

Directions to Custom Transit At the North Terminal

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

Air Canada	Lufthansa	United Express
Air Tran	Royal Jordanian	US Airways
American Airlines	Southwest Airlines	US Airways Express
American Eagle	Spirit	USA 3000
Frontier	United Airlines	

1) You need to get to the Ground Transportation Center. The walkway/bridge to the Ground Transportation Center is located on Level 4 of the terminal:

- From the domestic arrivals level, go up one level.
- From the baggage claim/international arrivals level, go up two levels.

2) Once on Level 4, follow the signs reading “Bridge to Parking/Ground Transportation/All Shuttles/Parking”.

3) There is a pedestrian bridge that crosses over a roadway between the terminal and the large parking structure (“Big Blue Deck”). Cross the pedestrian bridge.

4) At the end of the bridge, there are signs that say “Escalator to Rental Cars/All Shuttles” and “Elevator to Rental Cars/All Shuttles” (our old pickup spot). Continue past this sign and past signs for “Luxury Sedans/Taxis”, across a lobby. Go straight ahead, through double glass doors, under a sign that says “PARKING GARAGE ZONES A,B,D,E & F”. You are now on Level 4 of the parking structure.

5) After passing through the double glass doors, there will be signs pointing to the right: “Escalator Only Levels 1 to 3” and “Elevator Only Levels 1 to 3”. You can take either of these doors. Enter the elevators and go down to Level 1 (You can take the escalators if you wish, but you will be taking three escalator trips to get down to level 1).

6) Once the elevator arrives at level 1, you will see double glass doors on your left marked “Parking Zones B:C”. Go past these doors, down a ramp to some more glass doors marked “Reserved/Pre-Arranged Transportation”. **This is where your Custom Transit driver will meet you**; at the second set of glass doors.

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 North Terminal, we schedule drivers to be on-site:

20 minutes after the flight gates if you have only carry-on luggage.

35 minutes after the flight gates if you have checked luggage.

50 minutes after the flight gates if you have to go through US Customs.

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 cancelled 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 cancelled 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.