

Universal's SuperStar Shuttle

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What is the Universal's SuperStar Shuttle?

Universal's SuperStar Shuttle is roundtrip ground transportation from Orlando International Airport to Universal Orlando On-Site Hotels. The transportation service includes check in at Universal Orlando® Resort Hotel Transportation desk located on the Ground Level (level 1) in Terminal A and B of the Orlando International Airport, as well as a Travel Wallet with Pre – Printed Travel Documents.

How much does the Universal's SuperStar Shuttle Cost?

- Adult: \$39, tax inclusive, Roundtrip
- Child (3-9): \$29, tax inclusive, Roundtrip
- Children 2 & Under: Free

Are there group rates for the Universal's SuperStar Shuttle?

No, at this time it is a per person price point.

Which On-Site Hotels are included in the program?

Universal's Cabana Bay Beach Resort, Loews Sapphire Falls Resort, Loews Royal Pacific Resort, Hard Rock® Hotel, and Loews Portofino Bay Hotel.

Are Universal Partner Hotels included in this service?

No, at this time the Universal's SuperStar Shuttle only services Universal Orlando Resort On-Site Hotels.

Is the Universal's SuperStar Shuttle ADA friendly?

Yes, the shuttles are ADA friendly. You will need to make note of ADA accommodations at the time of reservation or when providing flight information.

What if I have a child that requires a car seat?

Car seats can be brought and used but they will not be provided.

How do I book the Universal's SuperStar Shuttle?

- Universal's SuperStar Shuttle can be added to any Universal Parks and Resorts Vacation Package. It is a Ground Transportation feature that can be added to a reservation (New and Existing).
- New Vacation Package bookings can be done by visiting UniversalOrlandoVacations.com or calling 1-800-711-0080
- Existing Vacation Package bookings can be modified by calling 1-800-407-4275

How do I supply my flight information to schedule a shuttle?

- If you are booking airfare directly with Universal Parks and Resorts Vacations then you do not need to supply further flight information.
- If you are adding this on to an existing reservation then you will need to contact our Travel Services line at 1-866-604-7557 to provide them with your flight information.

What if I don't have my Airline Information at the time of booking?

That is not a problem. Once you have your flight information please contact our Travel Service line at 1-866-604-7557 to provide your flight information and arrange your shuttle transportation. Flight information should be provided no less than two weeks prior to arrival.

Do I need to call back to schedule my hotel departure pick up time?

No, this is taken care of at the time of booking.

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Once I book where can I find the pickup information for the Universal's SuperStar Shuttle?

All arrival and departure information will be supplied in your E-Travel Document. This will contain exact information for your arrival that airport and specific instructions on how to pick up Universal's SuperStar Shuttle.

What do I do when I get to the airport?

- If you are arriving between 7:30am and 8:30pm you will go to Baggage Claim (Level 2) to obtain your belongings and then to the Hotel Transportation Desk located on Level 1, Ground Transportation, of the terminal specified by your arrival airline. There you will be greeted by a Universal Orlando Representative and receive your Travel Wallet with pre-printed package contents and Universal's SuperStar Shuttle pick up instructions.
- If you are arriving after 8:30pm and prior to 7:00am you will need to call our Shuttle Service provider directly to make arrangements for pick up. Once, aboard the shuttle you will be given more information on where to pick up your travel wallet and package documentation at your Universal Orlando Resort Hotel.

What happens if my flight is delayed or cancelled?

This is not a problem. There will be information on your E-Travel Documents with instructions for flight delays or cancelled flights. If there are any questions you can contact our Travel Service line during normal business hours 8:00am to 5:30pm (Daily) by calling 1-866-604-7557.

What if I go to the wrong airport Transportation Desk location?

If you go to the wrong location the Universal Orlando Resort representative will still be able to assist and check you in for your shuttle.

Who do I contact if the Transportation Desk is closed?

Contact information will be provided on E-Travel Documents which are sent prior to arrival or by calling 1-407-888-9795.

Will my luggage be picked up by Universal Orlando Resort and brought to my hotel?

No. You will need to go Baggage Claim as designated by your arriving airline to get your luggage and then you will go to the Universal Orlando Resort Transportation Desk to receive Shuttle pick up instructions. The shuttle driver will assist with loading and unloading the shuttle.

Should I get my luggage first before going to the Transportation Desk?

Yes, once you exit the plane please proceed to the designated Baggage Claim of your arriving airline on level 2 of the Orlando International Airport. Once you collect your baggage please proceed to Level 1 Ground Transportation to the Transportation desk to pick up your Travel Wallet or call the Shuttle service provider to arrange pick up.

Who can I contact when I get to the airport if I'm lost?

You can ask any airport employee and ask how to get to the closest Universal Orlando™ Resort Hotel Transportation Desk on the Ground Level (Level 1), they will be happy to direct you from there.

How long will I need to wait for the Universal's SuperStar Shuttle?

The maximum wait time for a shuttle pick up will not exceed 30 Minutes once checked in.

Will the Universal's SuperStar Shuttle make multiple stops along the way?

Yes, the shuttle may make stops at all 5 On-Site hotels. The actual number will depend on guest arrivals.

Are the Universal's SuperStar Shuttles Private?

No, the shuttles are not private. They are 25 passenger vans that will be filled with other On-Site Hotel guests.

Will we have to wait for the Universal's SuperStar Shuttle to be full before we depart?

The shuttles are run on flight arrival schedules. There may be a minimal wait for other On-Site Hotel guests to retrieve luggage and board.

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Can I change my departure time back to the airport?

Yes, this can be done through our shuttle provider by calling 1-407-888-9795, Note: if you choose to change your pick-up time, your flight time guarantee is void.

Who can I contact if I have any additional questions?

For any additional questions you can contact our Travel Services line at 1-866-604-7557 during normal business hours of 8:00am to 5:30pm daily.

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