Uber Platinum: Airport M&G
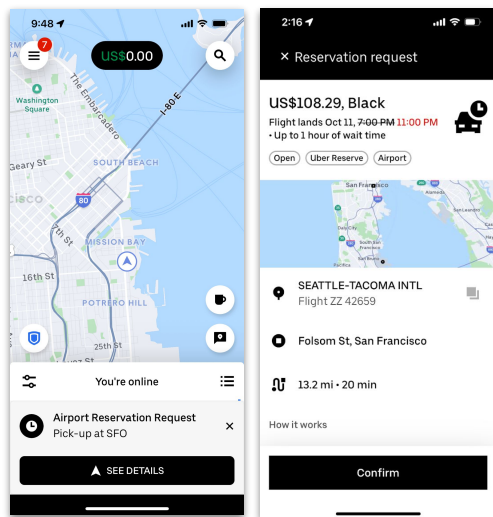
Kaptyn Pre-Trip Driver Experience Guide
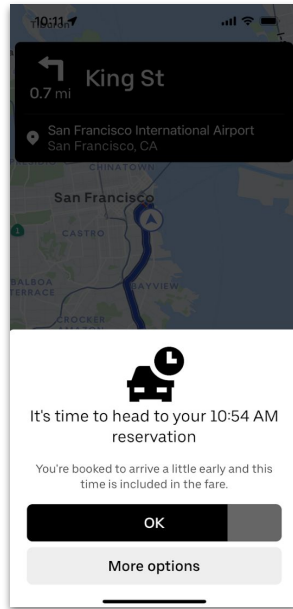
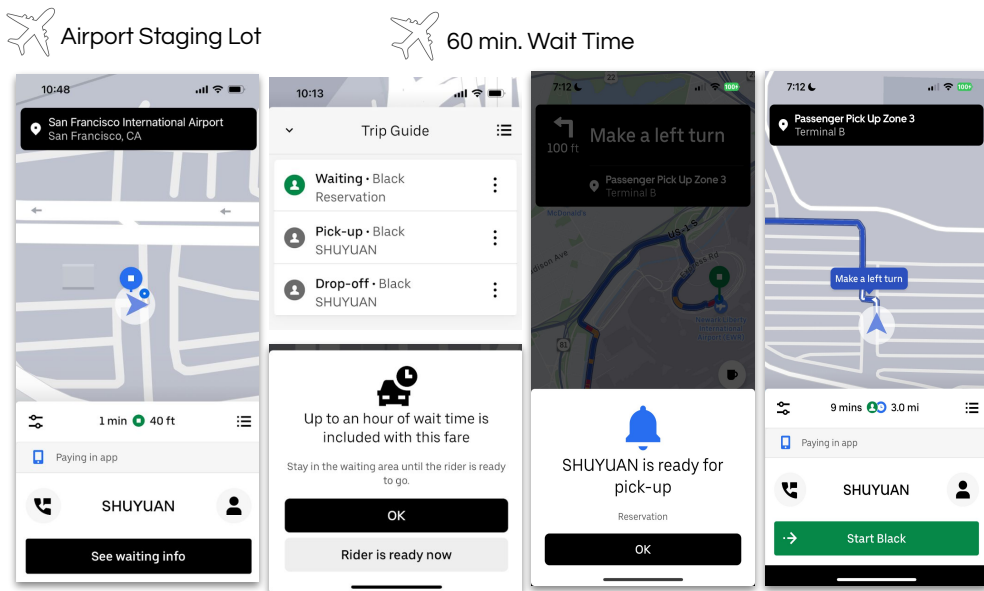1) Please accept your airport pick-up trip reservation once assigned by dispatch.

Trip Reservation

2) When prompted by the Uber app (~1 hour prior to flight landing time), go online in the correct vehicle and remain active until it's time to head to reservation.

3) Once it's time to head to your reservation, click "OK" in the driver app. Note: currently, Uber's airport pick-up navigation doesn't specify Kaptyn's terminal parking lots (we are working on this!). Disregard the en-route app navigation if it's incorrect, and please head to the Kaptyn pickup area at the correct LAS arrival terminal based on flight info provided.

Trip Reservation

4) Park vehicle and head into baggage claim to meet your rider at the correct terminal carousel. Please communicate to the rider when you arrive and which carousel you will be meeting them.

5) Once you meet the rider and assist with their bags, please head back to your parked vehicle a short walk away from baggage claim.

6) Once the rider is in the car, click through the following Uber in-app prompts to successfully start your trip to the final destination(s):

Airport Staging Lot   60 min. Wait Time

Trip Pickup

Where to click

If rider has not set preferences:
"See waiting info" › "Rider is ready now" › "OK" › "Start trip"

If rider has set preferences:
"See waiting info" › "Rider is ready now" › "OK" › "See Preferences" › "Start trip"