Schools and Government

If a public or private non-profit school district calls wanting transportation for their teachers or students, they will want you to remove the tax and that's ok. Just make sure that you use the School or Government button on your portal to book it, the price will be a little higher, but you can manually remove the tax and the school or government rates will give them the same cancellation benefits as business customers.

The same thing applies to government customers like cities, counties, state or federal government. You can manually change the tax to 0%, but they have to use the School or Government button on your portal to book it.