Transfer information

In Vilnius International (VNO) airport, we provide two types of transfer for our passengers:

- A low-cost transfer, and
- A shared hotel shuttle.

Our passengers can book either transfer type. (Please note, you can only use the transfer type you have booked.)
**Low-cost transfer:**

Our low-cost transfer runs on a fixed route, with fixed stops; according to a timetable. Your transfer e-ticket is valid for the date and time stated on it.

Our buses run according to a timetable and cannot wait for late passengers. If you cannot get to our meeting point on time, you need to call our driver’s number (this will be provided in the transfer e-ticket.)

If you cannot find our meeting point or the driver at the transfer start time, please call our driver’s number (will be provided in the e-ticket), because once the vehicle has left the pick-up point, our driver cannot turn back.

**At the airport,** our buses pick up passengers outside the terminal building, around 60 minutes after flight arrival (the exact meeting point, and pickup times will be given in your e-ticket and the attached information documents.)

**From the city,** our buses start from the city centre, at Cathedral Square.

The buses also stop at Central Bus and Train Station.

The buses leave from the city about 2.5-3 hours before flight departure.
Shared hotel shuttle:

With this service, you can travel between the airport and any hotel or private address within the city limits of Vilnius, in a shared vehicle.

At the airport, we pick up passengers at our meeting point, usually 30-60 minutes after flight arrival (the exact meeting point and pickup times will be given in your e-ticket and the attached downloadable information documents.) If you cannot get to our meeting point on time (for example: lost baggage, airport problem), please call us!

From the city, the driver will arrive to the address you specified at the pickup time in the e-ticket. This is a shared service, there may be other passengers being transferred together with you in the same vehicle; therefore the driver may arrive 10 to 15 minutes before or after the pickup time in the e-ticket. Please wait for the driver at the hotel reception minimum 15 minutes before the pickup time in the e-ticket. If you are travelling from a private address, please wait in front of the entrance of the building.

If you cannot find our meeting point or the driver at the transfer start time, please call our driver’s number (will be provided in the e-ticket), because once the vehicle has left the pick-up point, our driver cannot turn back.

Please note that:

- We cannot transfer you to/from addresses not in Vilnius city.
- Due to the nature of the service (shared shuttle) the vehicle can have several drop-off / pick-up points in the city.
- After booking, you will receive an e-mail with a link to our website where you need to enter your hotel/home address for your transfer.
  If you fail to provide the correct address in time (minimum 2 workdays before travel) you may either have to wait for a transfer be organised on the spot, have to wait long for other passengers, or may be denied transportation for the given transfer. In either of these cases, we cannot accept complaints for the given transfer booking; and the transfer fare is not refundable.
General information (for both transfer types)

- You can only use the transfer you have booked, with a valid, printed e-ticket.
- We may need to contact you to confirm transfer details during your journey so we need to receive your mobile phone number, with the country code included.
- We can only modify transfer bookings and answer our mail in the office hours, on workdays 09:00 – 17:00 CET

Modifications, cancellations:

- Your e-ticket is valid only for the date and time stated in the e-ticket. If your travel date or time changes, we can only help you if you inform us at least 2 workdays before you travel. After that we cannot accept your modification request!
- Please note that if you have changed your flight at Wizz Air you have to send us your new travel data or modify it at our website www.wizztransfer.com or www.p-airbus.com at least 2 workdays before both your original and new flight date, otherwise we cannot accept your modification.
- For your bus transfer booking, you can modify your travel date and time; the dropoff/pickup address, contact data and passenger names at our website www.wizztransfer.com or www.p-airbus.com. Please note, that if you change any data here it has no influence on your flight ticket booking.
- Would you like to cancel your transfer booking, please note that our travel regulations apply.

If you cancel your transfer booking minimum 2 workdays before travel, you have the following options for refund:

You may use the same transfer another time for any Wizz Air flight in Vilnius VNO Airport, in 12 months; or you may give it to someone else for free of charge. You can only use the transfer with an e-ticket valid for the given date and time, so please contact us at least 5 workdays before your new travel date to book your place on the transfer.
• If your flight has been cancelled, please contact us as soon as possible and give us your new travel data! If we do not get your new data in time, we cannot guarantee you will be transferred.
• If your transfer booking failed to be fulfilled through no fault of our own, we cannot accept your claim for a refund of the transfer fare (please see our Travel Regulations.)

Do you have a question? Please check the Frequently Asked Questions
Our Travel Regulations are available here

You can contact us at:
Call centre: (+36) 30 664-9355 (for administration, general information: available weekdays 9-17h, CET. For urgent issues: 0-24)
Please, note that we can only accept modification requests, cancellations and complaints in e-mail, with the booking code.
E-mail: info@p-airbus.com; wizzair@wizztransfer.com (administration, general questions)
modification@p-airbus.com (Modifications)
complaint@p-airbus.com (Complaints)
Website: www.wizztransfer.com; www.p-airbus.com