

# Managing your booking

## Starting & extending your booking



### Step 1

15 minutes before your booking, we'll send a text to your mobile number that contains a link to your booking.

### Step 2

Tap the link. A page will open in your browser app; from this page, tap 'Start Booking'.

Remember your booking will expire within 15 minutes of the start time, so if you are running late, just jump on and start it to hold your car.

### Step 3

You can use this link throughout your booking to manage it. You can also lock and unlock your car (but remember you need cell coverage for this so don't forget your access card)

## Extending a booking

Need more time? If you get caught in unexpected traffic or an appointment runs over, use the web app to extend your booking. This helps us ensure we can find a vehicle for the next user.

Tap 'Extend' from the web app and select how much additional time you need.