



Get to know *Charge the Freshest Price*

What's new?

Riders will receive automatic notifications if their fare changes due to a discount or other qualifying event!

Sometimes a rider's fare changes after booking—for example, if a rider becomes eligible for a discount before their ride begins.

Freshest Price makes sure those last-minute updates are reflected in what your riders pay and every rider is charged the right fare. "My discount means I now get this ride for free? Great!".

You can now provide a delightful rider experience, reduce support calls about fare changes, and ensure more accurate fare collection for your service.

How it works:

When a rider is about to be picked up - usually 30 minutes before pickup - the system re-calculates the ride price based on real-time information and applies all relevant discounts, benefits, and pricing updates.

Riders will then automatically be notified via text message if their price has changed!

Automatic

Good news! A recent discount, subscription or benefit was applied, and your upcoming ride now costs €2.50.

18/09/2025 00:07 AM

Automatic

Heads up: your upcoming ride fare has been updated based on your current benefits and account status, and is now €5.00.

17/09/2025 23:36 PM



Automatic

Good news! A recent discount, subscription or benefit was applied, and your upcoming ride is now free.

17/09/2025 22:33 PM

Keep in mind:

In some cases, the ride price may increase.

For example, if a rider had a discount at the time of pre-booking a ride, but the discount expired, the price refresh might increase the ride price for the rider. While this ensures pricing and fare collection is accurate, it may be unexpected for riders who initially saw a lower fare.

Riders will still receive proactive communications about their fare change, keeping them informed.

Next Steps

We'll start rolling out this feature within the next few weeks. Our goal is to build software that meets your needs, so please share your feedback on this feature as you begin to use it. We'd love to hear your thoughts!