



DSN: 452-7684 | Commercial: 06565-61-7684 | Email: 52fss.fsvt.sabershuttle@us.af.mil | Website: www.52fss.com

Building 500 – Behind Club Eifel | Reservation Office Hours: Mon – Fri 0730 – 1500 | Sat / Sun / US Holidays - Closed

We are a 52d FSS Morale, Welfare and Recreation (MWR) program providing 7-days a week **daytime shuttle service** to and from Spangdahlem Air Base Germany to several local area airports.

FRANKFURT International	One-way	Round-trip
<i>Fare Type</i>	<i>All prices are in US Dollars</i>	
1 – passenger	100.00	170.00
Family, 3-5 passengers	255.00	360.00
Family, 6-8 passengers	305.00	460.00
RAMSTEIN AIR BASE		
1 – passenger	100.00	170.00
Family, 2 – 8 passengers	260.00	n/a
FRANKFURT HAHN		
1 – passenger	80.00	155.00

Extra baggage fees, per bag – all locations	45.00	90.00
Pet fee, each (ALL kennel sizes) – subject to availability	90.00	180.00

* All Prices subject to change

Required Information - Confirmed flight itinerary, method of payment (Credit Card - American Express, Mastercard or Visa accepted)

Reservations - Can be made up to 60 days in advance prior to departure or arrival, 24-hour minimum requirement for transportation on Tuesday – Saturday, 72-hour minimum requirement for transportation on Sunday, Monday and US Holidays. All reservations are on a first-come, first-serve basis and **SEATING IS LIMITED**. Confirmation will be issued once all required information is received. **EMERGENCIES** will be handled on a case-by-case basis.

Baggage - Maximum of two checked bags, 70 lbs. each and one carry-on per passenger. Car seats and strollers are not considered as excess baggage and will not be charged. Extra baggage fees may apply and are non-refundable.

Children - Children are charged at full passenger rates. Children under 12 years of age and less than 4 Feet 11 inches must be in passenger provided safety seats IAW German traffic laws.

Pets – Small to Giant kennels accepted, subject to availability. Pets must travel in passenger provided kennels in accordance with German traffic laws. This includes service and emotional support animals. Travelers with pet allergies are advised that other passengers on your vehicle may be traveling with a pet or service animal.

Pets shipped as Cargo – Frankfurt International Airport ONLY!

If your pet is shipped as CARGO, you need to notify the shuttle office as soon as possible. Pets shipped as cargo require special/extra processing at the Frankfurt international airport. The shuttle cannot wait for customers during this process or transport them to the processing center. If your pet is shipped as cargo, we will make every effort to calculate the extra processing time into your request for supportability/pickup time. Failure to notify the shuttle office could result in denial of transportation and loss of shuttle fee.

Cancellation Policy

Cancellations must be submitted per email to the shuttle email account listed above. Place **CANCELLATION / LAST NAME OF TRAVELER** in the subject line of the email. All cancellations and changes must be made 24 hours prior to the day of your departure or arrival for travel on Tuesday - Friday and 72 hours prior to the day of departure or arrival for travel on Saturday/Sunday/Monday and US Holidays.

Pick-up/Drop-off locations

Spangdahlem - Eifel Arms Inn Bldgs. 520, 38 and TLFs 408, 409, 410 and the base Visitor Center (for non-DoD ID)

Frankfurt International – Terminals 1 & 2, and hotels located at the airport.

Ramstein Air Base – AMC terminal and/or Main Lodging (Ramstein Inns)

Frankfurt-Hahn – Hall B, Information desk

Missed Flight Policy

Saber Shuttle will not be responsible for delays causing missed flights that are the result of inclement weather, unforeseen road closures, highway construction, abnormally heavy traffic, or any other conditions outside of its control. During Holidays and peak travel days, please be aware that weather, traffic, or unforeseen road closures can severely impact travel times.

Saber Shuttle will not be responsible for Airline delays, cancellations or missed flights (connecting or otherwise). We will make every attempt to reschedule the passenger on the next available shuttle.

We encourage guests to plan accordingly and/or purchase travel insurance to cover potential for missed flights and resulting expenses.

Refunds

Refunds will only be granted if changes/cancellations are made within the terms of the cancellation policy; otherwise, the entire shuttle fee will be forfeited.

Credit Card Refunds: Once approved, a refund request is submitted within 24 hours, excluding weekends and federal holidays. The refund is then completed by the customer's financial institution.

Refunds normally show on your account within seven (7) to ten (10) business days. Credit card refunds are submitted to the financial institution within one to three (1 – 3) business days; check with your financial institution for more information.

Customers should refer to their financial institution to check on status of refund.

Safety

Seatbelts

Seatbelts are provided for customer safety. Saber Shuttle requires customers to wear safety belts while inside the vehicle, but it is the customer's responsibility to ensure the seatbelt is securely fastened, as required by law. Operators reserve the right to refuse service to parties out of compliance with applicable laws.

Vehicle Capacities

Saber Shuttle vans seat 6 -9 passengers depending on the vehicle profile. Seat capacity is limited to seats with working safety belts.