

## Liftango App

### Frequently Asked Questions



#### What is carpooling?

Carpooling is the sharing of cars by riders (passengers) and drivers that helps to reduce the number of cars on the roads and reduces the need for parking space.

#### Why should I change the way I currently travel?

Carpooling could save you money and time, reduce stress associated with finding a car park and help you meet people. Carpooling is good for the whole community; reducing traffic congestion, improving road safety, improving air quality and reducing greenhouse gas emissions.

#### What is Liftango?

The Liftango App matches riders (passengers) with drivers and makes carpooling simple and rewarding. The App supports you throughout the entire pick-up and drop-off process and gives you the flexibility to carpool on the days and times that best suit you.

#### How do I use the Liftango App?

1. Download the app from the Apple Store or Google Play.
2. Sign-up and create your profile.
3. Select your destination and time. The app will match you to a carpool partner depending on your preferences.
4. Accept the match provided by the app. If successful, a confirmation will be emailed and texted to you.
5. The in-built navigation will use Google Maps to guide the driver to the pickup location and notify the rider when the driver is approaching.

Is that simple. Happy Carpooling!

#### How much does using the Liftango Carpooling app cost?

The Liftango app is free to download and free to use.

#### What happens when I find a match?

The Liftango App does not stop at just matching drivers and riders, the app will support you through the pickup and drop off process as well. For drivers, it will provide directions to their rider's nominated pick up point. For riders, the app will let them know that their driver is on their way.

#### Do I have to carpool every day?

The app makes it easy to be flexible - if you want to carpool only on certain days, just load up those trips into the App.

#### Can I carpool one-way?

Yes. Whatever works best for you and your needs.

#### As a Driver, is my vehicle insurance affected by carpooling?

Using the Liftango Carpooling App is no different than driving a friend or a co-worker to work, dinner, or anywhere else you might go in the normal use of your car.

#### I live in a share house and there may be more than me that need a ride, can I travel with more than one?

The Liftango App makes it easy to input the number of riders. Simply set the number of passengers when you create the trip.

#### As a rider, do I have to pay the driver?

The regulations around carpooling state that the costs

of petrol, parking and reasonable wear and tear may be shared.

If you carpool with a certain driver regularly and come to an arrangement yourselves, then that's great. The Liftango App provides the means to find and organize carpooling between drivers and riders and takes no part in setting prices or helping money change hands.

#### How is privacy of the drivers and riders protected?

Safety is our top priority. Your privacy is important, and we've made every effort to protect your personal privacy while also providing sufficient information to allow carpool matches. When you create your profile, your email address, car registration, car make, and car model are saved to easily identify your carpool partner.

#### What personal details are required to use Liftango?

We all know that things come up - traffic jams, car breakdowns, last minute wardrobe failures! So, when this happens, the driver and rider need a way of communicate instantly to make new plans. This is why the Liftango profile includes two key bits of personal info: your email address and your phone number. These details are shared only with your Carpool partner.



**Liftango**

**DOWNLOAD  
THE LIFTANGO  
APP TODAY!**