



Reunion Weekend 2025 Uber Voucher

To redeem, please click the link or scan the QR code

<https://r.uber.com/RAKSGQKRVE>



Uber vouchers provided by the College cover transportation between the Trinity College Campus and the following hotels:

Hartford Marriott Downtown
DoubleTree by Hilton (formerly Hilton Hartford)
The Goodwin Hotel

Vouchers are good for one round trip per account per day up to \$25.

Vouchers are redeemable 7:00 a.m. on Friday, June 6 through 2:00 a.m. on Sunday, June 8.



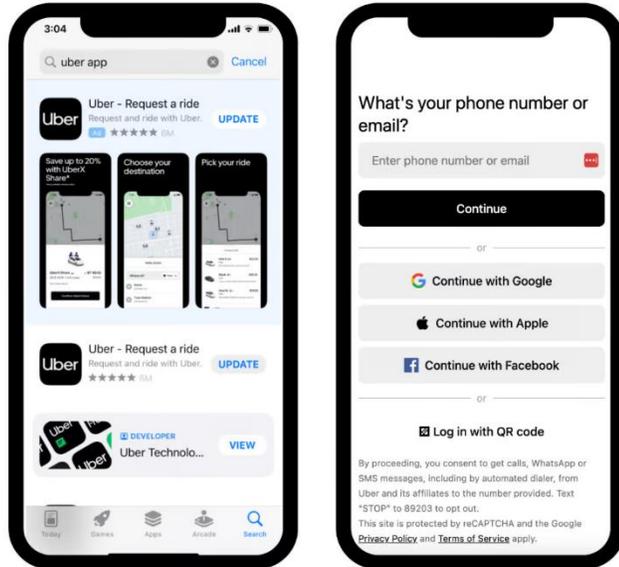
How To Use Your Uber Voucher

Download the Uber App and Set Up Your Account

We encourage riders with smartphones to download the Uber app for the most seamless Uber experience.

1. Go to the [App Store](#) or [Google Play](#) on your smartphone
2. Download the Uber app
3. [Create your Uber account](#) by providing the necessary details and following the app prompts
4. Set a strong password
5. Link a payment method

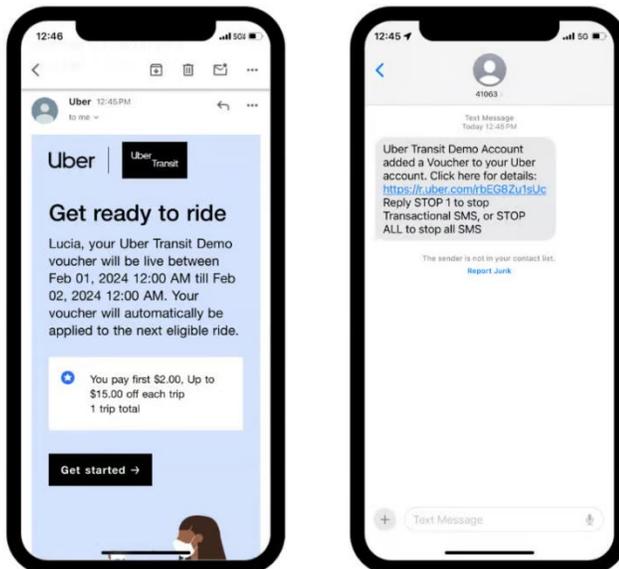
Note: Please make sure the phone number or email address (phone number is preferred) that you use to create your Uber account matches the contact information you provided to your transit agency program administrator. For more information about account creation, [go to this article](#).



Receiving Uber Vouchers

Transit agency and higher education program administrators will use the email address or phone number that you provided to them to add vouchers to your Uber account.

- Check your email or text messages for an Uber voucher notification
- Choose **Get started** from the email or select the link in your text to accept your voucher

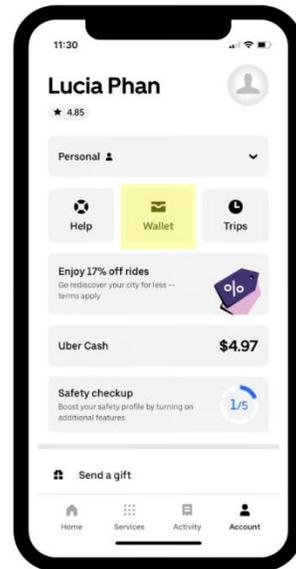
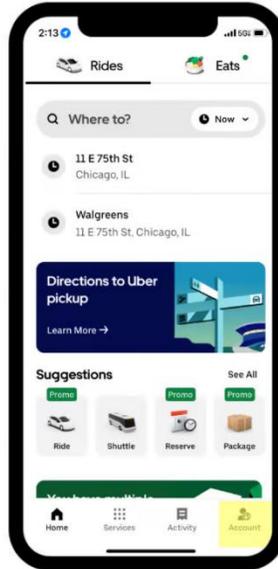




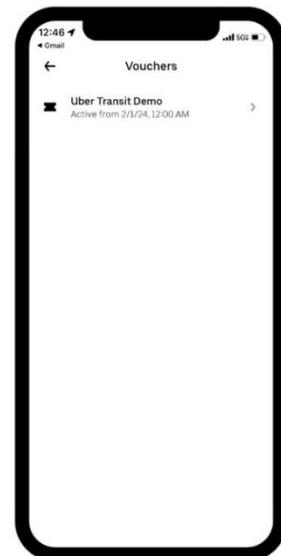
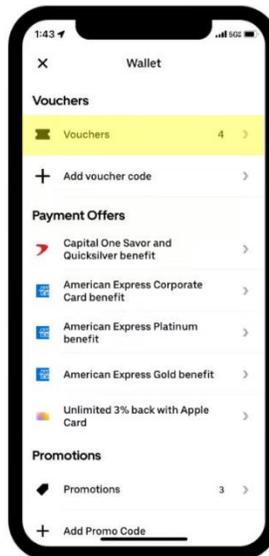
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Checking Your Voucher Balance

- Open the Uber app and select **Account** in the bottom right corner.
- Choose **Wallet**.



- Scroll down and select **Vouchers**.
- Confirm that the voucher is available.



- Go to the voucher to review the program parameters and your trip balance.

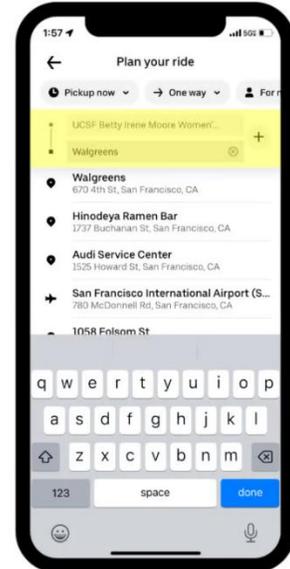
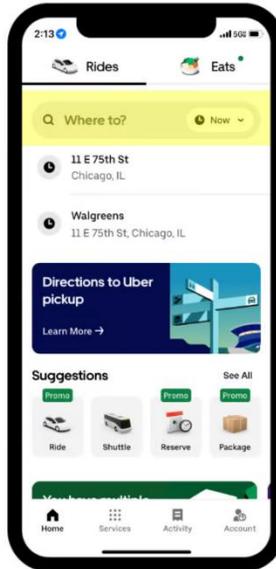


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Using your voucher

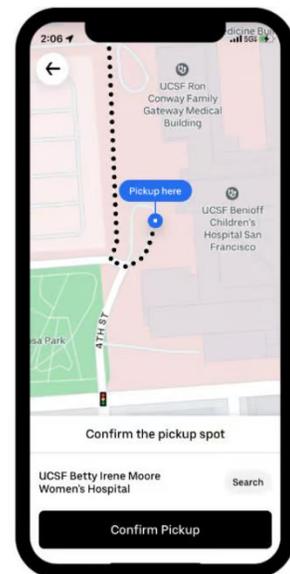
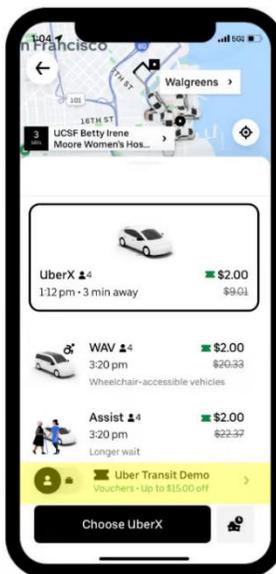
To apply your voucher to an Uber ride, follow the steps below.

- Open the Uber app and enter your destination address in the “Where to?” field.
- Review your pickup and dropoff locations to make sure they’re correct.



- Select the Uber ride option that fits your needs.
- Before selecting **Choose**, make sure your voucher is valid for the trip. If the voucher is valid, you’ll see a strikethrough of the regular market price for the Uber trip and the voucher in the payment section of the screen.

Note: If the trip *does not* meet the program criteria, the app will show the market price for the Uber trip since the voucher did not apply.



- Select **Choose** to confirm your ride option.
- Select **Confirm pickup** to confirm your pickup location.

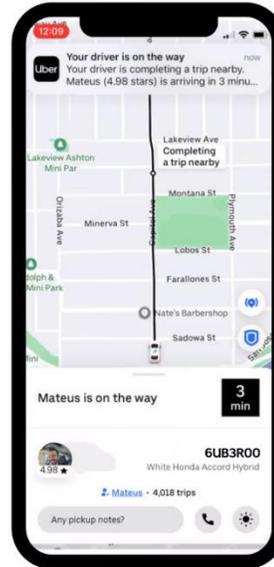


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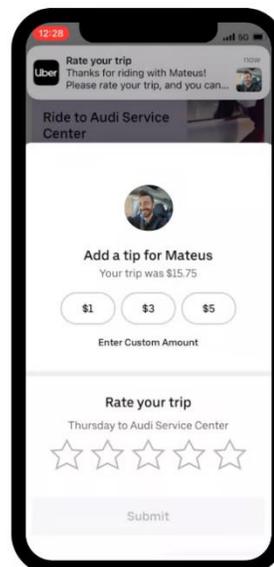
Awaiting your driver

While your driver is on the way, follow these best practices:

- Use the Uber app to track the vehicle's arrival.
- When your driver is a few minutes away, head to your pickup location.
- Once your vehicle has arrived, check your ride before getting in: confirm that the license plate number displayed in your app matches the actual vehicle. Drivers will often also ask your name before starting the trip.



- Enjoy your trip. Once your trip ends, you won't need to worry about payment since your payment method is already linked to your Uber account.
- Let us know how your trip went by rating it. You can also give your driver a compliment or add a tip in the app. Tipping is not required and is not part of your voucher subsidy. If you decide to tip, the amount will be charged to your personal payment method linked to your Uber account.





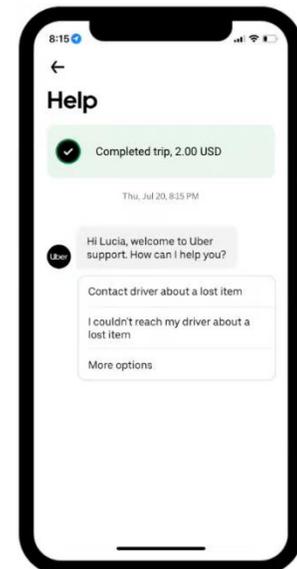
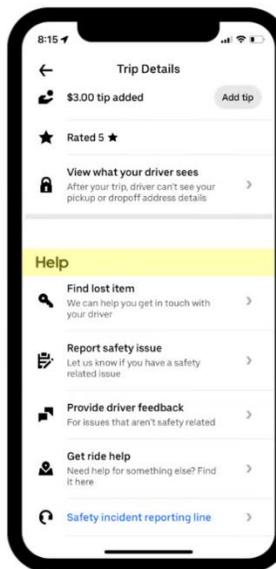
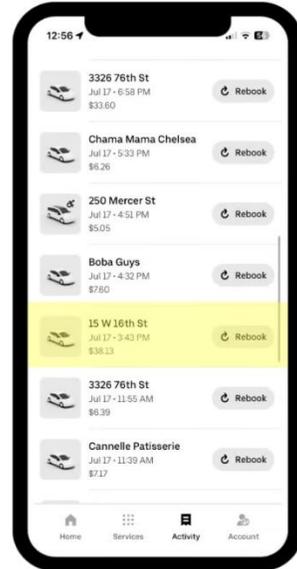
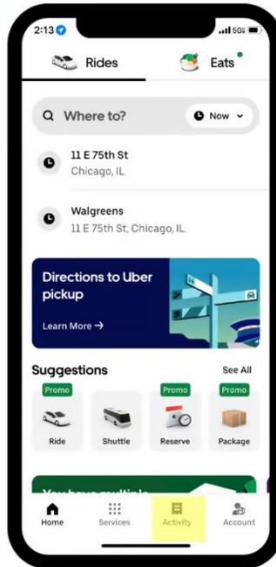
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Get help with a trip

We're here for you. If you experience something unexpected during your trip, please use the Help feature within the Uber app.

How to access the Help feature:

- Open the Uber app and choose **Activity** at the bottom of the screen
- Select the trip where you experienced an issue
- Scroll down to the Help section to access a variety of support options
- Select one of the Help options
- Chat with a Support agent to receive help



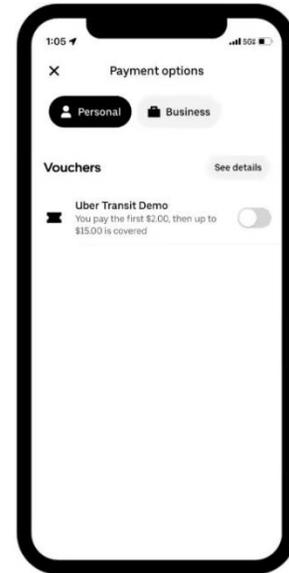
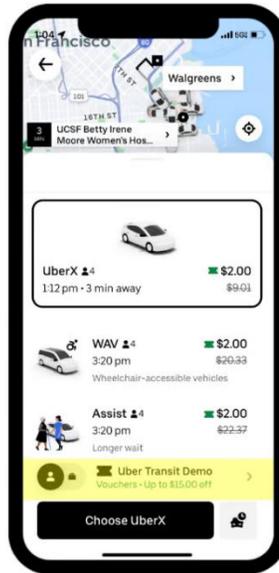


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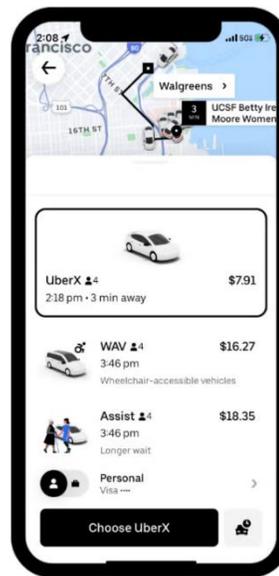
Saving your voucher for later

If you decide to save your voucher for a later trip and prefer not to use it for a current ride, follow the steps below.

- Locate the voucher associated with the trip at the bottom of the ride option screen and select it.
- On the payment options screen, find the toggle switch related to the voucher.



- Switch the toggle to the “off” position by swiping it to the left.
- Then go to the top of the payment options screen and choose the “X” at the top left to return to the ride-request screen.
- By switching off the toggle, the voucher will no longer be applied to the trip. As a result, you’ll be shown standard market pricing, and the entire cost of the trip will be charged to your personal payment method linked to your Uber account.





How To Use Your Uber Voucher

Frequently Asked Rider Questions

How do I request a ride if I don't have a smartphone?

If you do not have a smartphone but have a mobile device that's capable of texting, you can request Uber trips by calling 833-USE-UBER (833-873-8237). This service operates from 4am to 10pm ET. After calling, follow the prompts to connect with an agent in English or Spanish.

This method works best if you already have an Uber rider account. You can sign up and create an Uber rider account [here](#).

How can I contact Support if I'm in an incident?

You can access Support for Uber through the Help section of the Uber app or by email at uscan-incident@uber.com.

Do I need to tip my driver?

Tipping is optional. A tip is not included in your final price.

Can I use Uber if I have a service animal?

Yes, service animals may travel with their owner on any Uber trip. State and federal law prohibit drivers using the Uber platform from denying service to riders with service animals because of the service animals, and from otherwise discriminating against riders with service animals. As explained in [Uber's Community Guidelines](#) and [Service Animal Policy](#), drivers who engage in discriminatory conduct in violation of this legal obligation will lose their ability to use the Driver app.

If you're denied a ride because of a service animal, there are several ways to report a [service animal denial complaint](#).

How can I get an item I've lost?

For the best chance of retrieving a lost item, we recommend using the Help feature in the Uber app to contact your driver directly. If you've lost your phone and can't do that, please refer to [this resource](#) for assistance with recovering your item

What can I do if I'm involved in a safety-related incident?

Uber offers an in-app Safety Toolkit. Open the blue badge in the bottom right corner while you're on your trip. Within this toolkit, you can call local emergency services right from the Uber app. [Watch this video](#) to learn more.

To report a serious incident involving a driver or vehicle, please refer to [this resource](#).