Extra stops: agreed with the traveller first

When a traveller asks to stop on the way, send them the cost from the booking. Once they approve it, the cost goes on the booking price.

HOW IT WORKS

1 The traveller asks
By message before the journey, or on the day.

2 You add the stop
Open the booking, choose Add a stop, and enter the place and the cost.

3 The traveller answers
They approve or decline the stop and its cost in My Trips.

4 The price goes up
An approved stop is added to the booking price. We email you their answer.

WHAT YOU CONTROL

Your price
You set the cost of the stop. The traveller sees it before they agree.

Before they answer
You can withdraw a stop while it is waiting for the traveller. A declined stop leaves the booking as it was.

COMMISSION

Commission applies
An extra stop is part of the journey, so its cost goes on the booking price and commission applies at your plan rate: 25% on Launch, 16% on Pro and 8% on Corporate.

Card bookings
A stop with a cost is not yet available where the traveller pays by card through LuxeLegs.

WHAT THE TRAVELLER SEES

The stop appears on the booking in My Trips with the place, the cost and the new price, and we email them. The price does not change until they approve. If they decline, the booking stays as it was and we email you.

WHAT THE PRICE ALREADY COVERS

Your listed price covers the journey from pickup to drop-off, including mileage and fuel. A stop on the way is a change to that journey, so agree the cost with the traveller before you make it.

A STOP OR AN EXTRA

Extras are costs you met on the job: waiting time, tolls and zone charges, parking and drop-off fees, cleaning or damage. The traveller pays you for those direct and LuxeLegs takes no commission on them. A stop adds distance and time to the journey, so it goes on the price. Our team looks at an extra with a note that mentions miles, fuel, a detour or a stop.

EXAMPLE

Example figures. Leeds to Manchester Airport at £120. The traveller asks to collect a colleague in Huddersfield, and you price the stop at £20. They approve it and the booking price becomes £140. On Pro, commission is 16% of £140, which is £22.40.

Add a stop from the booking on your Bookings page.