Fact Sheet 14 – Amending or cancelling a trip booking

Amending or cancelling a trip booking using the web portal

1. Log on to the web portal. The **New Bookings** screen displays.

2. Go to **Bookings Tab** and navigate using the date-range selector to find the booking you wish to amend or cancel.

3. Click on the **Booking No**. to display the details of the booking.

⚠️ Amendments can only be made using the web portal or mobile app if the pick-up time is more than an hour in the future. You will get a warning if you are unable to amend the booking.

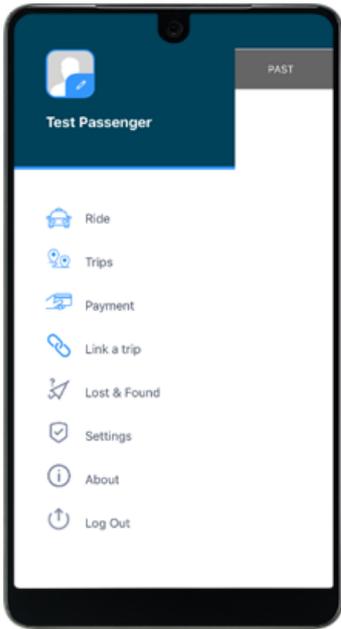4. Click on **Edit Booking** or **Cancel Booking**.

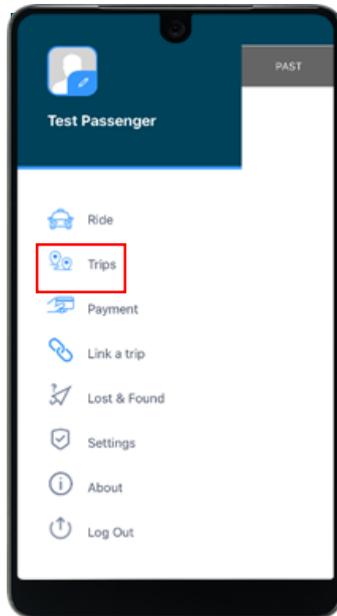5. Amend your booking and click **Save**.

Amending a trip booking using the mobile app

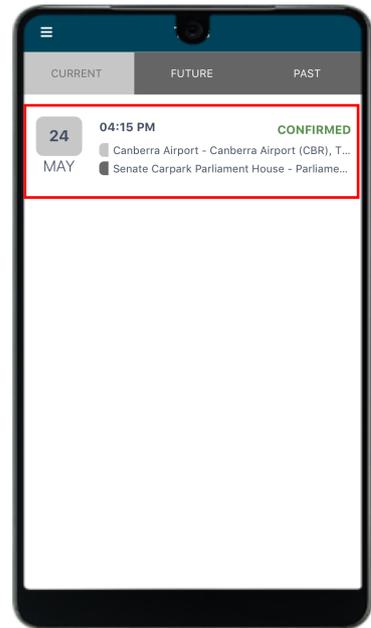1. Log on to mobile app. Click on the Menu ☰
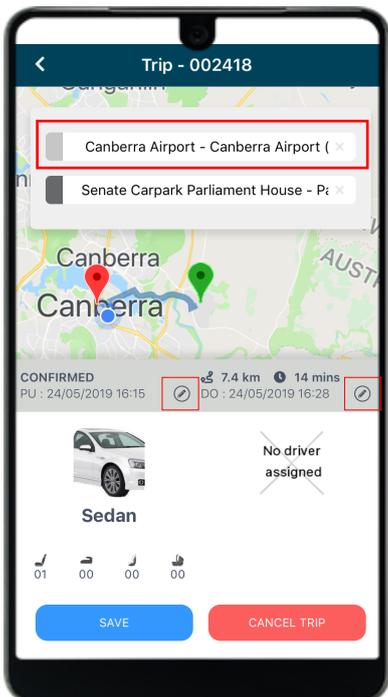

2. Select **Trips**

3. Find the trip you want to amend or cancel

Tip: For future trips, use the date-range selector to find trip you want to amend or cancel.

5. Amend the trip and **Save.**

Tip: To change the pick-up or drop location type new details.

To change the date and/or time click on the ✏ icon.

6. If you select **CANCEL TRIP** an alert will display**.**

Confirm
Are you sure you want to cancel this trip?

YES   NO