

FAQ SHUTTLE

GRENOBLE AIRPORT <-> GRENOBLE CENTER

Do I need to book? We strongly advise you to book online, as this makes boarding easier. If you are unable to book online, tickets are on sale at Grenoble bus station and from the shuttle driver (payment in euros in cash, or by credit card except AMEX).

I only the confirmation email. Is this enough? The email you receive is your ticket. You need to show it (printed or on your phone) to the driver before boarding.

I haven't received confirmation of my order. What should I do?

Confirmation is sent automatically. We suggest that you first check your Indesirables /Spams file. If the confirmation is not there, it may be that the e-mail address you entered when you placed your order contains an error. If this is the case, contact us at transport@actibus.fr and we will send you your ticket manually.

Where do I catch the shuttle bus at Grenoble Alpes-Isère (Saint-Geoirs) airport?

The shuttle bus stops just outside the arrivals hall, see map : [accès](#)

Where do I catch the shuttle bus in Grenoble centre/Grenoble station? The shuttle bus stops at the bus station car park in front of the train station, often at platform 5, 6, 7, 8 or 13 - but please consult the bus station display. Map : [accès](#)

How long does the journey take? In theory 40 minutes. But in the event of bad weather or heavy traffic on the route, the journey time may be longer than 40 minutes.

Is the journey direct? Yes, there are no stops between Grenoble station and the airport.

Can the shuttle wait for me? No. This shared transport service is scheduled at a pre-determined time, mentioned at the time of booking, which is respected to ensure that the shuttles run at the right pace. The shuttle leaves on time.

If there is only one shuttle in the morning, afternoon or during the day and the plane is late ? The shuttle waits for the plane to arrive and the passengers to leave.

What happens if I miss the shuttle departure? The ticket you buy allows you to board the next shuttle for the same date.

Can I change my booking myself ? It is not possible to change your booking yourself (date, time, number of people). You need to contact our sales department (Monday to Friday) by email : transport@actibus.fr

Refund

I would like a refund for the ticket I didn't use. Where can I make the request?

The request can only be made by e-mail to transport@actibus.fr

Here is a reminder of the refund conditions (page 7 of our General Terms and Conditions of Sale, which must be approved by you at the time of booking):

CANCELLATION-REIMBURSEMENT: possible until 7 days prior to departure, deduction made of €3 per person and per journey for administrative fees. In the event of a delay, non-attendance, missed flight, error regarding the expected pick-up point, our transport service shall be deemed as lost and non reimbursable.

This refund is made manually by our accounts department, which first examines your request. It can take 2 to 3 days (excluding weekends).

Who do I contact about lost property?

You can submit your request at : transport@actibus.fr

Lost property is kept in our offices. Items are returned against reimbursement of postage and service charges.

Can I reach you by phone ?

From Monday to Friday you can reach us on: +33 (0)4 76 06 59 92
from 9am to 12.30pm and from 1.30pm to 6.30pm.

On Saturdays, our staff are on hand at the airport to help you.