



Cancellation Policy

At GoKconnect Pvt Ltd, we strive to provide reliable and convenient transportation options to our valued customers. We understand that sometimes plans change, and you may need to cancel or modify your reservation. To ensure a fair and transparent process, we have established the following cancellation policy:

Cancellation Timeframe: Customers are allowed to cancel or modify their reservation up to 7 days before the scheduled pick-up time. Any cancellations or modifications requested within 7 days of the pick-up time may be subject to additional charges.

Cancellation Procedure: To cancel or modify a reservation, customers must contact our customer support team through our designated helpline/Whatsapp or email address (kconnectme@gokconnect.net). Please provide your reservation details, including the booking reference, for a prompt and efficient process.

Refunds and Charges:

- a. Cancellations made more than 7 days before the pick-up time: Customers will receive a full refund of the amount paid, minus any applicable fees paid to any external parties.
- b. Cancellations made within 7 days of the pick-up time: Customers will be charged a 50% cancellation fee. The remaining amount will be refunded.
- c. No-shows: If a customer fails to show up for their scheduled pick-up or cancels 4 hours before the pickup time, they will be considered a "no-show." No-shows are not eligible for a refund, and the full fare will be charged.

Amendments and Modifications: Customers may request modifications to their reservation, such as changing the pick-up time, date, or location, up to 24 hours before the original pick-up time. Any cancellations will follow the original booking policy. Changes requested within 24 hours of the pick-up time may be subject to availability and additional charges.

Force Majeure Events: In the event of unforeseen circumstances beyond our control, such as natural disasters, severe weather conditions, or major disruptions to transportation services, we reserve the right to modify or cancel reservations without any liability. We will make reasonable efforts to inform affected customers as soon as possible and provide alternative arrangements whenever feasible.

Promotional Offers and Special Events: Specific cancellation policies may apply to reservations made during promotional offers, peak seasons, or special events. Such policies will be clearly communicated at the time of booking and may differ from the standard cancellation policy outlined here.

We recommend reviewing our cancellation policy thoroughly before making a reservation. By booking with GoKconnect Pvt Ltd, you agree to comply with the terms and conditions stated in this cancellation policy.