

MEARS FAQs

Q. What are the ages for adults and children?

A. Adult rates begin at age 10. Children rates apply to ages 3-9. Should you have children traveling, book your reservation through the event link and contact Customer Service by email at connectgroup@mears.com or by phone at 407-423-5566 to confirm ages and a rate adjustment to the reservation will be made.

Q. How do I update my reservation?

A. Please send an email to connectgroup@mears.com. Include the confirmation number, name on the reservation and the details that need to be updated.

Q. What if our hotel changes during our stay?

A. Please contact Customer Service at 407-423-5566 to update your reservation to ensure that that your vehicle is properly scheduled for the departure. Please allow 48 hours for your reservation to be updated.

Q. What if we miss our scheduled hotel departure time?

A. It is very important to depart at your scheduled time. Vehicles only go to the hotels based on these times. You can call Customer Service at 407-423-5566 for assistance, however another vehicle may not be available.

Q. Does Mears Connect monitor flight changes?

A. No. Mears Connect does not receive updates from the airlines. Should flight times change, please contact Customer Service at 407-423-5566 so your vehicle can be properly scheduled.

Q. When will we receive the boarding passes?

A. Boarding passes are sent 23 hours prior to travel.

Q. Will all members of our party travel in the same vehicle?

A. Mears Connect is a shared ride shuttle. We will do our best to accommodate all passengers on the same reservation in the same vehicle, however there may be times that your party may have to board separately.

Q. Will I ride on the same vehicle as my child?

A. If a parent is booked on a separate reservation than their child, we do not know that you are traveling together. We will do our best to accommodate everyone traveling together.

Q. Where can I find out more information?

A. Please visit the Know Before You Go information found at www.mearsconnect.com on the FAQ page.