

Trip Cancellation Policy

The trip cancellation policy guidelines aim to ensure fairness, transparency, and efficient handling of trip cancellations. This policy is designed to provide clear expectations for passengers while mitigating potential revenue losses due to last-minute cancellations.

1. Penalty for Same-Day Cancellation

A penalty of 25% of the fare will be applied if a trip is canceled on the same day it is scheduled to occur.

The penalty amount will be calculated based on the total fare for the trip.

However, the penalty will be capped at a maximum of N2,000.00. This cap ensures that the penalty remains reasonable and proportional to the fare.

2. Penalty for Different-Day Cancellation

A penalty of 10% of the fare will be applied if a trip is canceled on a different day from the day the Trip is scheduled to occur.

The penalty amount will be calculated based on the total fare for the trip.

Different-Day cancellation is free for users who have subscribed for a number of trips.

However, the penalty will be capped at a maximum of N2,000.00. This cap ensures that the penalty remains reasonable and proportional to the fare.

3. Free Cancellation within 10 Minutes of Booking

Passengers will have the flexibility to cancel their trips for free within the first 10 minutes after making a booking.

This option allows passengers to correct any booking errors or change their minds shortly after making a reservation without incurring any charges.

4. Trip Cancellation Window

Trip cancellations can be made up to 5 hours before the scheduled trip.

Cancellations made within this time frame will still incur the 25% penalty.

This policy ensures that passengers have a reasonable window to adjust their plans while also allowing Urban to adjust resources accordingly.

5. Communication and Refunds

Passengers must cancel their trips through the official cancellation process, which may involve using the app, website, or contacting customer support.

Any refund resulting from a cancellation within the specified time frame will be processed in accordance with the Urban's refund policies.

It is the responsibility of the passenger to verify the status of their refund, and Urban will not be held liable for any third-party payment processing fees.

6. Special Circumstances

In cases of documented emergencies, unforeseen events, or situations beyond the passenger's control, Urban may consider waiving the cancellation penalties. Passengers must provide appropriate documentation or evidence to qualify for this exception.

Urban reserves the right to make exceptions to the cancellation policy at its discretion in extraordinary circumstances.

Frequently Asked Questions (FAQs) - Trip Cancellation Policy

1. What is the Trip Cancellation Policy?

Our Trip Cancellation Policy outlines the guidelines and penalties related to canceling a trip, ensuring transparency and fairness for both passengers and our transportation service.

2. How do I cancel my trip?

To cancel a trip, you can use our official cancellation process, which may involve using the app, website, or contacting customer support. Please refer to the specific instructions provided on our platform.

3. What is the penalty for same-day cancellations?

A penalty of 25% of the fare will be applied if a trip is canceled on the same day it is scheduled to occur. However, the penalty will be capped at a maximum amount, which is specified in our Trip Cancellation Policy.

4. What is the penalty if I cancel on a different day?

A penalty of 10% of the fare will be applied if a trip is canceled on a different day from when the trip is scheduled to occur. However, the penalty will be capped at a maximum amount, which is specified in our Trip Cancellation Policy.

4. Is there a grace period for free cancellations? Yes, there is a free cancellation period within the first 10 minutes after making a booking. During this time, you can cancel your trip without incurring any charges.

5. Can I cancel my trip anytime before it starts? Trip cancellations can be made up to 5 hours before the scheduled trip. Please ensure you initiate the cancellation within this specified window.

6. What happens if I cancel after the free cancellation period but before the 5-hour window? If you cancel your trip after the free cancellation period but within the 5-hour window before the scheduled trip, you will incur any penalties as per our policy.

7. Can I request an exception for trip cancellations in case of emergencies? Yes, in documented cases of emergencies or situations beyond your control, we may consider waiving the cancellation penalties. Please provide appropriate documentation or evidence to qualify for this exception.

8. What if the driver cancels the trip? If the driver cancels the trip for any reason, you will not be penalized, and you may receive a refund or an alternative arrangement, as per our policy and the specific circumstances.

9. How will I receive any refunds resulting from a cancellation? Any refunds resulting from a cancellation within the specified time frame will be processed in accordance with our refund policies. Please review the refund terms on our platform for more information.

10. Can I appeal the cancellation penalties if I believe there were extenuating circumstances? Yes, you can appeal the cancellation penalties by contacting our customer support team. We will review your case, considering any extenuating circumstances, and determine if an exception is warranted based on our discretion and the information provided.

If you have any further questions regarding our Trip Cancellation Policy, please don't hesitate to reach out to our customer support team. We're here to assist you.