

capital i

Seattle,

Yelp for Business

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Capital Aeroporter Airport Shuttle

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3.2 (75 reviews)

Claimed

Airport Shuttles, Bus Tours, Taxis

Open

7:00 AM - 6:00 PM

See hours

See all 4 photos

Write a review

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Review Highlights

- 


"My experience booking shuttle rides for my son to and from college in Olympia and **SeaTac** has been excellent." in 17 reviews



"Very prompt and **courteous service**." in 2 reviews



"I will say I liked the newer **Mercedes** van that I was dropped off in compared to the old Chevy van I was picked up in, but personal preference aside not a bad experience at all." in 2 reviews
- Location & Hours

Suggest an edit
- 

2745-B 29th Ave SW

Tumwater, WA 98512

Serving Tumwater Area

Get directions
- | | | |
|-----|-------------------|----------|
| Mon | 7:00 AM - 6:00 PM | Open now |
| Tue | 7:00 AM - 6:00 PM | |
| Wed | 7:00 AM - 6:00 PM | |
| Thu | 7:00 AM - 6:00 PM | |
| Fri | 7:00 AM - 6:00 PM | |
| Sat | 9:00 AM - 4:00 PM | |
| Sun | 9:00 AM - 6:00 PM | |
- ## You Might Also Consider

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- https://www.yelp.com/biz/capital-aeroporter-airport-shuttle-tumwater-2?osq=capital+aeroporter&start=10&rr=1

1/9



Abe Towncar Service
★★★★★ 4.8 (132 reviews)

C C. said "I was flying to Seattle this week for an important appointment and it was essential that I had a reliable car service. After reading the reviews for Abe Town Car, I booked on line and received a confirmation via email. As I was..." [read more](#)
in Town Car Service



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Schedule your Town Car Service today. We offer Airport Transfers, Corporate Travels, Special Occasion, Hourly car services, Point to Point services. 24/7 service and support. Serving all of the Greater Seattle and Puget Sound Areas.... [read more](#)
in Town Car Service, Limos, Airport Shuttles

Amenities and More

Free Wi-Fi

About the Business

John F.
Manager

Airport Shuttle, Shared Van, Private or Direct Service, Charters or Bus Service for Special Events (i.e. Wedding, Mariners Games, Seahawk Games, Seattle Sounders Games, Graduation)...cost savings compared to taxi, limousine or Airport Parking lots.

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Ask the Community

[Ask a question](#) +

Q: How much for two to go from Olympia to SeaTac airport?

A: Good Day. The cost for two (2) passengers riding together from the Olympia area to SeaTac Airport is as follows: Lowest Fare -... [more](#)
John F., Business Owner 4 years ago

[See question details](#)

Q: How much is round trip from Lacey to Seatac on shuttle bus?

A: West Olympia cost should be \$59.00 one way and \$108.00 round trip.
Roxanne M. More than 5 years ago • 1 person found this helpful

[See 2 more answers](#)

[See all 5 questions](#)

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Q Park And Ride

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X

Username

Location

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Overall rating

★

★

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75 reviews

5 stars

4 stars

3 stars

2 stars

1 star

Yelp Sort

1 star

Search reviews

Q

1 star (26 reviews)

Clear filter

Greg A.

Lacey, WA

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Nov 10, 2019

I started off by calling Capital Aeroporter and explaining that there was 5 of us total needing to go to SeaTac from the Lacey area. Essentially 5 adults and 3 pickup locations. I also told them on our return trip there would only be three of us and two stops. The guy on the phone said he would set it up as a private van both ways. The charge was \$288.00 for the whole thing which I paid for up front on my credit card. This all took place about 2 months before we flew out to Korea.

The day before we got ready to fly out there was a sudden charge of \$38.00 to my credit card from Capital Aeroporter. I called them up and the guy I spoke with said he was reviewing the service and the "computer" automatically did the charge because the guy who initially set it up did something wrong.

Well that's nice, don't you think you should have called me prior to charging my card without my knowledge or consent. I told him I don't mind paying the right price but that should have been brought up when I made the reservations. If you would have called me and said, "hey, we made a mistake" I would have been alright with that. But you didn't, you just charged me.

The guy told me that the fellow who made the reservations would be in the next day and they would get it figured out and let me know the story. So the next day while I was in the van headed to SeaTac they called me and said they had made a mistake and would issue a \$38.00 refund. I said great, thank you very much.

Two weeks later when I returned from Korea two things had happened. After over 24 hours of being awake and dealing with standard "airport stuff" it had occurred to me I didn't know where we would be picked up at. So common sense told me it would be near the aeroporter signs located near baggage claim one. I went and looked and nothing. I called Capital Aeroporter and the guy said, "oh yeah the driver is nearby and should be there in 5 minutes." OK great I thought. 15 minutes later I called again and a lady answers, I explain the situation to her and she says I need to go to skybridge 4, level 3 in the parking garage and that's where the driver is. That's practically clear across the entire airport, why didn't someone tell us that when we were dropped off. She said in a loud and

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belligerent voice over the phone, "well sir, it's in your confirmation email that you got." I did check the confirmation email and yes it's in there in really tiny print that's easy to overlook. Apparently proactive customer service is not their thing. The driver dropping us off initially should have mentioned, "upon your arrival you will need to meet us at skybridge 4, level 3 of the parking garage, the instructions are in your email." Don't forget, safe travels, tata. That would have made all the difference. That would have been customer service.


Also for that same lady, when you answer a business phone you just don't simply state the name of the business, state your own name as well so the person on the other end knows who they're talking to. You are so rude I don't know how you've kept a job. That's part one of the two part return.

The next part after I returned I returned weeks later, I checked my credit card (on a Tuesday) and guess what, the \$38.00 was not returned. I called up Capital Aeroporter again and got the rude lady. I explained to her what the story was with the \$38.00. She said she would issue a refund of \$38.00 and I should see it by Friday. Well that was two weeks ago and I still haven't seen the \$38.00 refund, which in turn prompted this review.


To be fair, I will say that the drivers are good people with attention to detail and safe driving practices. Their drivers are excellent. It's the people who work in the office who are just rude and/or complacent when it comes to their job. Which is why I will never use them again and why I'm currently contemplating filing a formal complaint with the BBB and the Washington State Attorney Generals Office.




Helpful 0




Thanks 0



Love this 0






Oh no 0



dance f.


San Francisco, CA

 2  30  9


      Nov 6, 2014

Called, and was told the pickup place and time. Van never showed, and when I called , was told a reservation was necessary. Funny thing is, the hotel also had a fax confirming the pickup. Now I'm left high and dry with no way to get to the airport.


AVOID AT ALL COSTS. ZERO STARS. THEY WILL NOT PICK YOU UP. YOU WILL MISS YOUR PLANE.




Helpful 1




Thanks 0



Love this 0






Oh no 0



Renee Q.

Radcliff, KY

 61  271  19

      Jun 4, 2016

I would give this zero stars if it was an option, Seriously save your money for something else. The most unprofessional and unorganized "business" I've come across in awhile. It must be nice to have such a booming business that one doesnt need to answer pesky phone calls or show up for services rendered.

So I booked my husband a shuttle both to and from the airport. The first leg we're waiting for the shuttle and time starts to slip past the pickup time. So about 30 min after we call them several times because getting them to pickup a freaking phone is like pulling teeth an we get what amounts to a verbal shrug. Another 10 min we call again well it turns out our driver was in a car accident. Because with this company of course he was. So theyre sending another driver our way and he MAY make it to us so my husband can actually catch his flight. The driver eventually shows up and may husband makes his flight. And my account is credited like 2.00 without my asking.

Now 6 weeks later my husband is returning. His shuttle is supposed to leave at 1145pm. He deplanes at 1030 and get his baggage and gets to the desk about 11:25pm. He has received a text to check in which he does and is expecting a sign, a person, an arrow something at the desk to show that that they know that theyre supposed to be shuttling him home. But oh no there is of course nothing. Well just call you say, and to that I would say we called every number we could get out hands on. The local number, the tacoma number, and the toll free number. I'm not actually sure if this isnt some kind of front for something else just based on how much they seem to not want to actually get paid to shuttle people. He finally showed up at 1210. Why would you schedule a shuttle for 1145 and then not communicate to anyone that youre understandably running late. I have no problem with late. I have a problem with the panic that the shuttle I booked almost two months ago appears to be a no show. Text updates exist, phones still work, so I'm confused why a business isnt utilizing them...

EXHIBIT JF-XXCX

capair.com

(360) 754-7113


Get Directions

2745-B 29th Ave SW Tumwater, WA 98512


 Suggest an edit

I dont ask alot of shuttle drivers. But I do ask that they actually show up on time and drive. That to me is the bare minimum. Get me safely to and from the airport and we're good. And at 50 bucks a trip I'm confused to why this seems so complicated?


So to sum up. This shuttle service is really more of a strand you at the airport/show up when they feel like it/not answer when you call service and you'd be better off doing literally anything else with your money.




Helpful 2



Thanks 0



Love this 0



Oh no 0



Nancy C.


Rochester, WA

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      Oct 13, 2019


Second time using this service, first time no problems, great female driver, didnt get her name. She was on time, backed in for luggage loading. She also was very informative about seattle landmarks and such. Great trip. Second trip, we paid 436.00 for a driver to be 45 minutes late because he didnt bother to read the directions I had given to dispatch. He read them after he showed up, . He asked me where he was, how am I supposed to know where your driver is at? My husband drove around trying to find him. We had a disabled person so thought this would be easier, not really. Luckily we all got to go through expedited security, otherwise we probably would have missed our flight. The ride home wasn't much better. There are no directions where to meet shuttle driver. The skycap also didnt know so we toured all levels of the airport till I called the emergency #. We finally got directions to where to catch shuttle, with our receipt on my phone, after we were on shuttle on our way home.Again the driver started to go to the wrong address, even though the directions were clearly printed. Finally made it home. No backing in. We unloaded our own luggage, after traveling 14 hours. Needless to say, I will be looking for a new shuttle service.




Helpful 0



Thanks 0



Love this 0




Oh no 0



Lisa C.


Olympia, WA

 22  183  2


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      Jun 18, 2015


NEVER AGAIN! My first experience with these clowns will be my last. Trying to make a reservation for a ride from SeaTac to Lacey, I spoke with a woman who hemmed and hawed, then put me on hold and cut me off TWICE. Finally got through to a guy who seemed to know what he was doing, but by this time my flight was boarding, and he wouldn't give me a reservation because I was not willing to shout out my credit card info over the phone in the crowded airport departure lounge. Even after I explained I had been trying to make a reservation all morning. So I arrive at the airport, and the slovenly man behind the counter informs me my van has filled up, I have to wait another 50 minutes for the next one, and charges \$53 to get to Lacey?! You gotta be kidding. Worst customer service I have experienced.




Helpful 4



Thanks 0



Love this 0



Oh no 0



Sylvia G.


San Jose, CA

 51  20  4


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      Mar 25, 2016


If there was a negative rating I would give a -10 my daughter was not picked up when she finally got to the airport she missed her flight. They claimed the driver was there at 5:15am which is not true I was on the phone with my daughter at 5:00am and she was outside freezing and sick. I called and they gave me a million sorry excuses..




Helpful 1




Thanks 0



Love this 0






Oh no 0



Paula B.

Kennewick, WA

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EXHIBIT JF-XXCX











 May 17, 2017

Never again. I wish I could choose zero stars. I was on time and told they were waiting on a few people. No problem - it happens. However they had two shuttles sitting and waiting - the counter gentleman tried talking his boss into sending myself and two others who just arrived. Will be leaving in 15 min. I sat and waited, and, waited, waited. 45 min later I ran back to the counter..... still waiting on peoplein the meantime on of the shuttles took off with 3-4 passengers. Apparently they shoved me to the next departure timenow I am stuck in rush hour traffic - exactly what I wanted to avoid. So exactly why did I make a reservation? TTHEY CAN TAKE THE RESERVATION, BUT THEY CANT KEEP THE RESERVATION.







Helpful 0

Thanks 0




Love this 0

Oh no 0



Be B.

Olympia, WA

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



 Mar 30, 2015

They were 30 minutes late picking me up this time. When I called and asked where they were, the man on the phone told me I had confirmed to get picked up this late. I said, no, they called me and told me I'd get picked up at 3:00pm. I even wrote it down to be sure. He argued angrily that I'd confirmed to get picked up later and seemed very upset that I'd suggested they were late.

Last time I used them, they picked me up an hour early... At 5:00am. I was just waking up when I got the call of the rude driver demanding to know where I was. When I stammered, "you're an hour early," the driver said I should have been ready early. (They tell you on the phone to be ready 10 minutes early but not a FULL HOUR) This company expects you to anticipate their erratic times and it is your fault if you are at the pickup spot exactly when you say you'll be, because they wanted you there earlier/later than specified.

This company is cheap for a reason... No one would put up with them otherwise.







Helpful 2

Thanks 0




Love this 1

Oh no 0



S. Ben Y.

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








 Aug 30, 2015

Driver was great. Scheduler, some raving woman, was shrill, disrespectful and did not listen. Pickup was late. not due to driver's fault. . Flight was missed. Never again.







Helpful 1

Thanks 0




Love this 0

Oh no 0



Amanda B.

Oakdale, CA

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 Jun 30, 2015


Worst shuttle experience ever. I scheduled a 3:50 pickup for a 6pm flight. They called to tell me my pickup would be at 4:15 and were unwilling to send an earlier shuttle. They were late, and "stuck in traffic." Then the driver didn't look at the info I put on my reservation, and got lost. I ended up driving myself to the airport, arriving to a closed door. During my race to the airport, I called, and the rude representatives told me it wasn't their fault, since I wasn't on the shuttle that never arrived, but that they would cancel the reservation and my fee would be refunded. Five days later, I'm still waiting! I'll never use this company again. I also plan to complain to BBB! Avoid them at all costs!!!




Helpful 1



Thanks 0



Love this 0




Oh no 0


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8 other reviews that are not currently recommended ▾

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5.0 (5 reviews)

Anywhere, Anytime, Anyplace within Washington, Oregon, and British Columbia areas. 24/7 service upon reservation. Heat or Snow or Storm won't stop our wheels. Flat Rate All The Way. No Hidden Fee. Early Bird Special (30 Days Before... [read more](#)

in Airport Shuttles, Limos, Town Car Service



Seattle STS Town Car




4.9 (232 reviews)


Vladimir S. said "First time writing a review for a town car service so here we go! From the start making a reservation was super easy and very fast. Booked a vehicle to and from the airport. I live close by but I'm that person that's got to get in..." [read more](#)

in Town Car Service, Airport Shuttles, Limos

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7

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Bu

Best of Tumwater

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