

Review cancellation fee

You may be charged a cancellation fee if you cancel a trip after you're matched with a driver. These fees pay driver-partners for the time and effort they spend getting to your location.

Drivers are also able to cancel a ride request if they've waited a certain amount of time at the pickup location. You may be charged a cancellation fee, in this case, to reimburse your driver for their time.

For Uber Auto, we have discontinued charging cancellation fee.

Note: We periodically experiment with changes to the cancellation policy. As a result, cancellation fees may be waived for a small subset of randomly selected cancellations.

If you have feedback for this cancelled trip or the cancellation fee you were charged, please select the most appropriate option mentioned below.

If someone else took the trip or the driver-partner started trip without you and you were charged for the trip, please click on the most relevant article below: