

capital i

Seattle,

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# Capital Aeroporter

★

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★

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3.5 (54 reviews)

Claimed

Airport Shuttles, Taxis, Buses

Open 9:00 AM - 5:00 PM

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## Review Highlights

- 

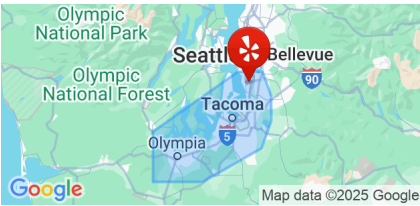
"Since there are mixed reviews, I'll give the **Capitol Aeroporter** a thumbs up!" in 2 reviews
- 

"Also fantastic **communication** between drives and passages." in 2 reviews
- 

"The driver knocked on my door, offered to help with our bags and shined a **flashlight** for us to see." in 2 reviews

Location & Hours

Suggest an edit



Located in:

Seattle-Tacoma International Airport - SEA

17801 International Blvd

Fl 3 of the Parking Garage

Get directions

Mon	9:00 AM - 5:00 PM	Open now
Tue	9:00 AM - 5:00 PM	
Wed	9:00 AM - 5:00 PM	
Thu	9:00 AM - 5:00 PM	
Fri	9:00 AM - 5:00 PM	
Sat	9:00 AM - 5:00 PM	
Sun	9:00 AM - 5:00 PM	

Amenities and More

- Free Wi-Fi
- Offers Military Discount

About the Business

**John F.**  
Business Owner

The original premier SeaTac Airport Shuttle, Private Van and Seattle Cruise Transfer Service for over 45 years!. Customer Service remains the center of our operation. If a customer brings a compliment or complaint directly to our attention, we do our best to satisfy their needs as soon as...

Read more

Ask the Community

Ask a question +

Yelp users haven't asked any questions yet about Capital Aeroporter.

People also searched for

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Recommended Reviews

Your trust is our top concern, so businesses can't pay to alter or remove their reviews. [Learn more about reviews.](#)

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Location  
 0 0 0

Select your rating

[Start your review of Capital Aeroporter](#)



Yelp Sort

1 star

Search reviews

1 star (13 reviews) 

Clear filter



John O.

Olympia, WA

45280

Nov 2, 2023

Paid for a ride from Sea-Tac to Olympia to be picked up at midnight after our late flight arrived from Newark. There was no van to pick us up so we called the dispatcher. She said he went home at 11:30pm. We asked what we should do. She said to hire a taxi & they will pay the difference. Our taxi was \$180 and our Premier was paid \$105. When I called the office the next week for the \$75 promised they told us that they do not give credit for using any other carrier. The dispatcher lied to her boss when she told him that she never promised to help pay to get us home. I am very disappointed in how they handled our situation, leaving us stranded at Sea-Tac at 12:30am and lying to us on how to rectify the situation. I would not recommend this company for rides from Sea-Tac, especially late at night. They are a no show...

Helpful 2Thanks 0Love this 0Oh no 1



Jill J.

Lacey, WA

020

Aug 19, 2024

The first part of July, I made a reservation and received confirmation on July 8. My credit card was charged immediately. When I noticed that they would not be picking us up from the airport on our return trip until 5 hours after the plane lands, I emailed to ask why. I also emailed asking if they had applied the senior discount. I emailed several more times asking for an answer but did not get one. I decided to cancel the reservation which I did using the "manage reservation" tab in their confirmation email. Here 2 weeks later, my charge card has not been credited. I finally called them on the phone and after being on hold for a while, someone answered and told me my refund would be processed in 3-5 days. I asked why it hadn't been processed already after 2 weeks waiting and he said that customers must telephone in order to get their refund. It does not say that in their emails or on their website. Wouldn't they assume you want your money back after you cancel?!?!? I won't be using this service again as it seems I'm really not important to them as their message says while you're on hold..

Helpful 0Thanks 0Love this 0Oh no 0



Fran A.

Tacoma, WA

041

Nov 4, 2022

Let me stranded in Tacoma! Didn't arrive for my reservation and when I called, they said they had a delayed driver and were canceling my pick up. I had 1 1/2 hrs until my flight! Thankful that Uber came through and got me to the airport!!

Helpful 0Thanks 0Love this 0Oh no 0




Tokoyo M.


Olympia, WA


44140


Nov 22, 2021


The service on the shuttle has gotten ridiculous. The company tries to fit as many stops as possible and at the same time has been raising their prices. I was picked up from olympia at 5am and arrived at the airport barely in time for a 9:20am flight and there was no traffic. On the way back there were 5 groups on the shuttle. We had to wait for a passenger's delayed flight so waited at the airport for an hour. The odds of having one delayed flight out of five groups is pretty high. The shuttle costs about \$20 less than an Uber each way and should not take this many groups especially during a pandemic. I will be taking Uber or public transit going forward.

  
Helpful 1

  
Thanks 0

  
Love this 0


  
Oh no 0





**Konala-Xingmei L.**  
Seattle, WA  
📍 1 🌟 99 📅 28


★☆☆☆☆ Sep 26, 2016

i had a horrible customer experience with this company. A driver wouldn't drop me and my wife off at the end of my street which was Lacey street it's literally on the route to the drop off destination which was St.Martins college. We begged him politely to please just stop here so we don't have to walk half a mile with our luggage and our house is right here. He claimed procedure and would not do it. It just did not make sense we were the last stop. Why would you do that to your customers. I will never use this company ever again. Horrible customer service!

  
Helpful 0

  
Thanks 0

  
Love this 1

  
Oh no 0




**John F.**  
Business Owner

Nov 4, 2016

We offer Door-to-Door Service to Lacey-98503. If you reserved a ride to St. Martin's University, that is the location you paid for and where the driver was instructed to drop you. If you wanted delivery to your home address, you had the opportunity to reserve and pay for that service at the time of booking and/or at SeaTac Airport. Any customers that reserve and pay the proper fare for service to their home address are always delivered to the address booked. Our drivers are professional and carry out their work with honesty and efficiency.


[Read less](#)





**Caveat E.**  
Kaneohe, HI  
📍 0 🌟 5 📅 0


★☆☆☆☆ Oct 1, 2018 · 🔄 Updated review

Got my credit card statement today. Shows Capital Aeroporter charged me \$87 on Sept. 9th for a trip they could not provide as I was out of their service area. However, no refund was made. Called Capital Aeroporter today (10/1/18) and their excuse was "somebody dropped the ball". If I didn't insist on a refund they would have kept my money.

  
Helpful 0


  
Thanks 0

  
Love this 0

  
Oh no 0

★☆☆☆☆ Sep 15, 2018 · [Previous review](#)

Used them in the past to go to and from Des Moines, WA to Seatac. Made reservations for a pick up for Sunday, September 16, 2018 at 5:35AM. Made reservations over 1 week ago. At approximately...  
[Read more](#)



**April P.**  
Olympia, WA  
📍 27 🌟 5 📅 0

★☆☆☆☆ Aug 12, 2017


EXHIBIT JF-XXCX

(206) 244-0011


[Get Directions](#)  
17801 International Blvd Fl 3 of the  
Parking Garage SeaTac, WA 98158

 [Suggest an edit](#)


They are not willing to accommodate you at all. If your flight arrives early, too bad you get to wait for the next shuttle even when the shuttle that you could take has plenty of availability. Yet my shuttle was late leaving Seatac in order for them to accommodate other passenger's early arrival. After hours there's no one to talk to. Basically the driver shrugged his shoulders and just said too bad.




Helpful 1



Thanks 0



Love this 0




Oh no 0



Doug S.


Vancouver, WA

 2  16  1


...

     Mar 13, 2016


Well we're on to Sea Tac sitting in the back seat and it feels like the shocks were never installed. We may woof up our Egg McMuffins, seriously company...put some money on these rigs. Never again.




Helpful 2



Thanks 0



Love this 1



Oh no 0



James D.

Olympia, WA

 0  4  0

...

     Aug 6, 2014


I have used this service to go between Olympia and the SeaTac airport more times than I can count. I finally got so fed up and decided the slightly cheaper cost was not worth the horrible service these people consistently provide. I now drive myself and park my own car and pay more (happily) for parking lot service.

Every time I can remember, upon landing and hauling my bags all the way to their little stand at the end of the airport, the same lady who has been at the front desk for years is there, with an incredibly rude, "what do YOU want?" kind of attitude. She will stand around casually chatting and ignore you until she's good and ready (even if it's 11pm and no one else is around) and then once you finally receive acknowledgement, she rudely snaps while answering your questions.


One night, she put off helping me for such a long time that I missed the chance to get a spot on the next shuttle - when I inquired about getting on that nearly empty shuttle she snapped that it was "too late" and I should have arrived sooner. It was all I could do to keep my cool while I told her "I have been waiting right here in front of your face for the last 25 minutes, isn't that enough time!!?" Because she pushed it too long, I had to wait another HOUR until the last shuttle of the night left.

There has only been one driver I've ridden with during years of back and forth trips that was kind, friendly, and alert. Other than that ride, I've encountered multiple rude drivers, one of whom asked a bunch of unusual personal questions about my living situation upon arriving outside my house (who is that? is that your roommate? partner? how many people live here? none of your biz dude!) and another who stood staring at me silently waiting for a tip after arriving late and complaining to me rudely about not giving better directions because my house is "hard to find".


Bottom line, don't bother unless you love having your travel unnecessarily delayed while you are treated like crap in the process. I would MUCH rather pay more to the kind, friendly, helpful, attentive people at the offsite parking lot I now frequent, than pay anything at all to these people who have zero respect for their customers who are the reason they have this business in the first place! NEVER AGAIN!




Helpful 2



Thanks 0



Love this 0




Oh no 1



Cindy S.

Sumner, WA

 0  2  0


...

     Feb 13, 2018


Very bad experience. Driver was an hour late due to having waited 30 minutes for a previous fare. Then he needed to pick up another fare, got lost, and when we finally arrived that fare had left. I arrived to check in and my flight was boarding. I arrived at my gate with four minutes to spare.

Consequently, my luggage did not arrive at my destination and then I was charged \$55 to have it delivered. Will not use this company again.


EXHIBIT JF-XXCX




Helpful 0



Thanks 0



Love this 0



Oh no 0

< 1 2 >

1 of 2

4 other reviews that are not currently recommended

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Best of SeaTac

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