

# Cancellation policy

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## Hirer cancellation

If a hirer wants to cancel a booked trip, we encourage them to notify their host as soon as possible via KarLink messaging and to process the cancellation through the KarLink website or mobile application. The cancellation is effective immediately. The hirer is entitled to receive a full refund if the cancellation up to 48 hrs before start of booking, they may receive a partial refund, or no refund depending on the circumstances, if the cancellation is less than 48 hrs before start of booking.

## Full refund

### Free cancellation period

Hirer receive a full refund if a cancellation occurs during the free cancellation period of 48 hrs before start or if a cancellation for cleaning or safety concerns upon being issued a car by the provider.

Free cancellation depends on booking time. Hirer may cancel free of charge up to 48 hours before their scheduled rental start time. Hirers who book within 24 hours of the scheduled rental start time have one hour after booking to cancel for free.

### Trip modifications

If a hire requests a trip modification and the request is approved, that modification does not reset the free cancellation period for the trip. It remains tied to the original booking time.

### Cancellation for cleaning or safety concerns

Hirer may cancel free of charge and receive a full refund if, upon inspecting the vehicle at rental start, they have concerns that it hasn't been cleaned or is unsafe. Hirers are only eligible for a full refund if they: do not accept the vehicle, do not check in for the rental, and immediately contact KarLink to report the issue.

## Partial refund

Guests receive a partial refund if a cancellation occurs outside the free cancellation period or a hirer-no-shows for a trip.

### Cancellations outside the free period

We'll issue a partial refund to hirers who do not fall within the free cancellation period or cancellation grace period for non-refundable bookings but notify the provider and successfully cancel the booking.

Partial refunds are dependent on the initial booking length and circumstances. These may incur deductions such as administration fees.

### Hirer no-show

If a hirer fails to cancel or communicate and doesn't show up for the booking within 1hr of the booking's scheduled start time, or if the photos or information provided by a hirer fail to sufficiently allow for verification of the hirer or their license during check-in, it's a hirer no-show. A hirer who shows up to a trip with no license, with an invalid license, or who sends their additional driver or another individual in their place is also a hirer no-show. KarLink or the vehicle provider will cancel hirer no-show bookings, and we'll issue the hirer a partial refund at their discretion.

## Exceptions

Exceptions to the hirer refund amounts for cancellations outside the free period and for no-shows may apply in the event of a flight or cancellation, lost baggage issue, proof of providing valid verification photos or information at check-in, or other extenuating circumstances.

## No refund

### Early returns

There are no credits/refunds issued for early returns except when the hirer has submitted a booking modification request through the KarLink website, as defined in the KarLink [terms of service](#), to shorten their trip and the request is approved.

## Hirer bookings cancelled by vehicle provider, hirer no-shows, and canceled by KarLink

### Hirer bookings cancelled by provider and provider no-shows

If a host cancels a hirer's trip or is a no-show — that is, hasn't cancelled and doesn't show up within 30 minutes of the scheduled booking start — KarLink will refund the hirer in full. Funds from the cancelled or no-show booking will be reversed within 24 hours after the cancellation so a hirer can rebook their trip. KarLink is not responsible for the duration it will take for funds to reflect back in the hirer account after processing.

In some cases, KarLink's trust and safety team will cancel a hirer's booked trip. KarLink will contact the hirer and vehicle provider, and issue the hirer a full refund.

## Hirer trips impacted by flight delays or cancellation or lost baggage

### Flight delays or cancellations

If a hirer's flight is delayed or cancelled, they must message their provider to tell them and to request a booking modification for a new start time. If the provider cannot or does not accommodate a new start time and then booking must be cancelled, KarLink will issue the hirer a full refund if they've messaged their provider and provided documentation. Specifically, hirers must notify the host of the flight delay or cancellation at least one hour before the scheduled booking start time where possible. They must provide documentation, such as a screenshot from the airline or carrier mobile app or website or a photo of the departure board showing the delay or cancellation, that shows the issue. The hirer must notify KarLink of a flight or train delay or cancellation within at least 24 hours of the booking's scheduled start time to be eligible to benefit from this cancellation policy. If the hirer's flight or is cancelled/delayed more than three days in advance of the rental start time, this policy does not apply.

## Lost baggage delays

If the hirer experiences a lost baggage delay, KarLink will issue the guest a full refund if they've messaged their vehicle provider using KarLink messaging and provided documentation. Specifically, they must notify their provider no later than 1hr after the scheduled booking start time, notify KarLink of the lost baggage delay within 24 hours, and provide photo evidence of a baggage issue.

## Vehicle provider cancellation

If a vehicle provider wants to cancel a booked trip, we encourage them to notify the hirer via KarLink messaging as soon as possible. Then they must process the cancellation through the KarLink website. The cancellation is effective immediately, and the hirer receives a complete refund.

## Vehicle provider cancellation and provider no-shows

### Provider cancellations

Providers will be subject to a \$50 penalty fee if they cancel a booking less than 24 hours before the start of the booking. If they cancel more than 24 hours before the start of the booking, the fee is \$25. After each cancelled booking, provider receives an automated review on their vehicle listing. It mentions the cancellation and how far in advance they cancelled the booking. We waive the provider fee and review if the hirer rebooks a new trip with the same provider within 24 hours of the cancellation. Providers who repeatedly cancel bookings may be subject to additional penalties, including removal from the marketplace.

### Provider no-shows

If a vehicle provider fails to cancel and doesn't show up for the booking within 30 minutes of the booking's scheduled start time, it's a provider no-show. Providers who fail to show up for a booking are subject to a \$100 fee to be paid to KarLink within 72 hrs or they may be removed from the marketplace.

### Conditions

Providers must report all no-shows within 48 hours of the booking start. If a hirer tells us that they didn't show up and you didn't report the no-show to us, we won't issue you earnings for that booking. We may also charge a fee.

### Exceptions

Exceptions to the provider earnings amounts for bookings cancelled outside the free period and hirer no-shows may apply in the event of a flight delay or cancellation.

### Bookings cancelled by KarLink

KarLink reserves the right to cancel bookings where safety issues may be of concern and will endeavour to help hirers get a similar or better booking without obligation of compensation for any parties involved.