

## TRAUL CANCELLATION POLICY

### 1. Customer Cancellation Policy:

**1.1 Free Cancellations:** A customer may cancel their booking without incurring any cancellation fees under the following circumstances:

**1.1.1** If the booking is cancelled prior to the assignment of a driver, the customer will receive a full refund.

**1.2 Partial Refund or Cancellation Charges:** If the customer cancels their booking in the following scenarios, a partial refund may be issued, subject to the deduction of applicable cancellation charges:

**1.2.1** If the booking is cancelled after a driver has been assigned but before the scheduled pickup time.

**1.2.2** If the cancellation occurs after the driver has arrived at the pickup location, a cancellation charge will be applied to compensate the driver for time and fuel expenses.

**1.3 No Refunds:** No refunds will be provided under the following conditions:

**1.3.1** If the cancellation occurs after the commencement of the trip.

**1.3.2** If the cancellation is due to the customer providing incorrect booking details, such as an incorrect address or incorrect vehicle selection.

### 2. Driver Cancellation Policy:

**2.1 Driver-Initiated Cancellations:** In the event that a driver must cancel an assigned trip due to an emergency or other legitimate reasons, the driver must immediately notify Traul support. Cancellation will be subject to Traul's review and approval.

**2.2 Frequent Driver Cancellations:** Drivers who cancel bookings repeatedly without providing valid reasons may face penalties, which may include temporary suspension or removal from the platform.

**2.3 Driver No-Show:** If a driver fails to arrive at the designated pickup point without a valid reason, the customer will be entitled to a full refund. In addition, the customer will be given priority to book another driver.

**2.4 Cancellations Due to System Errors:** If a booking is cancelled due to system errors or technical malfunctions, Traul will review the case individually. If the cancellation is verified to be a result of a system error, the customer will be entitled to a full refund or a rebooking without additional charges, depending on the circumstances.

**2.5 Cancellations Due to Force Majeure:** In the event of force majeure events such as natural disasters, pandemics, political unrest, or other unforeseen circumstances beyond Traul's control, cancellations may occur without penalties. Refunds or rebookings in such cases will be processed at Traul's discretion, considering the specific

### 3. General Terms:

**3.1 Cancellation Timeframes:** Cancellation eligibility and applicable charges will be determined based on the time of cancellation as recorded by Traul's system.

**3.2 Refund Processing:** Refunds, where applicable, will be processed in accordance with Traul's standard refund procedures and may take several business days to appear in the customer's account, depending on the payment method used.

**3.3 Modification of Policy:** Traul reserves the right to amend, update, or modify this cancellation policy at any time. Any such changes will be communicated to customers and drivers and will apply to future bookings and assignments.

**4. Contact Information:**

For any questions or concerns regarding cancellations, customers or drivers should contact Traul support through [insert contact details or method].