

GUEST– FEE POLICY

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GUEST– FEE POLICY

Booking Fee	<p>For each booking made through the MOVA Platform, the Guest shall have to pay Booking Fee in advance which shall include–</p> <p>Booking Fee is calculated on the basis of the start and the end time of the trip. The Booking Fee per hour is dynamically driven and it changes based</p>
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	<p>on the demand, lead time to booking start, location of the booking, vehicle chosen and the duration of the booking.</p>
MOVA Subscription Booking Fee	<p>MOVA Subscription Booking Fee: For bookings made under MOVA Subscription Model (for duration of at least 7 days and up to more than 30 days), the Booking Fee is calculated cumulatively across the entire duration of the booking unlike the hourly fee mentioned above.</p> <p>Under the MOVA Subscription Model Guest may choose an option among the following:</p> <p>a) Limited Kilometers: Guests choosing this option will be subject to a daily distance limit of 144 kilometers per day calculated cumulatively across the entire duration of the booking. Any excess kilometers driven will be chargeable on a per kilometer basis and added as outstanding at the end of the trip (Excess KM Fee).</p> <p>b) Unlimited Kilometers: Guests choosing this option will not be subject to any limitation as to the kilometers that are driven on a daily basis. However, the per day cost for such unlimited kilometers may be higher considering the excessive usage of the vehicle and associated wear and tear.</p> <p>c) Excess KM Fee: For Guests choosing limited kilometers in the MOVA Subscription Model will have to pay an additional fee calculated on a per kilometer basis for the number of kilometers that the Guest exceeds from the daily limit.</p> <p>i) This fee will be subject to variation depending on multiple factors including, but not limited to, the vehicle type, fuel type, location, and booking duration.</p> <p>ii) These excess kilometers are verified through the images of the odometer reading uploaded by the Host & the Guest at the start and end of the trip.</p> <p>iii) The Guest to ensure that this odometer reading is thoroughly and accurately filled in to avoid excess charges.</p> <p>iv) In case of any dispute regarding excess kilometers driven, MOVA shall rely solely on the odometer readings submitted and verified through the trip records.</p> <p>Upon verification of the excess kilometers, the charges for the same will be added as an outstanding to the Guest's profile and must be cleared before the next booking.</p>
Trip Protection Plan	<p>For each booking made, the Guests are required to select a Trip Protection Plan (TPP) during checkout. The TPP determines the Guest's maximum liability in the event of vehicle damage during the trip. The guest may avail such TPP by paying the Trip Protection Fee (TPF) over and above the Booking Fee.</p> <p>The Guests can choose from the following:</p> <ul style="list-style-type: none"> • Basic Plan: Higher liability coverage at a lower upfront cost. • Max Plan: Moderate coverage with balanced cost-benefit.

	<ul style="list-style-type: none"> • Plus Plan: Lowest liability in case of damage, offering maximum protection. <p>Please note the following:</p> <ul style="list-style-type: none"> • The TPP is applicable only to accidental or unintentional damages. It does not cover damage arising from prohibited activities, reckless use, illegal driving behaviour, or intentional misuse (see "Vehicle Damage – Intentional or Consequential"). • Any damage beyond the selected TPP coverage amount will need to be settled additionally as an outstanding payment on the Guest's MOVA account. • Refund of the TPP fee is subject to certain conditions defined under the "Cancellation by Guest" section. • The specific fee and damage coverage amount under each plan may vary based on the Booking Fee, duration of usage, distance covered, vehicle selected and the city in which the booking originates. This will be explicitly reflected at the time of booking confirmation. • All deductions (if any) will be supported by photographic or diagnostic evidence as part of the post-trip audit process.
Security Deposit	<p>MOVA does not collect any Security Deposit from Guests. All post-trip charges, including any applicable damage, late return penalties, or violations, shall be managed through the Guest's registered payment method or outstanding balance on their MOVA account, as applicable under this Policy.</p> <p>Please Note: Since MOVA does not collect a Security Deposit, any charges related to fuel or FASTag must be settled directly between the Host and the Guest. All other post-trip charges will be applied to the Guest's account as an outstanding balance.</p> <p>Refund: As no Security Deposit is collected, no refund of a deposit is applicable. Any outstanding charges on the Guest's account will be communicated within 48 hours of trip closure, subject to an internal verification process and host feedback which indicate that:</p> <ul style="list-style-type: none"> • No damage, violation, or late return is reported within 48 hours of booking closure. • The Guest has complied with all terms outlined in the MOVA Guest Agreement and trip-specific requirements. • The vehicle is returned in acceptable condition with no pending challans, operational issues, or any other misuse. • The kilometer limit has not been exceeded where the guest opted for a Limited Kilometer MOVA Subscription booking. <p>The Refund is processed to the original payment method as one consolidated refund per booking unless technical issues require alternative arrangements. Interim, partial, or split refunds are not issued, and no interest accrues on the deposit.</p>

Deductions: Any post-trip charges shall be levied either partially or in full under the following circumstances and added as an outstanding to the Guest's account:

- **Vehicle Damage:** If any damages are reported and verified within 48 hours of trip completion, charges will be applied as per the Trip Protection Plan (TPP) chosen by the Guests. If the damage cost exceeds the TPP coverage, the excess amount will be added as an outstanding charge on the Guest's MOVA account.
- **Late Returns:** If the vehicle is returned beyond the scheduled drop time and the delay is attributable to the Guest, standard late return penalties will apply and will be charged to the Guest's account as an outstanding amount.
- **Traffic Violations:** If a challan is tagged within 48 hours and is clearly a result of the guest's driving behaviour (e.g., over-speeding, traffic violations), the deposit will be adjusted accordingly.
- **Excess KM Fee:** Deducted in accordance with extra kilometers mapped from the odometer readings. Applicable only for Guests who opted for a Limited Kilometer MOVA Subscription booking.

Exclusions: No post-trip charges shall be levied under the following circumstances:

- **Host-Related Delays:** If the trip closure is delayed due to reasons beyond the Guests' control such as checklist issues, the Host being unavailable or unresponsive, or system-triggered delays or any unresolved issues hampering trip completion, no deductions will apply.
- **Vehicle Compliance Issues:** If any fines, penalties, or operational problems occur due to issues with the Host's vehicle, the deposit will remain unaffected. This includes:
 - Expired insurance, PUC, or registration documents.
 - Missing, faulty, or tampered number plates.
 - Malfunctioning headlights, taillights, or indicators.
 - Illegal modifications (e.g., tinted windows, unauthorized accessories).
 - Commercial use or invalid permit-related issues associated with the vehicle.
 - Any other violations or liabilities arising from the host's non-compliance with traffic or regulatory requirements.

These deductions and exclusions will be based on MOVA's extensive examination of photos, documentation, and statements from both the Hosts and the Guests. All deductions are communicated transparently via email or app notifications, along with reference IDs or images where applicable.

Post-Refund Violations: In the event that a legitimate violation or damage surfaces post - (e.g., delayed challans or delayed host report within a reasonable time), the corresponding amount will be marked as an outstanding charge on the Guest's account. The Guests are required to clear this outstanding amount before making any future bookings. MOVA

	<p>reserves the right to pursue collection as per applicable laws and deny service access until resolution.</p> <p>Dispute & Grievance Redressal: The Guests may raise disputes regarding any charges within 7 calendar days of the charge being applied or the trip closure. All concerns will be addressed and resolved as per our standard resolution protocol within a reasonable timeframe by our Grievance Redressal team. To raise a concern, Guests may: use the Help & Support section on the MOVA app or visit www.mova.org.in. All disputes shall be subject to the exclusive jurisdiction of courts in Hyderabad, Telangana, India, and shall be governed by the laws of India.</p>
Refunds, Charges and Payments	<ul style="list-style-type: none"> • All refunds will be initiated to the original payment account or mode. The refund process will begin immediately upon receiving the cancellation request. However, it may take 5-15 days for the refund to reflect in the Guest's account. • Any payments owed by Guests under this Fee Policy or other applicable policies will be charged as an outstanding balance to the Guest's MOVA account. • The balance, if any, pending from the Guest, must be paid electronically by the Guest within 24 hours of the booking end time, following MOVA's payment instructions. • Guests may incur a processing fee for declined credit or debit card payments. • In the event of a payment default, MOVA is entitled to charge reminder fees and default interest in accordance with legal provisions. • MOVA may also engage third parties to collect any outstanding amounts owed by a Guest. • MOVA reserves the right to prohibit subsequent bookings on the platform until all outstanding fees in the Guest's account have been fully paid. • Guests can check their booking history in the app to view a detailed breakdown of charges. • Guests should not make any direct payments to the host or any MOVA executive, except for settlements related to fuel or FASTag.

Here is a list of fees/penalties for scenarios after you have created your booking/reservation:

Guest-Initiated Cancellation	<p>Booking Fee, Trip Protection, and Delivery Fee - Timelines and Refunds: The refund applicable for Guest-initiated cancellations will be as follows:</p> <ul style="list-style-type: none"> • Cancellation made 15 days or more before the Original Start Time of the booking - 100% refund of Booking Fee, TPP fee, and Delivery Fee. • Cancellation made within 15 days and up to 6 hours before the Original Start Time of the booking - 50% refund of Booking Fee or INR 4,000 - whichever is lower, plus 50% of TPP fee, and 50% of Delivery Fee.
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	<ul style="list-style-type: none"> Cancellation made within 6 hours before the Original Start Time of the booking - No refund of Booking Fee, TPP fee, and Delivery Fee. <p>For the purpose of calculating cancellation fees, Original Start Time shall mean the booking's first confirmed start date and time at the moment of initial booking confirmation. If the Guest modifies a booking (by changing the start date or duration), the cancellation fees will still be computed with reference to the Original Start Time. Any modifications made after the initial confirmation do not reset or extend the 15-day or 6-hour cancellation windows.</p> <p>Please Note:</p> <ul style="list-style-type: none"> Platform Fee is non-refundable in any and all of the above-mentioned events. In the event of cancellation by the Host, the Guest will be entitled to a refund of 100% of the Booking Fee and the home delivery charges. MOVA reserves the right to withhold any refund if, at its sole discretion, it identifies fraudulent activity, misuse of cancellation policies, or credit card fraud associated with the booking.
Reschedule before booking start time	No modifications are allowed to the scheduled booking within 0-6 hours before the booking start time.
Extension	<p>Guests may extend the booking period at any time, before the scheduled end of the booking. The extension charges will include the following:</p> <ul style="list-style-type: none"> The booking fee for the extended duration, and The applicable Trip Protection Fee (TPF) calculated on a pro-rata basis. <p>For Home Delivery bookings, Guests' wanting to extend the booking shall inform MOVA within 2 hours of the booking's end time in order to avail Home Delivery post delay. No refunds will be provided for the Home Delivery Fee.</p>
Shortening post start	Dropping the vehicle before the booking end time is allowed. However, no additional charges or refunds will be applicable for early drop-off.
Shortening/Rescheduling within 24hrs of booking start or booking end.	Guests cannot change the booking start time or shorten the booking end time within 2 hours prior to the booking start time. No refunds will be applicable for such modifications. However, Guests may extend the booking at any time, subject to the extension terms provided above.
Late Return	A late return will incur charges up to 1.5-2 times the hourly Booking Fee fee per hour, as communicated at the time of booking.
Minimum Duration	The minimum booking duration, also known as the "minimum billing duration," for Guests shall be 4 hours.
Discounts	<ul style="list-style-type: none"> Discounts, when announced, apply only to trips lasting 4 hours or more.

	<ul style="list-style-type: none"> Discounts apply solely to the Booking Fee paid in advance to book the vehicle and are not applicable on blackout days. MOVA reserves the right to cancel a booking if unwarranted use of a discount coupon, wallet credit, promo code, or gift card is identified. Wallet credits, promo codes, and gift cards issued by MOVA are subject to their respective expiry dates and terms. Expired credits, codes, or gift cards shall be deemed void and non-redeemable under any circumstances. MOVA shall not be liable to reinstate or extend any expired promotional value.
Fuel Policy	<p>In the event that the vehicle is dropped off at the designated location with:</p> <ul style="list-style-type: none"> Lesser fuel than indicated by the fuel gauge reading at the booking start time, the Guest shall pay the host refueling charges based on the actual per-liter price. More fuel than indicated by the fuel gauge reading at the booking start time, the Guest may request a refund from the host based on the actual per-liter price. <p>Refueling charges/Refund = Actual cost of fuel per litre x difference in fuel level (in liters).</p> <p>Note: Each and every fuel related dispute needs to be resolved between the Host and the Guest independently. MOVA shall not be involved in resolving any fuel-related disputes.</p>
Breakdown of vehicle	<p>The cause of a breakdown will be determined based on the diagnosis report from the repair workshop. As per the terms of the Car Sharing Agreement, the Guest shall bear full responsibility and be charged for any breakdown resulting from negligence, breach of the Car Sharing, or Prohibited Uses.</p> <p>Except for the instances mentioned above, other breakdowns will be covered by the Trip Protection Plan, and the Guest's liability will be determined according to the coverage provided and the maximum liability limits stated therein. MOVA is not liable for any costs incurred by the Guest due to vehicle breakdowns.</p>
Returning the vehicle to the wrong location	<p>For all the events where the vehicle is not returned to the designated drop location, the Guest shall be liable to pay a flat fee of INR 10,000 towards the towing expenses.</p>
No Show	<p>Bookings will be cancelled if the Guest still doesn't show up after 4 hours of booking start time. No refunds will be applicable.</p>
Over speeding >= 125 km/hr	<p>INR 2500 (over and above any government fines that may have been levied).</p> <p>Guests will be blacklisted from MOVA after two incidents of speeding during bookings.</p>
Over speeding >= 150km/hr	<p>Guests will be blacklisted from MOVA Platform.</p>

Smoking	A flat fee of INR 500 plus applicable costs for interior damage will be charged.						
Wrong Fuelling	The Guest will be liable for the full cost of repair/damage to the vehicle + miscellaneous expenses arising out of the damages.						
Loss of keys and documents	<table> <tr> <th>Document</th><th>Charges (INR)</th></tr> <tr> <td>Loss of Keys</td><td>10000</td></tr> <tr> <td>Registration Certificate Card/Car License or other documents</td><td>10000</td></tr> </table>	Document	Charges (INR)	Loss of Keys	10000	Registration Certificate Card/Car License or other documents	10000
Document	Charges (INR)						
Loss of Keys	10000						
Registration Certificate Card/Car License or other documents	10000						
Vehicle Damage (Accidental)	<p>Guests are responsible for unintentional or accidental damage, as outlined in the "Collision and Other Incidents" terms, up to the maximum liability covered by the Trip Protection Plan chosen by the Guest.</p> <p>Please note: For bookings in Goa, Guests are liable to pay for damages only up to the limit defined by their selected Trip Protection Plan (TPP) which shall be subject to variation depending upon the vehicle booked.</p> <ul style="list-style-type: none"> All payments must be made digitally and verified through MOVA. Direct settlements with Hosts or cash payments are strictly prohibited. In the event where the Host demands any extra amount beyond the TPP limit or requests offline payment, the Guest must report the incident to MOVA within 12 hours. 						
Vehicle Damage (Intentional or Consequential)	<p>Guests will be liable for the full cost of repairing any intentional damage to the vehicle caused during the booking period. This includes situations where:</p> <ul style="list-style-type: none"> The Guest is found to be under the influence of alcohol. The vehicle workshop or insurance company attributes the damage to the Guest or user. A non-MOVA Guest is driving the vehicle during an accident. <p>Guests are also responsible for compensating MOVA for any additional damages, including loss of expected revenue due to vehicle damage.</p> <p>Please note: For bookings in Goa, Guests are liable to pay for damages only up to the limit defined by their selected Trip Protection Plan (TPP) which shall be subject to variation depending upon the vehicle booked.</p> <ul style="list-style-type: none"> All payments must be made digitally and verified through MOVA. Direct settlements with Hosts or cash payments are strictly prohibited. In the event where the Host demands any extra amount beyond the TPP limit or requests offline payment, the Guest must report the incident to MOVA within 12 hours. 						
Collision or other incidents	If a Guest is involved in an unintentional or non-consequential incident or accident (including collisions or misuse of the vehicle), the Guest will be liable for damages up to the maximum limits agreed upon when selecting the TPP at the time of booking (see "Trip Protection Plan").						

	<p>The Guest is responsible for all costs related to towing, impounding, and damage repair resulting from incidents caused by prohibited or negligent use of the vehicle, in violation of the Car Sharing Agreement or MOVA Policies, and applicable traffic laws.</p> <p>Please note: For bookings in Goa, Guests are liable to pay for damages only up to the limit defined by their selected Trip Protection Plan (TPP) which shall be subject to variation depending upon the vehicle booked.</p> <ul style="list-style-type: none"> • All payments must be made digitally and verified through MOVA. Direct settlements with Hosts or cash payments are strictly prohibited. • In the event where the Host demands any extra amount beyond the TPP limit or requests offline payment, the Guest must report the incident to MOVA within 12 hours.
Cleaning required (interiors)	<p>If the Guest returns the car in a dirty condition, the following cleaning fees will apply:</p> <ul style="list-style-type: none"> • For removable dirt (e.g., foot mats): INR 500 • For interior washing or dry cleaning (e.g., seat covers, door panels, pet hair): INR 1500
FasTags/Tolls	<p>Guests are responsible for recharging and paying all toll amounts incurred during the booking period. If the Guest has chosen a vehicle with an active FASTag, they should obtain all FASTag details from the host using the in-app chat option. It's important to note that any settlements related to FASTag debits and credits are solely the responsibility of the Guest and the host. MOVA will not provide refunds in such cases.</p>
Home / Airport Vehicle Pick-up and Drop; Delivery Fee	<p>Home delivery, collection, or airport delivery services are available upon payment of a Delivery Fee, subject to host availability and ongoing offers.</p> <ul style="list-style-type: none"> • If the Host refuses both doorstep delivery and collection, the Delivery Fee collected by MOVA at the time of booking will be fully refunded to the Guest. • If the Host refuses either doorstep delivery or collection, the Guest will receive a 50% refund of the Delivery Fee. <p>The vehicle will be delivered by the Host to the specified location selected during booking creation within 0-5 minutes prior to the booking start time. Pickup will occur within 30 minutes from the booking end time.</p> <p>Guests may end the trip before the booking end time, but no refunds will be provided for the Delivery Fee in such cases of early completion.</p>
Convenience Fee/ Platform Fee	<p>Guests are charged a mandatory, non-waivable Platform Fee for every booking made through the MOVA Platform (available at www.mova.org.in). This fee applies to both app-based and web-based bookings and is in addition to the Trip Protection Fee payable at the time of booking a vehicle. The Platform Fee is strictly non-refundable under any circumstances, including cancellation of a trip. MOVA (operated by MOVA TECHNICAL SOLUTIONS PRIVATE LIMITED, CIN:</p>

	U62011AP2025PTC117460, GST: 37AASCM8654M1ZE) reserves the right to revise this fee at its sole discretion.
Important Reminders	<ul style="list-style-type: none"> • All rates mentioned above are inclusive of applicable GST. • Handover of the vehicle, extensions, and modifications are subject to vehicle availability. • Guests violating the law or applicable MOVA policies, such as over-speeding or driving under the influence, are liable for damages, fines, and legal consequences. • MOVA will not assume responsibility for any property left in the vehicle after the booking has ended. • MOVA reserves the right to revise, extend, or modify the Policy at any time at its sole discretion. • Guests are advised to review this policy periodically to stay updated on any changes that may impact future bookings.