi'an, you are to enter T2 or T3 Domestic. (See P2)*

1. Using Wechat to inform us your arrival while you claim your luggage.

2. Entering the T3 arrival hall and find Bank of China in T3 arrival hall.

(Near International exit.)

(It is also the Contingency meeting point.)

**Bank of China has closed this branch from Aug. The bank's Logo has not been removed yet so we can still use this as a sign. However, The Logo maybe removed at anytime. If you could not find the bank's logo, contact us via Wechat.*



The staff/ driver will be in front of the Bank.

- If the driver is not there, please stay there to wait for the driver. If the driver did not appear within 15 minutes, contact us using Wechat

**>(What is Wechat? Please read A1,Page1. Install Wechat)*

The Sign

The staff/ driver may hold a sign.....Read detailed info on Page 2

Illegal driver

Do not follow illegal driver (Read details info on Page 2)

D.

Unable to find the driver?

- *If, in the unlikely event you are unable to find us/ your driver in arriving hall, please contact us via **Wechat**.*
- **>(What is Wechat? Please read A1,Page1. Install Wechat)*
- *Most Airports have free Wi-Fi. It should be OK to use **Wechat** to build a connection. However, some Chinese Airports require you to use a Chinese cell phone number to receive a Wi-Fi pass code.*

- ***If you do not have Chinese cell phone number**, ask an Airport staff or any Chinese people to help you. Using their cell phone to receive a pass code for you.*

- **Show them the sentences below. (It is better to print them out)**

你好，
我是外国留学生，想要连接机场
Wi-Fi。但是我没有中国手机号接受
密码。您能用您的手机帮我接收一
个密码吗？ 我不会说中文。
机场Wi-Fi 允许每个手机号接受多个
密码同时使用，所以不会影响您自
己的使用。
谢谢

Excuse me,
I am an international student. I am connecting the Wi-Fi.
However, I do not have a Chinese cell phone number to
receive the passcode. Could you please help me to get a
passcode using your cell phone?
I do not speak much Chinese.
The Airport WIFI allows multiple connections so it won't
affect your WIFI connection.

Thank you

- ***If your Wechat eventually does not work**, ask an Airport staff or any Chinese people to use their Wechat to contact us.*

- **Show them the sentences below. (It is better to print them out)**

你好，
我是新来的外国留学生，我没能找
到学校安排来接我的人。
我的微信无法使用。
请帮我用您的微信联系一下他们。
请扫描这个二维码



Excuse me,
I am a new international student. I
could not find the staff to pick me up
and my **Wechat** does not work at the
moment. Could you please help me
to use your **Wechat** to contact them?
Please scan the QR to contact them.

谢谢。

Thank you)

**After contacting the service team, please go to Contingency meet point
Bank of China, Near Gate 311, International arrival, T3.**

> (See page 4 to find the location.)

E.

Service becomes invalid

- Normolly, the driver will wait for you for 60 minutes after your landing.
- Sometimes you may need more time to claim your luggage and go through immigration counter. **If you think the waiting time will be more than 60 minutes, you have to contact the team via Wechat.**
- **If you do not contact the team, your service will become invalid after 60 minutes of waiting.**
- **If you do not have Wechat or you Wechat does not work, ask any Chinese people to help you.**

- **Show them the sentences below. (It is better to print them out)**

你好，
我是新来的外国留学生，我需要联系接我的司机，让他多等我一会儿。
我的微信无法使用。
请帮我用您的微信联系一下他们。
请扫描这个二维码



Excuse me,
I am a new international student. I need to contact the service team and let them know that I need more time to claim my luggage / process immigration issues.
However, My Wechat does not work at the moment. Could you please help me to use your **Wechat** to contact them?
Please scan the QR to contact them.

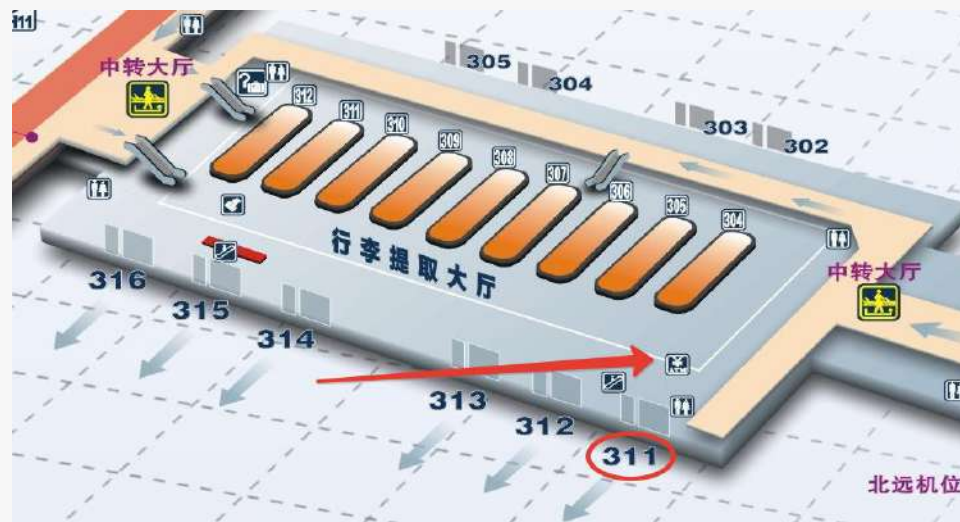
Thank you)

F.

Contingency meeting point

- Location: International arriva Hall, Terminal 3 (T3).
- Near Gate 311, infront Bank of China. (中国银行)

- *In case some students could not find the driver, **Bank of China** will be the **Contingency meeting point**. However, you need to contact the team before going there.*



Appendix :

Connecting flight

Missed ? / Changed?

(How to inform us?)

(Student use)

>

>

If you are flying to Xi'an directly, ignore this part.

English version

1. Say your first flight is Paris-Hong Kong and your second flight is Hong Kong -**Xi'an**. If your first flight delayed, you may miss your second flight to **Xi'an**.

- When you confirm that your connecting flight changing will be unavoidable, Inform us using **Wechat** immediately. Please do it before you get the new flight info. We need to know your status ASAP.
 - **Yes, in this case, you have to contact us twice. When you know the changing is Unavoidable and when you get the new flight detail.**
-
2. Sometimes, the Airport may change your connecting flight without informing you! so you won't know it has been changed. Then the car you booked will still wait for the flight you won't fly with..... It is not your fault. However, you need to do something to confirm that whether it happened to you.
- Check your connecting flight boarding pass with your original ticket. If the flight number is different to your original ticket, inform us using **Wechat** immediately. we will rearrange the service and won't charge you extra.

How to inform us

- Most Airports have free Wi-Fi. It should be OK to use **Wechat** to build a connection. However, some Chinese Airports require you to use a Chinese cell phone number to receive a Wi-Fi pass code.
- **If you do not have Chinese cell phone number**, ask an Airport staff or any Chinese people to help you. Using their cell phone to receive a pass code for you.
- **Show them the sentences below. (Then hand your phone set to him/her to let him/her do it for you)**

你好，
我是外国留学生，想要连接机场Wi-Fi。但是我
没有中国手机号接受密码。您能用您的手机帮我接
收一个密码吗？ 我不说中文。请帮我操作。

机场Wi-Fi 允许每个手机号接受多个密码同时使
用，所以不会影响您自己的使用。
谢谢!

Excuse me,
I am an international student. I am connecting
the Wi-Fi. However, I do not have a Chinese
cell phone number to receive the pass
code.Could you please help me to get a pass
code using your cell phone number?
I do not speak much Chines.
The Airport WIFI allows multiple connections
so it won't affect your WIFI connection.
Thank you

- If your Wechat eventually does not work, **please fill your details below** and then ask an Airport staff or any Chinese people to use their Wechat to send it to us.

- **Show them the sentences below. (It is better to print them out)**
- **(Fill your info first)**

您好，
我是一名外国来华留学生，
我需要通知**接机团队**我错过了
航班。但是我的**微信**连不
上，请您帮我用您的**微信**联
系他们。以便他们重新安排
接机。

请扫描这个二维码，然后把
这张纸下方的**手写信息**和/
或**登记牌**拍照发给他们。

非常感谢您的帮助



Excuse me ,
I am an International student . I have to
contact Airport transport team to inform
them that my connecting flight is changed.
However, My **Wechat** does not work at the
moment. Could you please help me to use
your **Wechat** send a photo of this page to
them? So they can rearrange the Airport
pick up.
Please scan the QR then take a photo and
send them the photo.

Thank you very much)

★ **Fill your details here:** (Handwriting need to be clear and readable)

Passport Name/s :名字

University:大学

The conneting flight you missed : 错过的航班号

- **Once you get your new flight boarding pass**, attach it here and ask another Chinese people to help you take a photo and send it to us. Show him/her the above Chinese paragraph again.

★ **You may need to inform us twice.**

- **First informing** will be for confirming that your flight will be changed. We can then cancel the Vehicle you booked.
- **Second informing** will be for the new flight details so we can re-arrange a Vehicle for you.
- **Do not ignore the first one** as you won't know when you can get your new flight detail. If you do not inform us that you missed the connecting flight immediately, the Vehicle at **Xi'an** Airport may waste time to wait for you. In that case we will not rearrange a new service for you.