Our Service Charter

Our Commitment:

The Mackay Airport team are dedicated to providing a ***Clean, Working, Friendly, Safe and Secure*** facility for the people of the Mackay and Whitsunday Region and our visitors.





Clean

We will provide clean and tidy facilities for your comfort, convenience and enjoyment

Working

We will provide a functional facility and clear, timely information via our signage, screens and Customer Service Officers

Friendly

We will provide professional and friendly customer service throughout your airport experience

Safe & Secure

We will provide a safe and secure airport for you and your companions

Looking After You:

Caring

We value you as a visitor to Mackay Airport and welcome your feedback

Professional

Our team is well trained, knowledgeable and cohesive

Capable

Our team efficiently handles the routine and responds effectively to the unexpected

Cheerful

We always aim to be friendly and ready to help our customers in any way we can

Looking After Our Environment:

Community

We maintain an environmentally friendly airport for our neighbours, visitors and airport community

Clean & Green

We employ "clean and green" procedures and technologies wherever possible

Responsible

Our team take personal responsibility to minimize our environmental footprint wherever possible

Leadership

We strive to set an example and encourage environmental responsibility among all our partners

Whether you are visiting us for 'workdays or holidays' we welcome you to Mackay Airport and look forward to your feedback.

E admin@mackayairport.com | **P** +61 7 4957 0201
W www.mackayairport.com.au www.facebook.com/MackayAirport

MackayAirport
FOR WORKDAYS AND HOLIDAYS