



HOTEL NUEVO BOSTON



AIRPORT TRANSFER SERVICE

Hotel Nuevo Boston offers its guests a complimentary transfer service between the hotel and Adolfo Suárez Madrid-Barajas Airport, available 24 hours a day and subject to schedules, limited capacity, and operating conditions.

To avoid misunderstandings during your stay, we recommend reading the following information carefully.



Your journey,
our destination

1 AIRPORT TRANSFER TO THE HOTEL

Once you have landed and collected all your luggage, please contact the hotel to request your pick-up.

Telephone: +34 91 748 163
WhatsApp: +34 91 748 05 54
(messages only; WhatsApp calls are not answered).

PICK-UP POINTS BY TERMINAL

T1 **Gate 14.** Cross the pedestrian crossing to reach the designated hotel bus area (**BUS HOTEL**), opposite the left-luggage office. Pick-up does not take place at the left-luggage office, but in the authorised area where the vehicle can stop.

T2 **Gate 18.** Cross the pedestrian crossing and wait in the orange area.

T4 **Arrivals area.** Cross the taxi road and turn left at the second street, following the BUS HOTEL signs.

WAITING TIME
The waiting time depends on the vehicle's location, traffic, and the route it is currently travelling. It may take 5-10 minutes when the vehicle is nearby, or up to 35-40 minutes while it completes its route.

IMPORTANT: Airport pick-up cannot be booked in advance. You must contact the hotel after collecting your luggage. A request does not imply immediate pick-up or guarantee that a seat will be available at that moment.

3 GENERAL SERVICE CONDITIONS

- ✓ This is a shared complimentary transfer service, not a private or on-demand taxi.
- ✓ It is subject to schedules, vehicle capacity, seat availability, traffic, and operating conditions.
- ✓ It includes an airport pick-up on the day of arrival and a transfer to the airport on the day of departure.
- ✓ Each passenger may bring one suitcase and one carry-on.
- ✓ Bags over 85 x 55 x 35 cm, bicycles, surfboards, golf bags, and similar items are not accepted.
- ✓ Requesting the service does not guarantee immediate availability. Waiting times may vary.
- ✓ No additional vehicles will be provided if the service is full.
- ✓ Additional airport pick-up is available for guests using our long-stay car park.
- ✓ On 24 and 31 December, service is suspended from 9:00 p.m. to 7:00 a.m. the following day.

2 HOTEL TRANSFER TO THE AIRPORT

Departures take place every hour on the hour, 24 hours a day.

The transfer must be booked in person at the Reception desk from the moment you arrive at the hotel, for your departure day.

CAN I BOOK THE TRANSFER BEFORE ARRIVING? YES, THROUGH THE ONLINE CHECK-IN PROCEDURE:

- Online check-in**
From 20 days before arrival, the hotel will send an email with access to online check-in so you can complete your booking details.
- Bookings through online agencies or other intermediaries.**
If the intermediary has not provided us with your email address, you can request access through our official channels:
WhatsApp: +34 91 748 05 54 (messages only)
Email: recepcion@hotelnuevoboston.com
- Accommodation booking guarantee**
Request a secure Redsys payment link.
This covers the accommodation booking only, not the complimentary transfer.
- Transfer request**
Once complete, contact the hotel to reserve a seat, stating your preferred departure time and terminal.

IMPORTANT: Completing online check-in or paying for your booking does not mean that the transfer is automatically reserved. The reservation is subject to seat availability. If the vehicle is full, additional seats cannot be guaranteed. If you have not completed this procedure, you must request the transfer at Reception when you arrive at the hotel.

INFORMATION ABOUT ONLINE TRAVEL AGENCIES AND EXTERNAL PLATFORMS

Information from online agencies, intermediaries, and other platforms may be incomplete, outdated, or may not reflect the actual conditions of our service.

An advertised transfer is not necessarily private, immediate, unlimited, or guaranteed without a prior request.

The service is provided in accordance with Hotel Nuevo Boston's conditions and procedures.

The hotel is not responsible for third-party information and cannot guarantee its accuracy. Please report any discrepancies or errors to the relevant intermediary, without prejudice to the hotel's legal obligations.

For this reason, we always recommend checking our official channels before arrival.

Official website:
<https://www.hotelnuevoboston.com/>



The complimentary transfer is an added-value service for our guests, but it operates according to schedules, limited capacity, and a specific request and booking procedure.

Thank you for your understanding and for choosing Hotel Nuevo Boston ****.

See you
very soon!