

## FREQUENTLY ASKED QUESTIONS

# Lyft Events FAQ



### HOW DOES IT WORK?

Create an event through our Self Serve Portal at [www.lyft.com/events](http://www.lyft.com/events). You can customize event details, number of guests, amount you'd like to provide each guest, set your budget, and create a unique code for your guests.

### HOW IS PAYMENT HANDLED?

You will be charged upfront for the full budget you set. Once your code expires, you'll be refunded for **any unused amount** after 48 hours. It can take 3-5 business days to see this refund in your account, depending on your bank.

### HOW MANY TIMES CAN ONE GUEST USE MY CODE?

The code can only be entered in the app once per guest. However, the amount provided can be used until it's gone, as long as the rides taken fall within the parameters you set. Therefore, it is possible to use the coupon on multiple rides, to and from the event.

### HOW DO GEOFENCES WORK?

Rides just need to start or end at the geofence of your choosing. If you make the geofence around the event location, anyone that is taking rides to / from the location can apply the code.

### CAN I EDIT MY CODE IF EVENT DETAILS CHANGE?

Once confirmed, you cannot edit your event code. If you have not redeemed any of the codes, you can cancel your code by clicking the "cancel event code" link at the bottom of your confirmation email. This will push a full refund, cancel the code, and will allow you to go through the portal to create a new event code with the correct information. Please note: you will not be able to use the same code again.