(Updated 8/26/2025)

AIRPORT PICKUP SCRIPT

24/7 Airport Shuttle, this is _____. We go door to door anywhere in Arizona and Texas. Our prices are very reasonable; may I give you a quick quote for Arizona or Texas?

- Would you like a one way or a round trip? To or from the airport? (Listen Carefully)
- For how many people? Is a large sedan (SUV) okay, or do you need a larger vehicle?
- What day is your trip?
- And what time? AM or PM? (Airport 2 hours for domestic / 3 hours for international)
- In order to give you a quote, what's the (pickup / drop off) address? (We pick you up at your home, city is okay for a rough estimate)

Most of our rides are no sharing and non-stop, so it's a lot faster and more convenient.

(Subtotal Without Tip) It's going to be $___.__ dollars (each way) (Don't Pause) This is a great price, and we still have availability. Also, keep in mind the price does increase as it gets closer to the date, and we may book up pretty quick. Would you like me to set that up for you?

- What is your first name?
- And your last name?
- And what email would you like us to send your confirmation to?
- And what's a good cell phone number for you? (No Landlines)
- What airline are you flying on?
- And what's the flight number (Phoenix / Dallas)? (only needed for airport pickups, can give it to us later by replying to confirmation email)

All our drivers are great! They wait for you, help with bags, and get the door.

Would you like to do a 15, 20 or 25% tip? (I recommend 15% if you (prefer cash/ uncertain), you can always give the driver extra in cash if you have a great experience).

Just to verify, you're getting picked up on ____ at ____ am/pm at ____ and dropped off at ____. Is that correct?

- I'm ready for the card number whenever you are
- And the expiration date?
- And the 3 digits? (4 digits on the front for American Express)

Great, you're confirmed, and I sent you a confirmation email, please read the email in detail to make sure the date, time, cell phone number and addresses are correct, or call us back if you don't receive it in the next five minutes. When it's 1-3 (4-7 or 8-14) people we send a nice car (SUV or Shuttle) to pick you up like a Lincoln MKZ (Lincoln Navigator or Mercedes Sprinter).

- **At Terminal 4** - We pick you up where it says Prearranged across the crosswalk from Door 3 on the North side of the baggage claim. (American, Southwest)
- **At Terminal 3** - We pick you up where it says Prearranged across the crosswalk from Door 6 and to the left on the South side of the baggage claim. (Delta, Frontier)
- **DFW** – We pick you up on the upper level at the door closest to your gate.
- **Love Field** - We pick you up at Oversized Vehicles on the right.

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Normally your driver will send you a text or call you when you land to let you know their name, and what color car they are driving to make it easy. You're all set! Thank you for calling (Airport Shuttle of Phoenix / Texas Shuttle).

Have a wonderful rest of your day!