RIDERS

### **How to get a Turvy rider account**

**Your first trip is just a tap away! Simply follow the steps below:**

1. Download the Turvy Rider app from the App Store, Google Play. You can also register through our website: <https://www.turvy.net/rider/register>
2. Register your account with your mobile number, name and email address. You will receive a verification SMS during the signup process.
3. Before you can request your first trip, you will need to complete your payment details by adding a credit or debit card to your account. This will enable your trip fares to be automatically charged after each ride.

After completing the steps above, you’re good to go!

### **Changing your email address**

**To change your email address follow these steps:**

1. Tap the sidebar menu on the left-hand side of the homepage
2. Tap your profile picture
3. Select Email > CHANGE EMAIL to input your new email address. Please note: the email address will need to be verified after each change.
4. You’ll then receive a verification link via email.
5. After the email has been verified, it will be linked to your Turvy account.

### **Changing your mobile number or profile picture**

To change your mobile number or profile picture follow these steps:

1. Tap the sidebar menu on the left side of the homepage
2. Tap your profile picture
3. Tap “Edit Profile Picture” or tap “Phone number”

Please note: If you change your mobile number, a Verification Code will be sent by SMS to the selected number.

### **Refer a friend**

Registered with Turvy? Share the Turvy experience with your friends and family and be rewarded at the same time!

Invite friends and family to ride with Turvy and they’ll receive a voucher to spend on their first ride. Once they complete their first ride, you’ll also be rewarded with a voucher to spend on your next trip.

To ensure you receive your reward, be sure to use your customised referral link.

**How to find and share your referral link:**

1. Tap your profile picture in the top-left corner of the homepage.
2. Tap “Invite Friends”
3. Select how to share your link (tap ‘More’ to see all options)
4. Once your friend completes their first trip, a voucher will be added to your account

Please note: referrals only apply to riders who sign up and use the Turvy app in Australia.

### **How do I delete my Turvy account?**

To delete your account, tap your profile picture in the sidebar menu, then tap Delete Account.

Please note: if you choose to delete your account, any unredeemed vouchers will be permanently removed. Your information will be retained to the extent required by the relevant laws.

### **I forgot my password**

If you’ve forgotten your password, you can reset it by tapping Forgot Password on the login page. A 6-digit Verification Code will then be sent to your registered mobile number. Once you enter this code, you’ll be redirected to a page where you can enter your new password.

### **Updating or deleting an address**

**To save an address:**

1. Tap the navigation menu in the top-left of the screen

2. Tap Settings > Favourite Places

3. Enter the address under Home, Work or Other

**To delete a saved address:**

 1. Simply swipe left on the address you wish to delete

2. Tap DELETE

### **Can minors ride alone with Turvy?**

Riders under the age of 18 years old are not allowed to ride alone with Turvy, they should be accompanied by someone 18 years and over.

### **Can I pre-book a trip?**

Currently, we don’t have the option to pre-book trips. But don’t worry, we’ll let you know as soon as it becomes available!

For now, you can request a trip using these simple steps:

1. Open the Turvy Rider app
2. Tap ‘Where to?’
3. Enter your pickup and dropoff point
4. Select your preferred vehicle type
5. Double-check your trip details and tap CONFIRM!

### **Riding with pets**

In compliance with relevant legislation and regulations, service animals are permitted to accompany riders during a trip.

Should you wish to ride with a non-service animal, please contact your driver in advance. If your pet is a non-service animal the driver has the right to cancel the trip.

### **Riding with children**

Turvy is committed to promoting a safe ridesharing community for everyone including families. This means if you’re travelling with a child (typically under seven (7) years of age but dependent on the laws in your State) they must be seated in a suitable and approved child restraint.

Because not all children are the same age and size, drivers are not expected to provide adequate restraints for children. Therefore, if you decide to travel with your child, you’re required to provide your own approved child restraint. Without a child restraint, you may not be able to take a trip with Turvy.

### **Requesting a ride with multiple stops**

To add a stop to your trip, simply head to the homepage and tap ‘Where to?’. You can then tap the plus (+) sign next to the text box to add a stop and your final destination.

Please note a maximum of 2 stops per trip. For everyone’s convenience, try to keep it short!

### **Riding with assistive devices**

Riding with assistive devices should not affect your ability to request a trip. However, we do advise you to contact your driver in advance to ensure their car can accommodate your needs.

### **Ride now with Turvy**

To request a trip, you’ll just need to launch the app and tap “Where to?”, enter your destination and tap CONFIRM.

You’ll then have the option to confirm the trip request or change your pick up location on the map. If you change the pickup address, you’ll be asked to confirm your pick up again.

Once your request has been accepted, your driver’s location and ETA will be shown on the in-app map.

### **Updating your pickup/drop-off location**

To update your pickup point, simply tap ‘Edit Pickup’. If you are unable to do so, you can contact your driver directly using the call icon at the bottom of the screen to let them know. If you’re still unable to update the address, we recommend cancelling and requesting another ride.

You can also change your destination by tapping ‘Update Destination’. You’ll find this by heading to the driver details page.

### **Cancelling a ride**

To cancel your request, tap ‘Cancel Trip’ on the lower-left of the screen. Don’t forget! You’re not able to cancel once the trip has started.

We’ve also got Cancellations Fees in place to keep things fair for all users. Please keep in mind that each city has its own cancellation rules. For details, please visit our Cancellation Policy available in the Turvy-Rider app.

Please note: if you’re running a little late, we recommend contacting the driver to let them know.

### **Rating a driver**

When your trip is complete, you’ll be asked to rate your driver’s service between 1 and 5 stars. We encourage riders to rate their drivers honestly, as poor ratings may impact a driver’s account. Please ensure to double-check your rating before you submit it as it cannot be changed.

### **Getting a trip receipt**

When your trip ends, a receipt will be automatically sent to your registered email address.

Don’t forget to check your spam/junk folders if you find you aren’t receiving them!

**Your Turvy account also includes a trip history of every ride you’ve ever taken. To view your receipts:**

1. Select ‘My Trips’ from the app menu
2. Select a past trip
3. You can review the receipt, tax invoice, as well as other trip details

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To rate your driver, you’ll just need to follow these 3 simple steps:

1. Go to My Trips in the sidebar menu
2. Tap the trip you want to rate
3. Select a rating between 1 and 5 stars and tap submit!

### **I can’t contact my driver**

If you’re having trouble contacting the driver, please remember that they may be driving or unable to answer your call immediately. If this happens, please be patient and try contacting them again later. If you’re still unable to contact the driver, please reach out to our Customer Support team – help.rider@au.Turvyglobal.com

### **Contacting a driver**

Once you’ve requested a trip, you’ll see a call icon at the bottom of the screen. When you tap the icon, you can contact your driver directly. For privacy reasons, your real number will not be shown to the driver.

### **The driver was impolite**

We hope all riders have a safe and pleasant experience during their trip. When a driver signs up with Turvy, they agree to maintain a high standard of professional care and service. If you believe you didn’t receive this, we’d be more than happy to help look into the issue. Simply contact Customer Support, provide your trip details and we’ll review the situation for you.

### **Getting a fare estimate**

To view a fare estimate, type in your intended destination in the “Where to” box.

If you want to change the pickup point, please tap the pick up location in the bar on the top of the page then update the address.  
Once pick up and drop off points have been entered, a fare estimate will be displayed under the vehicle icon.

### **How are trip fares calculated?**

Fares are calculated by the following:

* Base Fare: A flat fare is charged once the rider enters the vehicle and you start the trip.
* Distance Fare: A fare that is charged based on the distance travelled. This fare may vary depending on the city and the threshold distance. An extra charge may be applicable after a specific distance.
* Time Fare: A fare charged for the duration of the trip (from pickup to drop off). This includes time your driver spent waiting for you and time spent in traffic. This includes the time your driver spent waiting for you and time spent in traffic, etc and may vary depending on the city.
* Short Distance Fee: Applicable to trips that are less than 7 km (Brisbane and Geelong only).
* GST / other relevant taxes.

Other charges may include:

* Tolls
* State Government Transport Levy
* CTP Insurance Premium
* Waiting Fees
* Cancellation Fees
* Changes to the Base Fare because of Dynamic Pricing periods

Please note: Trip fares vary by each State and Territory in Australia. Visit our [Legal](https://australia.didiglobal.com/legal/?utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none&utm_source=undefined&utm_medium=undefined&utm_campaign=none) section for more information.

### **I was charged a Cleaning Fee by the driver**

To ensure riders enjoy a safe and comfortable trip, drivers are encouraged to keep their vehicles regularly clean, sanitised and well maintained at all times. If a rider makes a mess or litters and damages the vehicle in any way, they might need to compensate the driver for the financial loss suffered by their driver.

A Cleaning Fee will apply based on the evidence submitted by the driver. This includes photos of the mess/damage and a cleaning service receipt. If a Cleaning Fee is applied, the entire amount will be given to the driver. We’ll also provide you with details of the cleaning fee. If you believe that the Cleaning Fee amount is inaccurate, or wish to dispute the cleaning fee, you can submit an appeal.

### **My driver requested cash**

Turvy is committed to promoting a safe and fair ridesharing community for everyone. If your driver requested cash for a trip, please let us know. Rest assured that these complaints are taken very seriously and will result in a thorough investigation.

If you’re ever in a situation in which you feel unsafe, harmed or have been injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button, or you can share your current location with your Trusted Contacts by using the Share My Trip feature.

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report another incident.

### **I can’t pay for the trip**

We’re sorry to hear that you’re having trouble paying for your trip. We suggest checking the potential reasons below:

* **Your credit card or debit card details were entered incorrectly.** If this is the case, simply update your credit card details by heading to Payment in the sidebar menu.
* Your credit card or debit card has expired. If this is the case, you will need to delete the expired card and add a new one.
* There were insufficient funds in your account. If this is the case, you will need to deposit or transfer funds to your account. You may also add another card as a payment method.
* Your credit card or debit card was issued outside Australia. If this is the case, you may need to contact your bank to authorise your transactions. Otherwise, you’ll need to add a bank card that was issued in Australia.
* You previously reported your bank card as lost or stolen. If this is the case, your bank may have frozen your account or declined transactions. Please contact your bank to resolve this issue.

**Please note**: you will not be able to request a new trip if you haven’t paid for a previous trip. If the fare amount was deducted from your bank account but you’re still receiving the Payment Pending message, we suggest waiting a couple of days for the payment status to update.

### **Upfront Fares**

Upfront Fares are available in all cities where Turvy operates and have been introduced to give riders certainty (up to a certain point) of the price they will pay for their trip. Please keep in mind that Upfront Fares don’t account for additional stops, change of destination or unexpected detours. If the actual trip varies significantly from the estimated Upfront Fare, the fare will be adjusted accordingly.

### **Cancellation Policy**

We’ve got Cancellations Fees in place to keep things fair for all users. Keep in mind that each city has its own cancellation rules. For details, please visit our Cancellation Policy available in the Turvy Rider app.

Please note: if you’re running a little late, we recommend contacting the driver to let them know.

### **Waiting Fee**

Our per-minute Waiting Fee is applied for the time drivers spend waiting for riders. The Waiting Fee will only begin after your driver has waited for three (3) minutes at the pickup point. You will then be charged a Waiting Fee of $0.55 per minute. This will continue until your driver commences the trip.

**Please note:** if your trip is cancelled, only the Cancellation Fee will apply (no Waiting Fee will apply).

### **Toll Fees**

If your trip passes through a toll, this amount will be automatically included in the Final Fare amount. Please note: tolls are not included in the fare displayed before confirming a request.

### **Error adding a payment method**

If you are experiencing an error adding your payment details, try using another credit or debit card payment.

When adding it again, please make sure all the payment information is correct. If you’re still having trouble adding a payment method to your account, this could be due to the following:

1. Insufficient funds
2. Invalid transactions
3. Lost / stolen card
4. Expired card
5. Invalid card number / CVV
6. Suspected fraud

We recommend contacting your bank for further assistance.

### **Which payment methods can I use?**

Currently, we support all valid Debit Cards, Credit Cards and PayPal. Please keep in mind that we do not support any cash payments.

### **Why was I charged before taking a trip?**

To verify your payment method and secure your payment for a trip fare, we may place a temporary hold on your funds. This is known as an ‘Authorisation Hold’ and may be close to the Estimated Fare of your trip.

Once a trip has been cancelled or completed, the Authorisation Hold amount will be released. The time it takes for this amount to return to your account depends on your financial institution. Please contact your bank for further information.

### **I have an unknown Turvy charge in my bank account**

If you don’t recognise a payment in your bank account, please check if the following apply:

1. Do you share your account with a partner, friend or family member?
2. Try locating the payment in My Trips. In some cases, the amount could be for a trip or a Cancellation Fee where the payment process was delayed.
3. If the payment amount is pending and close to the Estimated Fare, it is most likely an **Authorisation Hold**. This amount is used to verify your payment method and protect you against fraud. Once a trip has been cancelled or completed, the Authorisation Hold amount will be released.

Please note the time it takes for an Authorisation Hold to return to your account depends on your financial institution. Please contact your bank for further information.

### **I was charged twice for my trip**

If you believe you were charged twice for your trip, please confirm your previous payment was successful. If the payment amount is pending and close to the Estimated Fare, it is most likely an **Authorisation Hold**. This amount is used to verify your payment method and protect you against fraud. Once a trip has been cancelled or completed, the Authorisation Hold amount will be released.

Please note: the Authorisation Hold will be returned to your account automatically and will be released within 3-7 business days depending on your financial institution. Please contact your bank for further information.

### **I paid a toll using cash**

If your trip passes through a toll road, the toll amount will be added to your total trip fare. This means you cannot pay for a toll with cash as the toll amount will be automatically included in the total fare.

If you’ve paid your driver in cash, we’d be more than happy to help resolve the issue. Simply contact Customer Support, provide your trip details and we’ll review the situation for you.

### **I have a payment pending**

If you have an outstanding payment, you’ll need to pay this amount before you request another trip.

Please note: if you dispute a trip fare, our team will review the matter for you. During this time, the trip status will remain as ‘payment pending’ and you may not be able to request another trip.

### **Paying with a credit/debit card**

To pay with a credit/debit card, you’ll need to add it as a payment method first. To do so, simply tap the menu icon at the top left corner of the app, then tap Payment > Add Payment Method > Credit / Debit Card.

If you’re having trouble adding a payment method to your account, this could be due to the following:

1. Insufficient funds
2. Invalid transactions
3. Lost / stolen card
4. Expired card
5. Invalid card number / CVV
6. Suspected fraud

We recommend you contact your bank for further assistance.

### **What if the driver makes me feel unsafe?**

Your safety is our priority. We hope all riders can have a safe and pleasant experience during their trip. Unprofessional behaviour such as inappropriate comments, physical contact, aggressive behaviour or any other misconduct is not acceptable at Turvy.

If you’re ever in a situation in which you feel unsafe or have been injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button, or you can share your live location with your Trusted Contacts by using the Share My Trip feature.

If you wish to report an incident, please contact our Support Team at help.rider@au.Turvyglobal.com. Informing us of your incident will allow us to take immediate action to ensure the Turvy platform remains safe for both riders and drivers. We will work closely in cooperation with all local authorities.

### **I was involved in an accident**

We hope all riders can have a safe and pleasant experience during their trip. If you’re ever in a situation where you feel unsafe or have been injured, please immediately call Emergency Services (000). During a trip, you can use our Emergency Button to call 000. You can also send your location and trip progress to your Trusted Contacts using the ‘Share Trip’ feature.

Whatever the nature of the accident, please also let us know. Rest assured that these complaints are taken very seriously and will result in a  thorough investigation.

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report an incident.

### **When should I use the Emergency Button?**

Your safety is our priority. If you’re ever in a situation where you feel unsafe or have been injured during a trip, you can use our Emergency Button to call 000. If the emergency did not occur during a trip, please contact emergency services by calling 000 directly. You can also send your location and trip progress to your Trusted Contacts using the ‘Share Trip’ feature.

Please note: the Emergency Button should only be used in an emergency. This includes, but is not limited to:

– If you feel your life is in danger

– If you have been physically / sexually assaulted

– If you, another rider or the driver has been seriously injured

### **How do I share my trip status?**

Turvy is committed to promoting a safe ridesharing community for everyone. If you’d like to share your trip status / live location with friends or family, you’ll need to add Trusted Contacts. To do so, simply head to the sidebar menu and tap Safety Centre > Trusted Contacts. You’ll then be able to enter the name and mobile number of trusted contacts you’d like to share your trip status/location with.

Please know, if you’re ever in a situation in which you feel unsafe or have been injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button (this will also notify your Trusted Contacts).

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report an incident.

### **The driver was aggressive towards me**

We hope all riders can have a safe and pleasant experience during their trip. Under no circumstances does Turvy tolerate inappropriate physical contact between drivers and riders during a trip. If you’re ever in a situation in which you feel unsafe or have been injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button, or you can share your live location with your Trusted Contacts by using the Share My Trip feature.

If a driver has made you feel uncomfortable or unsafe due to aggressive or inappropriate remarks, comments, gestures or actions, please let us know. Rest assured that these complaints are taken very seriously and will result in a thorough investigation.

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report an incident.

### **The driver discriminated against me**

We hope all riders can have a safe and pleasant experience during their trip.  If you’re ever in a situation in which you feel unsafe or have been harmed or injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button, or you can share your current location with your Trusted Contacts by using the Share My Trip feature.

If a driver is discriminated against you based on your race, religion, disability, gender, or in any other way, please let us know. Rest assured that these complaints are taken very seriously and will result in a thorough investigation.

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report an incident.

### **The driver’s car didn’t match the description**

Turvy is committed to promoting a safe ridesharing community for everyone. If your driver’s vehicle didn’t match the description provided, please let us know. Rest assured these complaints are taken very seriously and will result in a thorough investigation.

If you’re ever in a situation in which you feel unsafe or have been harmed or injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button, or you can share your current location with your Trusted Contacts by using the Share My Trip feature.

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report an incident.

### **The driver didn’t match the driver’s profile photo**

Turvy is committed to promoting a safe ridesharing community for everyone. If your driver didn’t match their profile picture, please let us know. Rest assured that these complaints are taken very seriously and will result in a thorough investigation.

If you’re ever in a situation in which you feel unsafe or have been harmed or injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button, or you can share your current location with your Trusted Contacts by using the Share My Trip feature.

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report an incident.

### **How do I set Trusted Contacts?**

If you’d like to share your trip status / current location with friends or family, you’ll need to add Trusted Contacts. To do this, simply head to the sidebar menu and tap Safety Centre > Trusted Contacts. You’ll then be able to enter the name and mobile number of trusted contacts you’d like to share your trip status/location with. To notify your Trusted Contacts when you’re taking a Turvy trip, you’ll just need to tap Share My Trip on the homepage.

If you’re ever in a situation in which you feel unsafe or have been harmed or injured, you can call emergency services on 000. During a trip, you can also call 000 by using our Emergency Button, or you can share your current location with your Trusted Contacts by using the Share My Trip feature.

Our Turvy Incident Response Team is also available 24/7, please contact us if you wish to report an incident.

### **Lost items**

If you’ve lost an item, you can report this to Turvy Support using your Turvy-Rider app. For more information on how to do this, head to our Lost and Found post on the Turvy Blog (https://Turvyaustralia.blog/2019/03/27/lost-and-found-for-riders/).

Alternatively, you can contact our support team at help.rider@au.Turvyglobal.com. Please have your trip details ready, so we can quickly contact your driver to arrange the prompt return of your item.

Do riders pay tolls or surcharges?

Tolls and other road surcharges such as airport and parking fees are typically charged when a vehicle travels:  
- via bridges, tunnel crossings, and highways  
- through airport pickup/drop-off areas  
  
When the vehicle you're riding in is charged a toll during your trip, this amount is automatically added to your trip fare to reimburse the driver.  
  
In some cases, when your trip requires a driver to travel beyond city limits, you may be charged for tolls paid by the driver when returning to the city after arriving at your final destination.  
  
Please note that the toll charge added to your trip fare may not exactly match the amount paid by your driver. In some cities, tolls are charged at commercial rates, regardless of the amount paid. Due to fluctuations in toll prices as set by cities, other toll charges may reflect an estimate intended to be as fair as possible.

Requesting Turvy at the airport

DROP OFF AT AIRPORTS  
You can be dropped off at any airport in any Australian city where Turvy operates. Make sure you double-check the exact airport address drop off point for your trip - the correct terminal and street for the airport.  
  
When you have a flight to catch, check the ETA for your pick up 15-30 minutes before you're ready to request pickup, to give yourself plenty of time.  
  
A full list of cities can be found at:

[TURVY.NET/CITIES](https://www.uber.com/en-AU/CITIES/" \t "_blank)

PICK UP FROM AIRPORTS  
Some airports have specific requirements about where riders can be picked up by rideshare drivers, while others allow Turvy partner drivers to use the general 'passenger pickup area'.  
  
After your ride request is accepted by a nearby driver, the app may ask you to select a precise terminal location where your driver should meet you. You may also receive a call from your driver to clarify which door or section you'll meet at.  
  
Please let drivers know if you're planning to travel a long distance from the airport. Many drivers need to make a return trip home after reaching their destination. A full list of airports can be found at:

[TURVY.NET/AIRPORTS](https://www.uber.com/en-AU/AIRPORTS/" \t "_blank)