

What to do when a customer has a Groupon?

Groupons are payments, not discounts. They do not affect our prices at all. When a customer buys a Groupon, they pay approximately \$5 to get a \$10 gift certificate usable on only one one-way trip. Round trips require two different Groupons.

Never adjust the price -\$10 on the reservation for a Groupon. It's a payment. Go to Add new payment, choose check, write Groupon under the description and put \$10 under the amount. If you discount the trip, we will either fix the price or cancel the reservation every time, so don't adjust the price. It doesn't matter what the customer says.

They pay the \$5 to Groupon, not to us, so we have nothing to do with Groupon refunds. Basically, we are paying Groupon for advertising and we get no money from Groupon. If the customer says they get 50% of the ride, the answer is "No, you got 50% off the \$10 Groupon, that's why you paid \$5".

Drivers will not do the rides if you mess this up, or they will be paid much less than normal.