



## VIBE RIDES DRIVER-PARTNERS GUIDE TO ACCEPTING TRIP REQUESTS AT AIRPORT(S)

Coming soon!

### FREQUENTLY ASKED QUESTIONS

Am I eligible to pickup at Airports?

In the future, to be eligible to receive trip requests to pick up riders at Airport(s) as a Vibe Rides driver partner, it is a requirement from the operator of the Airport(s), that you accept the agreed method of operation.

Please go to [www.viberides.com](http://www.viberides.com) to read the guide to accepting trip requests at airports coming soon. Once you've accepted the terms and conditions, you will be able to accept requests from Airport(s).

How much will it cost?

There may be a fee per trip (inclusive of taxes) to pick up at the airport, subject to annual adjustments after every year. This amount will be charged from the Rider and paid to the Airport(s) on behalf of Vibe Rides driver partners.

Is there a queue? How do we get trips?

Vibe Rides Driver Partners are able to wait for and pick up an airport trip in the Rideshare Holding Area/Pick up area. So when you first arrive at the Airport(s) you can head to the designated holding area to wait for a request.

When you are within the Airport(s) Rider-share Holding Area, you will be able to view your queue number. Drivers will be dispatched according to their order in the queue.

Once there is a request, you'll be notified in the Vibe Rides Driver App and the Rider will be waiting at one of the two pick up areas.

What happens if the Rider cancels the trip, will I lose my spot in the queue?

If the trip is cancelled by the rider on the way to the pick up area, you will not lose your spot in the queue. Once you are back in the Rideshare holding area, you receive priority and will be dispatched sooner.