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RECEIVER CANCELLATION

Receivers (Person renting a car from the platform) may cancel their trip through our site, and the cancellation is effective immediately. The total amount refunded will depend on when the Receiver cancels the trip and the length of the trip. The cancellation period is based on the vehicle's time zone.

FREE CANCELLATION PERIOD

BOOKING TIME	FREE CANCELLATION PERIOD
28 hours or more before trip start	Until 24 hours before trip start
Less than 28 hours before trip start	4 hours after booking
4 hours or less before trip start	Until trip start

Receivers may cancel free of charge up to 24 hours before their trip is scheduled to start. Receivers who book with a short lead time that doesn't give them the opportunity to cancel 24 hours in advance have a free cancellation window of either four hours after they book **or** until the trip start, whichever comes first.

EARLY RETURNS

There are no credits/refunds issued for early returns except when the Receiver has requested to shorten their trip and the Presenter has accepted such request on the Platform, as defined in the **Terms of Agreement**.

TRIP MODIFICATIONS

For any trips where the Receiver requests a trip modification after the free cancellation period has ended, the cancellation policy and any associated fees from before the modification will apply.

RECEIVER CANCELLATION FEES

For canceled trips longer than two days, a Receiver is charged one day's trip cost. For canceled trips two days or shorter, a Receiver is charged 50% of one day's trip cost. The trip cost includes the trip price and trip fee.

TRIP LENGTH	CANCELLATION FEE
More than 2 days*	1 day's average trip cost
2 days* or less	50% of 1 day's average trip cost

Delivery and young driver fee costs are always refunded if a trip is canceled.

For any trips where the Receiver requests a trip modification after the free cancellation period has ended, the cancellation policy and any associated fees from before the modification will apply.

* **A day is based on pricing** and is considered 26 hours in CarGari's database.

RECEIVER NO-SHOWS

If a Receiver wants to cancel a booked trip, they must notify the Presenter via CarGari In-Platform messaging as soon as possible and process the cancellation through the CarGari.com website. If they fail to cancel and don't show up for the trip after 30 minutes of the trip's start time, we consider it a Receiver no-show. A Receiver who shows up to a trip with no license or with an invalid license is considered a Receiver no-show.

TRIP LENGTH	FEE
More than 2 days*	2 days based on the average trip cost + 50% of any delivery fee
2 days* or less	75% of 1 day's average trip cost + 50% of any delivery fee

Half of any delivery fee, and young driver fee costs are always refunded if the Receiver fails to show up for the trip. CarGari retains half of the delivery fee amount, if applicable.

Presenters who fail to report a Receiver no-show will be fined according to **policy**.

* **A day is based on pricing** and is considered 26 hours in CarGari's database.

PRESENTER CANCELLATION

If a Presenter wishes to cancel a booked trip, they must notify the Receiver via the In-Platform messaging as soon as possible, and process the cancellation through the CarGari.com website. The cancellation is effective immediately, and the "Receiver" receives a complete refund.

Presenters will be subject to a \$50* fee if they cancel a trip less than 24 hours before the start of the trip, or \$25* if they cancel more than 24 hours before the start of the trip. With each canceled trip, Presenter will receive an automated review on their vehicle listing mentioning the cancellation and how far in advance they canceled the trip.

The Presenter fee and review penalties are waived if the receiver re-books a new trip with the same Presenter within 24 hours of when the Presenter canceled the original trip.

Presenters who repeatedly cancel trips may be subject to additional penalties, including removal from the CarGari.com Platform.

FLIGHT DELAY OR FLIGHT CANCELLATION

If a Receiver's flight is delayed or canceled, we require Receivers to message their Presenter to inform them and to request a trip modification for a new start time. In turn, we expect the Presenter to make a good-faith effort to accommodate a new trip start time. The Presenter's attempt to accommodate a new trip start time **must** be documented in CarGari.com In-Platform messaging system.

If the Presenter cannot or does not accommodate a new start time and the trip must be canceled, CarGari will issue a complete refund to the Receiver who misses their trip as a result of the flight cancellation or delay. Receiver must provide supporting documentation, for example, a screenshot from the mobile application or website of the airline showing the flight delay, and must notify the Presenter via CarGari messaging. In this situation, Presenter will not receive any compensation, and the "Receiver" will receive a complete refund, provided the documentation shows the cancellation was due to a flight issue.

To take advantage of this policy, in addition to providing documentation, Receiver must tell the Presenter of the flight delay or cancellation at least one (1) hour before the scheduled trip start

time. The Receiver must notify CarGari.com of a flight delay or cancellation within at least twenty four (24) hours of the trip's scheduled start time, or they will not receive a refund.

In the event the Presenter makes a good faith attempt to reschedule the trip, but both Receiver and Presenter are unable to agree on a satisfactory trip modification and the trip must be canceled, CarGari will pay the Presenter the equivalent of one (1) day of earnings (based on the cost of the first day) and charge the Receiver for the cost of one (1) day only and refund the remainder.

If CarGari is not notified directly by the Receiver and/or Presenter within twenty-four (24) hours of the trip start, the Receiver is not eligible to benefit from this cancellation policy. Also, if the Receiver's flight is canceled/delayed more than Two (2) days in advance of the trip start time, this policy does not apply. In both cases, the standard Receiver Cancellation policy outlined above remains in effect.

CARGARI CANCELLATION

In some cases, CarGari may need to cancel a trip after booking to protect our users against fraud or for trust and safety considerations. CarGari will notify both Presenter and Receiver in such an event. When CarGari must cancel a trip, Receivers will receive a full refund and Presenter are generally not eligible for earnings.