

Refund policy

Micro/Mini/Prime/Sedan/Suv/Luxury/Rental bookings, the cancellation fee will be charged : -

If you cancel our service 5 minutes or later after the cab is allotted, or if the driver cancels after waiting at your location for more than 5 minutes you will not be charged a cancellation fee even if the driver is delayed by more than 5 minutes. In

Outstation bookings, once the cab is allotted, the cancellation fee will be charged even if you cancel within 5 minutes or more.

Note: -

The cancellation fee will be added to the bill amount of your next ride. Cancellation fee is waived off for Corporate (B2B)

Cancellation Fee

If you feel that you were charged a cancellation fee incorrectly, you can request a Cancellation Fee Waiver. Please click [here](#) to know how you can request a Cancellation Fee Waiver. Cancellation fee is charged to compensate drivers for the time, effort and fuel spent while trying to reach the pickup location.

You may be charged a cancellation fee if a booking request is cancelled 5 minutes or later after driver accepts the booking request or if the driver has already arrived at the pickup location. You may also be charged a cancellation fee if a driver cancels the booking after waiting at your pickup location for more than 5 minutes. However, the cancellation fee will not be charged if the driver is delayed in reaching the pick-up location by more than 5 minutes from the shown ETA. Cancellation fee amount and free cancellation time frame may vary depending on your city and cab category selected. You can also check the city wise cancellation fee for each cab category on our website <https://www.zustgo.com>. All cab categories have a 5 minute free cancellation time frame. Cancellation fee if charged will be added to the total bill amount of your next ZustGo ride.

Cancelling a ZustGo ride

You can cancel a trip at any time, before or after a driver has accepted your trip request. If you cancel when the driver is less than 5 minutes away from picking you up, you will be charged a cancellation fee. To cancel before a driver accepts your trip request:

- Tap the white info bar at the bottom of your screen.
- Tap CANCEL TRIP.
- You'll be asked to confirm. Tap YES or NO.

To cancel after a driver accepts your trip request:

- Swipe up from the bottom of your screen.
- Tap CANCEL, then CONFIRM.

CANCELLATION FEES

A ride request can be cancelled free of charge for up to 5 minutes after a driver accepts your request. If you cancel after this, you'll be charged a cancellation fee.

If your driver is running more than 5 minutes behind the trip's original ETA, you can cancel without being charged a fee.

Cancellation fees vary by city and by-product but are typically between Rs 40 - Rs 100.