AMEX GBT
Neo

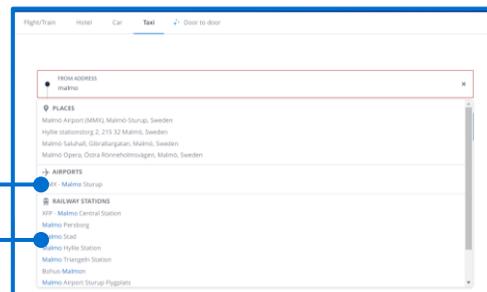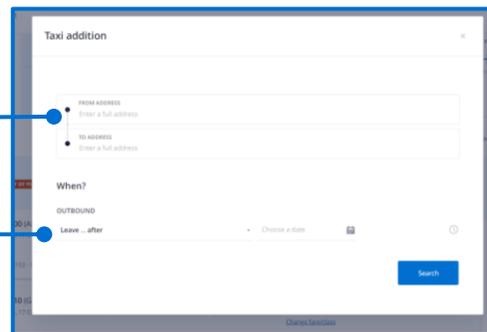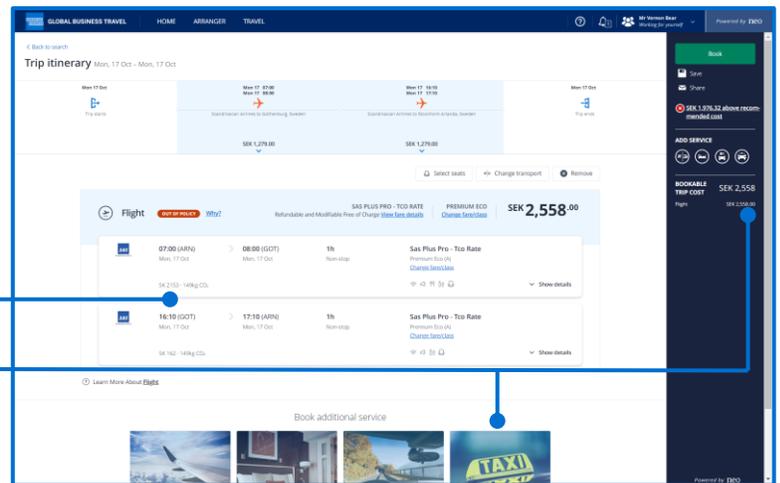# Quick guide for booking Flygtaxi in Neo

To make a Flygtaxi booking, you should first start to select a flight or a train. Please make sure to note **the departure date/time** and **flight/train numbers** as this will be mandatory information to provide when booking your taxi.

BOOKING FLYGTAXI IN NEO

1 Add taxi by clicking the taxi icon on the right in the navigation bar or on the taxi image.

2 Enter **search** criteria.* Please note pickup time might change after you have completed your booking in Neo. Once booking is confirmed, Flygtaxi will send you the final/correct pick up time via SMS and email.

*In the "From" field, do not select airport and/or rail stations under the "Places" section (use this one only if you need to select your home/office address). Use the "Airports" and/or "Railway stations" section instead.
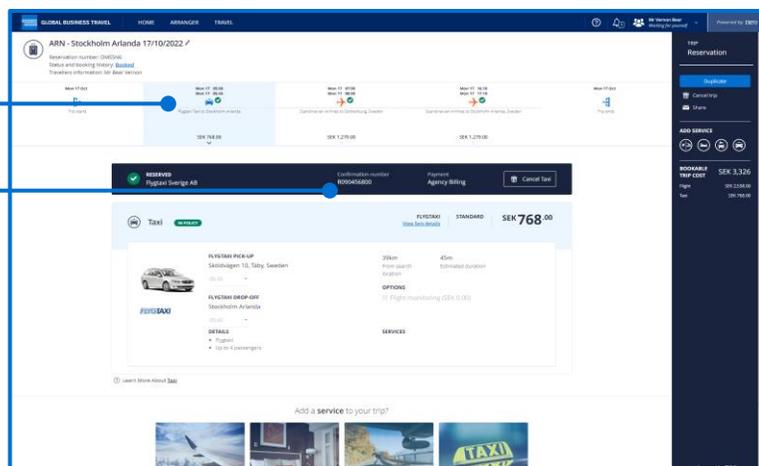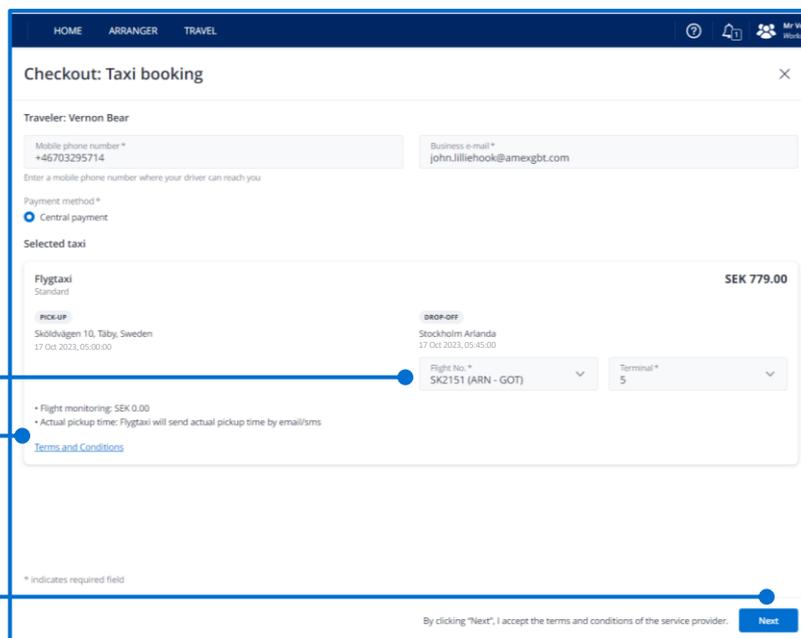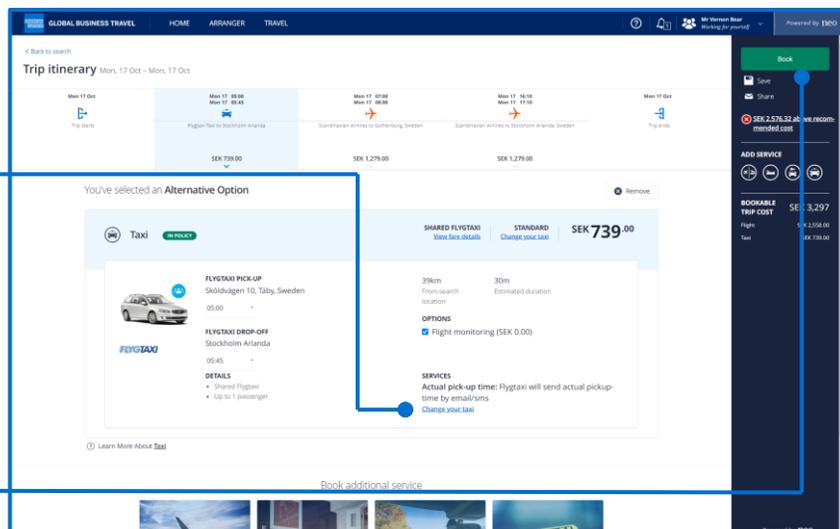
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3 Once you have selected the right option, you get your taxi details summarized. If you want to change the type of taxi please click on "**Change your taxi**" and select the new option.

4 Click on "**Book**" to continue the booking process. Note you can add another taxi even if you already selected one (by clicking on the taxi icon/image).

5 Flight/train number is inserted automatically but if the number is missing you will need to add it manually. Read and accept the bookings conditions for Flygtaxi and then click on "Next".

6 After completing the booking process, you should see green checkmarks next to all your taxi segments. If you see a red cross, it means the taxi booking failed. Any failed taxi segments can't be deleted but you can add a new taxi booking. If you click on the taxi segment, you will see the details including your Flygtaxi confirmation number.
Once your booking is finalized, Flygtaxi will send you the valid pick up time via SMS and email.

Important information

American Express Global Business Travel has completed testing of this functionality, and the restrictions below are not within our control:

Flygtaxi/Traintaxi will send you the final/correct pickup time via SMS & email (sent when booking is completed in Neo). This means pickup time in the Neo trip list and email confirmation may be different/outdated – please always use the Flygtaxi SMS or email for the correct pickup time.

Flygtaxi/Traintaxi rides you book in Neo must be cancelled in Neo or by contacting Flygtaxi directly yourself. Amex GBT cannot see or cancel these bookings. Please avoid last-minute bookings or cancellations. You should be able to book 60 minutes before taxi depature and cancel minimum 60 minutes before taxi departure. Please note this rule may vary depending on taxi location and/or depend on what other trip content you are adding or trying to cancel.

Flygtaxi/Traintaxi segments can be viewed in Neo trip list - but not yet in Amex GBT Mobile app.

If you see an error message, check your trip details (as shown above) and if there is a taxi confirmation number showing under the taxi segment then it means the taxi booking is successful.

If you do not find any taxi availability in Neo – please first check Flygtaxi's public website to confirm that they provide taxi for the route you wish to book.