

## Directions to Custom Transit at the McNamara Terminal

If you are at Detroit Metro Airport, and on one of these airlines, you are at the McNamara Terminal, also called the Midfield Terminal and the Northwest World Gateway:

- Air China
- Air France
- British Airways
- Continental
- Continental Express
- Delta
- KLM
- Lufthansa
- Northwest
- Northwest AirlinK
- Pinnacle
- Royal Jordanian

1.) You need to get to the Ground Transportation Center. The walkway to the Ground Transportation Center is located on the concourse level - the same floor that the gates for each flight are on. To get to the concourse level from other floors within the terminal:

- From the ticketing, or departure level, go down one level.
- From the baggage claim level (for domestic arrivals), go up one level.
- From the international arrival level, go up two levels.

2.) Once on the concourse level, follow the signs to "Ground Transportation."

3.) There is a pedestrian bridge that crosses over a roadway between the terminal and the large parking structure where the Ground Transportation Center is located. Cross the pedestrian bridge.

4.) Immediately after crossing the pedestrian bridge, take the escalators to your right downstairs. NOTE: After crossing the pedestrian bridge, most of the people will be going straight or to your left. DO NOT FOLLOW THEM. Take the escalator to your right downstairs. If you are unable to use the escalator, see "Note" below.

5.) At the bottom of this escalator, there will be a sign that says "RESERVED/PRE-ARRANGED TRANSPORTATION". Exit door 402 at the bottom of the escalator and cross the roadway in the Ground Transportation Center (garage), following the crosswalk. **On the far side of this roadway is where the Custom Transit driver will meet you.**

NOTE: If you are unable to use the escalator:

1.) After crossing the pedestrian bridge, there will be a bank of elevators to your left.

2.) Take the elevators down one floor (from "6" to "4").

3.) Upon exiting the elevators, turn to your right and go down the alcove along the stairway, and turn right again at the end of the alcove by the kiosk. Walk down the corridor past the pay phones and restrooms to the other end of the glass enclosure (the other end of the Ground Transportation Center). Exit door 402 and cross the roadway in the Ground Transportation Center (garage). **On the far side of this roadway is where the Custom Transit driver will meet you.**

**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 McNamara terminal, we schedule drivers to be on-site:

- 25 minutes after the flight gates on domestic flights if you have only carry-on luggage.
- 40 minutes after the flight gates on domestic flights if you have checked luggage.
- 50 minutes after the flight gates for international flights

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.