

ULTIMATE LIVERY & SHUTTLE SERVICES, INC.

P.O. BOX 1197
CONCORD, MA 01742
Local: 617-437-8800
Toll-Free: 888-437-4379

TERMINAL A:

[Pickup Location Directions Shared & Private Vans](#): Exit the building at the baggage claim level on the ground floor. Cross out to the second island and look for signs that say "Shared Vans/Hotels".

[Pickup Location Directions Private T-cars, SUV's and Limos](#): Exit the building at the baggage claim level on the ground floor. Cross out to the second island and look for parking lot marked "Limo Stand"

TERMINAL B1:

[Pickup Location Directions Shared & Private Vans](#): Exit the building at the baggage claim level and turn RIGHT on the ground floor and walk towards the end of the terminal looking for the yellow signs that say "Shared & Scheduled Vans".

[Pickup Location Directions Private T-cars, SUV's and Limos](#): Exit the building one level above the baggage claim area on the departure level. When exiting the building go to your RIGHT and look for the poles marked "Limo Stand" in yellow

TERMINAL B3:

[Pickup Location Directions Shared & Private Vans](#): Exit the building at the baggage claim level and turn RIGHT on the ground floor and walk towards the end of the terminal looking for the yellow signs that say "Shared & Scheduled Vans".

[Pickup Location Directions Private T-cars, SUV's and Limos](#): Exit the building one level above the baggage claim area on the departure level. When exiting the building go to your LEFT and look for the poles marked "Limo Stand" in yellow

TERMINAL C:

[Pickup Location Directions Shared & Private Vans](#): Exit the building at the baggage claim level on the ground floor. Turn left and walk across the street to Island #4. Look for the sign that says "Shared & Scheduled Vans".

[Pickup Location Directions Private T-cars, SUV's and Limos](#): Exit the building one level above the baggage claim area on the departure level. Cross out to the second island and look for weather shelter marked "Limo Stand"

TERMINAL D: Terminal D has become part of Terminal C. See instructions for Terminal C.

TERMINAL E:

[Pickup Location Directions Shared & Private Vans](#): Exit the terminal building, turn left and walk across the street. Look for the signs that say "Scheduled Vans & Shared Vans Pickup".

[Pickup Location Directions Private T-cars, SUV's and Limos](#): Exit the terminal building, turn left and walk across the street. Look for the parking lot marked "Limo Stand"

Important Note: All International Arrivals MUST call our toll-free number (888-437-4379) AFTER they have cleared customs to let us know they are ready for pickup. Unfortunately we have no idea how long it will take each passenger to get through customs.

SOUTH STATION PICKUP LOCATION: On Atlantic Avenue, just to the right of the taxi stand.

BACK BAY STATION PICKUP LOCATION: On Dartmouth Street, just to the right of the taxi stand.

BLACK FALCON TERMINAL: Please call when your boat has arrived and you have cleared customs. Please let the dispatcher know at which loading area you are standing at (each is marked with a letter).

TF Green Airport: Please call when you arrive so that we can have the driver meet up with you in the terminal.

Manchester Airport: Please call when you arrive so that we can have the driver meet up with you in the terminal.

IMPORTANT NOTES:

- **PRIVATE SERVICE:** Please call dispatch when your airplane touches down. This will allow us enough time to get from the holding lot to the terminal to pick you up. This could take up to ten (10) minutes from the time of call.
- **VAN DESCRIPTION:** Vans are white with a black, horizontal strip with the words "Ultimate Shuttle" on the back quarter panel. Every effort is made to have the van waiting for you at your scheduled pickup time. However during peak service times, a short wait may sometimes be required. If you do not see your van within 15 minutes of arriving for your scheduled pickup time, or if you are having trouble locating the pickup location, please call our toll-free number (Toll-Free: 888-437-4379) for further information and/or assistance.
- **SECURITY ISSUES:** Due to the heightened security measures enacted by the FAA and enforced by the Massachusetts State Police, we are no longer allowed to wait for passengers at any terminal for extended periods of time. If you do not see our van at your pickup location, our driver may have been ordered to move by the police and may be making a loop around the airport to come back to pick you up. Please have patience with us during these difficult times.
- **CANCELLATIONS:** Cancellations are accepted at no penalty providing we are called a minimum of 6 hours prior to your scheduled pickup time. All No Call/ No Shows are billed at the quoted fare. We do not accept cancellations by fax or email.
- **LUGGAGE DELAYS/PROBLEMS:** Please call us if your luggage is delayed or if you have any other luggage problems. As stated above, our vans are not allowed to wait for extended periods of time and other passengers may be on board your scheduled van. We will schedule another van for your party if you are delayed due to luggage issues once you arrive in Boston.