

Why is this app only available on iOS?

In order to reach the most amount of customers in the least amount of time, we have chosen to develop this app only on the iOS platform.

Why do i need to wait until my account has reached \$15 before i can withdraw money?

Credit card companies charge per transaction. In order to keep our prices low for the consumer, we have set the threshold at 15 dollars to minimize those intrusive fees.

I had a bad experience with one of my riders/drivers, what can I do?

We are in the process of coming up with a ratings system, until then, please use the contact us form and provides details about the incident.

Why don't I have any matches?

Right now you are matched with other riders/drivers that leave and arrive at destinations close to the destinations you choose. If you don't live in a very population dense city, it may take a while for more users to join our community and for you to get matches.

What happens if my schedule changes and I can't ride/drive on a scheduled day?

In the rider match detail screen you can choose to cancel a single ride or an entire ride series. Doing so will put your route back into the matching pool and you will be able to match with other riders/drivers with your saved route.

Can I use CarPool worldwide?

Right now CarPool is only available for use in the United States. There could be an update in the future that may allow us to extend our consumer base to different countries around the world.