



TRAVELING WITH EPIC MOUNTAIN EXPRESS

Denver International Airport (DEN)



ARRIVING AT DENVER INTERNATIONAL AIRPORT (DIA)

Shared Shuttle Service

HOW TO CHECK-IN:

Epic Mountain Express (EME) will send guests a text message upon arrival to DEN. It is imperative to collect all guest phone numbers & flight details before travel, so EME can track all arrivals & communicate with guests in a timely manner.

Once guests have collected their luggage, they can check-in:

- remotely, via mobile phone
- in person, at the EME service counter

Check-in must be completed 15 minutes before the scheduled departure time of the EME shared shuttle van. If guests do not check-in at least 15 minutes before departure, shuttle drivers will not hold the van.

If guests are unable to receive text messages from EME, please first retrieve luggage and then proceed directly to the EME service counter. If guests arrive late, do not check-in on time, or are not at the pick-up location for shuttle departure, EME will schedule them on the next available shuttle. In this case, please visit the EME service counter or call 970-754-7433.



**The next page includes the EME counter location and an example text message from EME.*

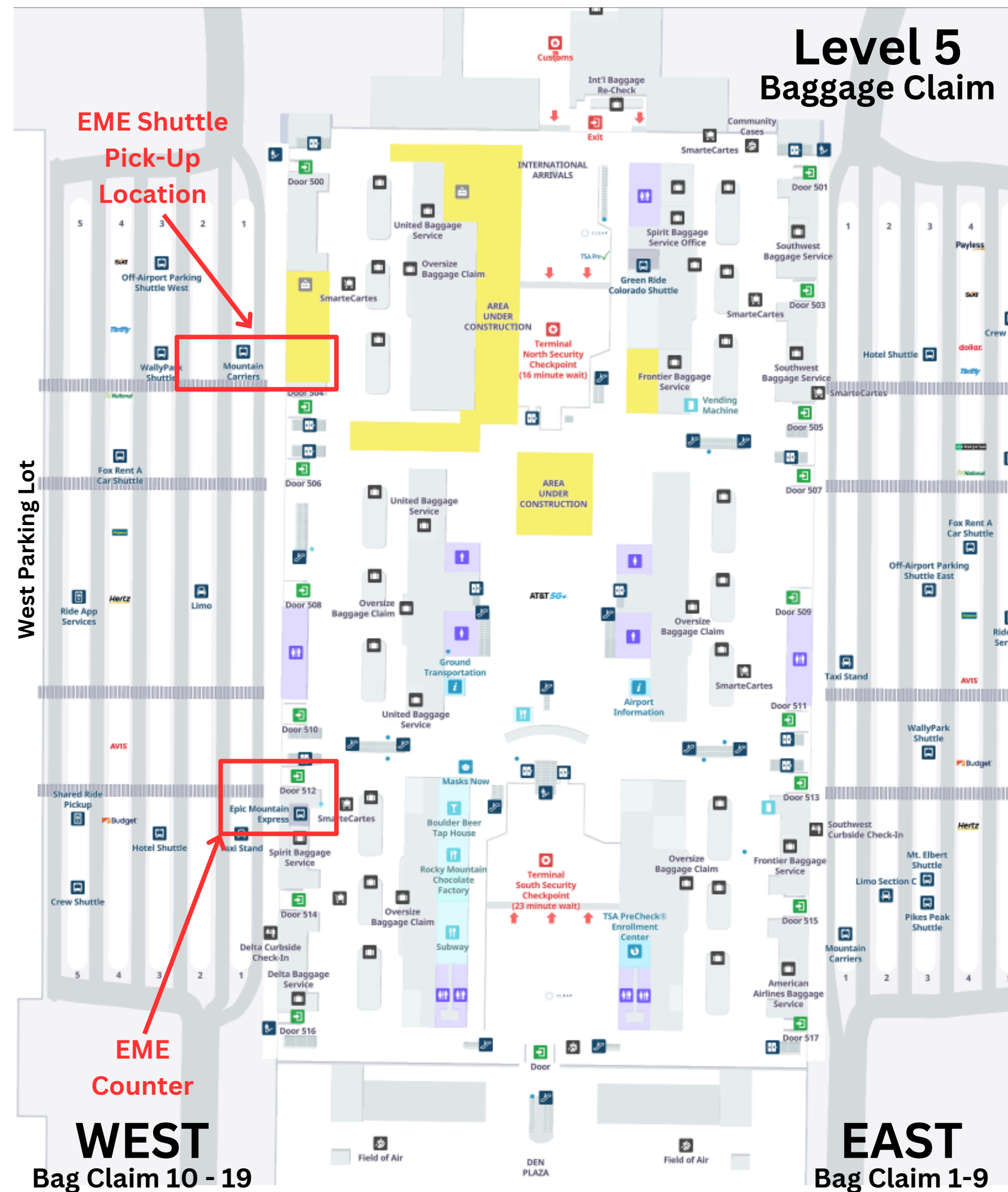
HOW TO NAVIGATE JEPPESEN TERMINAL (DEN BAGGAGE CLAIM)

After landing, guests will make their way to **Level 5** to retrieve all luggage. Please note, there is active construction at DEN & the EME counter relocated as of April 11, 2023.

The EME counter has relocated to the west side of Level 5, near baggage claim carousel #12 and door 512.

Once checked-in & all luggage is collected, guests will walk to the EME shuttle. Guests will receive a text message minutes before the shuttle arrives - **we ask guests to wait outside in the Mountain Carrier area on the west side of the terminal, outside of door 502 & baggage claim carousel #18.**

An interactive, up-to-date map of Jeppesen Terminal, Level 5 baggage claim can be found at <https://maps.flydenver.com>. Additional details about EME's DIA Service Counter can be found at www.epicmountainexpress.com/denver-airport-shuttle.



MOBILE CHECK-IN

Shared Shuttle Service

After landing, guests will make their way to **Level 5** to retrieve all luggage. Once luggage is collected, please check-in via text & head **outside to the Mountain Carrier area on the west side of the terminal**. The Mountain Carrier area is outside of door 502 & baggage claim carousel #18.

Mobile Check-In Text



Enter baggage claim, check the box, click on 'Ready to Go'



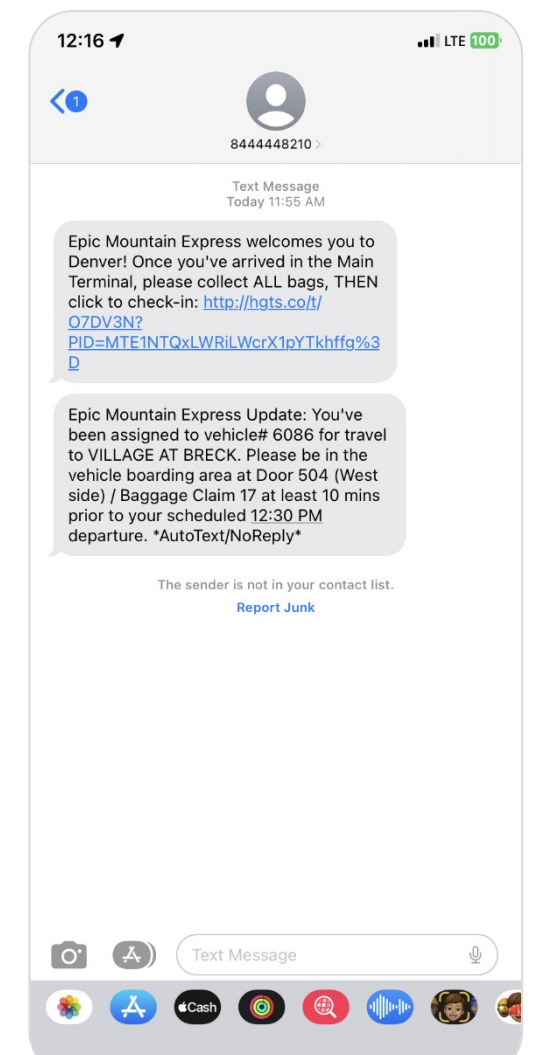
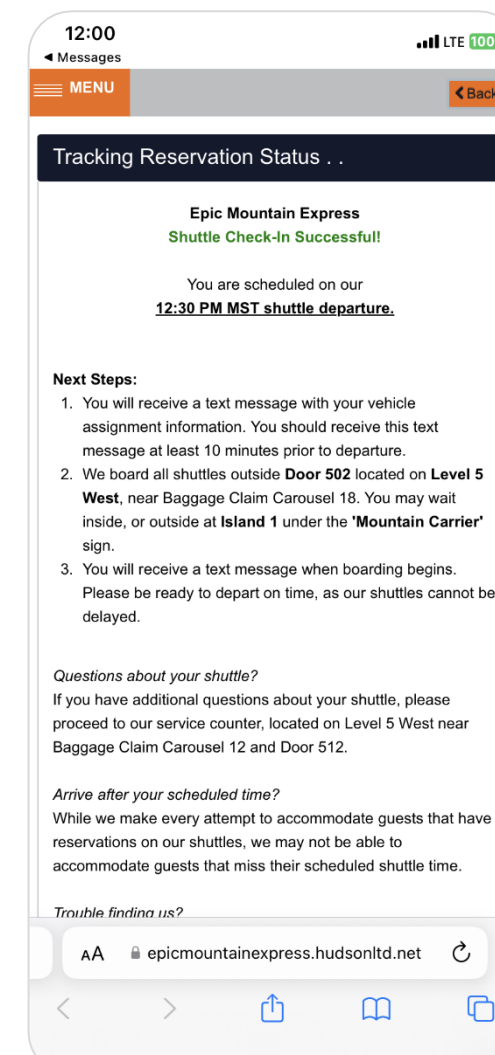
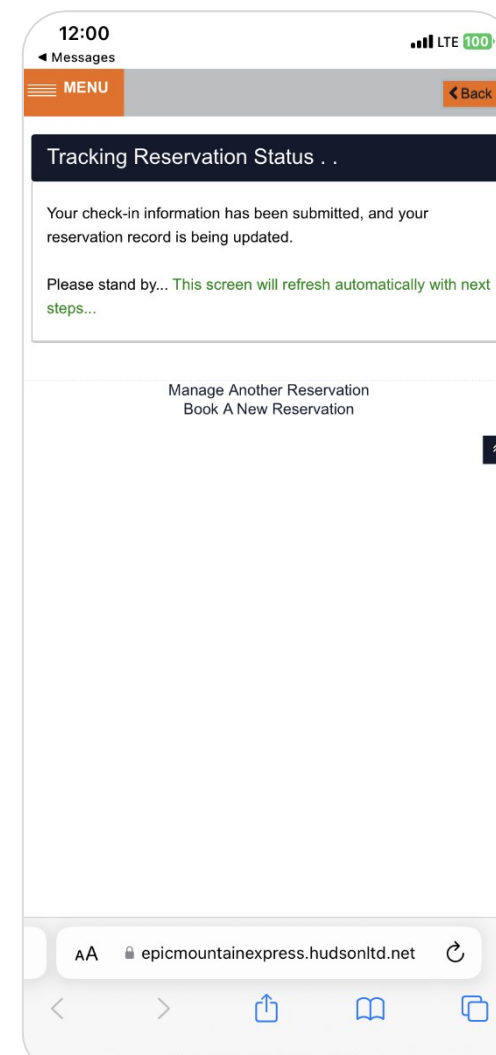
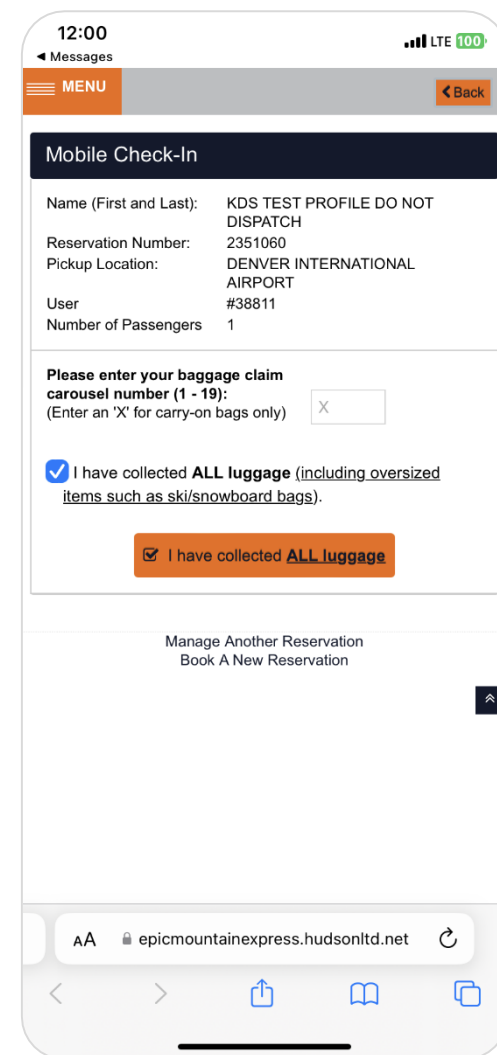
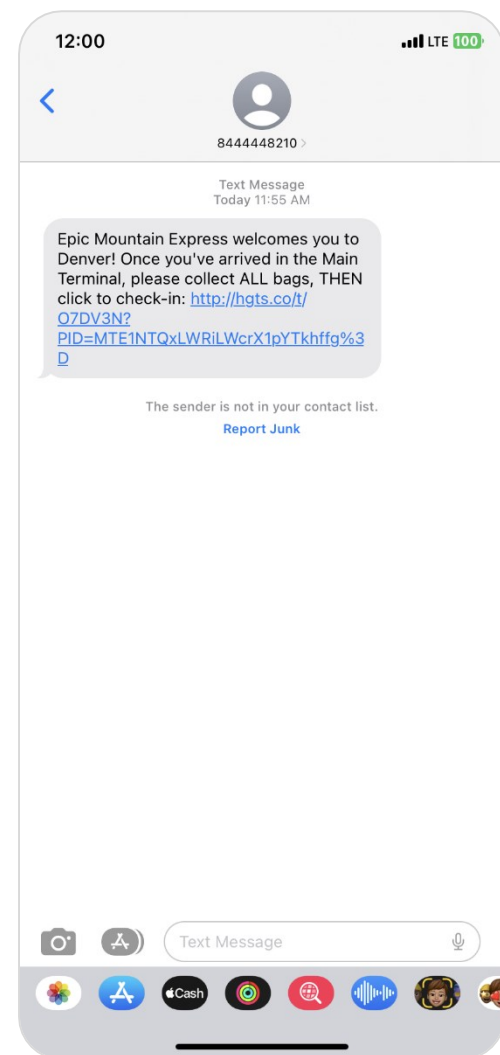
Reservation updating...



Instruction Text



Instruction Text continued



LUGGAGE POLICY

Shared Shuttle Service

Each guest is limited to two (2) pieces of luggage. This can include a checked or carry-on luggage, skis, snowboards or golf clubs. Guests are allowed to carry 1 personal item (such as a small purse or a laptop) that can fit on their lap. Guests will be charged \$10 for each additional piece of luggage.

Epic Mountain Express is not responsible for lost luggage or items left on our vehicles. Please note that skis and snowboards may be exposed to the elements during transport.

Oversized Items Policy

Except for skis and snowboards, luggage dimensions cannot exceed 76 cm/30 inches in height, 48 cm/19 inches in width, 29 cm/11 inches in depth. There is an additional charge for large or oversized items, which will be accepted for transport on a space-available basis only. Oversized items cannot exceed 5 feet in any direction.

Airport Security

Airport security rules and regulations prohibit us from storing guests' luggage. Please do not leave your luggage unattended at Denver International Airport. Please note Denver International Airport regulations prohibit EME drivers from assisting guests with their luggage inside Jeppesen Terminal building.

