Ground Shuttle Booking

You can make reservations at the following site: https://www.groundshuttle.com/

For international travelers: To book reservations online with Ground Shuttle, please fill the required cell phone field of the application with the number ‘(979) 436-0741’. Ground Shuttle policy precludes their personnel from calling international cell phone numbers, however the Ground Shuttle Reservation Confirmation email includes the company phone number at the bottom (see below). If you have any delays or arrive at the pickup area indicated in the email and are unable to find the shuttle, you can contact the company and ask for the driver’s contact information.

From: Ground Shuttle | Administrator [mailto:reservations@groundshuttle.com]
Subject: Ground Shuttle - Reservation Confirmation

Dear XXXXXXXX XXXXXXXXXX,
Thank you for booking with us.
Your reservation details are as follows:

**Departure Trip From Houston To College Station**

- **Confirmation Number:** XXXXXXXX
- **Travel Date:** 1/4/2017
- **Reservation Status:** Reserved
- **Pickup Location:** Bush International - IAH
- **Pickup Time:** 4:00 PM
- **Dropoff Location:** Easterwood Airport - CLL
- **Estimated time of Arrival:** Approx 2.5 hrs after departure time from IAH
- **Number Of Adults:** 1
- **Number Of Childrens under 12:** 0
- **Number Of additional Bags:** 0

**Return Trip From College Station To Houston**

- **Confirmation Number:** XXXXXXXX
- **Travel Date:** 2/1/2017
- **Reservation Status:** Reserved
- **Pickup Location:** Easterwood Airport - CLL
- **Pickup Time:** 1:00 PM
- **Dropoff Location:** Bush International - IAH
- **Estimated time of Arrival:** Approx 2.5 hrs after departure time from IAH
Number Of Adults: 1
Number Of Childrens under 12: 0
Number Of additional Bags 0

General Information

PLEASE READ THIS INFORMATION IN ORDER TO AVOID DELAYS AND MISUNDERSTANDINGS.

Pick up area for **Bush Intercontinental Airport** is located at Terminal C by the taxi area. Please proceed to Terminal C baggage claim and exit through **door C-104**.

Pick up area for **Hobby Airport** is located in Ground Transportation Area Zone 4.

Pick up at **Easterwood** airport is located at the lower level, outside the baggage claim.

If picked up from home in **Bryan/College Station** you need to be ready **one hour before the scheduled departure time** (all scheduled departure times are from Easterwood airport). If your pick up location is in South College Station (Pebble Creek, Castle Gate, Indian Lakes, etc) your pick up time will be after the airport departure. Expect a call from our driver **five to 10 minutes** before arriving at your pick up location and step outside to wait for our shuttle after you receive his/her call. If you would like a more precise pick up window call our office the day before your trip.

Our scheduled arrival times into the airport are accurate. We schedule our arrival into IAH 2 hours after our departure time from Easterwood airport even though the travel time is closer to 1.5 hours. There are things during the route we cannot control like traffic, accidents, etc.

Please keep in mind we drop off at every terminal in IAH and we cannot guarantee you will always be the first one dropped off. We recommend you give yourself enough time based on your itinerary and airline requirements. If you are scheduled on a flight that departs IAH or Hobby less than 1.25 hours after our scheduled arrival time we will not be responsible if you miss your flight.
Drop offs in **Bryan/CS** will be done South to North.

There will be no refunds if you cancel within 2 hour of trip. If you cancel prior to 72 hours, we will issue a 100% credit voucher to your Ground Shuttle account. If you cancel between 72 and 48 hours of shuttle departure time, you will receive a 75% credit voucher to your Ground Shuttle account. If you cancel between 48 and 24 hours, you will receive 50% credit voucher to your Ground Shuttle account. If you cancel between 24 and 2 hours, you will receive a 25% credit voucher. The Ground Shuttle credit vouchers will be handled automatically by the system and valid for one year from issuance date. These vouchers can be transferred to other users via a written request.

Please bring a valid picture ID or copy of your confirmation email in order to board the shuttle.

If you have questions, please contact us at **855-303-4415**.

Thank you.

Best Regards,

GroundShuttle