



Guest Procedures for Arrival Shuttles

Arrival Shuttle Schedule

- Shuttles from Palm Beach International (PBI) Airport to the Hilton West Palm Beach will be provided by Connection for guests arriving on Monday, January 6
- Shuttles will depart approximately every 30 minutes from the designated location.
- The first shuttle will depart the airport at 11:00 am and the last shuttle departing the airport at 5:00 pm. Timings will not be changed and shuttles will run as promptly as possible

Arrival Shuttle Procedures

- When attendees arrive into PBI (airport), they should claim any checked baggage they have and then proceed out of the doors on level 1 (baggage claim level).
- Attendees should then proceed to the outer traffic lane (bus lane) where signage for shuttles is visible. The Connection shuttles will be departing from the center of the terminal.
- On the way to the departure location, attendees will see uniformed greeters holding Connection signage that can help direct attendees and tell them when the next shuttle is coming and will coordinate the shuttle process.
- Shuttle availability is on a first come, first serve basis. Shuttles will not wait for individual attendees. If an attendee misses a shuttle, they may wait for the next one or ask the greeters about alternative options.

If you have trouble making contact with greeters at the airport:

Please call the **24-hour SNR Events dispatch line at 954-498-5529.** We look forward to seeing you and wish you safe travels!



Guest Procedures for Departure Shuttles

Departure Shuttle Schedule- PBI

- Shuttles from the Palm Beach County Convention Center to Palm Beach International (PBI) Airport will be provided by Connection for attendees departing on Friday, January 10.
- Shuttles will depart every 30 minutes from the convention center's north valet loop.
- The first shuttle will depart at 12:30 pm and the last shuttle will depart at 3:30 pm. Timings will not be changed and shuttles will run promptly. Attendees are responsible for determining which shuttle time they should depart.
 - *The first shuttle will take into account the end time of the meeting and will depart approximately 5-10 minutes after the meeting actually ends to allow guests to make their way out with their luggage.*
- The transfer time to the airport is approximately 15-20 minutes based on traffic etc.
- We suggest you plan to arrive at the airport at least 1.5 hours prior to your flight time

Departure Shuttle Schedule- FLL

- **We will have ONE TRANSFER to Fort Lauderdale (FLL) Airport on Friday, January 10 AT 2 PM from the convention center north valet loop on a "first come, first serve" basis for any attendees who have flights out of this airport.**
- **If flying out of Fort Lauderdale, plan to depart 3 hours prior to your flight to allow for traffic delays.**

Departure Shuttle Procedures

- The Connection shuttles will depart from the north valet loop of the palm beach convention center. (just outside of the glass doors near Exhibit Hall A) Please arrive 5 minutes prior to your desired shuttle departure time.
- If you are checking out of your room and need to store your luggage, bring it to the convention center room 1GH located on the first level just underneath the escalator up to the General Session between 6:30 AM – 8 AM. Once the meeting has concluded, attendees can return to 1GH to retrieve their bags and bring them to the shuttle buses. If an attendee is leaving later than 12:30 PM, they must retrieve their bags and check them with the hotel bell-stand (located in the lobby of the Hilton) until they depart.
- At the departure location, attendees will see uniformed greeters holding Connection signage who will coordinate the shuttle process. Attendees should bring all their baggage with them to the shuttles when ready to depart.
- Shuttle availability is on a first come, first serve basis. Shuttles will not wait for individual attendees. If an attendee misses a shuttle, they may wait for the next one or ask the greeters about alternative options
- Attendees will be dropped off on the departure level of PBI (airport).

Questions?

Please contact the **24-hour SNR Events dispatch line at 954-498-5529**. We wish you safe travels home!