

## **Before the ride**

### **Account for requests and wait time**

Fulfill any special requests. For airport pickups, track flights and adjust pickup times accordingly, maintaining the buffer time between landing and pickup.

### **“Emergency Cancel” button usage**

Only press “Emergency Cancel” if an emergency causes the chauffeur to be unable to make it to the pickup on time and unable to call us. We will then call the chauffeur.



## **At pickup**

### **Arrive early**

Arrive 10 minutes early to the pickup location and press the corresponding app button to inform the guest and Blacklane.

### **Digital pickup sign**

Use the pickup sign provided in the confirmation email and app. Use a tablet to display it.

### **No-shows**

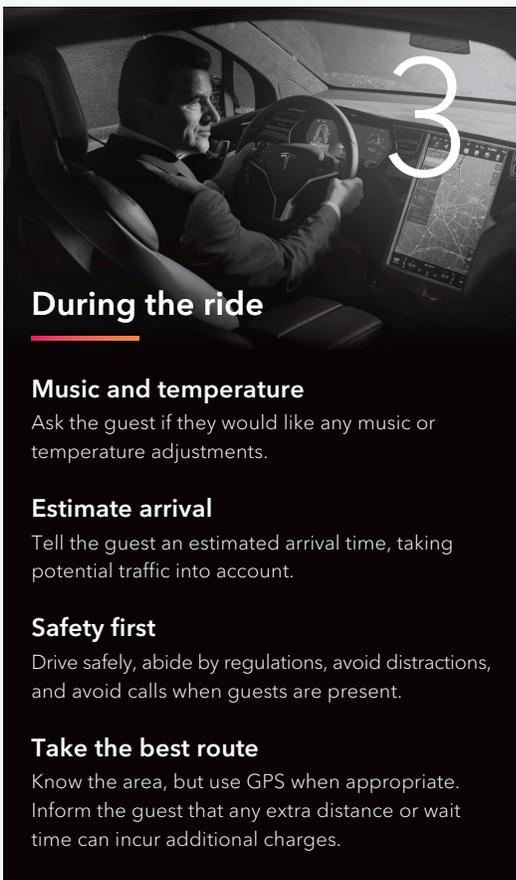
If the guest can't be found after attempts to contact them, call us for authorization to leave the site.

### **Greet the guest**

Say, “Welcome (“to CITY” if relevant), Ms./Mr./Mx. (NAME), I am your Blacklane chauffeur. We are driving to (DESTINATION), correct? Allow me to take your luggage.”

### **Assist the guest**

Open the doors for the guests and stow any luggage or assistive devices.



## **During the ride**

### **Music and temperature**

Ask the guest if they would like any music or temperature adjustments.

### **Estimate arrival**

Tell the guest an estimated arrival time, taking potential traffic into account.

### **Safety first**

Drive safely, abide by regulations, avoid distractions, and avoid calls when guests are present.

### **Take the best route**

Know the area, but use GPS when appropriate. Inform the guest that any extra distance or wait time can incur additional charges.

## **Ending the ride**

### **Confirm dropoff location**

Confirm with the guest that it's the right destination. Let them out on the appropriate side of the street.

### **All-inclusive payment**

Fees, tolls, etc. are included and paid digitally – do not take cash payment for rides and do not ask for tips.

### **Drop off the guest**

Open the doors and bring luggage to the curb. Check if the guest forgot anything, and if so, contact us.

### **Saying goodbye**

Say, “Thank you for riding with Blacklane today. I hope you enjoyed your ride and that we'll see you again soon. Have a good day.”

### **Post drop-off inspection**

Inspect the vehicle after drop-off to remove any trash, clean spots, etc.

