

Ejaro Cancellation Policy

Cancellation must be requested from the trips page on the iOS or Android application on your smart phone. If the guest does not cancel and does not show up to receive the car within 30 minutes of the trip start, then the trip is considered a "Guest no-show"

Guest cancelling trips that not confirmed yet:

Any trips that have not been confirmed by a host can be cancelled at any time before the confirmation with no consequences or fees.

Cancelling confirmed trips:

To avoid any fees confirmed trips must be cancelled within 1 hour grace period of confirmation or at least 24 hours before the scheduled trip start.

Guest Cancellation Fees :

If the cancellation is requested after the 1-hour grace period or at a time shorter than 24 hours before the trip, then a cancellation fee will be applied as follows:

- For trips longer than 2 days : 1 full day's average rent + 50% of any additional fees (such as delivery)
- For trips shorter than 2 days: 50% of 1 full day's average rent + 50% of any additional fees (such as delivery)

Guest No-Show Fees:

- For trips longer than 2 days: 2 full day's average rent + 50% of any additional fees (such as delivery)
- For trips shorter than 2 days: 75% of 1 full day's average rent + 50% of any additional fees (such as delivery)

Host Cancellation:

If a host wants to cancel the trip, they must notify the guest as soon as possible within reasonable time through the in-app messaging. In all cases the cancellation is effective immediately and the guest will be refunded fully.

Hosts will be subject to a 150 SR fee if they cancel the trip less than 24 hours before the start of the trip, the fee is 85 SR for trips cancelled more than 24 hours before the start of the trip. The cancellation is kept as a record/review on the host and the listed vehicle.

Force Majeure (Extreme weather conditions, emergencies, flight cancellations/delays):

The safety of Ejaro's community members is always our top priority, and we understand that severe weather events can make it unsafe and inadvisable to be out on the roads.

If you're experiencing an extreme weather event (as deemed by the appropriate government agency) and you'd like to cancel your trip, please contact us via the help/chat button on the trip page in your app - we're here to help.

If a guest's flight is delayed or canceled, guests must message their hosts to inform them and to request a trip modification for a new start time. We expect the host to make a good-faith effort to accommodate a new trip start time. The host must document their attempt to accommodate a new trip start time in Ejaro messaging.

If the host cannot or does not accommodate a new start time and the trip must be canceled, Ejaro will issue a complete refund to the guest who misses their trip as a result of the flight cancellation or delay. Guests 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 host via Ejaro messaging. In this situation, hosts will not receive any compensation, and the guest 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, guests must tell the host of the flight delay or cancellation at least one (1) hour before the scheduled trip start time. The guest must notify Ejaro 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 host makes a good faith attempt to reschedule the trip, but both guest and host are unable to agree on a satisfactory trip modification and the trip must be canceled, Ejaro will pay the host the equivalent of one (1) day of earnings (based on

the cost of the first day) and charge the guest for the cost of one (1) day only and refund the remainder.

If Ejaro is not notified directly by the guest and/or host within twenty-four (24) hours of the trip start, the guest is not eligible to benefit from this cancellation policy. Also, if the guest's flight is canceled/delayed more than three (3) days in advance of the trip start time, this policy does not apply. In both cases, the standard Guest Cancellation policy outlined above remains in effect.

Ejaro cancellation:

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