

POSTING TRIPS

OFFERING A RIDE

How many passengers can I take?

For legal issues, and insurances purposes, the most seats you are allowed to have are 3.

If you have a small car, try and keep the middle seat open. It will be more comfortable for everyone.

Can I offer to take 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 DOES IT WORK?

What are the steps involved in offering a ride?

Post your trip by simply clicking "Post Trip" on the homepage.

You will then give the information of your trip :

1. Your Schedule

- A. Choose the departure and arrival cities, giving precise pick-up and drop-off points.
- B. Add any stops.
- C. Tell if you will be making a return trip.
- D. Give the date and time for your trip.

2. Details

- A. Set a price per passenger for your trip.
- B. Select the number of seats offered.
- C. Leave a note for possible passengers. Try and be as specific as possible. Luggage size and number, detours, etc. Write your message for passengers.

3. Confirm

- A. Post your trip and it will be published instantly.

Why are stops suggested?

You do not have to post stops along your trip, but it is recommended. This will help provide more opportunities for passengers. When you post a trip, not all passengers will be interested in the entire trip, but you may find passengers who would like to travel part of the way.

Example: If your trip is from Los Angeles – San Francisco.

On this trip you could make stops in Bakersfield or San Jose where you could drop off passengers, and find more who are looking to travel the rest of the way.

Why are ride details so important?

The more details you have listed, the more chances you will have when attracting passengers. We recommend to put as many details for your trip as possible.

This helps to cut down on the amount of questions a passenger may have for you.

When giving details, you can mention

1. Your flexibilities
2. Your stops along the way
3. Space available for luggage

You can also explain the reason for your travels, and who may already be riding with on your trip.

Comments are reviewed. Comments will NOT be allowed that

1. Provide a phone number (you should have phone number already listed in your profile)
2. Provide an email
3. Provide a different price than the one listed for the trip
4. Provide a different number of seats available for the trip than listed
5. Are rude, use foul language, or are insulting
6. List other websites

DECIDING PRICES

How do I decide the price of my seats?

Try and set a fair price that divides the expenses of the trip between you and the passengers. Remember to include a fair price for the cost of gas, along with any tolls that may be passed along the trip.

Remember that Jake's KAR is intended for sharing the cost of travel. It is not meant to make a profit from your travels.

How many seats can I offer?

The maximum number of seats you can offer is 3.

When traveling together, the premise of the trip is sharing the expenses (gas, tolls, wear and tear, insurance etc.) and not to make a profit from your trip.

WHEN TRAVELING WITH MORE THAN 3 PASSENGERS:

In the case of an accident, the provided insurance may refuse to cover the passengers and even the driver. Insurance can decline a claim if seen that the driver is making a profit from their trip, and purpose of travel is no longer in agreements with their plan.

What if I have a van, bus, or larger vehicle with more available seats?

No worries, you can still travel with your vehicles, but for safety reasons, we only allow a maximum of 3 passengers.

EDITING MY TRIP

How do I edit my trip that has already been posted?

If you need to make changes to your trip such as departure dates and times, or the number of available seats.

Simply click on "My Trips" in drop-down menu found on the homepage.

You will find the list of all your past trips and trips offered. Here you can easily edit your trip as need

Warning: If passengers have already been approved for bookings, you will not be able to make changes. If you already have bookings in progress, you will not be able to make certain changes.

How do change my available seats offered to full?

If you want to change the number of available seats, or show that your trip has been filled, go to "My Trips" and click on the +/- buttons to raise or lower the number of available seats, then save. If you enter "0", your trip will appear as Full.

BOOKING REQUESTS

How do I approve a request?

1. **By SMS:**
 - a. When you receive a request by SMS, you can simply reply YES or NO to approve or decline the request.
2. **By email:**
 - a. A link will be sent to you by email that will direct you a page where you can approve or decline the request

3. On the site:

- a. All information regarding your trips will be available in the drop-down menu on the homepage.
- b. You are given 6 hours to respond to a request before it expires.
- c. Once a booking has been approved, the number of available seats for your trip will automatically be updated, and you will receive an SMS or email providing the passenger's contact information.
- d. After that, it is your responsibility to reach out to your passengers and confirm the final details for your trip!

How long do I have to approve a request?

When a passenger requests a seat, you have 6 hours to approve or decline them a ride.

It is recommended to try and reply as soon as possible so the passenger has time to plan their trip as well.

You will be notified by SMS or email of the time you have remaining to respond.

DRIVER RESPONSIBILITIES

What do I do if I have car troubles?

The driver is responsible for all passengers in their vehicle. It is the driver's insurance that covers the passengers.

Ridesharing is covered through most personal insurance policy, as long as the driver is not making a profit from the passengers traveling with them.

You as a driver must make sure that your insurance covers ridesharing. Only your provider can answer these questions.

If your vehicle breaks down during a trip, it is the driver's responsibility to contact their auto insurance company to decide which services they will provide:

1. Towing
2. Arranging a ride home for occupants in the vehicle

We expect the driver to do everything possible for their passengers, to ensure that they arrive to their destinations safely.

If the insurance policy covers the cost for a ride to each passenger's destination, the passenger's payments for the trip will proceed in the normal manner, unless otherwise agreed by with passengers.

It is VERY important to contact us in situations like this, so that our team can offer you a response to questions relating this matter.

Who is responsible in case of an accident?

If an accident is to occur, the driver is responsible for their passengers, their insurance will cover the occupants in the vehicle.

When sharing a ride in a car, it is no different from any other ride in regards to how the insurance covers the occupants in the case of an accident.

If an accident occurs, the driver should always do as much as possible to ensure the best possible solutions for their passengers, and communicating all of the insurance details with them.

It is VERY important to contact us in situations like this, so that our team can offer you a response to questions relating this matter.

TRAVEL WITH PASSENGERS

How to be the best driver possible?

To provide the best experience, the driver should be very welcoming, and do everything possible to try and make the trip as comfortable as possible. As a passenger, you should always be on your best behavior, and respect the driver's vehicle and rules they may have set.

The driver must be very understanding of all passengers worries they may have, or feelings. We must remember that we are all strangers to one another, and we want to make the trip as memorable as possible. We don't want to leave bad impressions that may drive others away from the road tripping experience. We must respect all people, and any physical conditions one may have.

The driver must obey all rules of the road, and drive as careful and mindful as possible.

Drivers should always leave passengers at the agreed drop-off location. NEVER leave a passenger stranded on the side of the highway, or at a truck stop miles from the next town. The driver must always keep in mind the passenger comfort, and to try and not overbook a trip with more people than the vehicle can hold, or with more luggage than can be fit inside the vehicle safely.

By taking road trips together, it is amazing opportunity meet new people, and discuss stories about each other. This will also help pass the time, and make a long trip seem short. Not everyone is as open to conversation, but it always helps to be friendly, and open up. This will help both the driver and passengers feel safer and more comfortable

Always remember to leave a review for the driver when the trip is finished. Everyone enjoys to read good things about themselves, and this also helps future passengers with trust, when requesting a ride from this driver. Odds are, you will receive a review as well if you leave one first.

How do I decide where to pick-up and drop-off passengers?

When choosing a pick-up and drop-off location, you must think of yourself as the driver, as well as the passengers. You want to choose a location that is convenient for you, but also something central and just as easily convenient for the passengers.

Although we know that not everyone wants to drive into the center of the city, a pick-up or drop-off location can never be held on the side of the highway, or at a truck stop. We must remember that it may be difficult for passengers to meet outside of a town or city if they have to form of transportation to arrive there.

Jake's KAR advises you to try and find places more central that have easy access to when traveling. Local fast food restaurants or gas stations. Even locations close to public transportation areas are great for meeting up.

Note: NEVER put your personal address for a pick-up or drop-off location.