

FAQ Sheet - AirportHub.co.uk

Bookings & Customers

- **How do customers make a booking?** Customers enter their journey details, compare operators, choose a cab, and pay securely online. A confirmation email and SMS are sent instantly.
- **Can customers edit their booking?** Yes. They can change pickup time, passenger details, or vehicle type depending on operator rules. Some changes may affect price.
- **Can customers cancel their booking?** Yes. Cancellation is allowed according to each operator's cancellation window. Refunds are automatic if eligible.
- **What if a driver is late?** Customers should contact the operator directly using the number provided in the confirmation email.
- **How do customers get support?** Through our Support Centre: Live Chat, Email, or WhatsApp Business.

Operators (Cab Companies)

- **How do operators receive bookings?** Operators get bookings instantly via email, dashboard notification, and optional SMS.
- **How do operators accept or reject bookings?** Operators can accept/reject directly from their dashboard. Accepted bookings appear in their "Upcoming Jobs".
- **How do operators update job status?** They can mark jobs as: Accepted → Driver Assigned → On Route → Completed.
- **How do operators get paid?** Payments are held securely and released after job completion based on payout rules (e.g., T+1 or weekly).
- **Can operators set their own prices?** Yes. Operators control pricing, vehicle types, cancellation rules, and coverage areas.

Payments & Refunds

- **What payment methods are supported?** All major debit/credit cards via Stripe.
- **When is payment taken?** Payment is taken at the time of booking.
- **How do refunds work?** Refunds are automatic based on operator cancellation rules.
 - Full refund: within free cancellation window
 - Partial refund: if operator allows
 - No refund: if cancellation window has passed
- **How long do refunds take?** Usually 5–10 working days depending on the bank.

Emails & SMS

- **What emails do customers receive?**
 - Booking confirmation
 - Payment receipt
 - Operator acceptance
 - Cancellation confirmation
 - Refund confirmation
- **Do customers get SMS reminders?** Yes. Customers receive pickup reminders and operator updates.

Account & Security

- **Do customers need an account?** No. Bookings can be made without an account. Accounts are optional for faster future bookings.
- **Is customer data secure?** Yes. All data is encrypted and payments are processed through Stripe.
- **Do operators see customer card details?** No. Operators only see booking details, not payment information.

Platform Support

- **How do I contact support?**
 - Live Chat
 - Email
 - WhatsApp Business
- **What issues can support help with?**
 - Booking problems
 - Payment issues
 - Operator onboarding
 - Technical errors
 - Refund queries

Operator Onboarding

- **What documents are required?**
 - Operator licence
 - Insurance
 - Fleet details
 - Bank details for payouts
- **How long does onboarding take?** Usually 24–48 hours after document verification.
- **Can operators update their details later?** Yes. Operators can update pricing, vehicles, coverage, and documents anytime.

Issues & Troubleshooting

- **I didn't receive my confirmation email. What should I do?** Check spam/junk. If still missing, contact support.
- **My operator hasn't accepted the booking yet.** Operators usually respond within minutes. If delayed, support can assist.
- **Payment failed. What should I do?** Try another card or contact support for help.