



## Please read this entire document before booking online

Welcome to Jay's Transportation Service in Orlando, Florida!

We're a partner driver with Mears Transportation. Connect with us on Instagram and Facebook.

### Terms to Know

The term **"online booking"** refers to trips that are booked through our website. You can book this yourself online and receive an instant confirmation and invoice after booking through the system.

The term **"booking form"** refers to requests for quotes through our quote request booking form. We will provide you with a quote within 3-5 business days. To secure your transportation, the invoice must be paid within a reasonable time.

### Taxes & Fees

These taxes will apply to all online bookings, invoices or quotes: 13.4% (includes FL tax 7%, airport fees and service fees)

### Benefits of Online Booking:

- Instant reservation confirmation
- Immediate invoice copy
- Add ride details to your calendar with "Calendar Reminder"

## Payment Options:

- Pay online here: <https://www.jaystransportationservice.com/pricing>
- Pay by invoice here: <https://www.jaystransportationservice.com/quote>

## Top Destinations

Request to be picked up and dropped off at these locations:

- MCO Airport
- Sanford Airport
- Disney Resorts/Parks
- Universal Resorts/Parks
- Port Canaveral
- Kissimmee (non-Disney)
- Lake Buena Vista (non-Disney)
- Margaritaville
- Peppa Pig/Legoland

### [Additional Destinations](#)

You can request **one-way or round trip** through either online booking or the quote form.

## Disney World Resorts

When booking, select or indicate Disney Area as your pickup location or drop-off destination from this resort list:

- Disney's Grand Floridian Resort & Spa
- Disney's Contemporary Resort
- Disney's Polynesian Village Resort
- Disney's Wilderness Lodge
- Disney's Animal Kingdom Lodge
- Disney's BoardWalk Inn
- Disney's Yacht Club Resort
- Disney's Beach Club Resort
- Disney's Riviera Resort
- Disney's Saratoga Springs Resort & Spa
- Disney's Old Key West Resort

- Disney's Port Orleans Resort Riverside
- Disney's Port Orleans Resort French Quarter
- Disney's Caribbean Beach Resort
- Disney's Coronado Springs Resort
- Disney's Art of Animation Resort
- Disney's Pop Century Resort
- Disney's Fort Wilderness Resort & Campground

## Disney Parks

When booking, select or indicate Disney as your pickup location or drop-off destination from this list:

- Magic Kingdom Park
- Epcot
- Disney's Hollywood Studios
- Disney's Animal Kingdom Theme Park

## Lake Buena Vista Resorts:

Keep in mind Disney is located in Lake Buena Vista, however some resorts are not on Disney's property. If the resort is not on Disney's property the pickup or drop off location would be Lake Buena Vista, not Disney.

**When booking, select or indicate "Lake Buena Vista" as your pickup location or drop-off destination in these areas:**

- Disney Springs Resort Area
- Wyndham Lake Buena Vista
- Hilton Orlando Lake Buena Vista
- B Resort & Spa Lake Buena Vista
- Holiday Inn Orlando Disney Springs Area
- Wyndham Garden Lake Buena Vista Disney Springs Resort Area

These resorts are all conveniently located near Walt Disney World Resort and Disney Springs, offering easy access to the theme parks and entertainment district.

View a list of all pickup locations and destinations [here](#)

## Booking Details:

### Pickup/Drop-off Hours:

- Rides can be reserved between 4 am to 11 pm.
- Flight delayed? We'll wait for you (or your client) at no additional fee!

**NOTE:** You can call the driver as early as 3 am for an early morning pickup/drop-off. For pickups after 6 pm, please [reserve in advance](#) to ensure a driver is available. It's best to call to confirm the driver is available and ready to provide transportation.

### Shuttle Van Capacity:

Each van holds up to 7 passengers. However, additional vans can be provided to accommodate your group, and we'll make sure everyone stays together. Please keep in mind that your client is paying for the number of vans their party needs, not per person.

**Have a larger group?** For example, with 21 people, we'll provide 3 vans. The price is based on one-way or roundtrip, multiplied by the number of vans. We'll do the calculations for you via invoice.

### Reservation Hours:

When and how can you reserve a ride? You can reserve a ride:

- **Online 24/7:** Through our online booking system for immediate confirmation and invoice.
- **By Quote Request:** Via our quote request form, with a quote provided within 3-5 business days.

**Phone or SMS Text Message to the driver between 4am and 11pm EST:** For urgent or special requests, contact us directly to discuss arrangements.

**Email our Reservations Specialist Monday-Friday between 8am and 6pm EST:** To check driver availability or for other inquiries.

## Online Booking Instructions:

This section is for online bookings only (not quote requests; we'll cover quote requests further down the document).

### Advance Online Payment Required:

**Make sure to book as early as possible to secure your preferred dates and time.**

Payment is required at the time of booking. Complete all necessary information on the booking forms: [book online here](#)

### Booking Initial and Return Trips:

Book a return trip by selecting the reverse route after booking the initial trip.

### Booking Example

*Example Trip: MCO Orlando Airport to Port Canaveral*

- 1. Book the **first trip** from Orlando Airport to Port Canaveral.
- 2. Book the **return trip** from Port Canaveral to Orlando Airport.

**Staying Overnight at a hotel near the airport OR cruise port?** Select "MCO Orlando Airport to Port Canaveral" and provide your hotel's address near the airport as the trip pick-up location. Do the same in the reverse route for the cruise port.

### Online Booking Link

<https://www.jaystransportationservice.com/pricing>

### Destination Not Listed?

If your destination is not listed on the online booking/pricing page, please [Request a Quote here](#)

## Who Should Book Online?

- You prefer a quick confirmation for one-way or round trips of **up to 7 passengers**.
- You want the convenience of booking and paying online with immediate confirmation.

## Who Should Request a Quote?

- You have a **larger group of 8** or more passengers and want to keep everyone together
- You need to book multiple trips and want them consolidated on one invoice
- You have multiple destinations planned upon arrival, throughout the day or evening and the destinations are not listed on our website.

### To book multiple trips with one invoice:

- 1. Fill out the [Booking Form](#) to Request a Quote with all trip details.
- 2. Submit the form.
- 3. Receive a confirmation email and an invoice within 3-5 business days.
- 4. Pay the invoice within 2 days to secure your transportation. NOTE: Your transportation is not guaranteed until the invoice is paid. Don't delay!

If you have any questions about online booking, [see our FAQs](#) or get in touch with us.



## Request a Quote Instructions

**This section is for quote requests only.** We'll cover the basics of submitting quote requests.

### Before Requesting a Quote

More information about our booking process can be found on our site.

It is important that you [read the entire page](#) before filling out the booking form.

### Quote Request Link

Direct link: <https://www.jaystransportationservice.com/request-transportation>

### Invoices and Quotes

**Do your best to pay an invoice within 2 days.** Due to our automated online booking system, we are unable to hold dates. We do not enter your booking info into our reservation system until your invoice is paid.

**NOTE:** If someone books the same date you requested through the online booking system within the invoiced period, we will inform you if your date becomes unavailable. *First come, first served.*

## Travel Agents

**Always request a quote using YOUR [Affiliate referral link](#)** if you would like to receive credit for your referral. If you forget to use your referral link, you can enter your referral code in the box provided to receive credit. Without one of these, you will not receive credit for your referrals. Share your referral link and code with your clients.

**Always use YOUR email address for confirmations and trip details.** We recommend you provide YOUR email address when submitting an online booking or quote request. This way, we'll send you an email to confirm your client's transportation arrangements, including trip

details. You will also receive the invoice and a calendar reminder. Once you receive these, feel free to forward the information to your client.

## Become a Site Member

If you are booking reservations online, consider [creating an account](#) on our website to **become a site member**. This account is separate and not connected to your Affiliate dashboard. Your Affiliate dashboard only allows you to view your commissions. The site member account will enable you to manage, reserve, modify, and cancel reservations.

## Booking on behalf of clients

You must read the Agreement and check all boxes. You **MUST** agree to all booking terms and confirm that you have verified with your client their desire to book these rides (or that you are booking on your own behalf). By submitting this form and any future payment via invoice, you authorize the booking fee to be charged to your (or your client's) credit/debit card.

**Sign your name in the signature box** on your (or your client's) behalf before submitting the booking form. By providing your electronic signature, you agree to the terms and conditions.

## Confirmation Emails

**You will always receive a confirmation email immediately after submitting your quote request.** The confirmation email will inform you that we have received your request and we're working on your quote. If you don't see it in your inbox, check your spam folder in case it ends up there. Create a filter or label for Jays Transportation

<[jaystransportationservice@gmail.com](mailto:jaystransportationservice@gmail.com)> to ensure you never miss an email from us..

## Review Your Invoice

Ensure all details are accurate before submitting a payment. **Once a payment is made, we cannot make any changes to the invoice.**

Make sure the invoice includes your client's name, contact number, and all trip requirements, including **flight numbers and correct dates and times (AM/PM).**

**Again, we will send the confirmation email and invoice to the email on the quote request booking form within 3-5 business days. Keep in mind:**

- Trips do not include round-trip transportation. You must request a return trip on the form, and we will provide a price quote for both trips on a single invoice.
- For large groups of 8 or more, please inform us if you need multiple vans and provide your party's name on the form.
- All payments must be made online within 3 days of receiving the invoice to secure your spot. We will notify you if your date is no longer available.
- We accept AMEX, Visa, or MasterCard. Cash payments are accepted in person only.
- Your invoice will include a 13.4% charge for taxes and fees.

## **Submit Payment**

- Follow the instructions on the invoice to make the payment for all your booked trips.

## **Confirmed Reservations**

- Keep the confirmation email handy (or forward it to your client) for reference closer to your travel dates.

That's it! You're all set to begin booking trips. Before you start, read the FAQs below to make sure you don't have any questions. If you still have questions after reading, get in touch with us at [jaystransportationservice@gmail.com](mailto:jaystransportationservice@gmail.com). We'll get back to you within 2 business days.

## FAQs:

### 1. Round Trips

- Q: Can I book a Round trip online?
- A: Yes.

Example Trip:

- > Select Orlando Airport to Port Canaveral. Enter trip information
- > Then, select 'Book another trip'
- > Select the reverse Port Canaveral to Orlando Airport.

If staying overnight at a local hotel in the area of your pickup or destination, provide your hotel's address as the pick-up or drop-off location.

### 4. Request a Quote

- Q: How can I get a quote without booking?
- A: Email us with the details of your request. Use the contact form [here](#) only for booking inquiries.

### 5. Pay by Invoice

- Q: Can I pay by invoice?
- A: Yes, you can book and pay with an invoice [here](#). You will receive an invoice from us within 3-5 business days.

### 6. Paying Online

- Q: Is there an option to pay online?
- A: Yes, you can make your reservation and payment online [here](#). You will promptly receive confirmation of your booking along with an invoice.

## 7. Destinations

- Q: How can I check if my trip destination is listed?
- A: Check the Service Areas & Pricing page [here](#)

## 8. Payment Confirmation

- Q: How do I confirm my payment?
- A: You will receive an invoice to confirm the availability and booking of all rides. Pay your invoice within 3 days to secure your rides. Read all terms and conditions provided in the invoice.

## 9. Car Seats & Strollers

- Q: What are the trip requirements for car seats and strollers?
- A: Complimentary car seats and booster seats are available upon request. You can bring your own strollers. Indicate the number of strollers on the booking form.

## 10. Arrivals and Departures

- Q: What should I know about arrivals and departures?
- A: Schedule pickups 3 hours prior to your flight or cruise departure time. Include flight numbers and terminals in the booking form.

## 11. Hotel and Luggage

- Q: Do I need to pre-check into my hotel room for luggage drop-off?
- A: Yes, either pre-check into your hotel room or be present to drop off luggage at the resort or hotel where you are staying.

## 12. Additional Stops

- Q: Can I arrange for additional stops after my flight arrives?
- A: Yes, schedule curbside pickup 30-45 minutes after your flight's arrival time.

### 13. Grocery Pickup

- Q: Which grocery stores can I choose for additional stops?
- A: You can choose a nearby Publix or Walmart closest to your resort or hotel.  
Pre-schedule the stop for \$20 at Publix at Lake Cay Commons.

### 14. Scooters

- Q: What should I do if I have a motorized vehicle?
- A: Indicate if you have a motorized scooter (ECV) on the form, ensuring guests can lift it themselves.

## More Questions?

Best way to reach us:

- Text your question to **+1 407-984-5946 text HELP**
- Email us: <https://www.jaystransportationservice.com/contact>

## Stay Connected

Website: [www.jaystransportationservice.com](http://www.jaystransportationservice.com)

Thank you!

Jay's Transportation Team