



### **SHUTTLE SERVICE**

#### **Before you book your shuttle service please read the following instructions**

The shuttle service is a Collective service; for that it may be necessary to be ready 10 minutes before the scheduled pick-up time and wait 30 to 45 minutes as the driver has to pick up other people from different hotels. So, don't be in a hurry. After this time, if the shuttle has not passed to pick you up, please contact us at the phone number indicated on the voucher. This still requires that you be ready 10 minutes before your scheduled departure time.

In order to offer a low cost for transportation, you will be transferred by sub-contracted suppliers from your departure point.

About the type of vehicle: it can be a small car (3 people) or Toyota Hi Ace or Kia or Mitsubishi (14 people) or Coaster (20 people) according to the number of people that take part at the trip. In the high season and generally on weekends vehicles tend to be full and crowded (sometimes clients complain that it's uncomfortable). For that reason; we recommend a private service. We use the same type of vehicles with maximum capacity of 6 to 10 people; the service will be only for you or your group.

If you are taking a shuttle from the airport and you have to wait for shuttle to pick you up at the time indicated by you, please leave the airport at the exit and wait on the right side inside the cafeteria "Bareto". The driver can't park for a long time in front of the airport building. He will look for you in front of the cafe area or inside.

Please take note that the shuttle from Guatemala to Panajachel or Chichicastenango makes a stop in Antigua and viceversa. Depending on the number of people that have to be picked up and dropped of the shuttle can take from 1h00 to 2h00 hours to continue to your destination. Please consider this in the planning of your trip.

### **Terms and Conditions**

The priority of the shuttle service to Guatemala City is the airport; so if your destination is different, please take this stop into account.

The shuttle service does not include waiting in case your international flight is delayed; for that service we recommend to arrange a private transfer. <http://shuttleguatemala.com/private.html>

You can take 1 piece of luggage and one small bag. Every additional piece is charged with US\$ 3.00.

The company is not responsible for items left in the bus, since the service is Collective.

Pets are not allowed.

The company is not responsible for delays to your destination caused by obstacles on the road, manifestations, riots, accidents, landslides or any other circumstances that prevent the normal operation of the shuttle.

If you are staying in Antigua and you are taking an international flight we advise to take your transfer 3 hours before your flight to avoid any problem due to traffic or other delays on the road.

Every service has to be pre-paid before your departure.

There is not refund in case of no show.

Changes or cancellations are permitted within 48 hours in advance. If the cancellation occurs at least 48 hours before the arrival date we refund 100% of the price of the trip with a deduction of 25% of the value of the trip for administrative expenses.

Prices and timetables are subject to changes without notice.

**DE/FROM ANTIGUA TO**

<b>Airport or Guatemala city (hotels) ZONE -9-10-13</b>	<b>Precio/Rate Diario/Daily</b>
04:00am	\$12
07:00am	
09:00am	
11:00am	
12:30pm	
15:00 Hrs	
19:00 Hrs	

<b>Panajachel (Lake Atitlan)</b>		<b>Precio/Rate</b>
07:00am	Thr & Sun / Jue & Dom	\$13
08:00am	Mon,Tue,Wed,Fri,Sat Lun,Mar,Mie,Vie,Sap	
12:30pm	Diario/Daily	
16:00 Hrs	Diario/Daily	

<b>Chichicastenango</b>		<b>Precio / rate</b>
07:00am	Thr & Sun / Jue & Dom	\$13

<b>Monterrico</b>		<b>Precio / rate</b>
08:00am	Diario / Daily	\$12

<b>Coban</b>		<b>Precio / rate</b>
08:00am	Diario / Daily	\$21

<b>Lankin</b>		<b>Precio / rate</b>
08:00am	Diario / Daily	\$22

**DE/FROM CHICHICASTENANGO TO**

<b>Panajachel / Lake Atitlan</b>		<b>Precio / rate</b>
14:00 Hrs	Thr & Sun / Jue & Dom	\$10

<b>Antigua</b>		<b>Precio / rate</b>
14:00 Hrs	Thr & Sun / Jue & Dom	\$13

<b>Guatemala Hotels Zone 9,10,13 (via Antigua)</b>		<b>Precio / rate</b>
14:00 Hrs	Thr & Sun / Jue & Dom	\$23

**DE/FROM COBAN TO**

<b>Antigua</b>		<b>Precio / rate</b>
10h30	Diario / Daily	\$21

<b>Flores</b>		<b>Precio / rate</b>
10h30	Diario / Daily	\$21

<b>DE/FROM LANKIN TO</b>		
<b>Flores</b>		<b>Precio / rate</b>
08h00	Diario / Daily	\$21

<b>Antigua</b>		<b>Precio / rate</b>
08h00	Diario / Daily	\$22

<b>DE/FROM GUATEMALA CITY HOTELS Zone 9,10,13 OR AIRPORT TO</b>		
<b>Antigua</b>		<b>Precio / rate</b>
06:00am	Diario / Daily	\$12
09:30am		
11:00am		
14:30 Hrs		
19:30 Hrs		
21:00 Hrs		

<b>Panajachel (Lake Atitlan) via Antigua</b>		<b>Precio / rate</b>
6:00am	Diario / Daily	\$23
11:00am	Diario / Daily	
14:30 Hrs	Diario / Daily	

<b>Chichicastenango via Antigua</b>		<b>Precio / rate</b>
06:00am	Thr & Sun / Jue & Dom	\$23

<b>DE/FROM MONTERRICO TO</b>	
<b>Antigua</b>	<b>Precio / rate Diario / Daily</b>
16h00	\$12

<b>DE/FROM PANAJACHEL (Lake Atitlan) to</b>	
<b>Guatemala Hotels Zone 9,10,13 via Antigua</b>	<b>Precio / Rate Diario / Daily</b>
09:00am	\$23
12:00pm	
16:00 Hrs	

<b>Antigua</b>	<b>Precio / rate Diario / Daily</b>
09:00am	\$13
12:00pm	
16:00 Hrs	

<b>Chichicastenango</b>		<b>Precio / rate</b>
08:00am	Thur & Sun / Jue & Dom	\$10

## Frequently asked questions

These are some of questions that our clients usually asked.

How many days in advance do I need to book my shuttle?

Booking must be done at least 3 days before your departure date.

Can I change my departure date and departure time?

Changes are permitted with 48 hours in advance. Please check the terms and conditions in the following [link](#)

Can I cancel my shuttle?

Cancellations are permitted with 48 hours in advance. Please check the terms and conditions in the following [link](#)

Does the shuttle wait delayed international flights?

No, the shuttle doesn't wait delay flights. We recommend to take a private service

Do I get a refund if I make a last minute cancellation?

No, it is not refundable on last minute cancellations.

Do you offer other destinations than the ones mentioned in this website?

The shuttle service is offered only to the destinations mentioned on the website.

How many suitcases can I take with me?

One normal suitcase is permitted. Every additional piece is charged with US\$ 3.00.

What happened if I leave something in the vehicle?

You need to contact our office, one of our representatives will check with the driver. Please take note that the Company can not be held responsible for items left in the bus, since the service is Collective.

Where do I take the shuttle from the airport?

Leave the airport at the exit and wait on the right side in front or inside the cafeteria "Bareto". The driver can't park for a long time in front of the airport building. Please don't move from the pick up area and wait until the driver look for you. Sometimes can be delay because of the traffic.

## Terms and Conditions

The priority of the shuttle service to Guatemala City is the airport, so if your destination is different, please take this stop into account.

Please be ready 15 minutes before the scheduled pick-up time.

The shuttle service does not include to wait for international flights delays; for that service we recommend to arrange a private transfer.

The shuttle service is a Collective service; for that it may be necessary to wait 20 to 30 minutes. After this time, if the shuttle has not passed to pick you up, please contact us at the phone number indicated on the voucher. This still requires that you be ready 15 minutes before your scheduled departure time.

You can take 2 pieces of luggage, one suitcase and one piece of hand luggage. Every additional piece is charged with US\$ 3.00.

The company is not responsible for items left in the bus, since the service is Collective.

Pets are not allowed.

The company is not responsible for delays to your destination caused by obstacles on the road, manifestations, riots, accidents, landslides or any other circumstances that prevent the normal operation of the shuttle.

The company is NOT responsible if you don't have a Visa for your destination country (please consult with your Embassy or Consulate).

Every service has to be pre-paid before your departure.

Changes or cancelations are permitted with 48 hours in advance.

There is not refund for no show in any service.