

Shuttle Service from Eppley Airport (Omaha, NE)

A & B Shuttle will provide shuttle service for those RAGBRAI riders flying into Eppley Airport, Omaha, NE, and transporting you to the Mid-America Center in Council Bluffs, IA, (approx. 9 miles) which is the hub for RAGBRAI XXXVII. If you know your **exact** location for where you will be lodging on Saturday evening, they will drop you off at that location. If you are staying in private housing away from the Mid-America Center, additional costs will be incurred to transport you. If you do not know your location, you will be dropped off at the INFO Tent. They will also provide transportation for your departure flight.

ALL RESERVATIONS MUST be made by calling Telephone: **402-331-7558** or **877-359-6624** outside of Nebraska. **DO NOT E-MAIL or FAX YOUR REQUEST.** A & B will take all of your flight information and will monitor your flight for exact arrival time and will adjust pickup if delays occur. A & B Shuttle will handle all reservations, payment, questions and concerns. **The Council Bluffs RAGBRAI committee is not involved with any logistics.**

We have secured a special RAGBRAI- only cost of **\$20** per person, which is based on per flight. If several are on the same flight, the cost per person is less.

Procedures and Policies

UPON YOUR ARRIVAL TO OMAHA'S EPPLEY AIRFIELD: A & B Shuttle will monitor your flight for its exact arrival time. Whether your flight is on time or delayed you should see an A & B Shuttle van in the "commercial vehicle" traffic lane outside door "3." Door "3" is located next to the Avis rental car sales counter. Avis is located inside the terminal on the ground level in the middle of the building between the two luggage claim areas at Eppley Airfield. A & B Shuttle plans extra time for passengers to claim their checked-through luggage allowing up to 30 minutes for baggage retrieval. After claiming your luggage, if you do not see your van outside door "3," please call (402) 339-3587 which rings directly to our personnel. If you have not arrived at the Shuttle within twenty (20) minutes after your flight arrival at Eppley Airfield, your chauffeur will have you paged, and will check the luggage carousel where your luggage arrived after your flight. If you have not notified us of your non-arrival on your original flight, and you do not respond to the page and/or are not at the luggage claim area, your chauffeur will disengage. A & B Shuttle will have made every attempt to locate you, and will consider your reservation as completed. If you are a "No-show" you are responsible for the charges for your reservation as though the transportation had been completed. It is our guest's responsibility to notify us in advance of changes to the original reservation, and to notify us if you want us to wait beyond 11:59 p.m. Please remember we will monitor your flight for its arrival time into Omaha, and show up at the airport for your reservation.

ARRIVAL FLIGHT INFORMATION: We need accurate information to serve you best. You have given us your flight arrival number to confirm your reservation. Without an accurate flight number we cannot track your flight. If the flight number of your arrival into Omaha changes for any reason, contact us by phone at your first opportunity. If your flight arrives and you are not on the flight or if your flight number changed and we were not informed, you are responsible for the charges as if the transportation had occurred. If you inform us timely of your flight we will do our best to accommodate your changes. Please remember changes made after reservations hours the day prior to your transportation (see bottom of email for hours) are difficult to accommodate. We do our best, but please do not hold A & B Shuttle accountable if the airlines for any reason change your flight number or delay you during travel. We work hard to ensure we're at the airport as timely as possible for your arrival. Simply, airlines are not always on time and last day changes to A & B Shuttle's driver's schedules are impossible to predict.

LATE ARRIVAL AND EARLY DEPARTURE POLICY: A & B Shuttle will monitor your flight for its exact arrival time. When flights arrive late causing our guest(s) to arrive at the van after 11:59 p.m. there is an additional charge of \$12.50 per quarter hour, calculated until boarding the van. Flights arriving after midnight (scheduled or unscheduled) are charged \$12.50 per quarter hour until you board the van in addition to the predetermined zone rate for your area. If your flight is delayed beyond midnight, A & B Shuttle will leave Eppeley Airfield unless you specifically authorize us to wait after 11:59 p.m. for your arrival. If you have prepaid for your arrival transportation, and due to complications with your airline (e.g., inclement weather, mechanical failure, waiting for crew, security delays, etc.) you are delayed beyond 11:59 p.m., A & B Shuttle, at its discretion, will either carry a credit for your next ground transportation need, or give you a refund. This policy applies between the hours of Midnight and 04:00 a.m. for early departures. Each quarter hour before 04:00 is charged at a rate of \$12.50.

CANCELLATION and CHANGE POLICY: Once you have made a reservation, transportation is confirmed. You have reserved a place on our vehicle(s). Reserving transportation for a specific time eliminates that space and time for A & B Shuttle to offer another passenger. Also, after your reservation is scheduled, canceling your reservation causes voids in driver's schedules. Drivers are then without productive time and A & B Shuttle has little opportunity to fill those voids. There is a cancellation fee once the reservation has been confirmed. The cancellation fee is one half the fare, IF canceled during reservation hours (see hours below) the day prior to your transportation. After reservation hours the day before your scheduled transportation the cancellation fee is the full fare. Last minute or same day changes to reservations are subject to fees and are often extremely difficult to accommodate. We will do our best to flex to your new schedule, but can make no assurances beyond what was scheduled. If you are a "No-show" you are responsible for the charges for your reservation as though the transportation had been completed. It is our guest's responsibility to notify us in advance of changes to the original reservation, and to notify us if you want us to wait beyond 11:59 p.m. Please remember we will monitor your flight for its arrival time into Omaha, and show up at the airport for your reservation.

RESERVATIONS ADDED AFTER THE PRIOR DAY CLOSE OF BUSINESS (SEE SCHEDULE BELOW): Reservations added after the close of business during reservation hours the day before your scheduled pickup do require additional fees. The add-on fee is the same as the second person fare for each zone. If you do not know your fare, please call at the times and numbers below.

TIPPING YOUR CHAUFFEUR: Many of our guests have inquired as to the appropriateness of offering a gratuity. As with any service you are provided, it is appropriate to offer a gratuity. Helping you with your luggage, ensuring your comfort and safety, attempting to ensure promptness, possessing dependability, showing courteousness, and being respectful all are traits worth rewarding. Current standards suggest twenty percent (20%) to be rewarding, but should be based on how well your chauffeur performed, please tip accordingly. For invoiced reservations a gratuity of twenty percent (20%) is added to the fare.

Telephone: 402-331-7558
Watts Line: 877-359-6624 Outside NE
Facsimile: 402-331-8408
Website: <http://www.citywideride.com>
E-mail: Anbshuttle@aol.com

Advance Reservations Strongly Recommended - Telephone Reservation Line is Open:
Monday - Friday.....8:00 AM - to - 5:00 PM
Saturday.....8:00 AM - to - 1:00 PM
Sunday.....Reservation Line Is Closed
Facsimiles Captured and Read: Monday- Friday.....8:00 AM - to - 5:00 PM