



Michael J. Landguth, A.A.E.
President & CEO

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On-airport Event Exposure and Meet-and-Greet Guidelines

Raleigh-Durham International Airport

The Raleigh-Durham Airport Authority is pleased to offer a program for event and convention organizers to greet event attendees flying into RDU and the Research Triangle Region.

We are committed to providing a world-class airport including a pleasant and safe welcoming experience for visitors and event attendees. Below are guidelines for on-airport community event exposure and meet-and-greet services offered by RDU.

Terminals

Welcome messages greeting attendees to special events are supported through the digital display of non-commercial messages on LCD screens co-located with terminal directories. There are eighteen LCD screens in Terminal 2 and six in Terminal 1. These messages must be submitted by the event organizers to RDU's Guest Experience Department thirty business days prior to the event and cannot contain commercial sponsor logos or transportation companies' names. Digital specifications and an application can be found at <https://www.rdu.com/travel-info/customer-service/special-events-desks/>.

In addition to digital messaging, a group may elect to stage a welcoming effort at dedicated convention desks located near the Guest Experience Information desks in the baggage claim areas of Terminals 1 and Terminal 2. Digital welcome messages may also be displayed at this desk, making it an easy meeting point for incoming visitors. Contact the Guest Experience Department at 919-840-7943 or casey.tischner@rd�.com.

Meet and Greet Services

VIP Meet and Greet services to escort dignitaries or other special guests can be arranged through the Law Enforcement office at 919-840-7555.

Ground Transportation

Convention services with special ground transportation terminal area pick-up and drop-off needs can be arranged through RDU's Ground Transportation department 919-840-7530 or by contacting them at ground.transportation@rd�.com.

Raleigh-Durham Airport Authority Board Members

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Tammie Hall-Roberts, **Chair**
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Banners

With the onset of digital display delivery systems, the Authority no longer offers complimentary space for signs and banners of any type. Request for additional signage beyond a welcome graphic is considered advertising. All terminal advertising at RDU is managed by [Lamar Airport Advertising](#). There are numerous advertising opportunities in both Terminal 1 and Terminal 2 including LCD screens, wall graphics and more.

Please check in with the ambassador at the Information Desk upon your arrival and departure.

No use of the Special Events Desk which markets or advertises a specific product or service, including sponsor names or links to websites will be accepted. The Raleigh-Durham Airport Authority reserves the right to refuse or remove any group which it deems unsuitable or disruptive to the airport environment.

No literature may be displayed or handed out at the Special Events Desks unless approved in advance by Guest Experience.

Damage Fee: The User will be charged for any damage of property belonging to the Authority. A walk-through of the Special Events Desk with an Authority staff member will take place at the beginning and end of each use. The cost of repairing any damage beyond normal wear and tear will be charged to the User.

- Special Events Desk and Welcome Graphic Display Application

Must be completed and returned to the Guest Experience Department via email (casey.tischner@rdud.com), or fax to 919-840-7429, or mailed to:

*Attention: Guest Experience
PO Box 80001
RDU Airport, NC 27623-0001*

- Completed applications for use of the Special Events Desk should be received by the Guest Experience Department 10 business days prior to the event.
- Digital Graphics should be emailed to casey.tischner@rdud.com and a 30-business day lead time is desirable.

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