



Mears 2009 Shared Ride Motor Shuttle Information from/to OIA/Gaylord Palms Resort

Shared Ride Motor Shuttle...Mears offers one-way and round trip service. The cost is \$20 per adult/\$16 per child (age 4-11) one-way and \$33 per adult / \$26 per child (age 4-11) round trip. Reservations can be made on line at www.mearstransportation.com or by calling 407-843-2404 and speaking with a Mears Customer Service Agent. Please keep in mind it is a shared ride motor shuttle with other passengers going to other hotels. The wait time is approximately 30 minutes but can be upwards of 45 minutes once contact is made with a Mears representative at the Mears Motor Shuttle counter on ground level at the airport. This is after the guest has made their way from air-side terminal to land-side terminal, made their way down to baggage claim, waited on and collected luggage, and then proceeded down to ground level to the Mears Motor Shuttle counter. It is not unusual for a guest to be in the airport for a minimum of 45 minutes and in some cases up to 1 ½ hours before departing on the motor shuttle. This time is inclusive of transfer time between the 2 terminal buildings, waiting and retrieving of luggage, and wait time for shuttle.

Reservations are not required for arrivals at OIA but **are required for departures** from the Gaylord back to OIA. It is the guest responsibility to make their return reservation via the website or by calling Mears Customer Service Center (407-843-2404). Mears ask the reservation be made at least 24 hours prior to departure flight time if possible. If the guest chooses to make their reservations on line (including the arrival) they **MUST PRINT OUT** their **Confirmation Page** to present @ the Mears Motor Shuttle counter at the Orlando International Airport to receive the actual vouchers.

(The **counters on level 1** are open from 07:45 - closing not before 24:00(midnight), and sometimes beyond midnight depending on the late night flights. When a guest arrives after hours we have signs at all the counters instructing them to call customer service. Our phone number is listed on the sign. Customer service will then advise dispatch to send a van. The guest will pay the driver, must have cash for the fare. The shuttle drivers cannot accept credit cards.)

Arrivals OIA to Gaylord: The travel time is approximately 25 minutes once you leave airport property. The shuttle will drop the guest off at Gaylord's Main Entrance.

Departures Gaylord to OIA: (Reservation required) The pick up location @ the Gaylord Palms is the **Transportation Lobby**. Mears Motor Shuttle pick up times @ the Gaylord are 20 and 50 minutes past each hour. Mears recommends you schedule your pick up **approximately** 3 hours prior to your *Domestic flight* and **approximately** 4 hours prior to your *International flight*. Since everyone's watch/clock is not the same please arrive @ the Transportation Lobby approximately 15 minutes before the scheduled pick up time. The driver of the Mears Motor Shuttle van/bus will pull up outside the Transportation Lobby. The driver does not come into the resort and call out the guest name or announce the arrival of the motor shuttle. It is the guest responsibility to keep watch for the motor shuttle and go outside when it arrives. Keep in mind it is a shared ride motor shuttle and may run a few minutes behind schedule from time to time. If the guest motor shuttle has not arrived 10 minutes past the scheduled p/u times please call Mears @ 407-843-2404, provide them with your Reservation #, and ask what the ETA for your shuttle will be.