



Tips for Better Service

- ✓ When booking your ride:
 - * Give us the exact pick-up and drop-off addresses.
 - * Tell us the exact entrance where you will wait.
 - * Specify your mobility aid to ensure you get the right vehicle.
- ✓ Give yourself enough time to reach your destination. Your driver may have other pick-ups and drop-offs in between.
- ✓ To ensure you have the most accurate pick-up time, confirm your ride time on the IVR as close as possible to your departure.
- ✓ Be ready and waiting at your designated pick-up spot 15 minutes prior to your confirmed time.