Agent How To Guide



Global Supply Free access to our network of 3,700 airport transfer companies.



Fast Access Immediate sign up. Book transfers straight away.



Lots of Options Offer your clients a wide choice of airport transfer providers.



Commissionable Rates Earn commissions and delight your client at the same time!



Meet and Greet Your client is met in the arrivals hall for a seamless pre-paid ride.



24/7 Customer Service Contact us with global Jayride phone numbers and email.

Sign in 01 Go to Jayride.com and Sign in

Sign in - Having trouble remembering your password? We've included a Forgot Password? link on the sign in box



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Search

How to search for an airport transfer



- 1. Select From and start typing the pick-up location (airport or street address)
- 2. Select the address from the suggestion list
- 3. Select To and start typing the pick-up location (airport or street address)
- 4. Select the address from the suggestion list
- 5. Select the Travel date and Flight time
- 6. Select the number of **Passengers**
- 7. Tick the box Return box if your client requires a return transfer

8. Click on Search to see the transfer options available

03

Compare

How to compare suppliers and choose the right transport company for your client

Use the filters to narrow your search result find the right transport company for your client's needs - type, vehicle, class, inclusions and star rating.

See ***** for the choices we recommend.



- 1. Click **Learn More** to read more about transport company you're interested in, including reviews shared by Jayride travellers.
- 2. When you're ready, click **Select** to complete the booking.



 \checkmark

Sort By

Rating (Highest first)

Was very impressed with our booking. Our flight was delayed and our driver waited for us! Great conversation. Our drivers helped us with luggage to and from the airport. I will be using ...More

***** 117 rev

Soma N. reviewed on 09 Mar, 2020

"5 star service. Wonderful start to our holiday thank you"

clusions & Extras



- 1. Select any **Extra Luggage** options the passenger requires, eg baby seats or excess luggage
- 2. Enter the passenger's name eg John Smith
- Enter the passenger's Mobile number and Email Address for the driver to contact
- 4. Enter the passenger's Flight Number
- 5. You can use the **Additional Notes** to pass any additional information to the transport supplier
- 6. In the **Payment** section, enter the credit card details you wish to use for the booking





- 1. Go to Jayride.com & Sign in
- Go to Account and open
 Bookings from the menu to see a full list of all your bookings
- Click View Details to open the booking and view all the information about the booking, including supplier name, service type, meeting instructions and supplier contact details

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Cancel

How to cancel a booking

- 1. Open the relevant booking from the **Bookings** list. You can search for the Jayride Booking ID with Control-F in your browser
- 2. Click Cancel booking

Tip - You'll need to cancel both legs of a return transfer separately. Search for the Jayride Booking ID for each leg and cancel it to be eligible for a full refund.



You will receive an email notification that will confirm the cancellation. If you cancel a booking 24 hours or more prior to travel time, you will be eligible for a full refund. If you cancel with less than 24 hours' notice, however, we are unable to issue a refund.



Concierge Service

For non-airport transfers, group bookings and those complex itineraries, contact our Concierge Team at agents@jayride.com.

- Medical assist all non-emergency patient transfers
- Point to point transfers anywhere in the world

• VIP service that curates your customer's itinerary



- All transfer options available across the globe: city to city, remote, regional locations
- Cruise terminals
- Large groups, events and conferences
- vehicle and driver hire: hourly, day rates

Agents can now book all
 non-airport transfers

Contacts

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