



Massanutten Resort Shuttle FAQ

Summer 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)

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?

- For Summer 2023, the shuttle will run from 10:00 AM - 6:00 PM, Monday-Sunday. Please see www.massresort.com/shuttle for special event hours.

Ways to purchase tickets?

- Tickets can only be purchased on the Shuttle once a ride has been scheduled. Guests that purchase multiple day passes will receive a ticket on the shuttle to use 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 up 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) | \$2.50

1-Day Unlimited Pass | \$6.50

3-Day Unlimited Pass | \$14.00

Theo's Weekly Unlimited Pass | \$20.25

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

Can I use cash to buy a ticket?

- No, we only accept card to purchase a Shuttle pass.

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.

Can employees get rides? If so, are they discounted?

- Employees ride for free, we will be asking departments to help cover the cost of employees that use the Shuttle. This will apply particularly to J1s and H2Bs.

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 to leave feedback.

How do resort employees help guests book a ride if they are stranded?

- Front of house employees can log into the TripShot app as a "lobby host" to book a ride for stranded guests. Lobby hosts can sign into the website at <https://massanutten.tripshot.com/lobby> and use their unique sign-in information.

Location	Username	Password
Water Park	Water Park Lobby Host	Massanutten2022
Family Adventure Park	FAP Lobby Host	Massanutten2022
Fitness and Rec Club	MFRC Lobby Host	Massanutten2022
The Market	The Market Lobby Host	Massanutten2022
Woodstone Check-In	Woodstone Check-In Lobby Host	Massanutten2022

How will the shuttle notify employees and guests if they are unable to operate due to an emergency or road closure?

- At this time, there are no changes to our standard road closure protocol. All road closure information will be disseminated through the MOD.

Are we keeping a spreadsheet/log of whom we sell the tickets to? Like last name, room number, ticket #, cell phone etc.

- No. The current system allows guests to log in without username and password to keep the barrier to entry as low as possible. Because of this, no data is tracked on specific users.

At the Woodstone Check In building- will there be just one pick up and drop off point or one at the front desk and one at the sales entrance? Same for other large location?

- Yes. If for some reason the driver is parked somewhere else (for example in the south lobby entrance instead of the north lobby), the app will update the exact location and notify the guests via the app. Employees who have access to a lobby host computer will be able to assist riders in locating the bus as needed.

Do you have any directions to sell the items at our Point of Sale?

- We are not selling tickets at Points of Sale anymore, guests can only purchase tickets on the Shuttle. However please be prepared for guest questions. Please see the SOP and review these frequently asked questions to best prepare answering guests questions. As guests start to buy tickets at our POS locations, it would be great to get feedback from staff in those departments with examples of what goes well and what challenges are met. We will address problems as they arise.

Are there a limited amount of tickets do you sell that day?

- Not at this time. If demand exceeds capacity, we will increase the number of busses on the road.

Do the physical tickets come out of an inventory?

- Yes, the physical tickets have a number in the total inventory similarly to how the comp cards are kept track of. In order to get more tickets, please contact Ashlyn (ajohns@massresort.com , 540-830-5767) and she will send more your way.

How long will the shuttle stay in a certain drop off/pick up point? We have guests who come to Woodstone Rec to participate in an Escape Room and sometimes the escape room that they registered for is at Real Escapes. I am concerned that a guest will be dropped off and then realize that he/she is in the wrong location and have missed the shuttle to go to the right location.

- The driver is required to wait for two minutes at the designated stop after the stated pickup time. If the rider is not present after two minutes of waiting, the driver marks them "absent" and leaves.
- If another ride is in the queue, the driver will not wait after dropping off a rider.

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.



Cert. No. 645