

Vehicle Delay Notifications

Even though Hughes is renowned for punctuality and reliability, there are times when delays are unavoidable. Our automated process keeps you informed in real-time.



1

15 minutes prior to the scheduled pick up, our automated system reviews each booking and determines whether there is a potential for delay based on the chauffeur's current distance from the pick-up location.

In the event that it is determined the driver will be >15 minutes late, the recipient is notified and has the option to cancel the booking at no charge or wait for their vehicle with live driver tracking.

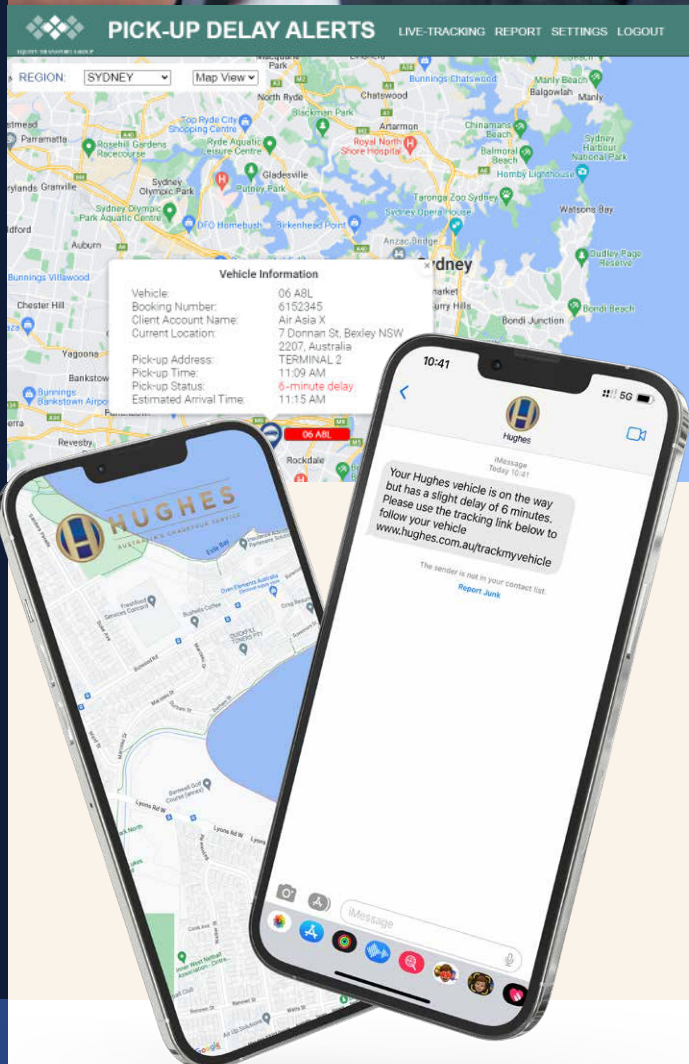
2

3

If the chauffeur will be delayed by <15 minutes, the recipient is notified of the estimated delay.

The recipient then receives updates at 5-minute intervals (max of 3) to keep track of their driver and be notified asap if any additional delay is likely.

4



Note: The recipient can be configured to be the lead passenger or custom phone number or email address in the event that a booking agent or other assistant is the best point of contact.