

REFUND & CANCELLATION POLICY

[Last updated on [--]]

This refund and cancellation policy forms an integral part of the Terms and Conditions (“**Terms**”) accepted by you (“**you/ your**” or “**User**”), which is incorporated herein by reference (“**R&C Policy**”) when you access, use or interact with the mobile application (“**HOPR App**”) or website available at [https://nutana.in/] (collectively, “**Platform**”) whether through a computer or a mobile phone or any other device (“**Device**”) or avail the Services (defined under the Terms) provided by Nutana Transportation Services Private Limited (“**Nutana**” / “**Company**” / “**us**”, “**we**” or “**our**”).

All capitalised terms used but not defined shall have the same meaning as ascribed to it under the Terms.

Users of the Platform may either: (i) offer carpooling arrangements as a “**Host**” or (ii) seek to join such arrangements as a “**Guest**.”

1. When the Host Cancels:

- a) If the Host cancels for any reason or does not show up at the mutual meeting point, we will fully refund the entire booking amount paid in advance by the Guest to the Host and we may charge the Platform service fee (if any) to the Host.
- b) We further reserve the right to charge a cancellation fee to the Host.

2. When the Guest Cancels:

- a) If the Guest cancels immediately, i.e., within 10 minutes from the time of booking, we will refund the entire booking amount paid in advance by the Guest to the Host and also not charge the Platform fee (if any) to the Host.
- b) If the Guest doesn’t show up at the mutual meeting point, we will not refund the booking amount so paid.
- c) We further reserve the right to charge a cancellation fee to the Guest.