

ERM User Manual

Uber Comfort option available for CCRPs

After a successful trial in selected cities across Australia, Uber and Iconic Productions is fully rolling out UberX Plus, our comfort-first ride option - but with a new name. From Monday 29 April, Uber will be renaming UberX Plus to Uber Comfort. This ride option will come with all of the added features that CCRPs have told us they loved most about UberX Plus, including top-rated drivers with more experience on the road. Now that a little extra comfort is here to stay, you can enjoy it any time you request a ride.

To have Uber Comfort added to your Iconic Chauffeur Profile, you will need the following standard:

1. A rating of 4.9 and more.
2. Keep your car clean (uninformed checks will be done by Greg)
3. Make sure your phone is charged
4. Have a sense of humour
5. Make riders feel comfortable
6. Know the SNIFF process off by heart. You will be tested on 3 occasions randomly.
7. Greet riders with a smile (Good first impression)
8. Be on time
9. Take the most direct route to the rider
10. Navigate to the rider icon
11. Make sure your vehicle temperature is comfortable

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