LuxeLegs

OPERATOR GUIDE

Getting started with *LuxeLegs*

Everything you need to set up your account, list your empty legs, handle offers and bookings, and share jobs with other operators.

01 Claim and secure your account

02 Check and complete your profile

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luxe-legs.app Updated 7 November 2026 info@luxe-legs.com

WELCOME

What LuxeLegs does for you

LuxeLegs is a UK marketplace for chauffeur empty legs, and a way to share jobs with other operators whichever booking system you each use. You list the journeys your cars would otherwise run empty, travellers book them or make offers, and you decide what sells and at what price. You can also pass a booked job you cannot cover to another operator, and take jobs they share. We never change your price, there is no surge pricing, and nothing is booked until an offer or request is accepted.

If we have drafted your profile for you, it was built from your own website and from any brochures or images we had to hand. Nothing in that draft is published, and every compliance record stays unverified until our team has checked your documents. Your part is to claim the account, check what is right, correct what is not, and add what a website cannot tell us. Your progress saves as you go, so you can stop and come back at any time.

Before you start, have these to hand

Have these to hand:

- The email address you want to use for your LuxeLegs account.
- Your operator licence, insurance certificate and PHV licence, as PDF or image files.
- Your vehicle details, and your drivers' names, licence numbers and expiry dates.
- A view on how you would like travellers to pay, and how you would like to settle with us.

PART 1

Claim and secure your account

Open your private link

We will email you a link to your own setup page on luxe-legs.app, which carries this guide and a **Claim your account** button. That button is your private link. It opens a preview of your real operator console, exactly as it will look once it is yours. You can look around every screen, but nothing can be changed until you claim it, and a banner across the top says so.

The link is valid for 24 hours unless we have agreed a longer period with you. If it has expired, press **Request a new link** and we will send you a fresh one.

Claim it

Press **Claim my account**, then set your password. We will email you a confirmation link straight away. Open it to confirm the address is yours. If the email has not arrived within a few minutes, check your junk folder before asking us to resend it.

Wait for our approval

Once you have confirmed your email, your account waits for a check by our team before it opens fully. If you try to sign in during that time, the app will tell you your account is awaiting activation. That is expected, and we will email you as soon as it is active.

Sign in and turn on two-factor security

Sign in at luxe-legs.app. The console will ask you to turn on two-factor security. You can use an authenticator app or email codes, and you will need your account password to confirm the setup. On the iPhone and Android apps you can also turn on Face ID or fingerprint unlock from your account settings.

PART 2

Check and complete your profile

01 Check your public profile

Open **Public profile** from **Your business**. This is what signed-in travellers see. Read your bio as a traveller would, check your website link and look at the photos. The first photo appears on your search card, so pick the one that shows your work at its best.

Use **Preview as traveller** to see it exactly as they will. Only you can switch on **Show my profile to travellers**; we never publish it for you.

On the same screen you can choose **Show me in Operators on LuxeLegs**. This adds your firm to the public list of operators linked from the LuxeLegs home page, which anyone can see without signing in. It shows your name, logo, town and the areas you cover, and on Pro and Corporate it also shows your published profile. It never links to your empty legs, and it is off until you switch it on.

02 Confirm your company name and logo

Your company name and logo appear on your profile and on bookings, so make sure the name reads exactly as you want it. Upload a clean logo if the drafted one is not right. SVG, PNG, JPEG and HEIC files all work, and transparent backgrounds are kept.

Travellers do not see your firm's name or logo on a listing before they book. Listings show the route, time, car and price, and your identity comes with the booking.

03 Check every vehicle

Travellers book a specific class of car, so your fleet must be real and current. Under **Fleet**, treat every vehicle we drafted as a draft: confirm the details, correct anything wrong, add the registration, and remove any car no longer in service. Use **Add vehicle** for anything we missed.

When you add a car, you can upload an outside photo and press **Fill in from photo**. The make, model and class are filled in for you to check before you save.

Our team checks your car details. You need at least one checked car before you can list a leg, and if you later change a car's main details we check it again.

04 Upload your compliance documents

This step protects you and your passengers, so please treat it as the priority. Under **Fleet**, open **Compliance documents** and upload each of these, with the document number, issuing authority and expiry date:

- Operator licence
- Insurance
- PHV licence

The **Documents** step in the setup wizard lists all three with a button to upload each. Every document stays unverified until our team has checked it. New listings need all three verified, so uploading the real files early is what gets you selling. If you replace a document, we check the new one before listing continues. The console warns you before anything expires.

Your documents and document numbers are never shown on your public profile.

05 Add your drivers

Under **Fleet**, add each driver with their name, licence number, licence expiry and a photo, and upload a copy of their driving licence as a photo or PDF. Only you and our team can see a licence copy. You can add the licence in the setup wizard too. If a driver needs their own login, choose **Create login**; they get a temporary password to change when they first sign in. Driver names are for your business only and are never shown to travellers.

Drivers with a login see a simpler app: **My Jobs**, **Chat** and **Help**. Each job shows the pickup time and route, directions, the traveller's contact details, the car, and **Start ride** and **Finish ride**. Each upcoming job also carries a short briefing written from the booking, the listing and the traveller's messages, so the driver knows what to expect before they set off.

06 Add your team (optional)

If more than one person runs the account, add them under **Team** with a role such as Operations Manager, Office Administrator, Accountant or Dispatcher. Only a Principal can manage the team.

07 Confirm your operating areas

Under **Service zones**, confirm the areas you cover. You can pick from a searchable list of UK counties, airports, race circuits and arenas, draw your own area on the map, or set a radius around a point such as an airport. You can mix all three.

08 Set your journey terms and listing defaults

Open **Journey terms** from **Your business**. This is where you set the details travellers see before they book. Every new listing starts with them, and you can change any of them on a single leg.

- **Listing defaults.** Driver dress, pickup window and luggage. New listings, spreadsheet uploads and drafts from your job emails all start with these.
- **Structured traveller terms.** Your terms, answered from set options. Travellers see only the options and numbers you choose before they book, so your business is not identified.
- **Named document after purchase.** Upload your own terms as a PDF. Travellers receive it once they have booked, and it can carry your normal company details.
- **Extra charges.** Tick what you charge on top of the price: waiting time, tolls, the congestion charge and clean air zones at cost, parking and airport drop-off fees at cost, and cleaning or damage. If you charge for waiting, give your hourly rate. Travellers see these on the listing before they book, and they are the extras you can add to a booking later.
- **Automatic acceptance.** Off by default. If you switch it on, you can set an auto accept price on any leg that takes offers. An offer at or above that price is accepted when it is made, and the leg is booked. Offers below it come to you as normal. The price can sit anywhere from your floor up to your buy now price, and travellers never see it.
- **LuxeRoute allowance.** Off until you set it. LuxeRoute, our AI search, can show your leg to travellers whose trip runs on another route. Choose how much further your cars may drive to take a traveller whose trip runs on another route, as a percentage of the leg or a number of miles. This is your default. When you publish or edit a leg, you can keep it, set a different allowance for that leg, or switch LuxeRoute off for it. With no default, an allowance set on a leg still applies. The allowance is one total for the whole deviation. We offer the leg only when the drive to the pickup, the traveller's trip and the drive from the drop-off to the leg's end, added together, add no more than your allowance to the leg, and their trip is at least half the length of the leg. They pay the listed price.

Keep email addresses, phone numbers and web addresses out of listing notes. Listings stay anonymous until a booking, so notes that contain contact details are refused when you save, and we also check listings and car photos for them.

09 Choose how travellers pay

Under **Fleet**, find **Payment methods**. Turn on the ways you are happy to be paid, then pick one as your default: cash to the driver, card, invoice, full prepayment, or your own payment link. Each listing uses your default unless you change it on that leg.

10 Choose your plan and how you settle with us

Every drafted profile starts on the Launch plan. You can change it at any time from **Payments**.

Plan	Monthly fee	Commission on what sells
Launch	£0	25%
Pro	£99	16%
Corporate	£299	8%

You also choose how the money moves:

- **You collect directly**, and we invoice you our commission monthly. This is where every new operator starts.
- **You use your own payment provider**, such as Stripe, SumUp or your bank, and can add a payment link so the traveller pays you straight from the booking. We invoice you monthly in the same way.
- **We collect by card** once you accept, and pay you the balance after commission. You complete a short identity and bank check with Stripe, our payments partner, before any payout is made.

To change how you settle, send a request from **Payments** and our team will confirm the change.

11 Confirm your profile

When we have reviewed your account, a banner appears on your dashboard with a **Confirm my profile** button. Press it once you are happy everything is right, and your listings can go live to travellers.

PART 3

List your empty legs

Every leg goes live to travellers no more than 72 hours before pickup. You can list further ahead; the leg stays scheduled on your **Listings** screen, where you can see and edit it, and goes live on its own when it moves inside that window. The same rule applies to every operator.

There are four ways to get a leg onto LuxeLegs, and you can use any of them.

Send us your jobs by email

Open **Draft listings**. You have your own LuxeLegs jobs address, which you can copy from that screen. Send your job confirmations to it in whichever way suits you:

- Add the address in your booking system wherever it sends job confirmations to an affiliate or an extra email.
- Set a rule in your mailbox to forward job confirmations to it.
- Forward a confirmation by hand whenever you like.

Set **Where your cars are based** on the same screen. We take each job you send us as your live leg, work out the empty leg from it and create a draft listing, which you can then tidy up, add to or change. The empty leg is the other direction from the live leg:

- If the job ends near your base, the draft is the drive out from base to the pickup, timed to arrive for it.
- If the job starts near your base, the draft is the drive back from the drop-off, timed from the live job's pickup plus the expected journey time.
- If the job is away from base at both ends, you get both drafts.
- If it starts and ends near your base, there is no empty drive to sell, and the email row says so.

If you book an empty leg in your own booking system with LuxeLegs as the customer and send it in, we import it as the empty leg as it stands.

Each draft appears in Draft listings with a short note on why. If an email leaves out a place, the time or the vehicle, the draft is marked **Needs details** and those fields are left blank for you to fill in.

For example, you can end the drive out in central London when the live leg starts in Soho. We keep the link to the live leg and show what you changed under **Listed**.

Nothing goes live until you check the places, time and vehicle, set your price and press **Review and approve**. You can dismiss a draft you do not want and restore it later. If you forward a cancellation, the draft is marked as cancelled.

We keep the places, times and vehicle only. We do not keep passenger names, contact details or the email itself. The address only reads email from senders we have approved for you, so tell us if a new booking system or mailbox needs adding. If you use Gmail forwarding, the confirmation code Gmail sends appears under **Emails received**, with a button to confirm it.

Create a listing from a message

On **Listings**, choose **From a message**. Paste a WhatsApp message, dictate a note, or add a photo or PDF of the job sheet. You get a draft listing to check before anything goes live. Prices are never read from the message; you set the price in the next step.

Import a spreadsheet

On **Listings**, choose **Import spreadsheet**, or use **Add lots of legs at once** on your dashboard. Download the Excel template, add a row for each empty leg, then upload it as Excel or CSV. You see every row and choose which legs to add before anything is published. Keep using the same sheet: when you upload it again, legs you have already listed are skipped.

List a single leg

From your dashboard, choose **List a dead leg**:

1. Set the pickup and drop-off, and the date and time.
2. Choose the car from your fleet.
3. Choose how you sell it: a fixed buy now price, offers down to a floor you set, or both.
4. Add an auto accept price if you have switched on automatic acceptance and want one on this leg.
5. Keep your journey terms and payment defaults, or change them for this leg.
6. Publish.

As you enter a price, the form shows what similar legs have sold for and how confident that guide is. It is for information only. The price is always yours to set.

PART 4

Offers and bookings

Offers

Offers arrive on **Offers** and by email. Each one shows how it compares with your buy now price and floor, with a short plain English summary to help you weigh it up. You accept or decline every offer yourself, unless it meets an auto accept price you have set on that leg.

Book now requests

Book now requests arrive on **Bookings** and by email. Accept to take the job, or decline with a reason. Nothing is booked until you accept.

Payment

If you collect payment yourself, the booking confirms when you accept and we share the traveller's details with you. If LuxeLegs collects, we ask the traveller to pay by card by the pay-by time: two hours after you accept, or an hour before pickup if that is sooner. We email you as soon as they have paid, and their email and phone appear on the booking then. If they have not paid in time, we release the booking and your leg goes back on the market.

Running the journey

Open the confirmed booking and assign a driver from your fleet; the job appears in their app. If you need to change the car, the traveller is asked to approve the change. When the trip is done, mark the booking complete and record the registration of the car that ran it, which lets us work out the CO2e saved from that car's official figure.

Extras

Your listed price covers the journey from pickup to drop-off, including mileage and fuel. If a job runs up waiting time, a toll or zone charge, a parking or drop-off fee, or a cleaning charge, open the booking on **Bookings** and choose **Add an extra**. Pick the type, enter the amount and add a note if it helps. You are offered the extras ticked under **Extra charges** in your journey terms.

- **At cost.** Tolls, zone charges, parking and drop-off fees go on at what they cost you. Waiting goes on at your hourly rate.
- **Paid to you direct.** The traveller pays you for extras in the way you already take payment. LuxeLegs takes no commission on extras and has no part in the payment.
- **Recorded on the booking.** Each extra is kept on the booking. The traveller sees it in My Trips with the total and gets an email.
- **Checked.** We check each extra, and our team looks at one that is higher than we usually see: parking or drop-off above £30, tolls above £35, cleaning above £150, waiting beyond three hours at your rate, extras that come to more than 40% of the price, the same extra added more than twice, or a note that mentions miles, fuel or a detour. A check does not stop the extra going on the booking.

You can add extras from confirmation until 14 days after the pickup, and remove one you added by mistake.

Extra stops

If the traveller asks to stop on the way, choose **Add a stop** on the booking, enter the place and the cost, and send it to them. They approve or decline it in My Trips, and we email you their answer. Once approved, the cost goes on the booking price and commission applies to it at your plan rate. You can withdraw a stop while it is waiting for the traveller. A stop with a cost is not yet available on bookings paid by card through LuxeLegs.

Example figures: Leeds to Manchester Airport at £120. A drop-off fee of £6 and 30 minutes of waiting at £40 an hour are £26 of extras, paid to you direct, and commission applies to the £120. If the traveller approves a stop in Huddersfield at £20, the booking price becomes £140 and commission applies to the £140.

PART 5

Keeping track

Your **Dashboard** shows recovered revenue, live listings, offers waiting for a decision and your fleet, with your monthly recovery target. You can set one target for the whole fleet or a target per car under **Fleet**.

Your week on the dashboard is a short summary worked out from your own listings, offers and bookings over the last seven days. We also email it to you on Monday mornings when you have had activity that week. You can turn the email off with **Email me this every Monday** on the dashboard, or from the link in the email.

Under **Emails** you can personalise the subject line and opening message of the emails travellers receive when you accept or decline an offer. The booking details, button and footer are added for you.

PART 6

Connecting your booking system

LuxeLegs is independent, so you do not need to switch to any particular booking system, and we connect to yours at no cost to you. The quickest start is email: add your LuxeLegs jobs address wherever your system sends job confirmations, as described in Part 3.

LuxeLegs is a member of GNet. If your booking system works with GNet, we can send the legs you sell and the jobs you take on LuxeLegs into it as GNet bookings. Ask us and we will take you through the setup.

If you or your software supplier would rather send legs and shared jobs to us from your own system, the LuxeLegs Partner API lets an approved system create listings and shared jobs for your account, and collect the jobs you take. If your system is not connected yet, we will build the connection with you or your supplier at no cost. Ask us for the developer guide.

PART 7

Sharing jobs with other operators

If you have a booked job you cannot cover, share it from your booking system or on **Shared jobs** in your operator console. It goes electronically to other operators on LuxeLegs, whichever booking system you each use. You can also take jobs other operators share under **Jobs you can take**.

Share a job

Add the pickup, drop-off, date and time, vehicle class, passengers and your price. The price must be at or above £0.55 a road mile, and pickup must be between one hour and 30 days away. Choose whether all verified operators see the job or only the operators you pick. Passenger details are shown only to the operator who takes it.

LuxeNetwork: your affiliates and trusted partners

A LuxeNetwork group is a saved list of the operators you work with: your affiliates and trusted partners, whatever booking system each of them uses, or none. Make a group on the LuxeNetwork tab of **Shared jobs**, then tick it when you share a job to send it to everyone in it. Each partner gets the job the way they already work: as a GNet booking, through the Partner API, or on LuxeLegs and by email. Only you can see your groups, and operators are not told they are in one. If an affiliate is not on LuxeLegs yet, ask them to join free on the Launch plan.

Checked before it goes live

Rules and an AI review check every job before other operators see it, including the price against what similar journeys sell for and any note asking for payment outside LuxeLegs. Clear jobs go live straight away, and anything else waits for our team. The first operator to accept takes the job, and if they hand it back with more than an hour before pickup it goes live again.

Your booking system

Sharing jobs is built into LuxeLegs and connects to your booking system. If your booking system is on GNet, a job you take arrives in it as a GNet booking, and a cancellation follows it there. Any booking system can share jobs, track them, cancel them and receive the jobs you take through our Partner API. If your booking system is not connected yet, we will build the connection with you or your supplier at no cost. You can also do all of it in LuxeLegs with no booking system at all.

What it costs and paying for the job

There is no LuxeLegs fee or commission to share or take a job, including LuxeNetwork jobs, while you list and sell your empty legs with us, and no charge at all when you pay the other operator directly. If a shared job is paid by card through LuxeLegs, we pay the card fee on Pro and Corporate, and on Launch when you sold at least £250 of empty legs through LuxeLegs last month.

On Launch below that, a job paid by card through LuxeLegs carries the card fee of 1.5% of the price plus 20p, at cost, and you choose who pays it: you, the operator who takes it, or half each. The other operator sees this before they accept. Fair use applies; the details are in our terms at luxe-legs.com/terms.

Settle the price between yourselves, or pay by card through LuxeLegs and we pay the other operator with their other payouts.

Example: a £200.00 job	Paid between you	Paid by card through LuxeLegs
Job price	£200.00	£200.00
LuxeLegs fee	£0.00	£0.00
Card fee on Pro or Corporate	None	£0.00, we pay the £3.20
Card fee on Launch, £250 or more sold last month	None	£0.00, we pay the £3.20
Card fee on Launch, under £250 sold last month	None	£3.20 at cost, split as you choose
The other operator is paid	£200.00	£200.00, less their part of any card fee

Paid between you, the other operator gets the full £200.00 from you. Paid by card on Launch with under £250 sold last month and the card fee split half each, your card is charged £201.60 and LuxeLegs pays the other operator £198.40 with their other payouts.

Who can share and take jobs

Both operators need verified documents. To take a job you need a checked car of the right class, and to take jobs paid by card you need payouts set up.

HELP

Need a hand?

Open **Help** in the app. The help assistant answers questions from the LuxeLegs help pages, and for anything about a specific booking or payment you can open a support ticket for our team. You can also email info@luxe-legs.com. If something we drafted is wrong and you cannot fix it yourself, tell us and we will put it right.