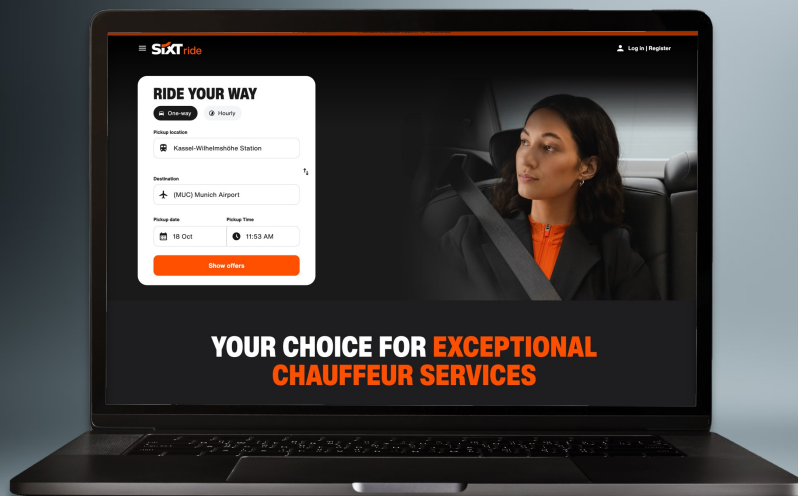


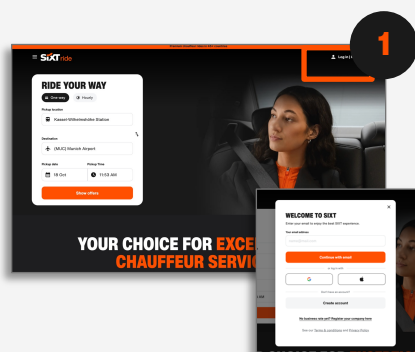


Booking Guide

TRANSFER SERVICE WEBSITE

Offer your customers first-class transfers with SIXT ride – comfortable, reliable, and available worldwide.

HOW DO I BOOK A TRANSFER SERVICE AS A TRAVEL AGENCY PARTNER?

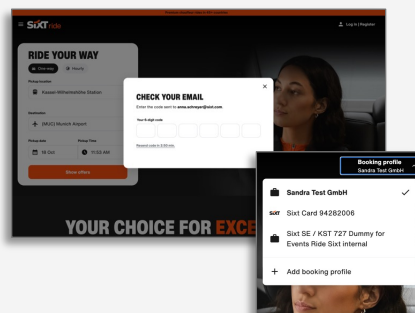


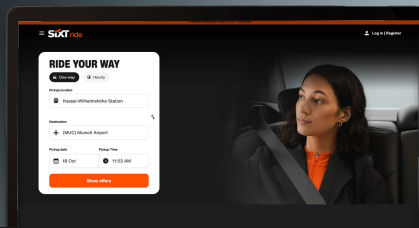
Login and selection of business account

- Go to www.sixt.com/ride/ and click **Log In | Register** at the top right corner.
- Enter your email address in the designated field and click **Continue with email**.

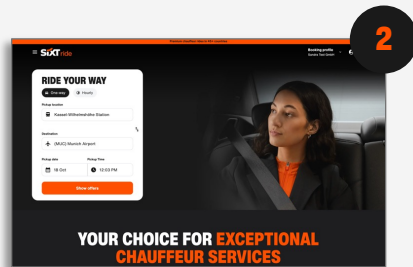
Not registered for SIXT ride yet?

- You can easily start your registration online via the following link: www.sixt.com/business/travel-agencies/transfer-service/sixt-ride-registration/
- Important:** Please do not use the button **No business rate yet? Register your company here** from the initial input screen. This option is not intended for travel agency partners and leads to a different registration process.
- You will immediately receive a 6-digit verification code in real-time to the email address you provided. Enter this code into the appropriate fields.
- Please make sure that you select the correct business profile under **Booking profile**.
- Important:** Commission payments are only made when a business account is selected. Please do not choose a personal account.
- You are now successfully logged in and can proceed with your booking. (Continued on **page 2**)



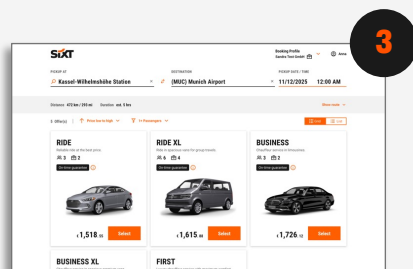


HOW DO I BOOK A TRANSFER SERVICE AS A TRAVEL AGENCY PARTNER?



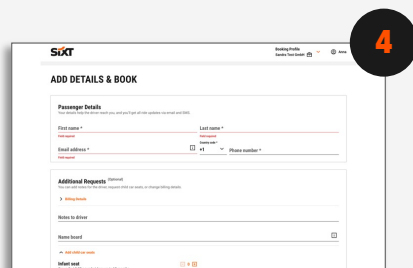
Entering transfer details

- Please enter the pickup location and destination in the input fields on the left side of the screen.
- For an hourly booking, click the **Hourly** button and enter the pickup location along with the desired duration of the ride.
- Select your preferred date and time.
- Click **Show offers** to view a selection of available booking classes and ride options.



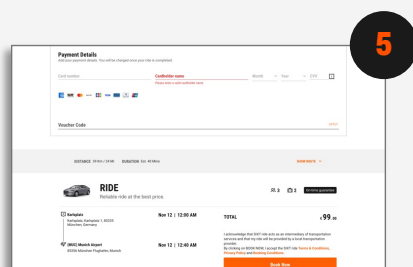
Selecting the booking class

- The overview will display various booking classes, each showing a sample vehicle, included services, the maximum number of passengers and luggage, and the fixed price including VAT for the selected route.
- You can sort the results by the lowest price or apply a filter for additional passengers.
- Once you've selected a booking class, click **Select** on the corresponding tile to proceed.
- **Note:** The commission is 10% of the displayed price excluding VAT and is paid out once a month.



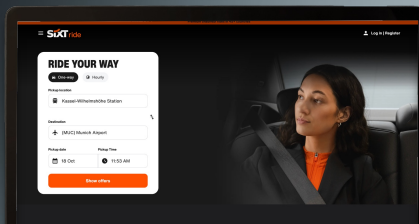
Adding passenger details

- Please enter all required information, such as the passenger's first and last name, email address, and phone number, so they can receive the ride details and be contacted in case of an emergency.
- **Note:** Your own contact details are usually pre-filled by default. Make sure to replace them with the actual traveler's information.
- You may also provide optional information, such as a message to the driver or a request for a personalized name sign.

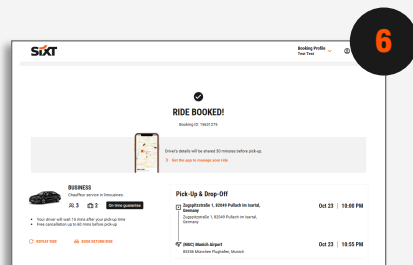


Entering payment details and completing the booking

- Next, enter your payment details. The fare will only be charged after the ride has been completed. At this stage, you also have the option to enter a voucher code.
- **Note:** If your travel agency account uses monthly consolidated invoicing, no credit card entry is required. If desired, the "Cost Center" feature can be enabled for your account. The consolidated invoice is sent once a month to the contact email address provided during registration. If the invoice should be sent to a different email address, please let us know.
- Finally, review your information for accuracy and click **Book Now** to complete the booking.

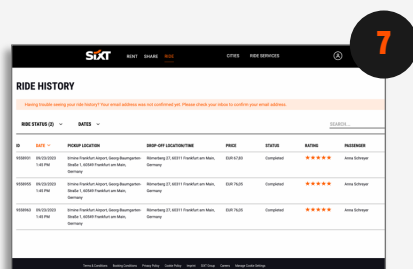


HOW DO I BOOK A TRANSFER SERVICE AS A TRAVEL AGENCY PARTNER?



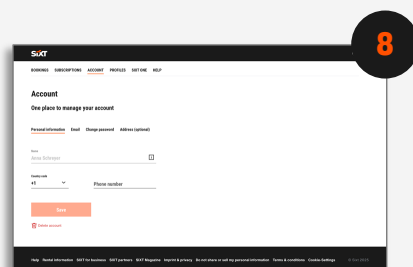
Booking confirmation

- Both you and your customer will receive a confirmation email, as well as a ride information email 30 minutes before the ride begins, including the driver's name and mobile number.
- If needed, you can immediately book a return trip or a new ride.
- Note:** Cancellations are free of charge up to 60 minutes before the ride starts. For hourly bookings, cancellations are free up to 24 hours in advance.



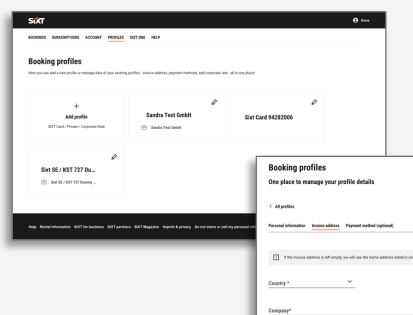
Reviewing and canceling bookings

- Click on your name in the top right corner (this corresponds to the **Profile** menu) and select **Ride History & Receipts**. All rides associated with the account will be displayed, for example, you can filter by status, such as **Upcoming**.
- Click on the desired booking to view its details.
- After the ride is completed, you can leave feedback and rate the ride with up to 5 stars.
- If you paid by credit card, the invoice will be available for download after the ride.
- You can cancel your reservation on this page if needed, before the trip.



Adjusting account settings

- Click on your **profile** (your name in the top right corner) and select **Personal details**.
- There, you can update your account details, such as your password.



- In the **Profiles** section, after selecting a **booking profile**, you can add or delete credit cards under **Payment method (optional)**.
- You can also manage, add, or remove billing addresses.