

# ***RIDES*»»** **To Orlando Airport**

## **Frequently Asked Questions**

**Where will the shuttle pick me up on Campus?**

Mori Hosseini Student Union circle. Please ensure you are at the Student Union circle and **NOT** the Student Village circle 15 minutes prior to departure time.

**Where will the shuttle pick me up at Orlando Airport?**

Ground Transportation level located outside Terminal A. Spots A30-A34 or A26.

A notification will be sent out via email with pick up location details (Check your email spam folder).

**Who will be driving?**

This service will be carried out by BTM Coach, a third party charter bus company.

**What will I be riding in?**

This depends on the volume of the reservations that are scheduled in each time slot. You may be riding in a 14-passenger shuttle van (Ford Transit), a 28-passenger mini-coach, or a 56-passenger coach bus. Some of these vehicles may be unmarked, please ensure with the driver that you are boarding the proper vehicle.

**Which airport do these shuttles go to?**

Only Orlando International Airport (MCO). The shuttles do not stop at any other airport and **DO NOT** service Orlando-Sanford Int'l Airport (SFB) or Daytona Beach Int'l Airport (DAB).

**How much does this service cost?**

\$10 each way. \$20 Round trip.

**Can I pay for my reservation later?**

Payments are due when the reservation is made by using the TouchNet store link provided or within 2 days if paying cash at the SGA front desk SU 2nd floor.

**Can I change my reservation?**

Email [dbsgamco@erau.edu](mailto:dbsgamco@erau.edu) as soon as possible and a student employee will let you know if it is possible.

**Can I cancel my reservation and receive a refund?**

You may cancel your reservation up to 7 days prior to your scheduled departure date and receive a full refund. Last day to request a refund is March 8th, no exceptions.

**Can I bring my pet?**

Pets are not permitted aboard the shuttles per BTM Coach passenger policy. Certified service animals are allowed.

**Important information:** We are not responsible for any missed flights or shuttles. Please choose your reservation carefully and ensure that there is enough time for you to make your flight and/or shuttle back to campus. Information pertaining to these shuttles will be sent out via email and you are 100% responsible for receiving those notifications by ensuring the proper email address has been provided and that you are frequently checking that email. Make sure you also check your email spam folder. Shuttles **WILL NOT** be held for late passengers, please plan accordingly to arrive 15 minutes prior to departure time.