

Airport & Amtrak Pick-Up Procedure

At airports and Amtrak stations, we monitor arrival times, so no matter how late or early you arrive; we will be there to pick you up. This also avoids any extra waiting time charges because we grant **30** minutes grace period at airports and Amtrak stations after the updated arrival times. After all the passengers from your flight have left, our chauffeurs will have the client's name paged on the Public Address system. We will also try to call the passenger on his/her cell phone number, so it is essential that you provide us with passenger's cell phone number. After one hour wait at airport and Amtrak stations and other locations, if we do not make contact with the client, we will remove the vehicle and the client will be billed as No Show. Please read our No Show policy for more information.

Please note that van, mini-bus, and coach pickups are always curb meets.

- BWI & Dulles:** Only inside pick-up is available at BWI and Dulles airports. Driver will meet clients at the designated baggage claim area of their airline and flight number with their name sign.
- Reagan National:** At Reagan National, inside and curbside pick-ups are available. For curbside pick-up, once client is at the second curb, they should call **1-866-356-4848** and give the dispatch door number.
- Union Station:** At Union Station, driver will meet clients at the middle curb lane with a name sign on passenger window.
- Waiting Time:** We grant **30** minutes grace period after updated arrival time for all airport and Amtrak pick ups. All other pick-ups receive **15** minutes grace period after which, applicable hourly waiting time will apply.