

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

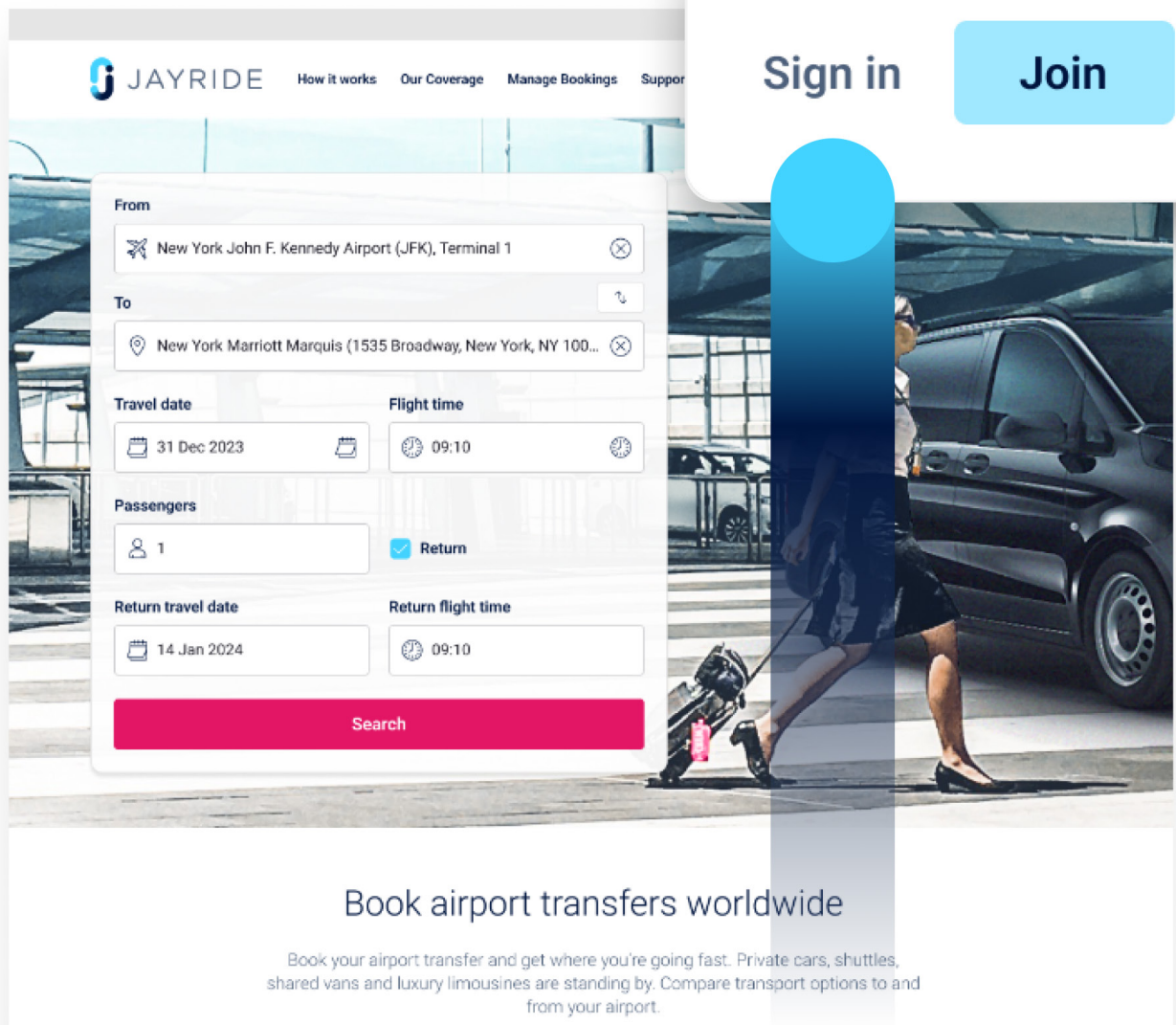
Contact us with global Jayride phone numbers and email.

01

Sign in

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



Sign in Join

From
New York John F. Kennedy Airport (JFK), Terminal 1

To
New York Marriott Marquis (1535 Broadway, New York, NY 100...)

Travel date
31 Dec 2023

Flight time
09:10

Passengers
1

Return
☒

Return travel date
14 Jan 2024

Return flight time
09:10

Search

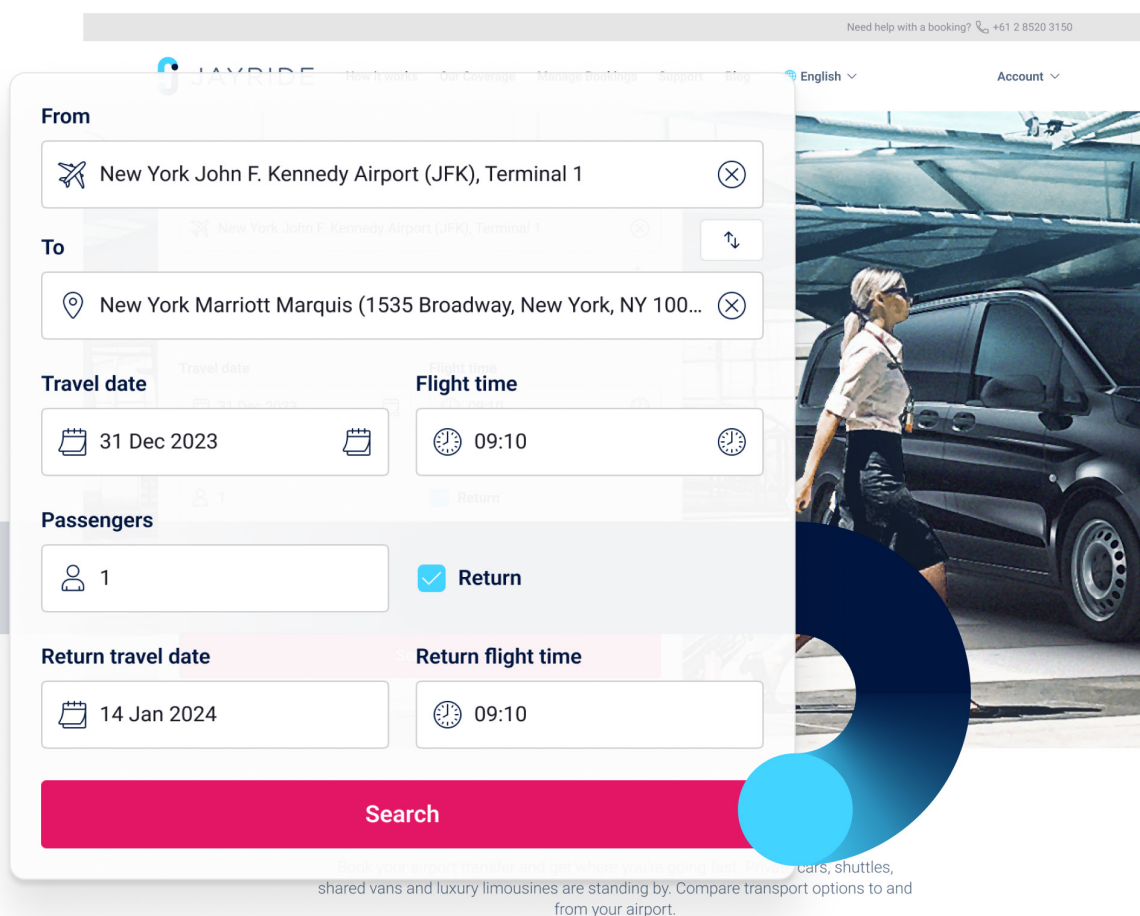
Book airport transfers worldwide

Book your airport transfer and get where you're going fast. Private cars, shuttles, shared vans and luxury limousines are standing by. Compare transport options to and from your airport.

02

Search

How to search for an airport transfer



Need help with a booking? ☎ +61 2 8520 3150

From
New York John F. Kennedy Airport (JFK), Terminal 1

To
New York Marriott Marquis (1535 Broadway, New York, NY 100...)

Travel date
31 Dec 2023

Flight time
09:10

Passengers
1

Return
☒

Return travel date
14 Jan 2024

Return flight time
09:10

Search

cars, shuttles, shared vans and luxury limousines are standing by. Compare transport options to and from your airport.

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

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.

Type

☐ Shared

☒ Private

☐ Rideshare

Vehicle

☒ Sedan

☐ SUV

☐ Limo

☐ Van

☐ Bus

Class

☐ Economy

☒ Business

☐ Luxury

Inclusions & Extras

☐ COVID-19 Prepared

☒ Meet & Greet

Rating

☒ ★★★★★ and up

☐ ★★★★☆ and up

☐ ★★★☆☆ and up

See how Jayride is responding to COVID-19

E

How it works

Our Coverage

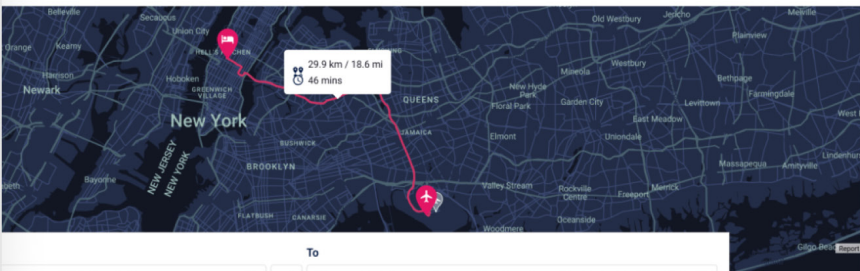
Manage Bookings

Support

Blog

English

Account



29.9 km / 18.6 mi

46 mins

From: New York City (JFK), Terminal 1


To: New York Marriott Marquis (1535 Broadway, New York, NY 10036, USA)

Passengers: 1

Flight Departure Details: 14 Jan 2024

50 results

Sort By: Vehicle (Cheapest)



Great Transfers

★★★★★ (52 reviews)

PRIVATE


BUSINESS

SEDAN

MEET & GREET

More

Select



CS Happy Travel

★★★★★ (5 reviews)

PRIVATE


ECONOMY

SEDAN

COVID-19 PREPARED

More

Select



NY Private Tours Pty Ltd

★★★★★ (117 reviews)

PRIVATE

ECONOMY

SEDAN

COVID-19 PREPARED

More

Select

1. Click **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.

Great Transfers

US\$ 99.00

Select >

Description

Reviews

About Us

Traveller Reviews

Sort by

Rating (Highest first)

★★★★★

Soma N. reviewed on 09 Mar, 2023

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

★★★★★

Cathryn G. reviewed on 27 Feb, 2023

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

★★★★★

<

1/13

>

From

New York

Flight Arrival Date

31 Dec 2023

Type

☐ Shared

☐ Private

☐ Rideshare

Vehicle

☐ Sedan

☐ SUV

☐ Limo

☐ Van

☐ Bus

Class

☐ Economy

☐ Business

☐ Luxury

Inclusions & Extras

☐ COVID-19 Protection

☐ Meet & Greet

Rating

☐ ★★★★★ and up

☐ ★★★★☆ and up

☐ ★★★☆☆ and up

Number of reviews

1

036, USA

Update

pest)

>

>

>

More

Select >

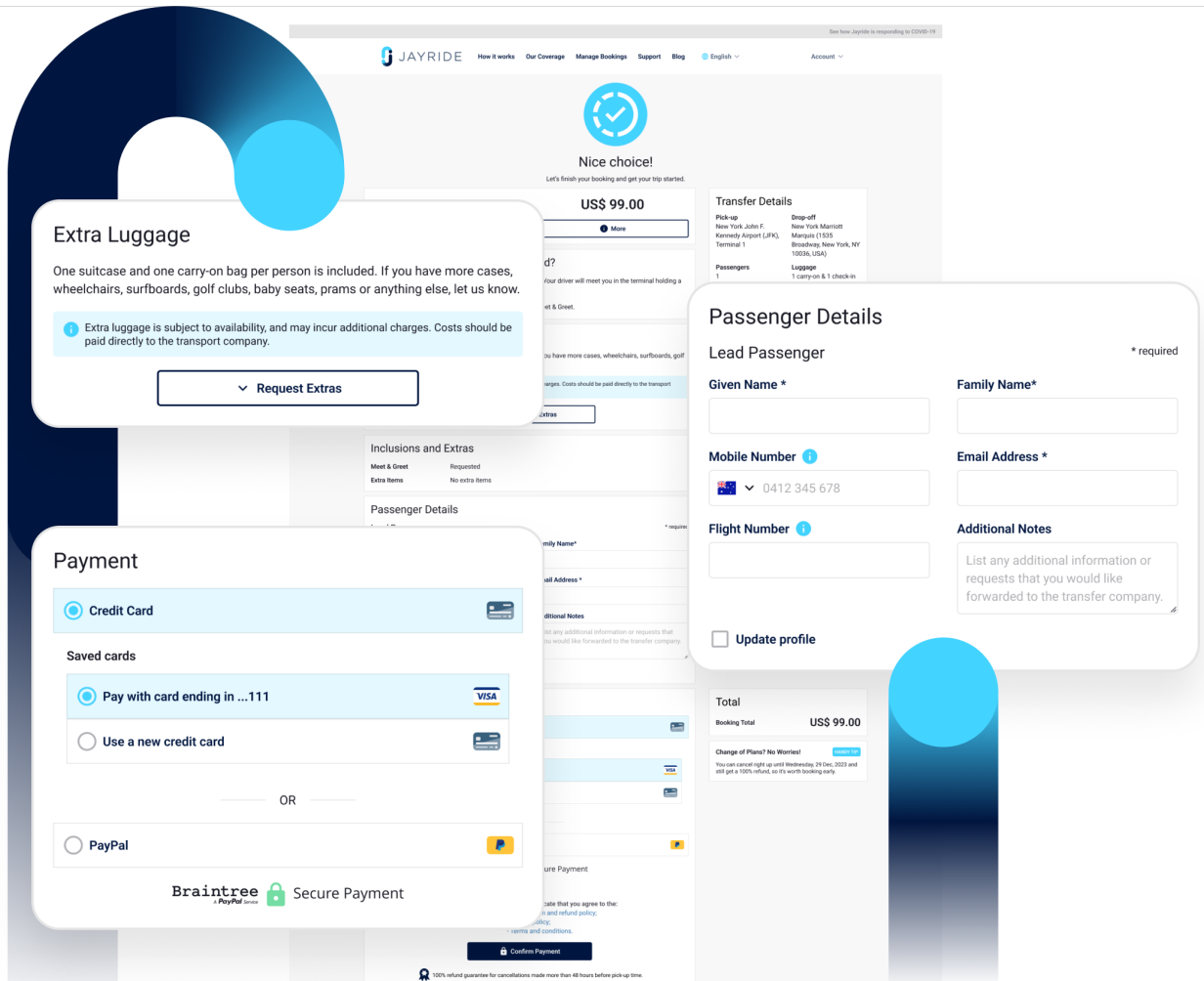
US\$ 150.00

04

Book

How to make a booking

1. Select any **Extra Luggage** options the passenger requires, eg baby seats or excess luggage
2. Enter the passenger's name eg John Smith
3. 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



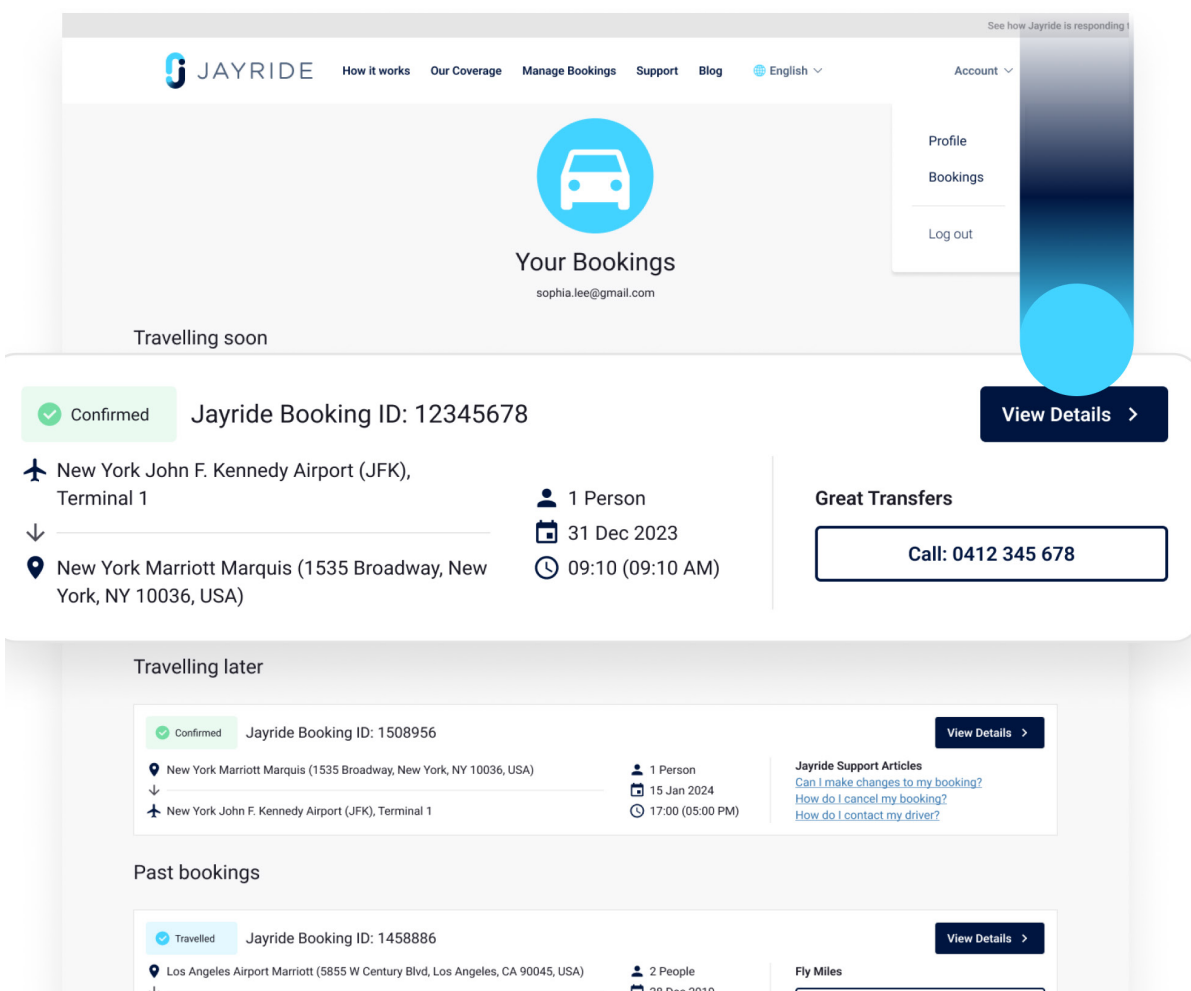
The screenshot illustrates the booking process on the Jayride website. It shows several overlapping panels representing different stages of the booking:

- Extra Luggage:** A panel explaining that one suitcase and one carry-on bag are included per person. It offers an option to "Request Extras" for additional items like wheelchairs, surfboards, golf clubs, baby seats, or prams.
- Passenger Details:** A form for the "Lead Passenger" requiring a "Given Name", "Family Name", "Mobile Number", and "Email Address". It also includes a "Flight Number" field and an "Additional Notes" section for extra information.
- Payment:** A section for selecting a payment method, including "Credit Card" (with saved cards), "Pay with card ending in ...111", "Use a new credit card", and "PayPal". It features a "Braintree Secure Payment" logo.
- Transfer Details:** A panel showing "Pick-up" and "Drop-off" locations, dates, and times. It also displays the "Total" booking cost of "US\$ 99.00".

05

Manage

How to view your bookings



The screenshot shows the "Your Bookings" section of the Jayride website. It displays a list of bookings with the following details:

- Confirmed Bookings:**
 - Jayride Booking ID: 12345678** (Travelling soon)
 - Location:** New York John F. Kennedy Airport (JFK), Terminal 1
 - Passenger:** 1 Person
 - Date:** 31 Dec 2023
 - Time:** 09:10 (09:10 AM)
 - Call:** 0412 345 678
- Past Bookings:**
 - Jayride Booking ID: 1458886** (Travelled)
 - Location:** Los Angeles Airport Marriott (5855 W Century Blvd, Los Angeles, CA 90045, USA)
 - Passenger:** 2 People
 - Date:** 28 Dec 2019

1. Go to Jayride.com & Sign in
2. Go to **Account** and open **Bookings** from the menu to see a full list of all your bookings
3. 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

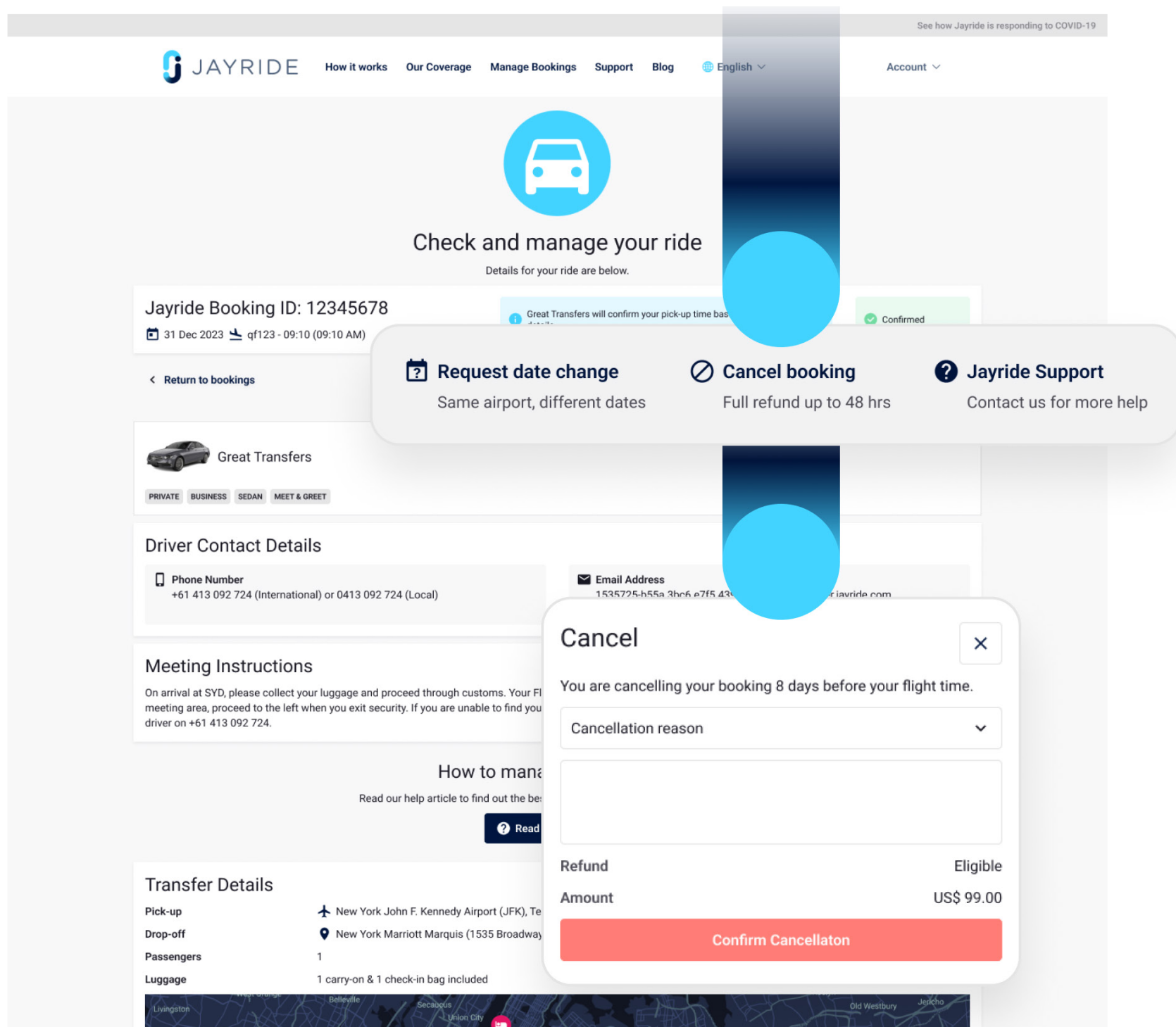
06

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.



See how Jayride is responding to COVID-19

JAYRIDE How it works Our Coverage Manage Bookings Support Blog English Account

Check and manage your ride
Details for your ride are below.

Jayride Booking ID: 12345678
31 Dec 2023 qf123 - 09:10 (09:10 AM)

< Return to bookings

Request date change
Same airport, different dates

Cancel booking
Full refund up to 48 hrs

Jayride Support
Contact us for more help

Great Transfers
PRIVATE BUSINESS SEDAN MEET & GREET

Driver Contact Details
Phone Number: +61 413 092 724 (International) or 0413 092 724 (Local)
Email Address: 1535725-h55a-3bc6-e7f5.43@jayride.com

Meeting Instructions
On arrival at SYD, please collect your luggage and proceed through customs. Your flight meeting area, proceed to the left when you exit security. If you are unable to find your driver on +61 413 092 724.

How to manage your booking
Read our help article to find out the best way to manage your booking.

Transfer Details
Pick-up: New York John F. Kennedy Airport (JFK), Terminal 4
Drop-off: New York Marriott Marquis (1535 Broadway)
Passengers: 1
Luggage: 1 carry-on & 1 check-in bag included

Cancel
You are cancelling your booking 8 days before your flight time.
Cancellation reason:
Refund Amount: US\$ 99.00
Confirm Cancellation

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.

07

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

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Contacts

Account Management Team
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New Zealand: +64 9 801 8021
United Kingdom: +44 20 3322 1950