

CloudWay 24 – Staff (Pilots and Cabin Crew) Cab Policy

Introduction

At CloudWay 24, the safety, punctuality, and well-being of our staff are top priorities. This cab policy outlines the official guidelines for ground transportation arrangements for our **Pilots** and **Cabin Crew** members to and from designated airports and accommodations.

Eligibility

- **Pilots:** All full-time and contract cockpit crew operating CloudWay 24 flights.
 - **Cabin Crew:** All active CloudLux, CloudElite, CloudComfort, and CloudSaver in-flight crew members rostered on duty.
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Cab Coverage

- **Home Pick-Up/Drop-Off:**
Crew residing within a **25 km radius** of the hub airport (Mumbai, Delhi, Bengaluru) are eligible for home pick-up and drop-off.
 - **Hotel/Airport Transfers:**
For layover flights or overnight stops, hotel-to-airport and airport-to-hotel cab arrangements are provided.
 - **Scheduled Flights Only:**
This policy applies only when crew are reporting for or concluding a scheduled CloudWay 24 flight duty.
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Cab Booking Process

1. **Automatic Scheduling:**
Cabs are automatically scheduled based on the published crew roster.
 2. **Self-Booking (Special Cases):**
If auto-scheduling fails, crew may book a cab using the approved CloudWay 24 Staff App or by contacting Crew Logistics at least 6 hours prior to pick-up.
 3. **Confirmation:**
Crew members will receive SMS/app notifications with cab details two hours before pick-up.
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Cab Types

- **Premium sedans** for pilots.
 - **Comfort sedans or MPVs** for cabin crew (sharing with a maximum of 3 crew per cab as per roster compatibility).
 - All cabs are **company-contracted with verified drivers**.
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Safety & Conduct

- 24/7 availability of cabs for both day and night shifts.
 - GPS tracking enabled in all cabs.
 - Only authorized personnel allowed in staff cabs.
 - Crew must wear airline ID while in transit.
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Payment & Reimbursement

- All authorized cab rides are **fully paid by the company**. No cash exchange required.
 - Unauthorized personal deviations or additional stops are not covered and will require out-of-pocket payment.
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Emergency Helpline

- Dedicated Crew Cab Helpline: **+91-XXXX-24CAB**
 - App-based “SOS” button for immediate assistance.
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Non-Compliance

- Misuse or unauthorized use may lead to disciplinary action as per Cloud-Way 24 HR policy.
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Policy Review

- This policy is reviewed annually and subject to revision based on operational requirements.
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For any clarifications, contact Crew Logistics or refer to the Staff Portal at CloudWay24.com/crew.