**FAQs**

**Are the shuttles free?**
No. Tickets are required and cost $58.51 per ticket.

**Where can I purchase a ticket?**
Tickets can be purchased at the following the New Jersey Shuttle location:
New Jersey Shuttle – Willowbrook Mall

**Is parking free at the Park & Ride location?**
Parking is free at the Willowbrook mall location in Wayne, NJ.

**Are the shuttles accessible for passengers with mobility needs?**
For wheelchair accessibility and other ADA accommodations on the New Jersey Shuttle, please contact spinzo@newyorkjets.com at least 3 business days in advance so we can ensure availability and arrange the appropriate vehicle.

**Can I hop on the shuttle if there are open seats?**
No. Tickets must be booked in advance, as the quantity of seats and buses are tailored for those who have prebooked.

**Do I need to book a ride to MetLife Stadium plus a separate reservation to ride back?**
All tickets are round trip; there is no option for a one-way ticket.

**Can I use only the return portion of my shuttle ticket?**
Yes. Guests may use the return portion of their shuttle ticket even if they do not ride the shuttle to the game. A valid ticket for that game and route is still required.

**Can you leave items on the bus during the game?**
No items may be left on the bus; all items must be taken with passengers into the stadium. It is important to read the MetLife Stadium's bag and security policies, which can be found by clicking here.

**When do shuttles pick up after the game?**
All shuttles depart from the stadium 45 minutes after the final whistle.

**What happens if I leave the game early?**
Shuttles depart the stadium 45 minutes after the final whistle. Early return service is not available.

**What happens if the game goes into overtime?**
Shuttles will depart 45 minutes after the final whistle, regardless of when the game ends. Shuttle departure times automatically adjust if the game runs longer than expected.

**What if I miss the last shuttle?**
Should you miss the last shuttle, there are opportunities for rideshare in areas around the stadium. Unfortunately, shuttles cannot be held.

**Where is the shuttle pick-up location?**
The New Jersey Shuttle is located at Willowbrook Mall in Wayne, NJ

**When do shuttles depart Willowbrook Mall before the game?**
Shuttles depart Willowbrook Mall approximately 45 minutes before stadium gates open and are scheduled to arrive at MetLife Stadium when the gates open, typically two hours before kickoff. For example, for a 1:00 p.m. kickoff, shuttles would depart Willowbrook Mall at approximately 10:15 a.m. Travel times may vary due to traffic and other congestion.

**Where do I find the shuttle buses after the game at MetLife Stadium?**
After the game, exit through the MetLife gate and return to the bus at the same drop-off location in the MetLife Stadium Bus Lot (Lot L), for a ride directly back to Willowbrook Mall.

**Can I bring bags, strollers, or personal items on the shuttle?**
Small personal items, bags, and collapsible strollers are generally permitted. All items must comply with MetLife Stadium's bag and security policies, which can be found by clicking here.

**Is overnight parking allowed at the Park & Ride sites?**
Overnight parking is not allowed within the Park & Ride site.

**Can passengers drink or eat on the bus?**
Food and drink are limited to light snacks and water. Alcohol is not permitted on the shuttles.

**Are there restrooms on the bus?**
Yes, there are restrooms on the bus.

**Who do I contact if I have an issue with my purchase?**
Send an email to spinzo@newyorkjets.com and a member of our team will assist you.

**Who do I contact if I have questions or feedback about the New Jersey Shuttle service?**
Send an email to spinzo@newyorkjets.com and a member of our team will assist you.

**What is your refund policy?**
Refunds are generally available when requested at least 48 hours before the scheduled kickoff. To request a refund, email spinzo@newyorkjets.com, and a member of our team will assist you.