



+502 5308 5106

› WHAT TIME CAN I EXPECT TO BE PICKED UP?

You need to be ready 10 minutes before... collective shuttles pick up many more people in the cities, it can take from 10 to 35 minutes to be picked up depending on the number of people traveling. In GUATEMALA City it can take up to 45 minutes to arrive due to the traffic.

› WHERE DO I HAVE TO WAIT FOR MY SHUTTLE?

If you are in a hotel or hostel, you must be ready in the lobby or in front on the street waiting for the shuttle. If it is an Airbnb, you must be ready in front of your address waiting for the shuttle, drivers do NOT knock on the door or ring the bell or call
WhatsApp people neither send messages.

› HOW DO I KNOW WHICH BUS IS MINE?

In collective shuttles we decide the evening before which type of bus we will use depending on the number of people that are going to travel, so it can be from a Sedan (if there are very few people) a mini bus type Hyundai H1 for 8 people, a bus type Toyota hiace for 13 people or even a bus for 22 people. In fact you can not know this at the moment of reservation .

› DO COLLECTIVE SHUTTLES HAVE A/C

Yes, all shuttles have A/C but we must adapt to all customers so it cannot get too cold, we look for an intermediate solution.

› DO INTERNATIONAL SHUTTLES INCLUDE BORDER TAXES ?

No, our price only include transportation.

› EARLY MORNING SHUTTLES

If your service is early in the morning and takes more than 15 minutes please call WhatsApp +502 5308 5106.

› CAN I CHOOSE A SEAT ON THE SHUTTLE?

No. You cannot choose your seats in advance, as people are picked up or arrive, they choose where they want to sit.

› WE ARE NOT RESPONSIBLE FOR FORGOTTEN OBJECTS

› WHAT HAPPENS IF I AM NOT READY WHEN THE SHUTTLE ARRIVES?

Collective shuttle need to pick up in several addresses, if you are not ready we can not wait more than 2 minutes and you will loose the service