

# **ATTACHMENT F**

## Welcome to Wingz Customer Support.

Feel free to contact us if you have questions about Wingz. You can submit a request here or send us an email at [ask@wingz.me](mailto:ask@wingz.me)

## Wingz

### As a traveler, how do I schedule a ride on Wingz?

Jeremie Romand August 18, 2013 • [Travelers FAQs / Booking a Ride](#)

- 1/ Get started by downloading our iPhone or Android app. You can also book your ride on wingz.me.
- 2/ Follow the instructions on the screen and define exactly the airport ride you need: airport, pick-up address, date & time, options.
- 3/ Post your ride request. It is immediately sent to available drivers.
- 4/ Get notified by text and email when your request is accepted.
- 5/ Get notified by text when your driver is on his way.
- 6/ You can cancel your ride when you want by clicking "Cancel". Rides cancelled less than two hours before the pickup time incur a \$5 cancellation fee.
- 7/ Once at destination you are notified by text that the ride is done and you can review your driver.
- 8/ Your credit card is charged only after the ride. Wingz is a 100% cashless service so there is no tips.

### How to proceed when my ride request is accepted?

Sarah Mayer August 20, 2013 • [Travelers FAQs / Booking a Ride](#)

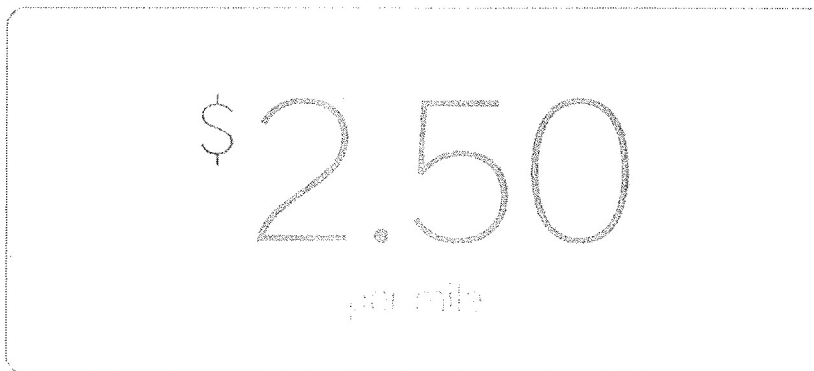
Once your ride request is accepted, you are immediately notified by text message and you receive a confirmation by email. Your driver will send you a text message when he's on his way. Then you have just to enjoy your ride :)

### How are prices calculated?


Sarah Mayer September 05, 2013 • [Travelers FAQs / Ride Prices](#)

#### Wingz rates are straightforward

- You know exactly how much you will pay before your ride. There are no surprises, no hidden costs, no tips.
- Need a quote? Go to [wingz.me](http://wingz.me) and get your price calculated immediately (no sign up required).



#### Flat Rates



San Francisco  
SFO Intl' Airport

\$ 35

\* For the following areas: 94102, 94104, 94105, 94108, 94109, 94111, 94115, 94117, 94118, 94121, 94122, 94123, 94129, 94133




San Francisco\*

OAK Intl' Airport

\$ 49

\* For all San Francisco city areas.



Central L.A.  
Westside  
South Bay  
South L.A.

LAX Intl' Airport

\$ 29



\* For the following areas: 90012, 90013, 90014, 90015, 90017, 90021, 90071

## How do I become a Wingz driver?

Jeremie Romand August 20, 2013 • [Driver FAQs / Becoming a driver](#)

You can easily apply here. Then you will be contacted by our team for an interview. Wingz drivers are awesome people who love to drive, meet new people and share their stories. In order to be accepted as a Wingz driver you'll need to go through a process that includes:

- Background and DMV record check
- Vehicle inspection
- Training and in-person meeting.

For more information please contact us.

[Overview](#) | [Recent](#)

## General Questions »

### Basic Questions (2) »

- [Forgot Password?](#)
- [Sign Up](#)

### Airports Served (1) »

- [List of Airports Served By Wingz](#)

## Travelers FAQs »

### Booking a Ride (8) »

- [How can I update my credit card info?](#)
- [As a traveler, how do I schedule a ride on Wingz?](#)
- [How to proceed when my ride request is accepted?](#)

### Canceling a Ride (1) »

- [Can I cancel my ride?](#)

### Ride Prices (1) »

- [How are prices calculated?](#)

### Legal (2) »

- [Certificate Of Insurance](#)
- [Wingz's zero-tolerance drug and alcohol policy](#)

## Driver FAQs »

### Becoming a driver (2) »

- [How do I become a Wingz driver?](#)
- [When do I need to be available?](#)

### General (1) »

- [Do I need a smartphone?](#)