LAKETRAN Airport Express

Departure Instructions

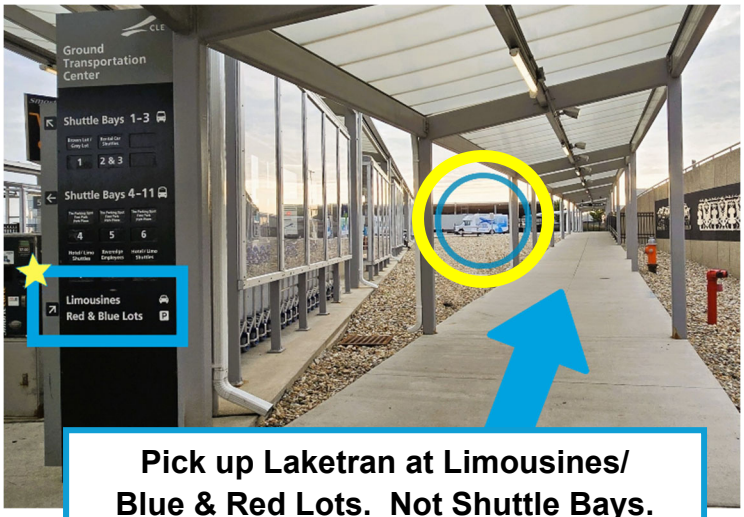
Please be ready at your pickup location 10 minutes before your scheduled pickup time. Drivers will wait up to 5 minutes after your scheduled pickup time. Drivers do not enter private homes.

Airport Express will drop you off at the **Departures Level** of Cleveland Hopkins International Airport.

Arrival Instructions

After arriving at Cleveland Hopkins International Airport, follow the signs to Baggage Claim. Once you have collected your luggage, follow the signs to the **Ground Transportation Center** (located past Baggage Claim Carousel 1), walk out the doors and stay to the right, toward the **Limousines/Blue & Red Lots.** *Do not go to Shuttle Buses.*

Your Laketran Airport Express vehicle will be waiting on the far right of the **Ground Transportation Center** towards the back of the **Limousines Lot.**



Pick up Laketran at Limousines/ Blue & Red Lots. Not Shuttle Bays.

Important: Drivers will wait up to 45 minutes after your flight has arrived at the gate. If you need additional time after landing, please call Customer Service.

Luggage & Accessibility Information

Each passenger may bring up to two standard bags (maximum 50 lbs. each) and one personal item.

All Laketran Airport Express vehicles are wheelchair accessible. Customers needing wheelchair assistance inside the airport should arrange accommodations directly with their airline.

Need Assistance? Call Customer Service at 440-350-1000

Customer Service is available Monday-Friday 5:30 a.m. - 9 p.m., Saturday 6 a.m. - 9 p.m., Sunday 7:30 a.m. - 7 p.m. After hours, please call 440-655-8133.

If your travel plans change, please notify Laketran as soon as possible. Reservations may be cancelled free of charge up to 2 hours before your scheduled trip.

from Home to Hopkins

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