

SuperShuttle.
Need a lift?

ExecuCar



SuperShuttle

SUPERSHUTTLE INSTRUCTIONS

FROM THE AIRPORT:

From DCA Airport: Upon arrival, after collecting your luggage, proceed to the SuperShuttle ticket counters located in Terminal B and C baggage claim area located next to doors 4 and 9. Ticket counters are open daily from 6:00 AM to 1:00 AM. Outside of these hours please call **800-258-3826** for assistance. Guests arriving in Terminal A should proceed towards the exit and will see the SuperShuttle counter to the left. Once you locate the nearest SuperShuttle ticket counter you can check in by name or confirmation number.

The agent will assist you in boarding the next available shuttle as quickly as possible.

From IAD Dulles Airport: Upon arrival, after collecting your luggage, proceed to the SuperShuttle Dulles ticket counters, located on the lower level just before the East and West exits. After purchasing a ticket our shuttle service representative will escort you to the loading areas at 1D and 1E. SuperShuttle Representatives are on site from 6:00 AM to 2:00 AM daily. Outside of these hours please call **800-258-3826** for assistance at IAD Airport.

The agent will assist you in boarding the next available shuttle as quickly as possible.

From BWI Airport: After you claim your luggage at BWI, please proceed to one of the two BWI Shuttle ticket counters - both located on the lower level baggage claim area at BWI airport. One BWI shuttle ticket counter is near baggage claim #1 (Southwest Airlines Terminal – Concourse A) and the other BWI shuttle Ticket counter is near baggage claim #10 (Concourse C). The BWI Shuttle ticket counters are open between the hours of 6:00 AM and 2:00 AM. When counters are closed, please call **(800) 258-3826** for information or to arrange service. Once you locate the nearest SuperShuttle ticket counter you can check in by name or confirmation number.

The agent will assist you in boarding the next available shuttle as quickly as possible.



TO THE AIRPORT:

- Have your confirmation number, luggages and cell phone ready in the hotel or landmark main entrance/exit.
- All pick up time have a 15 minute window. Our 15-minute pick-up window means that the van will normally arrive within 15 minutes of your scheduled pickup time.
- Please make sure that you are completely ready to go at the **beginning of your scheduled pickup time window** so that you will not keep other passengers waiting.

NEW!! WHERE IS MY VEHICLE?

CALL 1-(800) 258-3826 for SuperShuttle (have your confirmation number or cell phone available)
INTERNET LINK: <https://reservations.supershuttle.com/Default.aspx?content=WhereIsMyVan>

FREQUENTLY ASKED QUESTIONS:

WAIT TIME:

Due to airport regulations, our vehicles are not allowed to be stationed at the terminals. Instead, our vehicles wait in a holding area just outside of the airport and are dispatched upon arrival following strict procedures.

BOARDING ANY SUPERSHUTTLE:

Passengers are grouped geographically in order to minimize travel time. Vans seen outside are more than likely going to different part of town.

LUGGAGE:

Our luggage policy closely follows that of the airlines (two checked bags and one carry on). If your checked bags exceed fifty (50) pounds or the total dimensions for check bags exceeds eighty (80) inches (add length + width+ height), or if you will be carrying a surfboard, crate, skis or other large items; please contact our reservations center for special instructions.

LOST ITEMS:

Neither drivers nor SuperShuttle will be held responsible for any left items on vehicles. If you or your guests find that they have in fact left an item on board they can contact our lost & found number at 1-888-888-6025

CLEANING FEE:

In the event that a guest / animal has an accident resulting the van to be removed out of service and be professional cleaned. The cleaning fee/out of service fee will be up to \$ 500.00.

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EXECUCAR INSTRUCTIONS

FROM THE AIRPORT:

BWI /DCA /IAD airport:

- Domestic flights: Your driver will wait for you at baggage claim with a digital tablet and your name on.
- International flights: Your driver will wait for you outside international arrivals with a digital tablet and your name on.

SIGNATURE/LANDMARK private flight:

Your driver will wait for you inside arrivals lobby with a tablet and your name on.

FROM THE TRAIN STATION:

Penn Station Baltimore and AMTRAK BWI

After getting off from the train please proceed to the train station main entrance. Your driver will be waiting for you outside the main entrance on the left side (loading passenger's zone) with a sign and your name on.

Union Station Washington, D.C:

After getting off from the train please proceed to the train station main entrance. The driver will be waiting for you outside of the main entrance by the water fountain.

NEW!! WHERE IS MY VEHICLE?

CALL 1-(800)-410-4444 for ExecuCar (have your confirmation number or cell phone available)

INTERNET LINK: <https://reservations.supershuttle.com/Default.aspx?content=WhereIsMyVan>

EMAIL (EXECUCAR ONLY): acournol@supershuttle.com

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