

Uber Shuttle FAQ

What is Uber Shuttle?

Uber Shuttle uses technology to reserve your seat on a clean, air-conditioned, and high-quality shuttle to enjoy a comfortable and convenient commute.

When you request your ride through the app, you'll see all the possible times you can book and can schedule your week ahead. Also, because you're sharing your rides with other Uber passengers, the price is affordable enough for everyday use.

Trip pricing

You'll see the price upfront upon booking your shuttle. Pricing is based on the distance of your trip.

Riding with Uber Shuttle

1. **Update:** Make sure you're using the latest version of the Uber app.
2. **Request:** After you've entered your destination, select the Shuttle option, review your price, pick your preferred pickup time, how many seats you want, and tap Request.
3. **View trip details:** A few minutes after booking, the app will display your trip details, including the driver and the pickup spot. Your seat has now been reserved. On the way to your pickup location, you can track the vehicle on your app.
4. **Walk to pickup:** Make sure you arrive at the pickup spot on the map before your shuttle arrives. The driver will only wait 2 minutes at the pickup spot.
5. **Ride:** Show your ticket to your driver, pay your driver (for cash trips only), and enjoy your ride in your seat on the clean, safe, air-conditioned shuttle.

6. **Walk to destination:** You'll see walking directions to your final destination in the app when you get closer to your destination.

Pre-booking Uber Shuttle trips

You can reserve a time slot up to one week in advance of the desired date and time. You can also reserve multiple shuttles throughout the week.

Requesting Uber rides for Uber Shuttle trips

You can request a separate ride during your Uber Shuttle trip to take you to your pickup location or your final destination.

Available shuttle routes

We provide specific routes, so your pickup and dropoff points need to be within those areas. You can view all available shuttle routes by entering your destination in the app or by going to Shuttle Routes on the account tab.

Riding with friends or family

You can book multiple seats from your account. You can book up to 3 seats on one trip (2 extra riders).

Referring friends

Any rider who's taken at least one Shuttle trip is eligible for this program. To refer a friend:

1. Go to the main menu in the Uber app
2. Select **Free Shuttle rides**
3. Open **FAQs** to read the details of the program
4. Tap the **Refer Friends** button

5. Choose how you'd like to send the referral code (through WhatsApp, text, email, and so on)
6. Ask your friends to use the referral code to take their first free trip and you'll get free trips

My Shuttle trip was cancelled

Uber Shuttle trips provide a convenient ride for multiple riders. You can find walking instructions to and from your pick-up and drop-off locations on the app.

Drivers can cancel a ride request if they've waited 2 minutes at the pickup location. In this case, you may be charged a cancellation fee to reimburse your driver for their time.

You may also be charged a cancellation fee if you cancel less than 60 mins before your scheduled pickup.

To help us further assist you with your cancelled Shuttle Trip, please fill out the fields below.

I had an issue with a co-rider

When you take an Uber Pool or UberX Share trip, you'll likely be in a vehicle with other riders. We hope co-riders enjoy the opportunity to meet each other while sharing a ride.

It's possible that you might have a negative experience involving another rider. If that happens, we will help in every way we can. *For privacy reasons, we can't share personal information about a driver or co-rider.* We hope you understand.

Please share any details here. We'll review and get in touch.

Uber Shuttle feedback

We're always looking to improve! Let us know how we can make shuttles a better experience for you.

To help us provide the best support possible, fill out the form below.

Shuttle packages FAQ

How Shuttle packages work

Your shuttle trip will be 100% covered during the dates your package is active.

Route coverage

Your Shuttle package only applies to any shuttle trip within the radius around the pickup and dropoff you selected when purchasing.

For example, if you selected shuttle stop A as your pickup and shuttle stop B as your dropoff when you purchased the Shuttle package, any booking within that radius of shuttle stop A and shuttle stop B, your Shuttle package should apply.

Booking multiple seats on a trip

We'll deduct the equivalent number of trips from your Shuttle package to the number of seats that you booked on that trip. However, for unlimited packages, you can only book one seat per trip.

Pricing

Shuttle package prices relate to the original trip price, so pricing may vary from one pickup and dropoff to another.

Tracking Shuttle package usage

1. In your Uber app, go to the Account menu
2. Choose Shuttle Package to view your trips and days remaining

When Shuttle packages expire

Currently, your package will expire within the specified days you're shown upon purchasing the package.

The time of the day when the package expires depends on the time you purchased the package. For example, if you buy a package at 10 am that lasts for 30 days, it'll expire after 30 days at 10 am.

Pausing packages

Currently, Shuttle packages can't be paused or de-selected for certain shuttle trips.

The package will apply automatically to all of your eligible shuttle trips until the Shuttle package expires or all trips on the package are used.

Extending packages

At the moment, Shuttle packages can't be extended after their expiration date.

To continue saving, you can always buy a new Shuttle package after your current package expires or turn on the auto-renewal option for your existing package.

Cancellations and refunds

Per our [Terms and Conditions](#), without prejudice to applicable laws and regulations, Shuttle packages are non-refundable, unless otherwise determined by Uber.

[Get help with Shuttle packages](#)

Employee Transport Support

If you need immediate assistance, please reach out to us via phone.

[Call us](#)

Otherwise, please contact support by selecting the relevant option below.

- [Accidents or vehicle breakdown](#)
- [Trip issues](#)
- [Changing the address](#)
- [Feedback and suggestions](#)