

Shuttle Bus Pick up Service (Update: July 2022)

How to request

At least 24 hours advance request prior to car pickup is required.

Please request Pick up Service with the guide below.

- Title: Shuttle bus pickup service request
- Content: Reservation Number, Renter Name, Pick up/Return date & time, Hotel Name, Mobile Phone Number, Email Address
- ✂ Main Office Location/ Downtown: 1-671-588-5100 / hertzmain@triplejguam.com
- ✂ Pick up service is available at designated hotels below and move to car rental location. After returning car at location , can use shuttle service to your hotel. (Operating hours: 0800~1630).
- ✂ Guam International Airport doesn't temporary provides shuttle bus pick-up service.

Shuttle Service Schedule (HOTEL → Main Office Location/ Downtown)

- 4 times a day. / All Year Round (Subject to change)

ROUTE A	RENTAL CAR PICK-UP TIME			
	9:00	10:00	11:00	12:00
HOTEL	SHUTTLE BUS PICK-UP TIME			
HOTEL NIKKO GUAM	8:40	9:40	10:40	11:40
THE TSUBAKI TOWER	8:40	9:40	10:40	11:40
LOTTE HOTEL GUAM	8:40	9:40	10:40	11:40
THE WESTIN RESORT GUAM	8:45	9:45	10:45	11:45
GUAM REEF HOTEL	8:45	9:45	10:45	11:45
DUSIT TANI GUAM RESORT (DUSIT BEACH RESORT)	8:50	9:50	10:50	11:50
HYATT REGENCY GUAM	8:50	9:50	10:50	11:50
HOLIDAY RESORT GUAM (GARDEN VILLA)	8:55	9:55	10:55	11:55
CROWNE PLAZA RESORT GUAM (IHC)	8:55	9:55	10:55	11:55

ROUTE B	RENTAL CAR PICK-UP TIME			
	9:00	10:00	11:00	12:00
HOTEL	SHUTTLE BUS PICK-UP TIME			
ONWARD BEACH RESORT HOTEL	8:40	9:40	10:40	11:40
RIHGA ROYAL LAGUNA GUAM RESORT	8:45	9:45	10:45	11:45
HILTON GUAM RESORT & SPA	8:50	9:50	10:50	11:50
PACIFIC ISLAND CLUB (P.I.C.)	8:55	9:55	10:55	11:55

NOTE

- Both original Korean driver's license and credit card are required.
- Limited to driver and additional driver per rental.
- Please wait at the lobby on the first floor of the hotel 5-10 minutes before the shuttle bus pick-up time.
- If you stay at Dujit Beach (formerly Outrigger), pick up is available in the lobby on the first floor of Dujit Tani Tower Resort
- If you stay at Garden Villa, pick up is available in the lobby on the first 1st floor of the Holiday Resort across the street.
- Pick up Service is available only for hotels located in Tumon and Tamuning area and not available at Leoplace and all Guest houses or Airbnb.
- Depending on weather conditions and traffic conditions, the pickup time may be delayed
- Any claim on delay of pick up time is not available but car rental time/period due to the delay can be adjusted.