

Cancellation Policy

This policy aims to strike a fair balance between rider convenience and driver compensation, recognizing the shared commitment that ride bookings represent.

Driver Cancellation Policy:

- If a driver cancels a confirmed ride on the Peindia Cab app without a valid reason, a penalty of 10% of the total fare, up to a maximum of Rs. 100, will be imposed. The definition of a valid reason for cancellation will be at Peindia Cab's discretion and will be outlined on our website and in the app.
- The penalized amount will be credited back to the customer/rider.

Rider Cancellation Policy:

- If a rider cancels a confirmed ride on the Peindia Cab app without a valid reason, a penalty of 10% of the total fare, up to a maximum of Rs. 100, will be levied. The definition of a valid reason for cancellation will be at Peindia Cab's discretion and will be outlined on our website and in the app.
- The penalized amount will be divided between the driver and Peindia Cab in a proportion specified by the company.

Upon the cancellation of a ride, Peindia Cab will communicate the applicable cancellation fee through the app or web application.

The detailed valid reasons for cancellations, the method of charging fees, and the division of cancellation fees between drivers and Peindia Cab will be updated on our website and app as necessary. We encourage all users to stay updated with our policy changes.

We strive to ensure that Peindia Cab is a reliable service for all users. We believe this policy maintains a fair balance between the interests of our riders and drivers. We appreciate your understanding and cooperation.