



## 2012 NCTTA Championships Transportation FREQUENTLY ASKED QUESTIONS (FAQ)

### **Where do I go to catch the shuttle upon arrival at Dallas Ft. Worth Airport (DFW)?**

Shuttle pickup for Championships participants is at Terminal D on the Lower Level between Doors LLD22 and LLD23. Look for the **Tour/Charter** sign on the outer pickup island outside of the lower level of Terminal D. The shuttle will be well-marked with NCTTA Championships signage.

**NOTE:** Complimentary shuttle service will be provided by TEM (Travel Event Management) for NCTTA athletes and staff arriving at DFW and staying at the Southfork Hotel only. Athletes and staff arriving at a different airport or staying at a different hotel will need to arrange their own transportation.

### **How do I get to Terminal D if I'm arriving at a different terminal?**

Follow airport signage from your arrival gate to the baggage claim to pick up your bags. Then proceed to Terminal D via the Skylink train on the upper level. Airport signage and staffed airport information kiosks will direct you to Skylink. Once in Terminal D, go down to the Arrivals and Baggage Claim (lower level) and head for the **Tour/Charter** sign on the outer pickup island.

### **Where can I find more information about Dallas Ft. Worth International Airport?**

Check out the [DFW Airport Website](#) for additional information, flight schedules, and [maps](#).

### **What hours is shuttle the NCTTA airport shuttle in service?**

The shuttle will be running a constant loop during the following times. The longest you should have to wait for a shuttle is about an hour:

- **Thursday, April 12, 12:00 PM to 10:00 PM (CDT)**
- **Friday, April 13, 8:00 AM to 12:00 PM (CDT)**
- **Sunday, April 15, 12:00 PM to 8:00 PM (CDT)**

Those arriving or departing outside of these times will need to arrange their own transportation.

### **How far is it from the DFW Airport to the Southfork Hotel?**

Distance is 30 miles. Transit time should be between 45 and 90 minutes depending on time of day and traffic.

### **What if I arrive at a time when shuttle service is not available?**

Complimentary shuttle service is only available during the designated times listed above. Those arriving outside of these times will need to arrange their own transportation.

### **What if I'm staying at a different hotel?**

Complimentary shuttle service is only available to and from the Dallas Ft. Worth (DFW) Airport and the Southfork Hotel. Those arriving at a different airport or staying at a different hotel will need to arrange their own transportation.

### **Are there any other transportation options available?**

Dallas Ft. Worth International Airport is serviced by all most of the major rental car companies and taxi services. [Super Shuttle](#) is usually the most economic option.

### **Are the shuttles ADA compliant?**

No, if you are in need of an ADA-accessible vehicle, please contact Cissy Aberg at (972) 741-9737 and she will help direct you.

### **How will I get back to the airport after the tournament?**

Complimentary shuttle service to the airport will be available on Sunday, April 15th from 12:00 PM to 8:00 PM (CST). Shuttles will depart from the competition venue, Plano Sport Authority 2 (PSA2). A holding area for baggage will be available at PSA2 on Sunday.

### **How will I get from the Southfork Hotel to the competition venue (Plano Sports Authority 2)?**

Continuous round-trip shuttle service between the Southfork Hotel and PSA2 will be provided during the following hours:

- **Thursday, April 12, 7:00 PM to 11:00 PM (CDT)**
- **Friday, April 13, 7:15 AM to 11:00 PM (CDT)**
- **Saturday, April 14, 7:45 AM to 7:00 PM (CDT)**
- **Sunday, April 15, 7:45 AM to 6:00 PM (CDT)**

***From the Hotel*** - The Shuttle will pick up at the Main Entrance of the Southfork Hotel. During the tournament play each day, the shuttle will be on a constant rotation. **Shuttle service will ONLY be provided for guests of the Southfork Hotel.** Any athletes and staff staying at a different hotel will need to arrange their own transportation.

***From the Venue*** – The shuttle will pick up at the main Entrance of Plano Sport Authority 2. The first and last two hours of each day the Shuttle will leave approximately every ½ hour. During the tournament play each day, the shuttle will be on a maximum half-hour rotation.

**Please give yourself enough time to get to your match.** Drive time to the venue is about 10 minutes. Please be at the pickup area at least 30 minutes before you want to arrive at PSA2. The longest you should have to wait is about 20 minutes.

### **Who can I contact with additional questions?**

Call TEM at 214-676-5515 or Cissy Aberg at the Plano CVB, 972-741-9737 or [cissya@plano.gov](mailto:cissya@plano.gov)