# ARRIVAL & DEPARTURE GUIDE

Detailed arrival/departure and ground experience information to help you prepare for your next mission with us.

# **SVMI/CCS**

Maiquetla "Simón Bollvar" International Airport

PREPARED BY

**UNIVERSAL AVIATION** 

**24/7 SUPPORT** 

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## ARRIVAL PROCEDURES



#### **PASSENGERS AND CREW ARRIVALS**

#### **GA TERMINAL**

Crew and passenger passport information must be provided to Universal at least 24 hours prior to the scheduled arrival date. A Universal Aviation representative will greet you on the ramp upon arrival. Passengers and crew will be handed a customs form to be filled out and signed by everyone on board the aircraft. The completed custom forms are then handed to the customs officer on the ramp outside the aircraft.

The crew will remain on the ramp with the aircraft while passengers proceed to the next CIQ procedure. A Universal representative will remain with the crew while the National Guard checks the aircraft. Once all of the luggage has been unloaded from the aircraft and the National Guard has cleared them, the crew will be escorted to the GA Terminal to finalize the CIQ process. Passengers and crew will hand their passports to a Universal representative before loading into the Universal vehicle for transportation to the GA Terminal.

Immediately after, everyone will need to pass through security and the metal detectors while their luggage is X-Rayed. After clearing security, passengers and crew will be escorted to the immigration office, SAIME. If applicable, all Gendec documents will be prepared by Universal prior to the flight's arrival. Passengers may retrieve their passports and visas after the immigration officer clears them.

Once everyone has been cleared from all CIQ procedures, a porter will load the luggage onto the passenger and crew's ground transport vehicle. Universal representatives will accompany passengers and crew from the moment they disembark the aircraft until they leave the airport.

#### LUGGAGE

#### HANDLED VIA A UNIVERSAL STAFF MEMBER AND PORTERS

Porters will transport luggage from the aircraft to the assigned GA Terminal. Luggage is never left unattended. A staff member will assist with processing all luggage through security and customs. Upon clearing CIQ, everyone's luggage will be transported and loaded onto their ground transport vehicles.

#### **PARKING**

#### GA AIRCRAFT PARKING RAMP #1 OR #2

Before the scheduled arrival time, Universal will verify parking with INAC. A copy of the permit is then printed and delivered to the IAIM office, so the dispatcher on duty transmits to his staff and the director of General Aviation all the flight information and the itinerary. They will coordinate where the aircraft will be parked and on which platform.

Once aircraft parking is authorized and approved by the airport authority, the aircraft may park in front of the GA Terminal (Ramp #1) for arrival procedures and disembarking of passengers and luggage. After this process, if the aircraft is RON, it must reposition to the assigned spot on-ramp #2.

#### DISABILITIES

Universal can arrange a wheelchair if necessary. To avoid delays, please request assistance 24 hours prior to arrival. Depending on the passenger's mobility, they will be assisted by a Universal representative or the airport fire department and transported to the aircraft.



#### **PETS**

#### DOGS AND CATS ARE ALLOWED

Within 14 days before the scheduled arrival date to Venezuela, a USDA (or CFIA) accredited veterinarian must complete the Health Certificate if your pet is traveling from the United States or Canada. If your pet is not traveling from either of these countries, the governing authority of your country responsible for the import and export of animals should endorse the forms. The health certificate should have duplicate copies and be signed by the veterinarian.

#### **GROUND TRANSPORTATION**

#### PASSENGERS AND CREW

Ground transport drivers must meet the passengers and crew outside the Auxiliary Terminal located next to the Presidential Terminal.

#### **COVID-19 SAFETY**

#### **CREW AND PASSENGERS**

Both passengers and crew will need to have a face mask on. All vaccinated passengers and crew are strongly recommended to bringing their COVID vaccination cards, but not required.

### DEPARTURE PROCEDURES

#### PASSENGERS AND CREW DEPARTURES

#### MEET AT THE GA TERMINAL

A Universal staff member will greet passengers and crew at the GA Terminal and escort them to the VIP Lounge. Once everyone has arrived, a Universal representative will pick up passports and visas from everyone.

A passport or ID card is required for domestic flights. In the case of passengers of Venezuelan nationality who are traveling on a domestic flight, the original identity card is required. Venezuelans are forbidden to board a domestic flight with their passport unless authorized by the SAIME and airport security.

For international flights, immigration will need to verify all passports. Universal is provided with a sealed departure General Dec for international flights and a verbal notification of the approval of the passenger list for domestic flights.

Once the flight plan has been scanned and sent to INAC via email. Once approved, INAC will respond with an approval email. The General Dec of departure is submitted to immigration before the arrival of the crew.

After being cleared by the security and the National Guard, the customs anti-drug guard and their K-9 will inspect all crew and passenger luggage and, if available, their catering. Once they clear the luggage, they are all transported to the aircraft to begin departure procedures. Passengers may wait in the VIP Lounge along with their luggage. Once cleared from CIQ, passengers will be transported to the aircraft for departure.

#### **DISABILITIES**

Universal can arrange a wheelchair if necessary. To avoid delays, please request assistance 24 hours prior to arrival. Depending on the passenger's mobility, they will be assisted by a Universal representative or the airport fire department and transported to the aircraft.

#### **LUGGAGE**

#### HANDLED VIA UNIVERSAL STAFF MEMBERS AND PORTERS

A Universal porter will assist with all bags and luggage. Your luggage will always be escorted by our porters and always supervised. All luggage will need to be checked by an anti-drug guard and their K-9.

#### **GROUND TRANSPORTATION**

#### PASSENGERS AND CREW

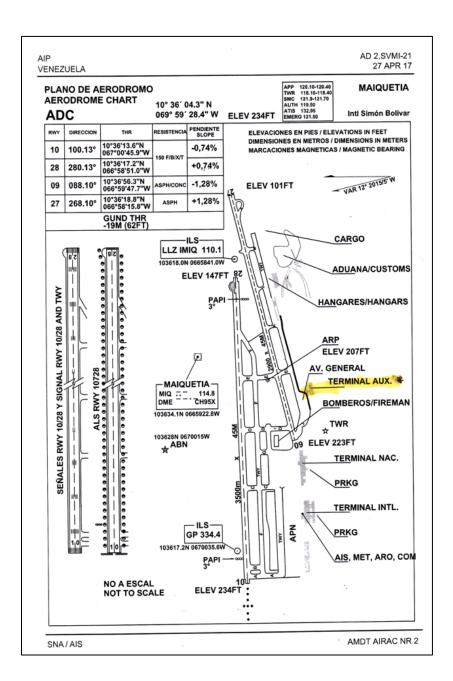
Ground transport drivers must drop off passengers and crew at the Auxiliary Terminal located next to the Presidential Terminal. A Universal representative will greet them with a porter to assist with luggage.

# PASSENGER GROUND TRANSPORTATION

#### **AIRPORT ADDRESS:**

Av. Principal Aeropuerto de Maiquetia, Maiquetia, Edo. Vargas, Veneuela 1162





# **USEFUL LINKS & RESOURCES**

- VENEZUELA, CARACAS (SVMI) UA AIRPORT INFORMATION
- CASA LAB COVID FORM
- UA OPERATIONS IN LATIN AMERICA
- FEASIBILITY-IQ MISSION PLANNING INTELLIGENCE
- TRIP SUPPORT

