**Policies**

**FEE POLICY**

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| Cancellation | * **Cancellation made > 48 hrs before booking start** –   Flat cancellation fee of INR 200 or a % of booking fee, Whichever is Higher and Remaining Fee will refund within 24 hrs of Cancellation. * **Cancellation made < 24 hrs before booking start** –  Flat cancellation fee of INR 50 % of booking fee and Remaining ee will refund within 24 hrs of Cancellation. * **Cancellation made after booking starts** - No refund of booking fee, |
| Late Return | Late return would be charged at ₹300/hour in addition to the hourly fee for use of the vehicle. |
| Free Kilometers | The free kilometers allotted to the customer will be proportional to the number of hours booked and the flexi package chosen. |
| Minimum Duration | The minimum booking duration for which the prices will be charged is 4 hours. |
| Discounts | Discount is applicable only on trips of a duration equal or greater than 8 hours at the time of booking. Discount is applicable only on the booking fee after adjustment for credits (excluding refundable deposit, if any) paid in advance to book the car. |
| Fuel Policy | Free Fuel is only included in pricing for with fuel bookings. Members will only be eligible for reimbursement of fuel expenses upon the submission of a Bill containing the quantity of fuel filled, the date on which the fuel was bought and the cost of the fuel. |
| Pricing plan change | Pricing plan (free km per hour) cannot be changed post booking creation. Pricing will be charged on an half hour basis. |

**INTER STATE TRAVEL POLICY**

Our vehicles are **equipped with an All India Permit** so that the entire Sub-Continent is at your fingertips! You are free to travel outside the state you picked up the car.

When you enter a new state, always remember to stop at the first RTO check post. The signs are always well marked and you will find that all cabs and self-drive rental vehicles are stopping there too.

#### At the RTO check post:

* + Securely park your Zoomcar vehicle.
  + Ensure that you are carrying your original driver's license.
  + Fetch all the required documents from the vehicle to the RTO officer.
  + Make the cash payment for the visitor permit.

**ELIGIBILITY**

* Customer should be 24 year and older to book Mercedes A Class, Mercedes GLA, Mercedes CLA, Audi Q3, Toyota Fortuner, Ford Endeavour, else booking will be cancelled.
* Members must be 18 years of age or older.
* Member must possess a valid Light Motor Vehicle (Non Transport) Indian license and Aadhar card.
* Members must have had no alcohol or drug related driving violations in the past seven years.
* Payments are only accepted through credit card, debit card or net banking.
* There is no minimum amount of time that an individual must hold a license before becoming a member or reserving a Zoomcar vehicle.

**PRIVACY POLICY**

**Privacy Policy:**

PRIVACY POLICY IS A LEGALLY BINDING DOCUMENT BETWEEN YOU AND ZOOMCAR. This Privacy Policy (the “Policy”) sets out how ZOOMCAR collects, uses, protects & shares any information that you give to us, when you use this website i.e. www.zoomcar.com including its m-application (the “Website”). ZOOMCAR is committed to ensure that your privacy is protected to all possible, reasonable and commercial extent, as your privacy on the Internet is of the utmost importance to us. Because we gather certain types of information about You in order to provide, protect, maintain and improve our services, We feel You should fully understand the Policy surrounding the capture and use of that information and solicit Your full attention towards it.

**Updates to the Policy:**

Please note that this Policy may change from time to time. We will post any Policy changes on the Website and without prior notice to You. Please review the Policy each time You use the Website. By Your continued use of the Website, You impliedly consent to the terms of the revised/updated Policy, if any.

**Grievance Officer:**

If You find any discrepancies or have any grievances in relation to the collection, storage, use, disclosure and transfer of Your Personal Information under this Policy or any terms of ZOOMCAR’s Membership Agreement, Privacy Policy, Fees Policy etc.

**Miscellaneous:**

While ZOOMCAR may retain any correspondence sent by You, it does not intend to collect or save any information from children 15 years of age and younger.

ZOOMCAR reserves the right to remove or edit content, refuse service, terminate accounts, or cancel plans or orders at its sole discretion.