

TRANSPORTATION FAQ

Common questions regarding PTC airport/hotel transfers
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Who are the new transportation companies by destination?

As of April 1, 2023, hotels in Mexico, Punta Cana and Jamaica are being serviced by new transportation companies. The hotels are being serviced as follows:



BD Experience for Hotels in:
Costa Mujeres (Mexico)
Riviera Maya (Mexico)
Punta Cana (Dominican Republic)

Grayline for Hotels in:
Puerto Vallarta (Mexico)

Kiuki for Hotels in:
Jamaica

What is the contact information for each transport company and PTC Transportation?

In the event that you need to make any changes to your transportation information or have questions or concerns of any kind regarding your transfer, you can contact the appropriate company for your destination at:

BD Experience		Phone: 52-998-113-1814	Email: servicecenter@bestday.com
Grayline		Phone: 1-849-200-1208	Email: servicecenter@bestday.com
Kiuki		Phone: 1-876-426-4223	Email: csd@kiukija.com

If you need to contact Palladium Travel Club transportation, you may do so at:

PTC Transportation		Phone: 52-984-877-2100 ext 884
		Email: members2.riviera@palladiumtravelclub.com
		Whats App: 52-984-157-8468

What is the new link to reserve a transfer?

[CLICK HERE](#)
TO MAKE A NEW
TRANSPORT RESERVATION

NOTE: There is ONE link for all destinations. Once in the form, you will choose your destination from a dropdown menu. **If you need to alter your reservation, DO NOT make a new reservation.** Contact the appropriate company to make changes.

If the button above does not work on your device, copy the following link to your URL bar:
<https://palladium.bdexperience.com/palladium/transfers/membership>

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If I already have a transfer booked with the former company, should I submit a new form?

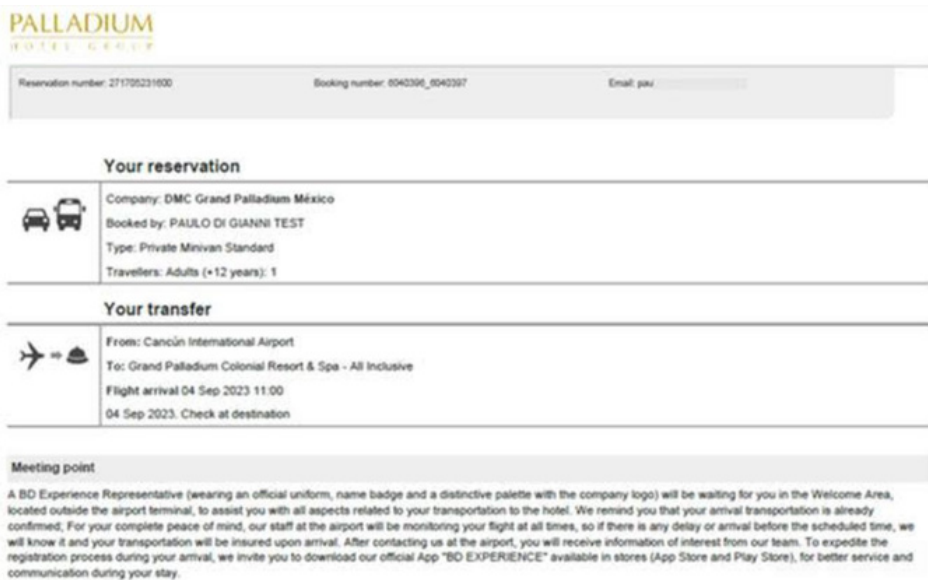
NO! To avoid duplication and confusion, if you've already booked your transfer with the company previously assigned to your destination, DO NOT submit another request. Your trip information has been sent to the appropriate new company, and they will contact you via email with your confirmation shortly (if they have not already). If you do not receive your new confirmation, be sure to check your junk/spam folders. If you have questions or concerns, contact the appropriate transport company or PTC Transportation directly to inquire.

When should I complete the form/fill out my transfer request?

It is recommended that you complete your transfer request as soon as you book your flight and have your flight information available. It is never too early to request your transfer, but you MUST submit your information at least 72 hours before your arrival date.

Will I receive a confirmation immediately after completing the form?

You'll immediately receive a message confirming receipt of your submission, and you should receive an actual confirmation number 48-72 hours later. An example of what it looks like:



NOTE:

It's a good idea to have a printout or a screenshot of this confirmation with you when you arrive to check in for your transfer.

How long should I expect to wait for a transfer at the airport?

There is no way to pinpoint this to a specific timeframe. Waits will vary based on many variables such as traffic, construction, time of year (peak vs non-peak season) etc. If you feel your wait has been excessive, feel free to inquire with the transport rep on site or contact PTC Transportation.

Can you provide more details about the new "24-hour transfer service" being offered?

There are now PTC branded transfers running between the resorts and airport 24 hours a day. The amount of time it takes for these transfers to make the loop between airport and hotel will vary based on road conditions and local events, but it should average 1 - 2.5 hours between transfers. The purpose of these transfers is to be a "catch-all" to provide transportation in the event that any sort of problem occurs.

As an example, this could include members who, for whatever reason, cannot/do not submit their airline details or transfer request within 72 hours of arrival (such as for last-minute travel plans) or members whose flights have major delays that result in after-hours arrivals. Should you need to use this service, you should still check in at the transfer desk if possible or, if after hours, contact the appropriate transportation company to make arrangements. These new branded transfers will look like this:



NOTE:
24-hour transfers may be (but are not guaranteed to be) private.

This service is available to all PTC members and their guests and referrals, as well as guests who book directly at palladiumhotelgroup.com. Each resort has 1-2 dedicated 24-hr transfers.

Where do I check in for my transfer?

At/near the exit of each airport, look for the appropriate branded desk/kiosk displaying the name of your assigned transport company. Your name may be displayed on a board either held by a representative or attached to that company's kiosk to make identification easier.



BD Experience Representative

NOTE:
Look for representatives dressed in this uniform.

If I feel my pickup time to return to the airport is too far in advance, can I request to be picked up later?

We know that every situation is unique when it comes to return travel. So, yes, you can request to change your pickup time if you're not comfortable with it - at your own risk. It's important for members to factor in traffic, congestion, traffic, airport crowds, potential emergencies or hiccups as well as many other outside factors when making this decision, because PTC nor the transport companies can be responsible if a member misses their flight due to changing their pickup time. Keep in mind that even if PTC requests a later pickup time, there is no guarantee that the transport company will always be able to accommodate that request based on their schedule and logistics.

These are just some of the more common questions related to the new transportation services. If you have questions that you don't see here or have pressing concerns that need to be addressed, please contact PTC Transportation or the appropriate transfer company using the contact information provided in this document. You may also email PTC with questions at members2.riviera@palladiumtravelclub.com