

# PAYMENTS

## RECEIVING PAYMENTS

### How do I receive my payments?

Your money is sent 48 hours after the ride, is everything went as planned.

You personally have to request a transfer from your Stripe account to your bank account.

Make sure your bank details are added on your Stripe account.

Every field must be filled out correctly and saved.

## MAKING PAYMENTS

### When Am I Charged?

Once you are approved by your driver, you will be charged. Your money will be frozen for 48 hours after the trip is completed to insure you arrived to your set destination.

The driver must your request before deciding whether to travel with you.

The driver will then be sent the money 48 hours after completing the trip.

### How do service fees work?

Service fees are based on the amount of your seat that was set by the driver for your trip.

For example, when a driver offers a ride for \$13.00- \$17.00, the fees will be #3.00.

Here are a few other examples:

- When a driver offers a ride between \$6.00-£9.00, the fees will be \$2.00.

- From \$22.00-\$27.00, the fees will be \$4.00.

- From \$47.00-\$51.00, the fees will be \$7.00.

- From \$63.00-\$67.00, the fees will be \$9.00.

- For rides costing \$80 or more, the service fees are a fixed fee of \$2.00 plus 12% of the amount the driver is asking, rounded to the nearest \$0.50.

Drivers get the exact amount they set when offering a ride. Nothing is taken from the driver.

### What is the reason for service fees?

Service fees exist to help cover the costs Jake's KAR. This helps to keep Jake's KAR running. They also help maintain a fast and secured service.

## Where do I find a receipt for my transactions?

We send an email immediately after you book online.

If you can't find the email in your inbox, check to see if it was sent to your spam folder.

## **REIMBURSEMENTS**

### How do cancellations work?

Reimbursements are decided based on the which person can't make the trip, and when they inform us.

#### **IF THE PASSENGER CANCELS MORE THAN 24 HOURS BEFORE THEIR DEPARTURE**

*Their booking fee will be reimbursed, but not their service fees.*

#### **IF THE PASSENGER CANCELS IN IN LESS THAN 24 HOURS OF THEIR DEPARTURE TIME**

*If booked more than 24 hours in advance, the passenger will only receive 50% back of their booking fees, and no service fees will be given. Also, the driver will be given 50% of the booking fee because the passenger on them so soon to departure.*

*If booked in the last 24 hours before the intended ride, and then cancel within 30 minutes of booking, a full refund of the booking will be given, but not the service fees.*

#### **IF THE PASSENGER DOESN'T SHOW UP**

*The driver will be given the full amount for the booking. It's not right that driver is left waiting, so try and always cancel the trip ahead of time.*

#### **IF THE DRIVER CANCELS?**

*The passenger will receive a full refund, including the service fees.*

#### **IF THE DRIVER SHOULD'VE CANCELLED BUT FORGOT**

*The Passenger should let us know that the trip was never made. We should be informed of this problem within 24 hours of the departure time.*

*To help insure agreement, the driver will have 7 days to confirm cancellation. If agreed, a full refund, including service fees, will be given to the passenger.*

*If disagreed, driver must provide all relevant details. We will then make a decision based on the information given based on our cancellation policy.*