QUESTIONS AND STRAIGHT ANSWERS

The concerns we hear, answered plainly

Everything operators ask us before listing their first empty leg. If a question here is not covered, your LuxeLegs contact will answer it directly.

REVENUE AND CANNIBALISATION

Q Will LuxeLegs cannibalise my normal bookings?

A Be honest about the trade and it comes out in your favour. You may lose the odd short-notice booking a client would otherwise have made with you directly, but you win back far more by filling the empty legs you already run and by selling into demand you never saw before. Listings only cover repositioning legs your vehicle is already driving empty, so any fare you recover on them is incremental. On balance you are clearly net positive, not shifting revenue off a full-price job.

Q Is this just a discount channel that will drag my prices down?

A No. There is no standing discount menu, no auction and no surge pricing. A leg is only listed when it genuinely already exists, so clients have nothing permanent to anchor a lower price to. You set the price: either a fixed price and that is it, or you allow a traveller to make a single bid down to a floor you set. Nothing sells below your floor. There is no bidding war between travellers and prices never surge upward at any point.

Q What if a client who used to pay full price starts using LuxeLegs instead?

A For short-notice, opportunistic journeys the reality is your clients already use executive services on ride-share apps anyway. A client with a fixed requirement still books you directly at your normal rate. And if a price-sensitive client does book an empty leg, you have captured revenue on a journey that was already running empty, and you also gain brand-new clients on the platform who today may not even know you exist.

CONTROL, TERMS AND CANCELLATION

Q Do I lose control over pricing and terms?

A No. You set the price on every leg: a fixed price, or a price with a floor beneath which no bid can be accepted, and your own cancellation terms travel with the listing. The one thing you do not set is the go-live window: every leg is listed on the same terms for every operator. You can create a listing up to a month ahead, but it only goes live to travellers a maximum of 72 hours (3 days) before the leg runs. Nothing sells below your floor and nothing is agreed on terms you did not set.

Q Who owns the customer and how does billing work?

A You do. All billing and every transaction with the traveller remain your relationship, on your paperwork and your terms. LuxeLegs never sits between you and your client's money. We simply bill you a single monthly amount for the commission on the journeys you actually fulfilled, and nothing else.

CONTROL, TERMS AND CANCELLATION (cont.)

Q Do some operators get to see legs before others?

A No. The listing window is platform-wide, so every operator sees the same demand at the same time. It is a level playing field: legs are not steered to favoured operators and no one gets a private head start.

Q What happens to cancellations if the leg changes or the original job moves?

A The 72-hour go-live window keeps every listing close to the actual journey, which is exactly why the rule is platform-wide. Your cancellation terms are still your own and travel with the leg, so if your schedule shifts, your terms govern what happens next, not the platform's.

Q How long is a leg listed for?

A The listing goes live to travellers a maximum of 72 hours (3 days) before the leg runs, and this window is the same for every operator. You may create the listing up to a month ahead so it is ready, but it stays hidden from travellers until it enters that 72-hour window. It is set platform-wide, not by you.

Q What if my own paid job cancels at the last minute and the leg I listed is no longer empty?

A This is a rare edge case, and you have three sensible options. First, your own cancellation terms on the paid job usually still apply, so a late cancellation fee plus the LuxeLegs booking can leave the run profitable even without the original passenger. Second, you can pass the job to a trusted local affiliate to recover most of your cost, exactly as you do today. Third, with your traveller's permission, you can use the platform to route them onto another vetted operator who has a matching empty leg. That third route is the trickiest, so treat it as a fallback rather than the default.

Q And if none of that works and I run the leg at a loss?

A On the very small number of occasions this happens, even covering that one job at a loss is easily outweighed by the incremental revenue you earn across every other empty leg you sell. The rare downside is tiny next to the standing upside of being on the platform.

HOW IT FITS WHAT I ALREADY DO

Q How is this different from passing work to affiliates, which I already do?

A It is the same instinct, formalised. Today you hand off jobs you cannot fulfil to trusted contacts. LuxeLegs does the same for the empty half of your own journeys: a vetted network, structured pricing, payment handling and a clear record of the incremental revenue you recover.

HOW IT FITS WHAT I ALREADY DO (cont.)

Q Is the platform going to put a cheap brand in front of my clients?

A No, and it is worth being realistic about what your clients already do. For short-notice, opportunistic journeys they will already reach for an executive ride-share service anyway. LuxeLegs positions every journey as premium and vetted: the same calibre of operator, car and chauffeur a client would book directly, with the difference that the journey already existed. It is curated access, not a budget product.

PROMOTING IT TO YOUR CLIENTS

Q Why would I actively promote this to my own client base?

A Because your clients see it as you introducing them to a valuable service, not pushing them away. They are already exposed to plenty of alternatives every day: the affiliate you hand a job to, the complimentary Emirates chauffeur, the executive ride-share app. Putting LuxeLegs in front of them is you curating that choice rather than pretending it does not exist, and it grows the demand pool that fills your own legs.

Q What do I actually get out of a fuller platform?

A A higher fill rate on the empty legs you already run and net-new travellers who did not know your business existed, on the very corridors you already serve. The busier the two-sided marketplace, the more of your empty miles turn into revenue.

Q Is there a sustainability angle I can offer corporate clients?

A Yes, and it is an honest one. A leg listed on LuxeLegs was already going to run: filling it adds a passenger, not a journey, so the miles and emissions were on the road regardless. For corporate and environmentally-conscious clients that is a credible line in a travel policy without buying offsets.

COMMERCIALS

Q What does it cost to join?

A You can start free on the Launch plan and pay only when you earn, at a 25% commission. As volume grows, the Pro plan at £99/month cuts commission to 16% and becomes cheaper than Launch once you pass roughly £1,100 of monthly gross bookings. Corporate at £299/month drops commission to 8% and beats Pro past roughly £2,500 a month, for larger fleets.

Q How do I see whether it is actually paying off?

A Every completed booking is tracked, so you can see the incremental revenue recovered from legs that would otherwise have run empty. There is a clear yield view rather than a vague promise.