



GO AIRPORT SHUTTLE QUESTIONS AND ANSWERS

What is Go Airport Shuttle?

Go Airport Shuttle is an international consortium of airport shuttle providers. In addition to providing share-ride airport transfers for individuals, our members also provide airport transfers and other ground transportation services for leisure groups and some of the largest meetings, corporations and conventions in the world. Our goal is to provide travelers with the highest level of ground transportation, while maintaining consistently friendly customer service, enhanced through a state-of-the-art reservation network. Each Go member meets stringent standards of performance in the areas of safety, customer service, industry knowledge and reputation in the local market.

GO Airport Shuttle services more than 100 airports in North America and other destinations. In every location, GO offers the most economical, convenient and safe way to get to and from the airport. Our network also is expanding to add new locations on a regular basis.

What is Go Airport Shuttle National Sales Program?

The Go Airport Shuttle National Sales Program is an exciting program to make it easy for tour operators, internet travel sellers, corporations, meeting planners, ground handlers, destination management companies and any other type of business which requires airport transportation for large numbers of individuals and groups on an annual basis. With this program, you can make multi-city reservations in one easy online process, issue vouchers to your passengers, receive one invoice and make payment to a single, centralized location. One booking process and one payment for all cities to save you substantial contracting, administrative and accounting time and expense.

What are the advantages of the Go Airport Shuttle National Sales Program?

1. Your product development/contracting department is going to love you. Instead of contracting individually with a number of airport shuttle providers, Go Airport Shuttle has done all of the work for you, saving you valuable research, contracting and administrative time.
2. Your accounting department is going to love you. No more having to establish a separate account with dozens of suppliers. No more having to set up an accounts payable system with dozens of suppliers. With the Go Airport Shuttle National Sales Program, regardless of the number of cities in which you book your transfers, you receive a single invoice and send a single payment. Go Airport Shuttle takes care of the invoicing to you and Go Airport Shuttle takes care of distributing your payment to the supplying Go Airport Shuttle member.
3. Your reservations staff is going to love you. Instead of making some reservations online, some by fax, some by phone, some by email, Go Airport Shuttle allows you to make all of your transfer reservations in a single, easy process through a special, password-protected portal on the Go Airport Shuttle website.

4. You are working with a network of professional, experienced airport transfer providers who know your business and have been trained by Go Airport Shuttle to handle your clients efficiently and comfortably. Chances are you're already working with some Go Airport Shuttle member companies.

What if I already have a contract with a Go Airport Shuttle member?

You're certainly free to maintain that arrangement, but why would you want to? Instead of having another contract to negotiate, another accounting system and another reservations process, your existing Go Airport Shuttle member services can be booked more easily through the Go Airport Shuttle National Sales Program.

Does Go Airport Shuttle Offer Net Rates?

As a group of professional, experienced travel trade suppliers, Go Airport Shuttle members understand the various distribution levels in the industry. In the detailed information for each Go Airport Shuttle member participating in the Go Airport Shuttle National Sales Program, you'll find retail and wholesale net rates.

How do I make reservations for transfers in each city?

Through your password-protected portal, you will be able to enter reservations for any Go Airport Shuttle location in a single process. These reservations will be automatically communicated to the providing Go Airport Shuttle location. If you prefer to issue your own vouchers, you can load Go Airport Shuttle location information into your own system and issue your own vouchers.

Do I have to book all of the cities in the program?

Once approved for participation, you will have access to all of the cities and airports in the program. However, you may choose to work with any number of cities and airports for which you have business.

What if I need customer-service assistance in a particular city?

In the detailed information provided for each Go Airport Shuttle location, you'll find complete contact information for reservations, customer service, management and all other resources you may need.

Does every Go Airport Shuttle member operate the same services and equipment?

Each Go Airport Shuttle member has its own fleet and services. Some offer share-ride vans, some private sedan car and limousine service, some motorcoach service. In the detailed information provided for each Go Airport Shuttle member you'll find specifics about each member's services and equipment.

How do I obtain specific rates and information for Go Airport Shuttle locations?

You can download and complete a Request for Information form. Once approved, you will receive an email with a password to allow you to view trade-only information.

What are the payment terms?

Depending on your credit, there are several options including a credit account, credit card on-file payment, floating deposit or credit card payment at the time of reservation. Once you complete the Credit Application and we perform a credit check, we will advise you about payment options and procedures.