

RuraRide Refund and Cancellation Policy

1. Introduction

RuraRide strives to provide a seamless, reliable, and transparent mobility experience for both riders and drivers across South Africa. This Refund and Cancellation Policy outlines the conditions under which refunds, cancellations, and adjustments will be considered.

By using RuraRide's mobile application or any of our related services, you agree to the terms outlined below.

2. Nature of Our Service

RuraRide connects passengers ("riders") with independent service providers ("drivers") through a digital platform. Payments made through the RuraRide app represent service fees for completed trips, cancellation charges, or other applicable platform-related charges.

Because our service is based on real-time ride confirmations and digital transactions, all payments must follow our structured refund and cancellation terms below.

3. Cancellations by Riders

3.1 Before Driver Assignment

If a rider cancels a booking **before** a driver has been assigned, **no cancellation fee** will apply. The full amount, if pre-authorized, will be released automatically to the rider's original payment method within 1–3 working days.

3.2 After Driver Assignment but Before Pickup

If a booking is cancelled **after** a driver has been assigned but **before pickup**, a **standard cancellation fee** may apply.

This fee is designed to compensate the driver for the time and distance travelled to the pickup location.

The amount of the cancellation fee may vary depending on factors such as the driver's travel distance, wait time, and regional operating costs.

3.3 After Pickup or During a Trip

Once a trip has commenced (that is, once the driver starts the trip in the app), cancellations are **not eligible for refunds**.

If a trip ends early due to technical issues or misunderstandings, riders may contact info@ruraride.co.za within **48 hours** for a case review.

4. Cancellations by Drivers

RuraRide expects professionalism from all partner drivers. However, we recognize that unforeseen events may sometimes cause trip cancellations.

- If a driver cancels a trip **before pickup**, riders will not be charged any fee, and the trip authorization hold will be released.
- If a driver repeatedly cancels confirmed bookings without valid reason, such behaviour may result in account suspension or removal from the RuraRide platform.

RuraRide monitors driver cancellation patterns to ensure reliability and fairness in the system.

5. Refund Eligibility

Refunds will be considered under the following circumstances:

1. A duplicate charge occurred due to a system or network error.
2. The driver failed to complete the trip as requested (verified through GPS data).
3. The service provided was significantly different from what was confirmed through the app (e.g., wrong destination or route manipulation).
4. Any verified technical failure on RuraRide's side that prevented completion of a booked trip.

Refunds will **not** be issued for rider dissatisfaction due to traffic delays, route choices, personal disputes, or price fluctuations based on dynamic fare adjustments.

6. Refund Process

To request a refund, riders must contact RuraRide's billing department via **info@ruraride.co.za** or through the in-app support feature.

When submitting a refund request, please include:

- Full name and registered contact number.
- Trip reference number (found on your receipt).
- A short explanation of the issue.
- Any supporting screenshots or trip details.

Refund requests will be investigated within **5 working days**, and if approved, the refund will be processed back to the original payment method within **5–10 working days**, depending on the payment processor and bank timelines.

7. Special Cases

- **Promotional Rides or Discounted Offers:** Refunds are calculated based on the actual amount paid after discounts.
 - **Cash Payments:** Cash payments made directly to drivers are non-refundable through RuraRide. Riders must resolve such matters directly with the driver or report it to RuraRide support within 24 hours.
 - **Corporate or Prepaid Accounts:** Refunds will be issued according to the company's account agreement with RuraRide.
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8. Non-Refundable Scenarios

Refunds will **not** be granted for:

- No-show cases where the rider was unavailable at the pickup location.
 - Trips completed successfully where the rider disputes fare pricing post-ride.
 - Any dispute raised beyond 5 days from the date of the trip.
 - Charges that resulted from breach of terms, fraudulent behaviour, or violation of platform rules.
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9. Dispute Resolution

If a rider disagrees with a refund outcome, they may request a secondary review by emailing **support@ruraride.co.za** with “Refund Appeal” in the subject line.

All appeals must be submitted within **5 days** of receiving the initial refund decision.

RuraRide reserves the right to make the final determination after a full internal review.

10. Policy Updates


RuraRide may amend this Refund and Cancellation Policy periodically to align with operational changes, banking regulations, or user feedback. Any updates will be posted on our official website and mobile application.

Users are encouraged to review the policy regularly to remain informed of their rights and obligations.

11. Contact Information

For all refund and billing-related queries, please contact:

 **info@ruraride.co.za**

 **+27 (0)63 370 8515**

 **www.ruraride.co.za**