

Q1: Why you should book cabs from Goibibo?

From Goibibo you can get confirmed cheap cabs of your choice and budget. Expert and verified drivers will take care of your ride. The easy interface of booking with different payment modes available at Goibibo and finally with no hidden charges, Goibibo is the best option for online taxi booking.

Q2: What are the best options available for cab booking?

While booking cabs online through Goibibo, you can choose the car based on your requirement and preferences. You can book Hatchback like Indica, Swift, Sedan like Dzire, Etios and SUV like Innova, Ertiga.

Q3: What kind of cabs can you book from Goibibo?

You can book the following kinds of cabs from Goibibo: airport cabs and intercity cabs/outstation cabs. You can book outstation cabs for both one-way transfers and round-trip transfers.

Q4: Do I need to register on Goibibo to book a cab online?

No, you can successfully book the cab without registering on our website.

Q5: How does online cab booking work?

We ask you a few simple questions regarding your trip. We work with the best operators in your city to get you detailed quotations so that you get the best deal.

Q6: What if the cab doesn't show up?

If the vehicle you booked does not arrive, we will immediately issue a complete refund.

Q7: Which cities are you operational in?

We are currently operational in many cities such as Bangalore, Mumbai, Pune, Chennai, Hyderabad, Delhi, Ahmedabad, Madurai, Mysore, Visakhapatnam, Surat, Vadodara, Vijayawada, Coimbatore, Goa, Pondicherry, Erode, Ooty, Udaipur, Jaipur, Guwahati, Trichy, Kolkata, and many more.

Q8: What happens if the vehicle breaks down?

Since we work with the best operators, the vehicles are usually reliable. In case of a breakdown, it is the operator's responsibility to replace the vehicle during the journey.

Q9: How are the Kilometers calculated?

The 'Kilometers' are calculated based on the return trip distance between the boarding point and the destination. Any additional distance covered within the city between the garage and the pickup point is also included in it.

Q10: Can I book a cab without credit/card or net banking option?

Yes, other payment options available are UPI (gpay, phone available), wallets (Paytm, Amazon Pay), and debit card.

Q11: How is the total cab fare calculated for an intercity cab service?

For outstation trips (intercity), mostly x kms are included in fare. Route wise charges will vary. Sometimes toll, state taxes might be included in the fare. In certain cases, these won't be part of the

original fare and the user would have to pay at trip end whatever extra charges are applicable. Extra charges can be:

- Waiting charges
- Extra KMs charges
- Extra hours charges
- Night charges
- Airport Entry fee
- Airport Parking charges
- Toll charges
- State Tax
- Driver charges
- Parking charges

Q12: How is the total cab fare/price calculated for a local cab service?

Four packages are available (4hrs & 40 kms, 8hrs & 80 kms, 12hrs & 120 kms, 24hrs & 300 kms).

Extra kms & extra hours charges are applicable if usage exceeds the package taken.

Q13: What are the payment terms?

You can confirm your reservation by paying a small booking fee, typically up to 25% of the base fare. The balance can be paid directly to us through online modes till two days before the start of the journey or to the operator in cash at the time of boarding.

Q14: What if I need to cancel my trip?

The cancellation policy is specific to each operator and is listed against the quotes on the quotations page.

Q15: How are tolls & taxes calculated?

Tolls and Interstate taxes are best estimates only. If these amounts are included in the fare, you'll be charged/reimbursed for any difference between the actuals and estimates, as applicable.