ARRIVO RIDES

Cancellations and booking changes

All deadlines are measured against the affected journey's current confirmed pickup time. UK local time is displayed; calculations use the actual elapsed time. For a return booking each leg is assessed separately.

Notice before pickup	Final refund to you
12 hours or more	Paid fare minus the actual non-refundable Stripe processing fee allocated to this journey
6 hours to less than 12 hours	50% of the paid fare
3 hours to less than 6 hours	25% of the paid fare
Less than 3 hours	£0 scheduled refund

The 50% and 25% figures are the final customer refund; no further processing or administration deduction is made. At exactly 12 hours the first band applies, at exactly 6 hours the 50% band applies, and at exactly 3 hours the 25% band applies.

Worked examples

For a £75 journey, a cancellation 8 hours ahead returns £37.50; 4 hours ahead returns £18.75. For a £110 journey these amounts are £55 and £27.50. For a cancellation at least 12 hours ahead, a purely illustrative actual fee of £1.50 on a £75 journey would produce £73.50. Your secure link displays your actual calculation before you confirm.

A cancellation 2 hours before pickup, or after the booked pickup time while the passenger has not yet been picked up, has a scheduled refund of £0. Your private link requires an explicit confirmation before cancelling without a refund.

Fairness and your rights

This schedule does not authorise a disproportionate cancellation charge. We review deductions against net losses directly caused by cancellation, including saved costs and any replacement booking. If these are lower than the scheduled deduction, an additional refund is due. Statutory rights and refunds for a service we fail to provide are unaffected. Ask for a review through your private booking link or WhatsApp.

How to cancel

Use the cancellation or change form in the private booking link sent after verified payment, or message us on WhatsApp with your booking reference. Message on WhatsApp For requests received through the private form or WhatsApp, the time received by us is used, even if processed later. Do not send card details. Online cancellation remains available until the passenger is recorded as onboard, including after the booked pickup time if pickup has not happened. If fewer than 3 hours remain before pickup, or the booked pickup time has passed, the scheduled refund is £0. You must explicitly choose Cancel without a refund before cancellation is accepted. Cancellation is unavailable once the passenger is onboard or the journey is completed, cancelled or marked as a no-show. Online cancellation shows the amount first and asks you to confirm. Refunds return to the original payment method; your bank determines when the credit becomes visible.

Changing a journey

Request a date, time or supported route change at least 12 hours before the current pickup, with the proposed new pickup meeting the minimum booking notice shown in the form. There is no change fee. If the new fixed tariff is higher, pay the difference before the change is confirmed. If lower, no fare-difference refund is normally made, subject to applicable consumer rights and fair treatment. Your existing journey remains active until we confirm the change.

Requests inside 12 hours require cancellation under the applicable policy and a new booking. Changing a date does not create an automatic right to retain the full payment, and requests cannot be backdated. We do not impose a blanket forfeiture merely because a journey has previously changed: any later cancellation is assessed against the confirmed pickup and applicable law.

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