TO BOOK A JOURNEY

To make a reservation, from your profile home page, click on ‘New Bookings’.

To make a one off booking on a credit card you will need to select ‘Book now one off travel’ and then select your country of residence.

You will then be taken to the below page:

First you will need to select the type of journey:

Transfer - is a normal booking i.e. airport transfer or A-B. You will be able to enter upto 5 addresses.

Wait + Return - this is a journey from one address to another and than back to the original address (with the driver waiting at the 2nd address until the passenger/s are ready to go back to the original address). You will only be able to enter 2 addresses

As Directed – this is a journey charged per the hour and allows the passenger/s to provide the driver with an intinerary, this is best if you need the driver to go to multiple addresses with waiting time at each address. You will only be able to enter 1 address as the driver will follow your instructions.
You will then need to enter in the pickup date, this can be done by either entering the date manually or by using the calendar icon to select the date.

You will then need to select the vehicle type, please note a standard car/ sedan can hold up to 4 passengers and an MPV/ SUV can hold up to 6 passengers.

You will then need to advise how many passengers are travelling, please note the system will advise you if the vehicle type selected isn’t big enough for the number of passengers selected to prompt a vehicle type change.

You will then need to select whether you are happy to make your booking available for a ride share by selecting Yes or No.

Next you will need to enter the pickup address, you can do this by either manually filling in the address fields, using the post/zip code function, address book function or the flight lookup function (only if the address is an airport), however it is best to use either the post/zip code lookup, address book or flight search (if the address is an airport) functions as these will hold the addresses in the correct format.

The post/zip code function allows you to enter the post/zip code and search for the address and select the relevant address from the drop down menu.

Once you have selected the relevant address you will need to click ‘Select’ the system will then fill in the street, town and postcode fields for you, all you would then need to do is enter the building number or name.
The address book function will take you into the company global address book and your personal address book.

Please note if your home address is stored in your profile this will be the first address shown in the address book.

Please also note if you are making a one off booking on a credit card (not through a profile) you will only be shown the global address book.

You are able to search the address book by choosing the relevant town/city and place i.e Office. This will then show you all the relevant addresses in a drop down menu, you will need to select the relevant address from the drop down menu and then click ‘Select’. The system will then fill in all the address details for you.

The flight search function can be used if your address is to be an airport. This allows you to enter in your flight number and select the relevant flight details you are arriving on.

You will need to enter your flight number into the flight number field, please note we have provided examples on how the flight number should be entered, to ensure it is recognized. Once you have selected the flight the system will automatically fill in the address fields for you.
Please note if the booking is a collection from the airport, the pickup time will automatically become the time the flight is due to land – this is to allow the driver to track your flight and ensure they are on location for the time the flight arrives – we highly recommend that the pickup time is left as the flight arrival time to prevent any issues if the flight is delayed or early.

You will then need to enter in address 2. If you need to add anymore addresses you can click here which will then add address 3 – you can add up to 3 addresses (totalling 5 addresses).

Please note the last address entered will be the destination.

You have the same 4 options on entering the addresses, either manually filling in the address fields, using the post/zip code function, address book function or the flight lookup function (if the address is an airport), however it is best to use either the post/zip code lookup, address book or flight search (if the address is an airport) function as these will hold the addresses in the correct format.
Please note if you manually enter an address or use the post/zip code lookup you will have the option to add this to your personal address book – to do this you will need to click here.

This will then add the address to your personal address book, for you to choose from the address book for ease on your next booking.

Please note if you are making a one off booking on a credit card you will not have the option to add the address to the address book.

Once you have entered all the booking details you will need to click get quote which is located at the bottom of the screen.
The system will then show you a loading circle whilst the prices are obtained:

The system will then load the prices for you, the prices will be shown in the most cost effective order:

If you hoover the mouse over a service provider you will receive a popup bubble with a brief description about the provider.

If you wish to view the service provider’s terms and conditions (waiting time policy, cancellation policy etc.) you will need to click on ‘Terms & conditions.’

Once you have chosen which service provider you would like to book with you will need to click ‘Accept’ on their row.
You will then be taken to the last page where the passenger/s details need to be confirmed:

If you are making a booking through a profile the passenger name, contact name and email address will automatically be filled in. If you are making a one off booking on a credit card you will need to manually fill in these fields.

If needed, you can add and amend any of the details that have automatically been filled in. If the profile holds multiple credit cards you will have the option to change the card the booking is to be charged to.

If you are making a one off booking you will need to enter in the credit card information.

Once this has been done you will need to click ‘Accept reservation’.

Details of your booking will be emailed to the email addresses entered on the job screen and any secondary email address stored on the profile.

To amend/cancel your reservation, return to your profile home page.