Transfer waiting rules

Nine platforms | Airport arrivals and transfers to the airport | Checked 19 November 2026

Waiting depends on the **pickup location**. For a journey to the airport from a hotel or home, use the hotel or address allowance. Flight check in margins are a separate matter.

English summaries with short original excerpts and clickable official sources. Booking specific instructions and applicable partner terms must also be checked before declaring a passenger no show. Public rules are summarised here; private account terms are not certified.

1 Welcome Pickups

From the airport: 60 minutes from the selected pickup time. Delayed flights move the pickup time accordingly. An early landing does not bring the booked pickup forward.

To the airport from a hotel or address: 20 minutes from the selected pickup time. This applies to ordinary hotel or address pickups, including journeys to the airport.

Extra waiting, if available: EUR 6 per 15 minutes for a sedan, EUR 9 for a minivan, EUR 12 for a minibus. The separate sightseeing policy allows 30 minutes at hotels; do not apply that to ordinary transfers.

Website wording: "Your complimentary waiting time starts counting from your selected pickup time"

Sources: Official waiting time help article | Terms of Service sections 3.4 to 3.6

2 Transfeero

From the airport: 60 minutes. Booking Conditions describe the start as the agreed pickup time or the actual latest flight landing time; confirm the applicable pickup time when a buffer is booked.

To the airport from a hotel or address: 15 minutes from the agreed pickup time. Applies to hotels and home addresses, including airport departures.

Extra airport waiting depends on driver availability, with a published maximum of EUR/USD/GBP 45 per additional hour in local currency. With the correct flight details, delay rescheduling may be coordinated up to 6 hours. It is not an unconditional guarantee.

Website wording: "15 min free waiting time for all pick-up locations except airports, ports or train stations."

Sources: Official Booking Conditions and flight delay rules | Partner terms definition 1.20 and no show protocol

3 Connecto

From the airport: Up to 60 minutes from actual landing. For delayed flights, the clock starts from the updated arrival time. Early arrival does not guarantee an earlier pickup.

To the airport from a hotel or address: Up to 30 minutes in Terms section 8; 15 minutes in the homepage FAQ. These official pages conflict. Confirm the booking rule with Connecto before treating 15 minutes as the departure cutoff.

Approved extra waiting in Spain is charged per started hour: EUR 25 for vehicles up to 8 passengers, EUR 50 up to 15 passengers. Support must approve the extension.

Website wording: "All other locations: Includes up to 30 minutes of free waiting time"

Sources: Terms section 8 Waiting Time | Homepage FAQ conflicting 15 minute allowance

Transfer waiting rules

4 City Airport Taxis CAT and ATT

From the airport: Maximum 60 minutes from flight arrival, unless the confirmation specifies otherwise. The confirmation contains the applicable meeting and waiting instructions.

To the airport from a hotel or address: 10 minutes after the agreed pickup time. Applies to all other pickup points, including a hotel transfer to the airport.

Call the emergency number on the confirmation if customs, immigration or luggage delays the passenger. Waiting and parking charges may apply after the included period. Keep any destination specific buffer stated on the voucher.

Website wording: "The free waiting time from any other point is 10 minutes after the agreed pick up time."

Sources: Official Help Centre waiting times and contact procedure

5 KiwiTaxi

From the airport: 90 minutes. The FAQ describes this as 1 hour 30 minutes after scheduled arrival; Terms section 4.2 defines it as the period after the transfer start time. Use the time in the confirmed voucher.

To the airport from a hotel or address: 15 minutes from the time specified in the order. Applies to hotel and other non airport or non port pickups.

For a flight delay under 30 minutes, the driver adjusts arrival. Longer delays should be reported to the driver or support with the new arrival time. Waiting beyond 90 minutes may be charged.

Website wording: "It is 90 minutes for airports and ports, and 15 minutes for other departure points."

Sources: Current Terms section 4 Date and Time of Meeting | Official FAQ on waiting and flight delays

6 AtoB

From the airport: 60 minutes after flight arrival. The help article uses actual arrival; the Terms also refer generally to scheduled time. For delays, contact the driver to confirm accommodation and the revised pickup.

To the airport from a hotel or address: 15 minutes from scheduled pickup. Applies to hotel or address pickups, including travel to the airport.

Driver escalation: contact AtoB after 45 minutes at the airport or 10 minutes at other pickups; continue until the allowance ends. Agreed extra waiting per 30 minutes: EUR 20 Comfort, EUR 25 minivan/minibus, EUR 30 Business/Executive.

Website wording: "Airport: 60 minutes after flight arrival"

Sources: Terms sections 3.3 to 3.5 | Official Help Centre start of waiting time

Transfer waiting rules

7 Elife

From the airport: 60 minutes from the booked or flight adjusted pickup time. The driver training preserves the booked buffer after landing when a flight is delayed.

To the airport from a hotel or address: 15 minutes. The driver training applies this to airport drop offs and other rides, starting at the booked pickup time.

Published example: landing at 10:00 with pickup at 10:30 means waiting until 11:30. A flight delayed from 10:00 to 11:00 with a 15 minute buffer moves pickup to 11:15 and waiting to 12:15. Contact local customer service and retain evidence before confirming a no show.

Website wording: "The driver must wait up to 15 minutes at any other service."

Sources: Official driver training Waiting time and Service Cases

8 Shuttle Spain Transfers SST

From the airport: 60 minute no show threshold from pickup time. Clauses 8 and 9 apply this if the passenger has neither appeared nor contacted assistance, including delays in baggage or passport control. This is not explicitly labelled a free waiting allowance.

To the airport from a hotel or address: No separate complimentary hotel allowance is stated. Clause 8 gives the same general 60 minute no show threshold. Private transfer passengers should be ready 5 minutes early; shared shuttle passengers 15 minutes early.

Shared shuttles cannot hold their route for late passengers. Report flight delays; alternatives depend on availability. Follow the voucher and assistance instructions rather than assuming a shared bus or private vehicle must wait an hour at a hotel.

Website wording: "within 60 minutes of the pick-up time"

Sources: Official Terms version 3 dated 10 September 2026 sections 3 4 8 9

9 GetTransfer

From the airport: 60 minutes from the agreed pickup time. The FAQ includes 60 minutes in the price; Service Agreement section 4.4 anchors the no show period to the agreed pickup, not automatically to actual landing.

To the airport from a hotel or address: 15 minutes from agreed pickup. Applies to hotel and address pickups, including airport departures.

Immediate booking exception: if the request was placed no more than 30 minutes before pickup, section 4.4 sets a 5 minute no show period at any location. For flight delays exceeding an hour, contact support. Extra waiting tariffs must be stated in the accepted carrier offer.

Website wording: "60 minutes from the pick-up time agreed"

Sources: Official FAQ included waiting and flight delays | Service Agreement sections 3.3 and 4.4 effective 6 October 2026