Frequently Asked Questions

(Towride users)

1. What is Towride?

Towride is a combinative commune assistance service that provides towing and riding services to drivers in need, especially to drunk drivers.

2. How does Towride work?

Users can request assistance through the Towride mobile application, website, and/or hotline. Once a request is received, a nearby towride vehicle is dispatched to the user's location to tow the vehicle and ride the drivers (and passengers if any) to the destination(s).

3. What types of services does Towride offer?

Towride offers only two services, towing and riding.

4. Is Towride available 24/7?

Yes. Towride operates 24 hours a day, 7 days a week, providing round-the-clock assistance to drivers in need of combinative towing and riding services.

5. How long does it take for assistance to arrive?

Response times may vary depending on factors such as distance, location, traffic conditions, and demand levels. However, Towride strives to dispatch assistance promptly to ensure timely service.

6. Can I track the status of my service request?

Yes. Users can track the status of their service request through the Towride mobile application or website, providing real-time updates on the location and estimated time of arrival of the dispatched assistance vehicle.

7. How much does Towride cost?

The total cost of Towride services may vary depending on the distance towed and ridden. Basic rate is $30 covering 5 miles and the extra millage price is $3/mile. Users are informed of the applicable fees before confirming their Towride service request.

8. Is Towride available nationwide?

Towride services may be available in certain regions or states, and coverage areas may vary. Users are encouraged to check the availability of Towride services in their area through the mobile application or website.

9. How do I pay for Towride services?

Payment for Towride services is processed electronically through secure payment methods accepted by the platform, such as credit/debit cards or digital wallets.

10. Can I cancel my Towride service request?

Yes. Users can cancel their service request through the Towride mobile application or by contacting customer support. However, cancellation fees may apply depending on the timing of the cancellation.

If you have any further questions or concerns about Towride services, please feel free to contact our customer support team for assistance.