

What is your Cancellation Policy?

You can always reschedule for free as long as the driver isn't en route. However, if you request a refund, you normally get 70% back if it's cancelled more than 48 hours from your pickup time.

What if it's less than 48 hours?

It's 60% if it's cancelled between 24 and 48 hours. 50% if it's cancelled between 4 hours and 24 hours, and no refund if it's less than 4 hours or the driver is en route.

How do I request a refund?

I don't handle refunds, but it's really easy to request one. All you have to do is reply to the cancellation email, type "Refund", and your email will go straight to management.

> 48 hours	70%
> 24 hours < 48 hours	60%
> 4 hours < 24 hours	50%
< 4 hours	0%

The day and time the cancellation email is sent by RideBits determines the refund amount. If you forget to send the cancellation email, the customer won't have the opportunity to request a refund. This email is also important because it reiterates the cancellation policy. Also don't forget to change the order status to cancelled or the driver will still show up and not get paid. Can't refund them and also pay the driver. Anytime it's less than 4 hours, they are no longer eligible for a refund. They can still reschedule if the driver isn't en route yet. This is based on the time not the trip status; always assume the driver left on time or early. Otherwise, they will have to make a new reservation.