

## Directions to Custom Transit at the LC Smith Terminal

If you are at Detroit Metro Airport, and on one of these airlines, you are at the LC Smith Terminal:

- Air Canada
- AirTrans
- American
- American Eagle
- ASA
- Frontier
- Southwest
- Spirit Airlines (domestic)
- United
- United Express
- US Airways
- US Airways Express

1.) Go to the LC Smith Terminal baggage claim area for your airline (whether or not you have checked luggage).

2) From the baggage claim for **Spirit, Independence, or US Airways**, follow these directions:

A. Exit through the glass doors to the roadway.

B. Across the road and to your right, there should be a sidewalk/walkway area with a small, thin, one-floor building situated on the left-hand side of it (when you are facing away from the terminal). Cross the road to this sidewalk area. This sidewalk, with the building and poles supporting an upper-level (departure) roadway, separates the two lanes of the road closest to the terminal from another section of the road.

C. On the far side of this sidewalk will be a lane where taxi and limo companies are allowed to park. This is where the Custom Transit driver will meet you. REMEMBER: Depending upon where you are standing, the small, thin building housing Ground Transportation may partially or totally obscure your view of this lane.

3.) From the baggage claim for **United, Southwest, or American**, follow these directions:

A. Exit the glass doors by the United Airlines baggage claim area.

B. There will be a road with a sidewalk area on the far side of it. This sidewalk/walkway area should have a small, thin, one-floor building situated on the left-hand side of it (when you are facing away from the terminal), with poles supporting an upper level of the roadway. Cross the street to this sidewalk area. NOTE: If you see nothing but roadway, you have exited the doors by American. Proceed to the door by the United Airlines baggage claim (to your left if you are facing the roadway).

C. On the far side of this sidewalk will be a lane where taxi and limo companies are allowed to park. This is where the Custom Transit driver will meet you. REMEMBER: Depending upon where you are standing, the small, thin building housing Ground Transportation may partially or totally obscure your view of this lane.

**If at any time you get lost, or have been waiting, or are not sure you are in the right place, call Custom Transit at (734) 971-5555.** At the LC Smith terminal, we schedule drivers to be on-site:

- 15 minutes after the plane gates if you have no checked luggage
- 30 minutes after the plane gates if you have checked luggage

If you will not be able to be at the pick-up point in the allotted time (if your luggage is delayed, for instance), please call Custom Transit at (734) 971-5555, so that we can adjust accordingly. **Refunds of portions of pre-paid round-trips will be granted only when:**

1. The trip is canceled at least one hour before the scheduled pick-up time. In this case, there is a \$5 surcharge for cancellation of the second leg of the round-trip, unless the customer's originally scheduled flight has been canceled by the airline. Or...
2. The vehicle arrives outside of the times allotted above, and the customer calls Custom Transit before scheduling alternative transportation. In this case, there is no surcharge on the refund of the unused portion of the round-trip.