

## FAQ - Private Transfer

### Before departure

#### **May I receive the mobile phone number of the driver in advance?**

If you have any questions, please contact Allgaeu Airport Express under the numbers stated in your confirmation.

#### **I have lots of luggage, will there be enough room?**

Each passenger has an allowance of one suitcase or similar. If you are bringing a bike, ski, snowboard, surfboard or golf clubs please indicate this in the booking to ensure that a suitable vehicle is supplied.

### On arrival

#### **What is the procedure when my plane arrives late?**

If you have booked a private transfer, your driver will wait up to your arrival without any surcharge.

Rarely may occur : you will be booked on the next available transfer if your flight arrives more than an hour late.

#### **How do I find my driver?**

Your driver will be waiting for you in the arrival hall with an „ALLGAEU AIRPORT EXPRESS“ sign board.

#### **I can't find my driver!**

Please call the emergency number stated on your confirmation. Or come to the AAExpress customer counter in the arrival hall.

#### **I have lost my luggage!**

All the airlines have handling agents. They will organise for any luggage to be forwarded to your resort address. Please inform your waiting driver about your delay.

### During transfer

#### **I have left something in the vehicle. How do I get it back?**

Please contact the number provided on your confirmation and indicate details of the missing items and your transfer. We will then endeavour to have the items returned to you. A charge may be applicable.

#### **Which route to the destination will be chosen?**

It will always be the most direct route. Exceptions may be slight detours in case of traffic jams etc. There will be no extra charges.

#### **Can we stop off at the supermarket or to pick up property keys en route?**

Only by prior arrangement with AAExpress. Subject to availability.

#### **Do I have to share the vehicle with other passengers?**

Not if you have booked a Private Transfer.

**Does the drives speak English?**

All AAExpress drivers speak English.

**Departure****How do I confirm my pick-up time from the resort?**

You will find your pick-up time stated in your confirmation. Should there occur any changes, AAExpress will inform you about them on your mobile phone.

**Can I change my pick-up time from the resort?**

Only if you communicate your wish to change 48 hours in advance. Please note that AAExpress will not be held responsible for any negative consequences resulting from such pick-up changes.

**Cancellation****If I cancel my transfer, will I receive a refund?**

Yes, for the cancellation fee of 10,00 € or 15,00 €. Please check our [General Terms And Conditions](#).

**How do I contact MyTransfer Shuttle Service?**

During office hours via phone +49 (0)8331 984200 509, mobile +49 (0) 176 / 130 22 352 E-mail: [info@aaexpress.de](mailto:info@aaexpress.de)