

DiAL4242 Cancellation Policy

Cancellation by User, who books the Ambulance -

Cancellation in an event if the ambulance has not yet started towards the pickup point or upto 5 minutes of booking time, there shall be no charge payable by the User.

Cancellation in an event if the ambulance has started moving towards the pickup point, 50% of the estimated fare is payable by the User

Cancellation after the ambulance has reached the pickup point, 100% of the estimated fare is payable by the User

In an event of cancellation and where payment is made by cash, the Driver will have to make arrangements to collect the cash from the User who has cancelled the trip and money is due as per the cancellation policy