



Frequently Asked Questions

Q. Do I need to buy a seat for my child if I hold him/her on my lap?

A. Your safety is of utmost priority to us. For that reason we ask that all children be placed in a seat of their own. Car seats and boosters can also be used in each seat with the seatbelt.

Q. Do you have car seats and boosters available?

A. No, you are responsible for bringing your own child safety seat(s).

Q. I need ADA assistance. How do I ensure that the bus can accommodate my needs?

A. In order to best accommodate your needs, please call Mears Transportation at 855-463-2776.

Q. What if I miss the bus?

A. The bus will leave promptly at 9 a.m. on the scheduled daily routes. We recommend that you plan to arrive at the Shuttle Pick Up location at least 30 minutes prior to departure to ensure that you get a seat and don't miss the bus. Tickets are non-refundable.

Q. Can I Walk-Up and buy a Shuttle Ticket without a reservation?

A. Seats without a reservation will be sold depending on availability and on a first-come, first-serve basis.

Q. What forms of payment do you accept?

A. All major credit cards.

Q. Can I buy a one-way Shuttle ticket?

A. No, you can use your ticket as a one-way transfer but the price is for round trip travel.

Q. Will my Shuttle Ticket expire?

A. Yes, if you don't use your ticket it will expire.

Q. I have a large group, can I coordinate a private coach?

A. Yes, we highly recommend that if you have more than 20 people, to coordinate a private coach to handle transporting your group. Please call Mears Transportation at 855-463-2776 to get a quote.

Q. Are we allowed to eat and drink on the bus?

A. Since the shuttle is less than an hour long, we ask that you not eat or drink on the bus. There are vending machines at the Shuttle Pick Up location and restaurants at LEGOLAND Florida that you can get something to eat and drink at prior to boarding the bus.