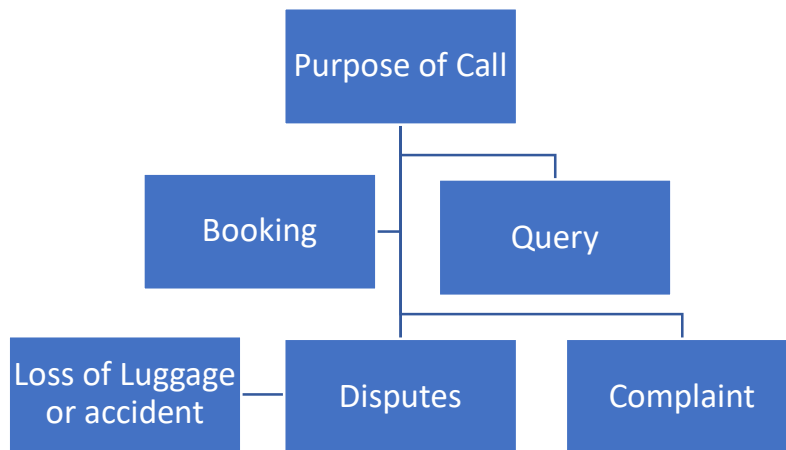
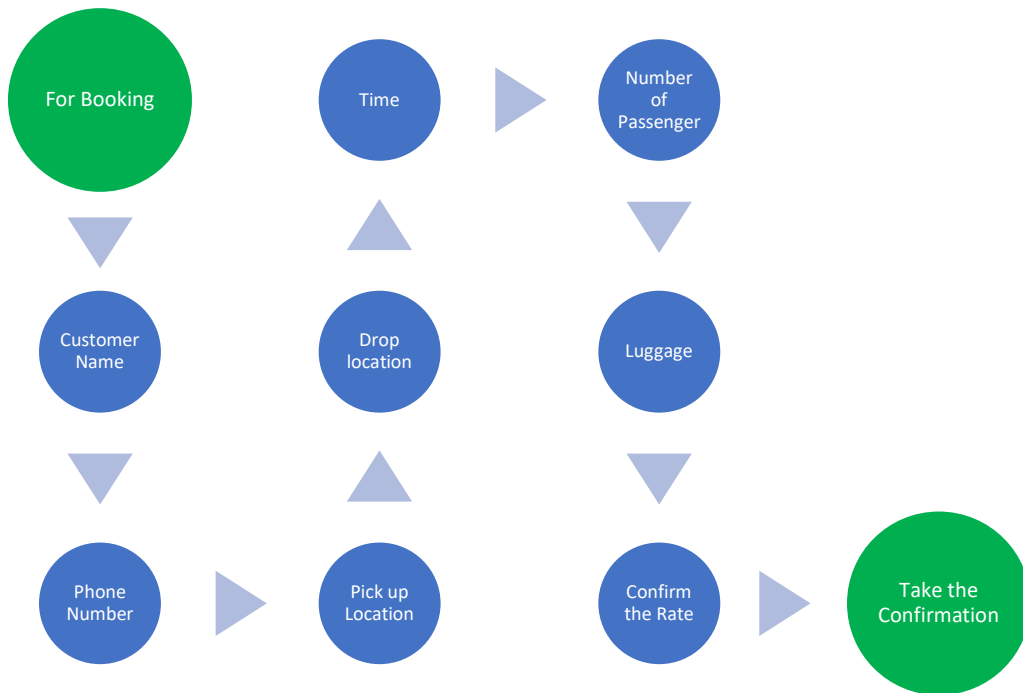




| 2 Teams                                                                                |                                                                                                 |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Emergency Team                                                                         | Back End Team                                                                                   |
| <ul style="list-style-type: none"> <li>• <b>Loss of Luggage or accident</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Complaint</b></li> <li>• <b>Disputes</b></li> </ul> |





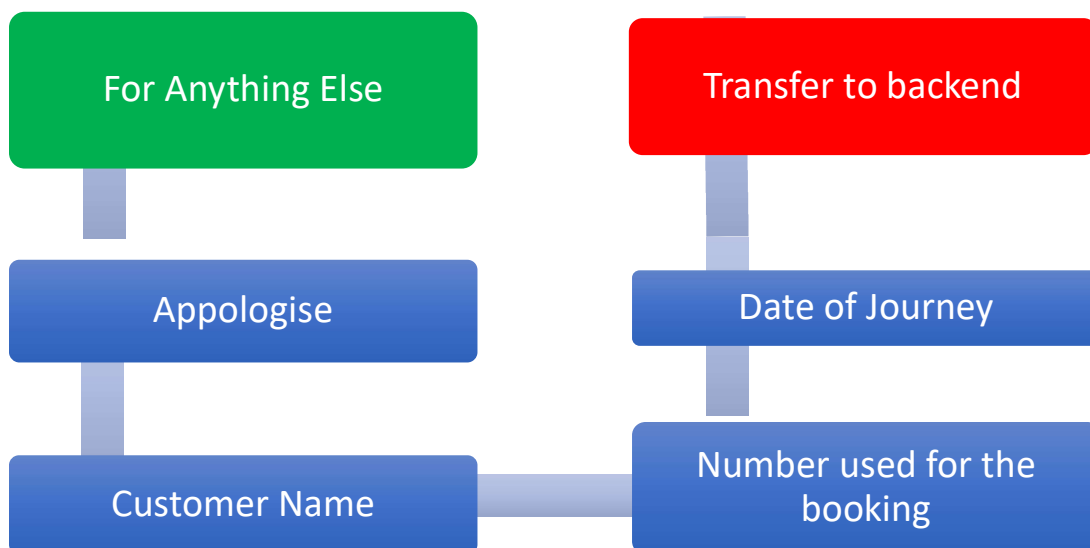
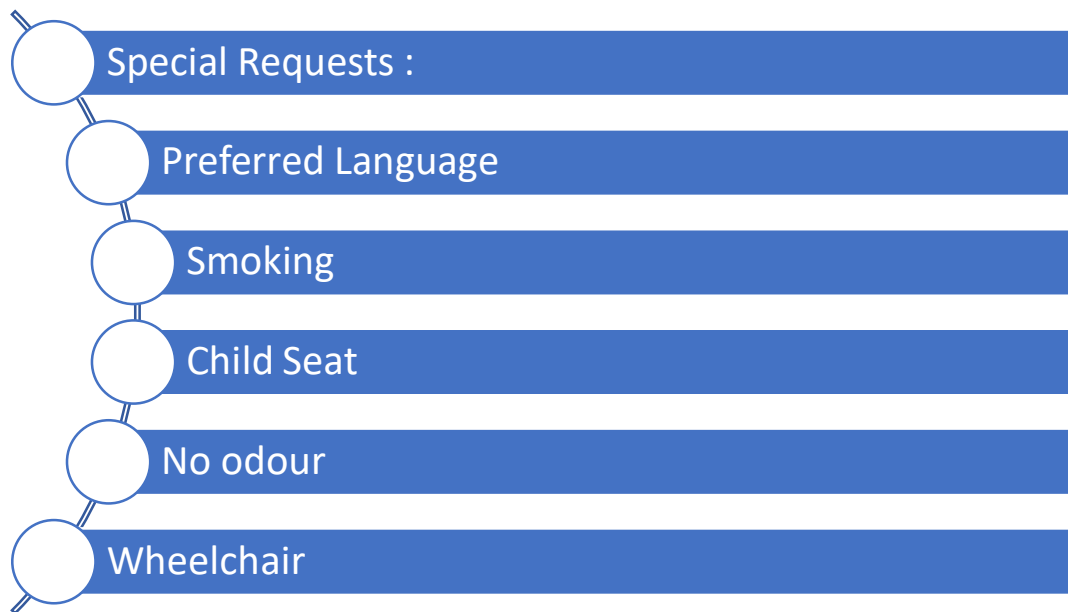
You will receive an email and a text with driver details and taxi number

The driver will call you in sometime - For Asap

The driver will call you 30 mins before the scheduled ride - For Booking more than an hour

Share the information

Trail Close - Asking for any Special Requests



## **Reason for the hike in the Ride Charge**

- 1. Traffic**
- 2. Peak and Off-Peak Hours**
- 3. Extra Miles**
- 4. Extra Time**
- 5. Lots of stoppages**
- 6. Delay in pickup**
- 7. Natural Cause**
- 8. Availability of Cab**
- 9. Change of Route**

## **Rebuttals:**

- 1. Why do you need to confirm my details?**  
For confirmation and security compliance,
- 2. Your rates are higher:**
  - **System-generated**
  - **Dynamic Pricing**
  - **Challenge to the other companies**
  - **Connecting to the back-end team**
- 3. I booked a cab last time for the same pick-up and drop-off location, but the price was much less:**
  - **Dynamic pricing, best price available**
- 4. Uber/AAA/Manchester are charging much less than what you are offering:**
  - **Please recheck, Challenge to the other companies' prices**
- 5. I am an old customer, do I get any discount**
- 6. Your rates are higher than the other company, as I was checking:**
  - **Please recheck, Challenge to the other company's prices**
- 7. What's the guarantee that your driver will turn up and not cancel the trip?**

- The driver won't cancel. We have a strict cancellation policy, and backup is available.

**8. I had a bad experience in the past with your ride:**

- Apologies, get details, connect to backend

**9. Your driver was rude last time:**

- Apologies, get details, connect to backend

**10. I am not interested. I would check with the others:**

- A challenge to the other company's prices

**11. What if the driver cancelled the trip?**

- Strict cancellation policy, utmost emergency, the driver won't cancel, backup available.

**12. What are the cancellation charges?**

- No cancellation charge till 15 minutes before the ride.  
Connect to the backend

**13. Why am I paying more than what was informed during the booking?**

- Apologise, connect to the backend

**14. Your rates are cheaper than the other big companies. How do you guys make a profit? I am afraid of the quality of the ride**

- saving money by not adv,

**15. What if I met with an accident?**

- In a worst-case scenario, we actively monitor the cabs via surveillance

**16. Is my ride insured?**

- yes

**17. My daughter would be onboarding the cab is it a safe ride?**

- Experienced drivers, and we actively monitor the cabs via surveillance

**18. How do I pay?**

- **Cash and card to the driver**

**19. I want to change my drop location**

- **Only before the ride begins**

**20. How do you guarantee you are the best in the market?**

- **Pocket-friendly, availability, no cancellation,**