

Salone Ride Passenger's FAQs

Q: How do I book a ride with Salone Ride?

A: You can book a ride with Salone Ride through our mobile app. Simply download the app, create an account, enter your pickup and drop-off locations, and select your preferred ride option.

Q: What are the available ride options with Salone Ride?

A: Salone Ride offers various ride options, including Economy, Business, Comfort and VIP Special. You can choose the option that best suits your needs and budget.

Q: How can I pay for my Salone Ride?

A: Salone Ride accepts digital payment options such as credit/debit cards and mobile wallets. You can choose your preferred payment method during the ride booking process. In extreme cases cash payments would be accepted.

Q: Can I schedule a ride in advance?

A: Yes, you can schedule a ride in advance using the Salone Ride app. Simply select the "Schedule Ride" option and choose your desired pickup time and date. You can also book or schedule a ride via our website www.saloneride.com

Q: Are Salone Ride drivers trained and licensed?

A: Yes, all Salone Ride drivers undergo a thorough screening process, including background checks and verification of their licenses and driving records. We ensure that our drivers meet the necessary requirements to provide safe and reliable rides.

Q: What should I do if I left something in the Salone Ride vehicle?

A: If you left an item in a Salone Ride vehicle, please contact our customer support immediately. Provide details about the trip, and we will do our best to assist you in retrieving your belongings.

Q: How can I cancel my Salone Ride?

A: To cancel a Salone Ride, open the app, go to your active ride, and select the "Cancel Ride" option. Please note that there may be cancellation fees depending on the timing of the cancellation.

Q: Can I request a specific Salone Ride driver?

A: Currently, Salone Ride does not offer the option to request a specific driver. However, rest assured that all our drivers are trained professionals committed to providing a safe and comfortable ride experience.

Q: What should I do if I am running late for my Salone Ride?

A: If you anticipate being late for your Salone Ride, it is recommended to inform the driver by calling or sending a message through the app. However, please be considerate of the driver's schedule and availability.

Q: Are there any additional charges for extra stops during the ride?

A: Yes, additional stops may incur extra charges. The fare is calculated based on distance and time, so additional stops can affect the overall cost of the ride.

Q: Can I request a child seat for my Salone Ride?

A: Salone Ride prioritizes the safety of all passengers, including children. While we do not provide child seats, you are welcome to bring and install your own child seat in the vehicle.

Q: Is there a customer support helpline I can contact?

A: Yes, Salone Ride provides a customer support helpline that you can contact for any assistance or queries. The contact details can be found on our website or in the mobile app.

Q: How long will the driver wait for me if I am running late for pickup?

A: Salone Ride drivers typically wait for a few minutes at the pickup location. However, it is recommended to be punctual to avoid inconveniencing both the driver and other passengers.

Q: Can I change my destination during the ride?

A: Yes, you can request a change in destination during the ride. However, please note that any change in distance or route may affect the final fare calculation.

Q: How can I provide feedback or rate my Salone Ride experience?

A: Salone Ride values your feedback. After completing your ride, you can rate your experience and provide feedback through the app. Your input helps us improve our service.

Q: Are Salone Ride vehicles equipped with safety features?

A: Yes, Salone Ride vehicles are equipped with standard safety features, including seatbelts. We prioritize passenger safety and ensure that our vehicles are well-maintained and comply with safety regulations.

Q: Can I request a ride for someone else?

A: Yes, you can request a ride for someone else using the Salone Ride app. During the booking process, you have the option to enter a different pickup and drop-off location for the passenger. You can equally book a ride for someone via our website – www.saloneride.com

Q: What happens if my Salone Ride is involved in an accident?

A: In the unfortunate event of an accident, the safety of our passengers is our top priority. Please inform your driver immediately, and they will follow the necessary procedures to ensure your safety and well-being. In extreme cases please involve the police and or local ambulance service for your safety.

Q: Are pets allowed in Salone Ride vehicles?

A: Salone Ride's pet policy may vary. We recommend contacting the driver before the ride to inquire about their willingness to accommodate pets. Please be considerate and ensure that your pet is well-behaved and clean.

Q: Can I track the Salone Ride driver's location?

A: Yes, you can track the real-time location of your Salone Ride driver through the app. This allows you to stay updated on their estimated time of arrival.

Q: What should I do if I encounter an issue during my Salone Ride?

A: If you encounter any issues during your Salone Ride, such as driver behavior or vehicle problems, please report it to our customer support immediately. We take such matters seriously and will investigate and take appropriate action.

Q: Can I request a receipt for my Salone Ride?

A: Yes, you can request a receipt for your Salone Ride through the app. The receipt will be emailed to the email address associated with your Salone Ride account.

Q: Is there a limit to the number of passengers allowed in a Salone Ride?

A: The number of passengers allowed in a Salone Ride depends on the ride option you choose. Most vehicles can accommodate up to four passengers, but some options may allow for more. Please check the app for specific details.

Q: Can I use Salone Ride for airport transportation?

A: Yes, Salone Ride can be used for airport transportation. Simply enter the airport as your destination during the booking process, and our drivers will drop you off at the appropriate terminal.

Q: Can I contact the Salone Ride driver directly?

A: For communication purposes and passenger safety, we recommend using the in-app messaging or calling feature to communicate with your Salone Ride driver.

Q: Is there a minimum age requirement to ride with Salone Ride?

A: Passengers at school going age can ride on their own, however minors are to be accompanied by an adult.

Q: Are Salone Ride drivers trained in providing assistance to passengers with special needs?

A: Salone Ride drivers receive general training in customer service, but specific training for assisting passengers with special needs may vary. If you require additional assistance, please inform us in advance, and we will do our best to accommodate your needs.

Q: Can I request a specific route for my Salone Ride?

A: While you can provide general directions to the driver, the specific route taken is at the discretion of the driver based on traffic conditions and the most efficient route to your destination.

Q: Is there a loyalty program or rewards program for frequent Salone Ride users?

A: Currently, Salone Ride does not offer a loyalty or rewards program. However, we periodically run promotions and discounts for our valued customers.

Q: Are Salone Ride vehicles equipped with amenities such as phone chargers?

A: Some Salone Ride vehicles may be equipped with amenities like phone chargers. However, this may vary depending on the specific vehicle assigned to your ride.

Q: Can I request a specific type of vehicle for my Salone Ride?

A: Salone Ride allows you to choose from different ride options, such as economy, business or comfort. However, the specific vehicle assigned to your ride may vary based on availability at the time of booking.

Q: How does Salone Ride ensure passenger safety?

A: Salone Ride prioritizes passenger safety by thoroughly screening and verifying all drivers, ensuring compliance with safety regulations, and regularly monitoring driver ratings and feedback.

Q: Can I request a receipt with a breakdown of the fare?

A: Salone Ride provides digital receipts that include a breakdown of the fare. You can access and download your ride receipts from the app or request them via email.

Q: Does Salone Ride operate 24/7?

A: Salone Ride operates 24/7, allowing you to book rides at any time of the day or night, subject to driver availability in your area.

Q: Are there any restrictions on the size or weight of luggage I can bring in a Salone Ride?

A: Salone Ride allows passengers to bring luggage that fits comfortably in the vehicle's trunk or designated storage area. However, please be considerate of other passengers and avoid oversized or excessively heavy luggage.

Q: Can I request a ride to a location outside of the city or service area?

A: Salone Ride primarily operates within designated service areas or cities. It is recommended to check the app for availability and coverage areas before requesting a ride to a location outside of the usual service area.

Q: How long in advance should I book my Salone Ride?

A: Salone Ride offers on-demand rides, which means you can book a ride when you need it. However, during peak hours or high-demand periods, it is advisable to allow for some extra time in case of driver availability constraints.

Q: Can I contact Salone Ride for lost and found items?

A: Yes, if you believe you have lost an item during your Salone Ride, please contact our customer support as soon as possible. Provide details about the trip, and we will assist you in locating your lost item.

Q: Can I request a female driver for my Salone Ride?

A: Salone Ride aims to provide a safe and inclusive environment for all passengers. While we cannot guarantee specific driver requests, you can rest assured that all our drivers undergo thorough screening and meet safety requirements.

Q: Can I request a ride for multiple stops or a round trip with Salone Ride?

A: Salone Ride currently supports multiple stops during a single ride. However, round trips are not available within the app. You can make separate bookings for the return journey.

Q: Can I use Salone Ride for business purposes?

A: Yes, Salone Ride can be used for business purposes. You can choose the appropriate ride option based on your needs, and receipts can be provided for expense reporting.

Q: How can I estimate the fare for my Salone Ride?

A: The Salone Ride app provides an estimated fare range based on your pickup and drop-off locations. Factors such as distance, time, and ride option selected determine the final fare.

Q: Can I tip my Salone Ride driver?

A: Salone Ride allows passengers to provide a tip to drivers as a gesture of appreciation for excellent service. Tipping options are available within the app.

Q: Can I request a ride without using a smartphone or the Salone Ride app?

A: Yes, you can book your ride directly from our website www.saloneride.com by providing basic contact information, specify your pickup and destination and a driver would be assigned to pick you up.. Please check with customer support for more information in case you have additional questions.

Q: How long does it typically take for a Salone Ride to arrive after booking?

A: The arrival time of a Salone Ride depends on various factors, including driver availability, traffic conditions, and the distance between the driver and your pickup location. The app provides an estimated time of arrival.

Q: Does Salone Ride offer promotional codes or discounts?

A: Salone Ride occasionally offers promotional codes and discounts for users. These promotions are communicated through the app or via email, so keep an eye out for special offers and discounts.

Disclaimer

Please note that some specific details and policies may vary depending on the location and the evolving nature of Salone Ride's services. It is always recommended to refer to the Salone Ride app and contact customer support for the most up-to-date information.