

# EMAILS AND NOTIFICATIONS

## COMMUNICATION BETWEEN DRIVER/PASSENGER

### What do I need to know when sending an email?

Messages are sent back and forth between the driver and passenger to help obtain details about a trip beforehand. We do this to make things easier and safer for everyone.

Inappropriate messages are not allowed.

Also, you cannot include in your message:

- *Phone numbers, email addresses, or full names.*
- *Any kind of attempt to book a ride for this trip outside of Jake's KAR (Jake's KAR is here to help with making the process safer and easier when it comes to exchanging information and money.)*

If for some reason your message is not sent, you will be sent an email as to why we had an issue. You will still be able to message this person again.

### How does messaging work?

You can easily message other users from Jake's KAR. You must be logged in to send or receive messages. Messages will be posted in "Passenger Questions" under the drop-down menu found at the top left of the homepage.

#### **Passengers**

When a trip is offered, you can easily message to the driver before or after your request.

If your request has been denied for a trip, if there are no more available seats for the trip, or if the trip is planned to leave within the next 15 minutes, you will not be allowed to leave a message.

#### **Drivers**

Drivers will be able to message a passenger after the passenger has contacted them first.

### What if I never receive a reply to my message?

If a driver or passenger doesn't reply to a conversation started, don't stop trying to find other trips or passengers that may be perfect for you. It is nothing personal, but other people may not be able to message back right away, and we don't want anyone missing out on an opportunity for a trip because they are waiting on one person's reply.