

- [What is TTN's cancellation policy?](#)

For transfer/one-way bookings, cancellation is free of charge if there is more than one hour left before the agreed pickup time. If there is one hour or less before the agreed pickup time, the total price must be paid. For hourly bookings, cancellation is free of charge if there are more than 24 hours left before the agreed pickup time. If there are 24 hours or less before the agreed pickup time, the total price must be paid. A cancellation can only be done by using the cancel feature in our apps or website.

- [How do I make changes to my booking?](#)

You can change the car class, date, time and location of pickup, dropoff location, and additional information. To make changes please email ttninc@outlook.com. For one-way rides you can make changes up to one hour before the pickup time, and for hourly rides you can make changes up to 24 hours before the pickup time.

- [What if my flight or train is delayed?](#)

For airport and train station pickups, you have a complimentary wait time of 15 minutes. We understand that there may be issues beyond your control that could lead to unexpected delays. By providing your flight or train details upon booking, your driver is able to track your arrival time and will adjust your pickup time accordingly. If there is a very long delay and the driver is not able to wait, we will contact you to work out an alternative solution.

- [How do I add extra stops to my one-way/transfer booking?](#)

It is not possible to add extra stops to a one-way/transfer booking. If you wish to make one or more stopovers during your ride, we recommend an hourly ride booking. Please list the stops that you would like to make in the Notes for the driver box.

- [Are the prices shown per person or per vehicle?](#)

The prices shown are always per vehicle and include all taxes, gratuities, and fees. The maximum number of passengers and bags which can comfortably fit in each vehicle is shown under each car class. The number of passengers does not affect the price, unless already agreed.

- [What should I do if I forgot to add my flight number?](#)

Go to the RIDES page and select the booking you would like to add a flight number to. Click or tap EDIT. You can now add or edit your flight number.

- [When is my ride charged to my credit card?](#)

Your credit card is only charged 24 to 48 hours after the ride has taken place. Once you have made your booking, we reserve the funds on your credit card with a pre-authorization. Your card is not charged at this point in time. This common practice is also used by hotels and rental car companies. If you make a free cancellation, the authorization will be automatically reversed and your credit card will not be charged.

- [What should I do if I forgot to add a voucher code?](#)

Email Customer Care team at ttninc@outlook.com and they will be able to add your voucher. Please note you will not be able to add a voucher to a ride that has already taken place and been paid for.

- [How do I change my credit card?](#)

On the website, click on your name and select PROFILE from the drop-down menu. Under PAYMENT you can add or remove your credit cards. In the apps, you can find your credit cards in the PAYMENT page. To add a new card, tap the plus sign in the top right corner, and to delete one, tap the three dots to the right of the card you want to get rid of and tap delete. Adding a new card will not affect rides that are already booked. Newly added credit cards will only be used for new bookings. If you have booked upcoming rides with a credit card that you have removed and you would like to transfer these bookings to a new credit card that you have added, please cancel and rebook your ride with the correct credit card. We currently allow two credit cards per private account.