



Ride-Share

Passenger Manual

Find, book and pay for rides – step by step

October 2026 edition – matches the current version of ride-share.ch

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1. Welcome to Ride-Share

Ride-Share is a Swiss carpooling platform: drivers offer the free seats on trips they are making anyway – you book those seats, usually pay much less than for the train and are kinder to the climate.

This manual covers everything you can do as a passenger. If you want to offer rides yourself, see the separate Driver Manual.

- Search rides by place, date and passengers – including rides that pass through your town
- Compare every ride with the train (SBB) and your own car, including the CO2 saved
- Pay by TWINT or card – cancellations are refunded automatically
- Chat with the driver, leave a review, get your receipts by email

2. Create your account

1. Open ride-share.ch and click "Sign up".
2. Enter your name, email address and a password; a profile picture is optional and can be added later.
3. Accept the terms and conditions and the privacy policy, then submit.
4. Open the confirmation email and click the verification link. You can request it again at any time from your profile ("Resend").

| *You can search without an account. To book, you log in; a confirmed email address is required.*

Forgot your password? The "Forgot your password?" link on the login page leads to a form – you receive an email with a link (valid for 1 hour) to choose a new password.

The site is available in German, French, Italian and English, with a light and a dark theme. You switch both in the navigation or in the page footer. On your first visit the site appears in the language of your phone or browser; if you pick another one, your device remembers that choice for your next visits.

3. Search for a ride

1. Enter departure and destination on the home page (or under "Find a ride") – suggestions appear as you type, places in Switzerland first, then in Europe.
2. Pick a date. Without a date ("Any day") the search shows the upcoming rides of all days.
3. Choose the number of passengers and click "Search".

On the results page you can adjust the search at any time (on a phone with "Change search"). The "Radius" (10 km by default, choose 5, 10, 25 or 50 km) sets how far a ride's pick-up and drop-off may be from your places.

Rides with intermediate stops are found too: if a Zurich–Geneva ride stops in Bern, a Bern–Geneva search finds it, at a price proportional to your part of the route.

Reading the results

- Departure, travel time and arrival. If you get on at a stop, the pick-up time is an estimate ("approx. 08:24") and the card shows which ride the part belongs to.
- How far pick-up or drop-off are from your place (from 1 km, e.g. "4 km from your start")
- Price per seat including the service fee – exactly for your part of the route – and free seats
- The driver with picture, verification icon and average rating (1–5 stars, with the number of reviews) and, if given, the languages they speak; a click opens the public profile
- Vehicle and preference icons: women-only, comfort (max. 2 in the back), small or large luggage, room for skis/snowboard, room for a bike, pets, smoking, music, plus the car's features such as air conditioning or a USB charging cable – the booking window spells them out

"Earliest" sorts by the time you get on, "Cheapest" by price. Rides with fewer free seats than you searched for are listed under "More rides (fewer seats available)"; fully booked rides carry the label "Fully booked".

No matching ride?

Ride-Share then shows the next steps: "Show other days", widen the radius to 25 or 50 km, or "Offer this ride yourself" – the form for a new ride takes over your route. For popular routes, a link also leads to the route guide ("All about ...").

With a ride alert you won't miss a new ride: below the results of any search with a departure or destination, click "Create alert" – for a search with a date, either for that day only or for any day (for 90 days). As soon as someone offers a matching ride, you receive an email and an in-app notification, at most one per half hour per alert. Your alerts are under "Bookings", view "Alerts"; every email also contains a link to delete the alert. You can have up to 10 alerts; you need an account with a confirmed email address.

On the home page, under "No ride that suits you? Post a ride request", you post a ride request directly: departure, destination, an optional date (without one it counts for every day for 90 days) and the number of people. It is saved as a ride alert. Drivers see every alert with a departure and a destination under "Requested rides" – without your name – and can offer you the ride directly. You then get an email right away, "The ride you're looking for is on offer"; "Book now" opens the booking of that ride with your number of seats. A seat is only yours once you book.

You can only book "Women-only" rides if your profile says "Female".

4. Book and pay

1. Click "Book" on the ride. If you are not logged in, the button reads "Log in and book" – after logging in, the booking window opens right away. This also works if you register first: the link in the confirmation email takes you back to this ride.
2. If the ride has stops, choose "Pick-up" and "Drop-off" – the price adjusts automatically.
3. Set the number of seats with the minus and plus buttons.
4. Choose the payment method: TWINT or Card – both cost the same.
5. Check the price breakdown: fare (seats × price) + service fee (8% + CHF 0.30, payment fees included) = total. For one seat this is exactly the price shown in the search.
6. Accept the terms and conditions and the cancellation policy.
7. Click "Book now" – you are taken to Stripe's secure payment page. With TWINT you scan a QR code with the TWINT app on a computer, or switch straight to the app on your phone; with a card you enter your card details.

You pay when you book, and the seat is confirmed right away. You receive the booking confirmation by email with a PDF receipt; the booking appears in your profile under "Bookings". The confirmation also contains the ride as a calendar event. The driver only receives their share after the ride.

If you cancel on the payment page, nothing is charged and you can book the ride again. Bookings are possible until 3 minutes before departure.

Compared with train and car

The booking window shows how much you save compared with the train – or, if the train is cheaper, compared with your own car. "Details" opens the full comparison of cost and duration: this ride, your own car (TCS full cost) and the train (SBB, full fare 2nd class) – plus the CO2 the ride saves. Your total CO2 saving is shown in your profile.

5. Before the ride: chat and saved rides

Contact the driver

With the message icon on the search result you can ask the driver questions before booking (signed in). After booking, "Chat" under "Bookings" opens the ride chat with the driver and the other passengers – ideal for agreeing on the exact meeting point. Chats stay available until one month after the ride and are then deleted automatically.

Tap a booking to open its details: driver, vehicle, description and – once the booking is paid – the driver's phone number, if they entered one. With "Add to calendar" you put the ride in your calendar (Apple, Outlook & others or Google Calendar).

About 2 hours before departure we remind you of the ride by email and in the app – with the meeting point, departure time, driver and vehicle.

Saved rides

With the bookmark icon ("Save") on the search result you keep interesting rides for later. A note after the click takes you straight there; you also find them under "Bookings", view "Saved". The bookmark keeps the part of the route you searched: search Zurich–Lausanne and save a ride on to Annecy, and the list shows Zurich–Lausanne with its price, and "Go to ride" opens that very search to book it.

Notifications

The bell icon collects everything important: booking confirmations, messages, cancellations, reminders and new rides for your ride alerts. Important events are also sent by email.

6. Cancel a booking

Under "Bookings" you cancel a booking in the three-dot menu ("More actions") with "Cancel booking", as long as the ride has not departed:

- Up to 5 hours before departure: the fare is refunded in full; the service fee is retained.
- Within the last 5 hours before departure: 20% of the fare is retained on top of the service fee; the rest is refunded.

If the driver cancels the ride, you always get the full amount back, service fee included, and are informed by email and in the app.

If a payment was never completed, "To do" shows "Payment not completed". "Remove" releases the seat again – nothing was charged.

7. After the ride: leave a review or report a problem

1. After the ride you receive a reminder. The ride then appears under "To do" in the "Overview" and under "Bookings", view "Past".
2. Click "Rate" and give 1–5 stars; a comment is optional.
3. Click "Finish" – this confirms the ride and releases the payment to the driver.

Your review helps others recognise reliable drivers. You see it in the booking details. The driver sees your name with it in their profile; on the public profile the review appears without a name.

If you don't rate, the ride counts as completed 48 hours after arrival and the driver receives their money. You can still rate it afterwards.

Report a problem

If the ride didn't take place or something went wrong, choose "Report a problem" in the booking's three-dot menu – up to 48 hours after arrival. The driver's payout is put on hold until we have reviewed the report. We get back to you by email and then either pay the driver or refund you the full amount, service fee included.

8. Your profile and your data

Open "Profile" in the navigation. At the top you see your verifications and your total CO2 saving; "How others see you" shows your public profile.

- "Overview": "To do", your next ride and "Complete your profile"
- "Bookings": "Upcoming", "Past", "Saved" and "Alerts"; per booking the chat, rating, "Add to calendar" and, in the three-dot menu, the driver's profile, cancelling and "Report a problem"
- "Messages": all your chats and inquiries, the latest message first, new ones marked – appears with your first message; a chat stays until 1 month after the ride
- "Account": profile (picture, name, gender, about me, travel preferences, languages), security (email address, password), privacy ("Export data" as a JSON file, DSG/GDPR) and "Log out"; you only need vehicle and payout if you offer rides yourself
- "Delete account" at the very bottom of "Account": removes your account and your bookings permanently; paid bookings for upcoming rides are refunded

The email address cannot be changed. Your bookings and receipts stay stored until you delete your account; then they are removed together with the rest of your personal data.

9. Safety and help

- Check the reviews and verifications on the driver's public profile before booking.
- Only pay through the platform – never in cash on the side; only platform payments are protected and receipted.
- "Women-only" rides can only be offered by female drivers and only be booked by members whose profile says "Female" (self-declared).
- The ride agreement is made directly between you and the driver; Ride-Share provides the technical platform (see terms and conditions).

Questions or problems? Use "Contact" in the page footer – support will get back to you.