

# 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 Resort 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.

## **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 Universal Orlando Resort Hotels are included in the program?**

- If the Shuttle is purchased with a UPRV package:
  - Universal's Endless Sumer Resort – Dockside Inn and Suites, Universal's Endless Sumer Resort – Surfside Inn and Suites, Universal's Cabana Bay Beach Resort, Universal's Aventura Hotel, Loews Sapphire Falls Resort, Loews Royal Pacific Resort, Hard Rock Hotel® and Loews Portofino Bay Hotel.
- If the Shuttle is purchased with a Rooms-Only reservation:
  - Universal's Endless Sumer Resort – Dockside Inn and Suites, Universal's Endless Sumer Resort – Surfside Inn and Suites, Universal's Cabana Bay Beach Resort, Universal's Aventura Hotel.

## **Are Universal Partner Hotels included in this service?**

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

## **Is the Universal's SuperStar Shuttle ADA friendly?**

Yes, before you travel 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?**

Vehicles are equipped with seatbelts. If a guest has a child car seat they would like to install, this is okay but not required. Car seats will not be supplied.

## **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](http://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 as long as flight information was provided pre-arrival. You will receive your departure information via text message 24 hours prior to departure.

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

- Guests will receive an email 7 days prior to arrival that contains a map with directions to the SuperStar Shuttle Check-In Desk.
- Guests will also receive a series of text messages upon arrival at Orlando International Airport (MCO) with directions to the SuperStar Shuttle Check-In Desk.

### **What do I do when I get to the airport?**

- If you are arriving between 7:00am and 4:00pm (Hours of Operation May Vary) you will go to Baggage Claim (Level 2) to obtain your belongings and then to the Universal's SuperStar Shuttle Check-In Desk on Level 1, Ground Transportation.
- If you are arriving after 4:00pm (Hours of Operation May Vary) and prior to 7:00am you will need to call our Shuttle Service provider directly to make arrangements for pick up.

### **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.

### **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 1-407-254-0299

### **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.

### **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 Universal Orlando Resort hotels. The actual number will depend on guest arrivals.

### **Are the Universal's SuperStar Shuttles Private?**

No, the shuttles are not private. They are 54 passenger motor coaches that will transfer other Resort 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 Universal Orlando Resort 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 1-407-254-0299, Note: Please ensure your change request is made 3 hours in advance. If you choose to change your pick-up time and miss your flight, we will not be responsible.

### **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.

### **What safety guidelines have been put in place?**

- Vehicles are deep cleaned and sanitized daily.
- High touch points are sanitized continuously throughout the day.
- Hand sanitizer will be available on vehicles for operator and passenger use. A hand sanitizer bottle has been mounted at the front of every vehicle.
- The amount of guests on shuttles has been limited based on individual group sizes.
- Drivers are required to wear masks. This is in agreement with the TSA requirement.
- All drivers are screened and temperatures are taken daily.

All prices, package inclusions & options are subject to availability and to change without notice and additional restrictions may apply. Errors will be corrected where discovered, and Universal Orlando and Universal Parks & Resorts Vacations reserve the right to revoke any stated offer and to correct any errors, inaccuracies or omissions, whether such error is on a website or any print or other advertisement relating to these products and services.

\*Rate is per person, tax inclusive and is based on roundtrip Universal's SuperStar Shuttle Airport welcome and transportation service between Orlando International Airport and Universal Orlando Resort Hotel's; Universal's Endless Summer Resort – Dockside Inn and Suites, Universal's Endless Summer Resort – Surfside Inn and Suites Universal's Cabana Bay Beach Resort, Universal's Aventura Hotel, Loews Sapphire Falls Resort, Loews Royal Pacific Resort, Hard Rock Hotel® and Loews Portofino Bay Hotel. All prices shown are in U.S. Dollars (\$) and include applicable taxes, fees and charges, except as otherwise noted. Children ages two (2) and under are free of charge. Participating locations are subject to change without notice and venue operating hours may vary by location. Advance reservations recommended. Additional restrictions may apply and subject to change without notice.

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