







Fact Sheet 5 – CARS Trip booking notifications

What are CARS notifications?

Trip booking notifications are sent to advise of the status of a trip booking. The types of notifications and when and how they are sent are outlined in the table below:

Notification type	Purpose	When sent
Trip booking confirmation email	Confirmation of the booking including date and time and other key information	<p>If trip booked is more than 1 hour in advance, the confirmation is automatic and an email will be sent immediately.</p> <p> If booking is less than 1 hour in advance, booking will be <i>unconfirmed</i> until accepted by COMCAR.</p>
Trip booking cancellation email	Confirmation that booking has been cancelled	<p>Immediately following the action to cancel the booking</p> <p> If booking is cancelled within 1 hour of the trip pick-up time, a late cancellation charge will apply.</p>
Trip booking amendment email	Confirmation that booking has been amended and providing the new details	<p>Immediately following the action to amend the booking.</p> <p> Amendments to bookings can be actioned via self-service up to 1 hour in advance of the booking time.</p>
Trip booking finalisation email	Confirmation that booking has been finalised and provides an estimate of the charge for invoicing or reporting purposes	<p>Following action by COMCAR to finalise the booking and the cost of the trip</p>
Vehicle arrived at pick up location SMS	To advise the passenger that the vehicle has arrived at the pick-up location	<p>An SMS will be sent once the COMCAR vehicle has arrived at the pick-up location but no more than 10 minutes prior to the pick-up time.</p> <p> If the service is provided by an affiliate provider such as a hire car, an SMS may not be sent</p>

Who will receive CARS Trip booking notifications?

COMCAR clients can nominate an email address where email notifications will be sent.

If no email address is specified, all email notifications will be sent to the COMCAR client and authorised bookers.

For more information:

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