



## Frequently Asked Questions & Answers

[www.driversonscoot.com.au](http://www.driversonscoot.com.au)

### Q: What is a driver on Scoot?

Drivers on Scoot are professional and experienced drivers who arrive on a foldable motorised scooter at your desired time and place. They will drive you and your car home safely.

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### Q: Can we trust your drivers?

All drivers are experienced drivers (over 5 years) and hold a full Driving Licence, a clear insurance claim record and no criminal conviction. In addition, they all need to pass an in-house driving test and go through a strict vetting and reference process before being employed.

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### Q: How will I recognise them?

Our drivers wear Drivers On Scoot Jackets and carry an ID card. You can request an optional security password at the time of booking.

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### Q: Will the Scooter fit in my car?

The scooter when folded is just 78cm x 61cm x 30cm and fits most small cars.

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### Q: How do you fit a Scooter into my car?

Our scooters are folding Italian motorised scooters. They fit in a customized bag the size of a large suitcase.

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#### **Q: How long does it take to fold the scooter?**

20 seconds approximately.

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#### **Q: Will my car get damaged?**

No, the scooter fits into customized sealed grease proof bag. However, you need to make sure you do not leave fragile items in the boot and leave enough space for the bag to fit.

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#### **Q: What about public liability insurance?**

Drivers on Scoot hold a 10,000,000 public liability insurance.

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#### **Q: What about insurance for my car?**

Drivers on Scoot hold a 100,000 driving risk insurance.

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#### **Q: I have a \$230,000 car. Are you insured to drive it?**

Our driving risk covers cars of a value up to \$100,000. Owners of cars with a higher value need to use their own insurance cover in the unlikely event of a collision.

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#### **Q: When can you book the service?**

Drivers On Scoot office opens 6pm til' late Wednesday-Friday and 2pm til' late Saturday - Sunday.

All booking calls must be made before midnight. [Click here for our Christmas and public holiday opening hours](#)

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#### **Q: What if the pick-up point is not in the City?**

We can operate from other pick-up points in Melbourne Metropolitan Area depending on drivers' availability.

Pick-up points must be within 15km from Melbourne CBD for any other Metropolitan

areas. Journeys are limited to a maximum of 10 km for pick-ups outside of Melbourne CBD and 15 km for South-East Melbourne area)

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### **Q: How much notice do I have to give to use the service?**

40mins – 1 hours notice is all that is required. Subject to Driver's availability. Remember, weekend nights can be very busy, therefore booking in advance is highly recommended to avoid delays.

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### **Q: What if I need to change the time or the location of the pick-up?**

Just call our office and we will inform the driver of the new time and location. Please note, last minute changes may incur delays on busy nights. Late cancellation or waiting fees apply.

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### **Q: What if I want to drop-off, pick-up friends en-route?**

Small charges will occur for en-route drop-offs, pick-ups. Sorry, no diversion over 5km from route authorized. Please advise us at the time of booking if you need to drop friends off.

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### **Q: What if I fall asleep in the car?**

Unlike some taxi services, we don't take scenic routes and fares are agreed before departure based on the shortest route between pick-up and destination points..

Have a good sleep; we'll wake you up on arrival!!! And your car will be there for you on the following day after a good night sleep!

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### **Q: What if I don't have a credit card?**

You can pay cash to the driver before departing (No cash price discount) or pay by bank transfer when pre-booking (recommended).

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### **Q: What if I don't have enough cash or I don't have an ID?**

Sorry, no money = no trip or no ID = no trip! (Except for pre-paid customers).

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### **Q: What do you do with my details?**

We will treat your contact details with the upmost respect and won't sell, rent or pass it on to any other party. Furthermore, we do not retain any credit card details.

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### **Q: How much does this service cost?**

Prices start at \$50 and include the first 10 kilometre radius from pick-up point. For full details on our Rates [CLICK HERE](#)

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### **Q: What are your terms and conditions?**

[CLICK HERE](#) for our full terms and conditions

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### **Q: How do I become a member?**

To take advantage of a Drivers On Scoot membership please [CLICK HERE](#)

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### **Q: How do I become a corporate member?**

To take advantage of a Drivers On Scoot Corporate membership please [CLICK HERE](#)

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### **Q: How can I become a driver for your company?**

If you wish to apply for a driver's position with Drivers On Scoot, please [CLICK HERE](#).

Please note:

You must hold a full motorbike riding and a car driving licence (5 years experience).

At the time of application, you will need to provide us with a Police check record, references from previous employers and a full history report from the Department of transport, driving.

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