



# Have Any Questions?

Trip Rides prides itself on our un-matched customer support. We want everyone involved to be as well informed on our service as possible.

Got a question? We're here to answer! If you don't see your question here, drop us a line at [support@tryrides.com](mailto:support@tryrides.com)



## ACCIDENT

### How do I report an accident or incident?

First, make sure everyone is safe. Then, contact 911, if needed. Finally, contact [safety@triprides.com](mailto:safety@triprides.com)



## BACKGROUND

### How long will my background check take?

There is typically a 24-hour turnaround on background check approvals, but please allow up to 5 - 7 days.



## BACKGROUND

### Do you do a background check on all drivers?

Yes, every driver initially receives 7-year background check, and then quarterly thereafter.



## BOOK OF BUSINESS

### Am I allowed to "build my book of business" and use your platform?

Yes, you can (and are encouraged) build your own book of business.



## CAR TYPES

### How many types of cars do you accept?

We currently require standard size vehicles with 4 doors and 4 seat belts, plus the driver's seat belt for a total of 5 people.



## CANCEL DRIVER

### If I want to cancel being a driver what do I do?

If you decide you want to cancel your driver subscription, just email [support@tryrides.com](mailto:support@tryrides.com) We will take it from there.



## CANCELLATION FEE

### Is there ever a cancellation fee to the rider?

There can be a cancellation fee to the rider after the rider orders a ride and the driver accepts it. In addition, the driver keeps 100% of the \$5 cancellation fee. If the rider cancels within 5 minutes of the order there will be no cancellation fee.



## CAR RENTALS

### Do you have car rentals?

We do not offer car rentals at this time, but we may in the future.



## COMMUNICATION

### If I sign up as a Rider or Driver will Trip Rides be contacting me via email or text?

Yes, we will communicate with you unless you do not want us to. You can simply opt out of any communication with us; however, that may hinder our ability to provide full services to you quarterly thereafter.



## COMMUNITY GRANT

### How do I learn more about your Community Grant Program?

Click this link for more information:

<https://www.tryprides.com/community-outreach/>



## DAMAGE FEE

### What is a damage fee?

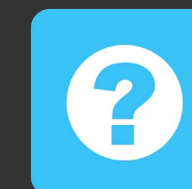
If we find that a Rider or member of Rider's party has caused damage to the Driver's vehicle, Rider will be charged up to \$250 for the damage.



## DRIVER

### Can I sign up to drive in NYC now?

If you currently have a TLC in NYC you can sign up with Trip Rides now. Unfortunately, NYC is not accepting new applications at this time.



## DRIVER

### How do I become a driver?

Download the Trip Rides Driver app from your mobile phone and click "sign up" to become a driver. There are a few documents you will need to provide, such as a driver's license, proof of insurance, vehicle registration, social security number, etc.



## DRIVER

### Is there a minimum age to drive?

You must be 21 years of age or older. You must have at least one year of driving experience (3 years if you're under 23).



## DRIVER

### What are the rates in my city for mileage and time?

The rates will vary by city. The rates are also subject to change at any time in each city. We will always keep you posted on your area's current rates.



## EMPLOYEES

### Are Drivers employees of Trip Rides?

Great question. No, drivers are not our employees. Drivers are independent business owners and simply subscribe to our SAAS business software.



## FARE CALCULATION

### What fees go into a ride, besides the time, distance and booking fees?

Anticipated or actual fees that include, but are not limited to airport fees, state and/or local fees, tolls (both directions), and processing fees for split payments shall be applied to your ride in the event they are relevant to your ride request. *Trip Rides* shall collect applicable taxes whenever required by law.



## FEE

### Why do I have to pay \$99 up front?

This fee includes:

- Driver's merchant account setup
- Criminal record search (one-time and quarterly thereafter)
- Driver record search (one-time and quarterly thereafter)
- Real-time driver verification (matching driver with the account)
- On-boarding process completion by Trip team



## FEE

### Can I change my subscription plan without a penalty?

There is no penalty fee to change your plan, ever!

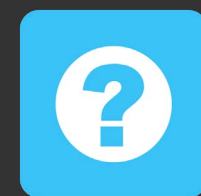


## FEE

### How many subscription offers do you have?

We have 2 offers to fit all lifestyles:

- Pro is \$99.99 per month for an unlimited number of rides
- Side Hustle is \$39.99 for up to 75 rides per month



## FEE

### I know lots of Drivers I could refer to Trip Rides. Do you have a referral program?

Absolutely! We offer 4 Referral Partner Levels:

1. **\*Pro Referral Driver** - Earn 50% on 1st level monthly subscription fees and 5% on 2nd level monthly subscription fees for any driver sign-ups.
2. **\*Side Hustle Referral Driver** - Earn 40% on 1st level monthly subscription fees for any driver sign-ups.
3. **Referral Riders** - Earn 30% on direct referral monthly subscription fees.

\* All recurring commissions to active drivers are paid monthly and only on active driver referrals. Active driver is a driver who is current on monthly subscription fees.



## FEE

### How about earning by referring Riders?

When the person you referred downloads and uses the app, you earn \$0.40 every time they take a ride! And, if that Rider were to upgrade to Driver, you will earn according to the referral commission structure above.



## FEE

### How soon do I get commissions?

The commission cycle for referral partners/active drivers earning from active driver subscription fees monthly pays 21 days in arrears, then weekly after that.



## FEE

### Why would I want to pay a subscription fee when the other companies don't charge it?

You will end up with more money in your pocket using our method. We charge a fee, but you get 100% of the fare, wait-time, cancellation fees, individual carpool fares, etc. We do not charge 20% - 40+% fees, like other companies do. Try it; if you don't like it then don't pay! to the Driver's vehicle, Rider will be charged up to \$250 for the damage.



## FEE

### What is a booking fee and why do you charge it?

A booking fee is separate from the actual fare and is charged to the rider to support the Trip Rides platform. This is the only fee that Trip Rides takes from the bottom line. Time, mileage, and other fees go directly to the driver.



## FEE

### When is a cleaning fee charged and who pays for it?

A cleaning fee is charged to any Rider who damages or makes a mess in a car. This is reported to Trip Rides by the Driver. We may investigate and charge the Rider who caused this incident.





## FEE

### Why does a driver have a merchant account?

A Driver is paid directly by the Rider via the merchant account, and may receive their funds in real-time. Trip Rides never touches the drivers' money; it goes directly from the Rider to the Driver. The Drivers can move money from their merchant accounts to wherever they choose.



## FEE

### If I think I was overcharged what should I do?

If you think you have been charged incorrectly, please contact us at [support@tryprides.com](mailto:support@tryprides.com)



## GENERAL

### Is this an MLM company?

No, we are not a multilevel marketing company.



## INSURANCE

### Do I need to have my own car insurance?

Yes, you need to have whatever amount of coverage your state requires. We also provide supplemental insurance.



## MARKET OPENING

### When is my market opening?

We are constantly opening new markets and will let everyone know approximately 90 days before a new market opens.



## MARKET OPENING

### Why would I want to sign up before my market opens?

We do allow early sign-ups, as many people like to build their "book of business" and create referrals prior to their markets opening, so they can begin earning more quickly. You may also live in one market, but want to sign up family and friends to drive and ride in other markets.



## MEDIA

### How do I join your Facebook group?

The link to our Facebook page is:

<https://www.facebook.com/groups/trypinfluencers/>



## MINIMUM RIDER AGE

### What is the minimum age to be a Rider?

To sign up as a Rider you need to be at least 18 years of age.



## MULTI DRIVERS

### Can more than one person drive my vehicle?

Yes, another person can drive your vehicle, as long as that person is properly signed up with the company.



## PRICING

### Does Trip Rides have surge pricing?

No surge pricing here. Our fares are fair every day and all times of the day!



## REFERRAL CODE

### How do I find my referral code?

Log into your dashboard, and you'll find your link for your referral code at the bottom of the page.



## REFUNDS

### What if I want a refund?

Refunds are done with no questions asked within 7 days of signing up. After 7 days they are done on a case-by-case basis. If you would like a refund simply complete the form on the bottom of any of our web pages or contact us at [support@tryprides.com](mailto:support@tryprides.com)



## RIDER

### How much does it cost to become a referral rider?

There is no charge to become a Referral Rider. In fact, you can even earn commission being a Referral Rider.



## SAFETY

### What safety precautions does Trip Rides utilize?

Trip Rides does a 7-year background search on each driver and is the only rideshare company that does quarterly updates on its drivers' background searches. Also, we have implemented Panic buttons on both the Trip Driver and Trip Rider apps that go direct to 911.



## VALIDATE LINK

### What are your vehicle requirements?

Vehicle requirements are state-specific. We only follow state regulations; we don't make our own up. Check your state's requirements for more information.

If you still have questions you can reach out to us at:

[support@tryprides.com](mailto:support@tryprides.com)



## VETERANS

### Do you have a Veterans program?

First, thank you for your service. Yes, we do have a Veterans program. We are proud to offer you 90 days of free driving on us!

Visit <https://www.tryprides.com/veterans-driver-program/> to enroll.



## COMMISSIONS

### What is a "Legacy" Referral Driver?

Any person who has properly signed up and paid for a background check or paid any fees prior to April 1, 2020 will be considered a Legacy Referral Driver and will enjoy all those benefits outlined in the compensation plan.



## COMMISSIONS

### What is a "Pro" Referral Driver?

Any person who has properly signed up and pays the Pro subscription fee timely each month will enjoy the benefits of being a Pro Referral Driver.



## COMMISSIONS

### What is a "Side Hustle" Referral Driver?

Any person who has properly signed up and pays the Side Hustle subscription fee timely each month will enjoy the benefits of being a Side Hustle Referral Driver.



## COMMISSIONS

### What is a Referral Rider?

Any person who has properly signed up for FREE as a rider and earns a commission on each direct referral monthly subscription fee that is timely paid by the active driver the rider referred is considered a Referral Rider.



## COMMISSIONS

### When are recurring commissions paid?

Commissions are paid monthly.