

CANCELLATIONS & NO-SHOWS

DRIVER

What if I can't get in touch with a passenger?

Make sure you have the right telephone number for the passenger that was sent to you by email and/or SMS when you approved the booking.

If this doesn't work, try messaging them through Jake's KAR.

If you still can't reach them and there is still a little time before your trip begins, then it may be best to a bit to see if they reply back. You never know what problems others may be inquiring, and they may need a little bit of time to reply.

If you are worried they are unreachable and may cancel themselves, you may cancel their booking which will open up an available seat in your vehicle.

What if a passenger never shows up or cancels?

Sometimes plans change, and this can be frustrating. Don't worry, you are still compensated 50% of the booking fees for last minute cancellations. You can report this by simply saying, Passenger Canceled or No Show

You will still be compensated for your trip

IF PASSENGER CANCELS 24 HOURS BEFORE THE TRIP

The seat will be made available again for new passengers to request, but you will not be compensated. This is still enough time to have new request.

IF A PASSENGER CANCELS IN LESS THAN 24 HOURS OF THE DEPARTURE TIME

The seat will be made available again for new passengers to request, and you will be compensated 50% of the booking fee, even if a new passenger books a seat.

PASSENGER IS A NO SHOW

When you let us know, we'll get to work on the claim. We give the passenger the chance to agree or disagree with you to be fair. If it turns out the passenger was at fault, you'll get 100% of the money, just as though you travelled with them. When notified by you, we will process this claim. We allow the passenger time to agree or disagree. If the passenger is at fault, you will receive 100% of the booking fee.

For more information, check out our [Terms and Conditions page](#).

Can I cancel a trip?

Yes! It is very easy to delete or cancel a trip. It is easier if passengers have not already been approved, but it is still possible.

You will need to have a reason for your cancellation, and also share any details that may be relevant. The information provided will be kept private. Also, try and cancel as soon as possible. This will help give time to let the passengers know so that they can begin searching for another trip. They will be informed of the cancellation by SMS and email.

You won't be charged for cancellation, but too many cancellations may result in a ban from Jake's KAR.

PASSENGER

What if I can't get in touch of my driver?

Make sure you have the right telephone number for the Driver that was sent to you by email and/or SMS when you approved the booking.

If this doesn't work, try messaging them through Jake's KAR.

If you still can't reach them and there is still a little time before your trip begins, then it may be best to a bit to see if they reply back. You never know what problems others may be inquiring, and they may need a little bit of time to reply.

If you are worried they are unreachable, you may cancel the ride. Be sure to include as much detail as possible with your cancellation to insure you a quick and full refund.

Can I cancel my booking?

You can cancel any booking from your profile in the category bookings.

Refund depends on when you cancel.

IF YOU CANCEL MORE THAN 24 HOURS BEFORE DEPARTURE

A full refund will be given for the booking fees, but not the service fees.

IF YOU CANCEL WITH LESS THAN 24 HOURS BEFORE DEPARTURE

50% of your booking will be refunded, but not service fees. If you book in the last 24 hours before the trip, we'll refund your booking if cancelled within 30 minutes after booking. This does not include the service fees.

IF YOU DON'T SHOW UP

The driver will be given the full amount for the booking. It's not right for the driver to have his/her trip planned and ready, and you cancel last minute. This doesn't allow them much time to find another passenger. This is why we don't refund the full amount when given short notice.

The best thing that you can do as a passenger, is let the driver know if you have to cancel.

What if the driver cancels the trip?

A full refund will be made, including the service fees.

If they don't cancel online, please contact us within 24 hours of your departure time that they driver cancelled was a no show.