

## Information for Ground Transfers

To ensure a successful transportation a contact phone number is mandatory. We will also need the basic information such as first and last name, airline's name, flight#, and time of arrival. Please inform us of any change at least 36 hours in advance; if there are any emergency changes we will try our best to adjust to your needs.

### Dolce Hayes Mansion Standard Transportation Operating Procedures Are:

- 1) Dolce Hayes Mansion transportation **hours of operation** are **7:00 AM - 10:30 PM** unless specified differently.
- 2) **Scheduled Arrivals** will be picked up on the **half hour** at the airport.(i.e. 1:30pm; 2:30pm; 3:30pm unless specified differently)
- 3) **Scheduled Departures** will leave the Dolce Hayes Mansion **on the hour** (i.e.1pm 2pm 3pm 4pm unless specified differently)  
For departures it is recommended that you **arrive at the San Jose Airport with 1hour and 30 min to spare before your flight departs**. Example if your flight departs at 10:00am you should depart from the hotel at 8:00am; then you would arrive at the airport by 8:30am giving you at least 1hr and 30min before your flight departs.

### For guests arriving at San Jose International Airport

#### Terminal A - South West Airlines, American Airlines, Hawaiian & Mexicana Airlines (Only)

##### Directions to Terminal A shuttle pick up area.

- Step 1.) After getting your luggage you will proceed through the sliding glass doors toward the street not the parking lot.  
Step2.) Turn left once out side the sliding glass door & go towards the end of the building where you will see little glass huts that look like bus stops.  
Step3.) The first set of glass bus stops to the right will be the shuttle pick up area.

#### Terminal C - All Other Airlines

##### Directions to Terminal C shuttle pick up area.

- Step1.) After getting your luggage you will proceed through the sliding glass doors toward the street  
Step 2.) Proceed across the street using the crosswalk towards the glass huts that look like bus stops.  
Step3 .) There will be only one row of glass bus stops across the street. That one row of glass huts will be the shuttle pick up area.

### For guests arriving at San Francisco International Airport

- on **Domestic flights**, you will be met at your baggage claim area.
- on **International** flights, you will be met outside of customs.

**For guests at Oakland Airport**, you will be met at your baggage claim area.

*If you are unable to locate one of our Guest Service Attendants or one of our vans, please call the **Guest Services Desk at 408-226-3200**.*