



# Massanutten Resort Shuttle FAQ

## Winter Season 2023

Are there specific ages for independent riders? If so, are there waivers for children to be able to ride?

- Yes. Must be 12 or older to ride. Under 12 – must be accompanied on ride by supervising adult that is 18 or older. Copies of the rider code of conduct will be available on the bus and on the website.

What can you bring on the shuttle? (Bags, Bikes, Skis, Alcohol, Golf Clubs, Food, etc.)

- Food and beverages are not allowed to be consumed while on the shuttle. Bikes are not allowed. Personal equipment for activities are allowed.

How does a guest get in touch with the shuttle dispatcher/manager?

- Either via phone (540-607-6600) or email ([shuttle@massresort.com](mailto:shuttle@massresort.com))

Will bags & backpacks be checked on the shuttle?

- No. Bags and personal items are the rider's responsibility.

When will the shuttle hours for the week be updated?

- During the 2023-2024 winter season, the shuttle will run daily from 11:00 AM - 8:00 PM. Please see [www.massresort.com/shuttle](http://www.massresort.com/shuttle) for updates and special event hours.

Ways to purchase tickets?

- Tickets can be purchased at the General Store, The Market, the Concierge Desk, or on the Shuttle. We only accept credit card payments if you purchase your pass on the Shuttle, other payment types are accepted at the other points of sale. Guests that purchase a multi-day pass will receive a ticket that can be used during it's valid dates.

Can I request a ride at my condo even though it is not a location with a marker on the map?

- Yes! As long as you know the physical address of your condo, you can get picked up and dropped off at any Massanutten-managed property.

How can I book my ride if I do not have a smartphone?

- Guests can book a ride through Massanutten lobby hosts who are the front of house staff at retail and primary attraction locations. These staff open the TripShot lobby staff website and book a ride manually.

Are the shuttles wheelchair accessible?

- No

What is the ride cancelation/refund policy if I can't ride or do not ride?

- Rides are not refundable. If the ride is cancelled or the guest misses another reservation because of a late ride, they can receive a voucher to redeem for use at a later time.

How long does a shuttle wait for someone to board?

- After 2 minutes of waiting at the designated pickup location, the shuttle driver will depart for the next pickup.

How are you notified when the shuttle is nearby?

- The app will provide notifications of when the shuttle is 10 minutes out and when it has arrived.

Do you need a mask or negative covid test to be on the shuttle?

- At this time, there are no covid restrictions to ride the shuttle.

Pass Options?

Single Ride (one-way) | \$275  
1-Day Unlimited Pass | \$6.75  
3-Day Unlimited Pass | \$14.25  
Theo's Weekly Unlimited Pass | \$20.50

- *Each rider needs their own pass. Children under 8 ride for free with an accompanying adult.*

Can I use cash to buy a ticket?

- Cash may be used to purchase a ticket at The General Store, The Market, or at the Concierge desk. At this time, you can only use a credit card to purchase a pass on the Shuttle.

Will I be able to purchase a ticket with a resort gift card?

- No

I got a multi-day pass. How will it be validated when I book my next ride?

- The bus driver will stamp your pass on first use to date it and it will be valid for the remainder of your purchased pass. So, if you get a three-day pass and it is stamped on Monday, it will be valid through Wednesday.

How far out in advance can I schedule a ride?

- 48 hours in advance.

How long of a wait should I give myself for a ride to get to my location? (People not wanting to be late for reservations.)

- The app will update riders their eta as it changes. Generally, rides last from 10-20 minutes. The longest ride allowed by the bus software is 45 minutes.

Do I have to get individual tickets for each member of my family for each ride?

- Yes, it is one pass per person. Children under 8 ride free with an accompanying adult.

Does the Shuttle go in a route driving for efficiency?

- The shuttle is 100% on-demand and does not follow a fixed route. It saves fuel by pooling riders who request rides at the same (or similar) time.

If a guest is wet from being in the pool or muddy, will they be turned away or have something for them to sit on?

- They will not be turned away.

How to give feedback?

- After the ride is complete, guests can provide feedback via the app. Guests can also email [shuttle@massresort.com](mailto:shuttle@massresort.com) to leave feedback.

Will you have signage for pickup and drop off areas at the different resort locations?

- Not at this time. We are waiting to see how the trial period goes before investing in permanent physical signage for pickup/dropoff areas. In the upcoming days, the trial period metal location markers will be installed. Riders will be notified on the app where the bus is and how to get to it when it arrives.

