

# Cancellation policy

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## **Cancellation of trip booking from Guest side**

Guests can cancel the booked trip before the trip starts via our web application and the cancellation is effective immediately.

Upon cancellation of the trip, the Guest will immediately receive a full refund to the Guest's connected cryptocurrency wallet, which will include the trip fee and the deposit amount.

The Guest is advised to inform the Host of the decision to cancel the trip as soon as possible via chat in the web application or by phone.

Cancellation of a trip by a Guest in the web application is only possible at the following stages of the trip booking:

1. The Guest can cancel the reservation after the vehicle has been booked and before the Host has confirmed the reservation.
2. Guest can cancel a vehicle booked after the Host has confirmed the reservation but before the trip has started on the Host's side (Checked-in by host).

If the Host has handed over the vehicle to the Guest and the trip has started (Checked-in by host) - the Guest cannot cancel the trip, the trip funds are not refunded to the Guest.

If the Guest does not start the trip in the web application from his side (Checked-in by guest) the trip starts automatically.

At the end of the trip, at the moment the host confirms the end of the trip, the security deposit will be returned to the guest minus possible reimbursements (fuel and overmiles).

In case of extraordinary situations or the need to end the trip early, the Guest must contact the Host by chat or phone to resolve the issue or problem.

## **Cancellation of trip booking from Host side**

The Host can cancel the booked trip before the trip starts via our web application and the cancellation is effective immediately.

Upon cancellation of the trip by the Host, the entire amount of funds, which includes the trip fee and the deposit amount, will be immediately refunded to the Guest's connected cryptocurrency wallet.

The Host is advised to inform the Guest of the decision to cancel the trip as soon as possible via chat in the web application or by phone.

Trip cancellation by the Host in the web application is possible only at the following stages of the trip booking:

1. The Host can cancel the reservation after the Guest has booked the vehicle.
2. If the Host does not Confirm or Reject the Guest's reservation within the time specified in the web application, the platform will automatically cancel the Guest's reservation.
3. The Host can cancel the vehicle reservation before the trip start for justified reasons (the guest didn't show up, guest has problems with driver's license).

Once a trip has started, the Host cannot cancel the trip, the trip will end when the Guest completes it in the web application or will end automatically one hour after the scheduled end time of the trip.

In case of extraordinary situations, the Host must contact the Guest via chat or phone to resolve the issue or problem.