



Welcome to GroundLink! We are the next generation car service and are dedicated to transforming the transportation industry with technology. We are pleased to have been selected as a preferred vendor and have prepared a few quick tips to get you started.

### **YOUR GROUNDLINK ACCOUNT**

<b>ACCOUNT #</b>	<b>L0538</b>
<b>AUTHORIZATION CODE</b>	<b>72525</b>
<b>GROUNDLINK WEBSITE</b>	<a href="http://www.groundlink.com">www.groundlink.com</a>
<b>24/7 CUSTOMER SUPPORT</b>	877-227-7260   <a href="mailto:support@groundlink.com">support@groundlink.com</a> <b>**For immediate assistance, please call**</b>

### **YOUR GROUNDLINK PROFILE**

- New to GroundLink? Go to <http://www.groundlink.com/activate> or download the GroundLink [mobile app](#). Enter account number and authorization code above to get started. Use the profile password you create to log onto both the GroundLink website and mobile app.

### **BOOK A RIDE**

- **Reserve Online.** Log in at [www.groundlink.com](http://www.groundlink.com) and enter your reservation details. On the Payment page, select your account.
- **Reserve by Phone or Email.** Call 877-227-7260 or email [res@groundlink.com](mailto:res@groundlink.com). Provide your account number and reservation details. If it is your first time booking, you will be asked for your authorization code.
- **Reserve on Mobile.** Log into the GroundLink app. Select your account at Checkout.

### **WHAT TO EXPECT AFTER YOU BOOK**

The following occurs if we have been provided both a cell phone number and email address for the passenger.

- Email confirmation of the booking sent to arranger and passenger
- Text message to passenger when their driver is on the way
- An update text to the passenger when their driver arrives
- Final receipt emailed to arranger and passenger upon ride completion

## **AIRPORT PICKUP**

- If you requested an inside **meet-and-greet**, your driver will wait for you at baggage claim for domestic arrivals or outside customs for international arrivals. Just look for a GroundLink sign with your name on it.
- If you requested a **curbside pickup**, simply click the phone number in the text you receive from GroundLink to be connected with your driver.
- **Flight delay?** Don't worry. If you provided your flight details during booking, then we will track your flight and adjust your pickup time accordingly.

## **ADDITIONAL INFORMATION**

### **GroundLink Guarantee**

Always know where your car is with the GroundLink [mobile app](#), featuring real-time tracking, direct contact to your driver, and SMS location updates. And if we don't make it on time, your next ride is on us (to a value of \$75). Just call and ask for the GroundLink Guarantee.

### **GroundLink Policies**

- **Gratuities.** Included in your fare calculation and automatically paid to driver.
- **Cancellations.** To avoid cancellation fees, please contact GroundLink at least 30 minutes prior to Manhattan pickup, 60 minutes prior to pickup for NYC boroughs and airports, 3 hours prior to pickup elsewhere in the US.
- **Wait Time.** Charges at \$1 per minute after expiration of complimentary grace period of 10 minutes for non-airport pickups, 30 minutes for domestic arrivals, and 60 minutes for international arrivals. For your convenience, complimentary wait time for airport pickups may be decreased or increased in advance at time of booking.