

REQUESTING AND BOOKING TRIPS

SEARCHING FOR TRIPS

How can I find trips for me?

When searching for a trip, just enter a few details that best describe what you are looking for.

On the homepage, type in where you are wanting to leave from, and where you want to go. Remember that smaller towns may not always have as many options. Try searching in nearby cities that may work for you as well.

Then select the trip that best suits you. You may find a trip that is close to home, and is going to the perfect location for you.

Then, request a ride, and you will soon be on your way!

DIFFERENT TYPES OF TRIPS

Is it possible to be a passenger on a trip I post?

You are only allowed to post trips that you intend on driving yourself. The goal of a driver with Jake's KAR is to find passengers to help split any expenses along the trip.

After posting a trip, the passengers will request a seat in your trip if it best relates what they are looking for.

Passengers can contact drivers through Jake's KAR to ask any unknown question they may have about your trip, to help decide if the trip is best for them.

Can I send packages or pets?

Jake's KAR is intended to connect others traveling in the same direction, and share the expenses and experiences of the trip. For this and for security purposes, packages and pets may only travel in the vehicle if the owner is traveling as well.

How do I select the driver?

When selecting the trip that best suits you, you will also want to read about the driver. Here you can also read reviews the driver may have about them, and certain preferences they have selected.

The profile should have an image of the driver, and may also have an image of the car being driven for this trip. Certain preferences may be chosen as well. For example, if they prefer jazz music, allow smoking, enjoy talking etc.... Also, remember to read their "About Me". Here you may find more about the driver to help you when

making your decision. You can now see exactly how many seats are offered by the driver, and if any of them have already been booked!

When sharing a road trip, you must keep an open mind. We are here to as fellow travelers, to help each other out with the road tripping experience, and in the most comfortable way.

Is it possible to request a seat last minute?

Sharing a road trip is probably the best choice when traveling at the last minute.

At Jake's KAR, we recommend at least 2 hours in advance when requesting a seat, just to help prevent any problems with arriving to the pick-up location on time.

Seats will remain open until there are 15 minutes before the time the trip is intended to start.

Just remember, if your request last minute, the driver may not be able to approve you because they are busy themselves with meeting other passengers.

Do I pay the same prices for kids?

Yes, because in any case, a child will always occupy a seat in the vehicle. Toddlers will be placed in a car seat, whereas children will sit alone in a seat.

For this reason, the same price applies to kids. If not, the driver would be losing potential money to be shared for the expenses of the trip.

Always remember to contact the driver first before requesting a seat for a child. The driver may not always allow kids in their vehicle, or may not have the space to properly secure a car seat in their vehicle. It is also the passengers responsibility to provide a car seat for the child, if needed.

Minors under the age of 18 must be given consent to request a seat, and all children under the age of 13 must ride along with a parent or guardian. Minors are not allowed to create their own profiles. A parent or guardian must make their own personal profile, and the contact the driver before requesting a seat to see if they allow minors as passengers in their vehicle.

BOOKING A TRIP

How do I request a trip?

Simply search for a trip on Jake's KAR's homepage by entering your start and end locations, and the date you wish to travel. Once you have found the perfect trip for you, make a request to ride along!

Payments will be made with your Stripe account.

Once a driver has reviewed your profile and approved your request, you will receive an email or SMS stating that you have been approved. You will also receive the driver's phone number so you can easily contact them with any questions or concerns you may have.

After the trip is over, then the driver will be paid.

My request for a trip was approved: what now?

After you have been approved for your trip, you will receive a brief summary of your trip. You will also be given the driver's phone number to help finalize any questions that may still be unanswered.

What if my request was denied, or never approved?

If you were denied, or never approved, your debit or credit card will not be charged.

The driver may have cancelled their trip, or possibly change the trip all together. There are many different possibilities as to why the driver declined your request or never responded. This happens sometimes, and it is nothing personal.

If by chance this happens, and the amount does show up on your bank statement, it is most likely just the request, and will go away shortly. If for some reason it never goes away, contact us to help resolve this issue.

If you were denied your request, or never approved, search for a new ride that best fits your needs!