

CARGO TAXI GMBH

Cancellation Policy

Effective Date: 20 May 2026 · Version 1.0

1. Overview

Cargo Taxi GmbH (“Cargo Taxi”, “we”, “our”) operates an on-demand cargo and logistics transport platform in Vienna, Austria, available 24/7 via our app and web booking system. This Cancellation Policy explains how cancellations are handled for both customers and drivers, what fees may apply, and how to request a review or refund.

Our model is similar to ride-hailing platforms: you request a transport, a driver accepts, and the cargo is collected and delivered. Because drivers invest time and effort once a booking is accepted, cancellation windows and fees protect both parties fairly.

2. Customer Cancellations

2.1 Free Cancellation Window

You may cancel a booking free of charge within the following timeframes:

Booking Type	Free Cancellation Window	Cancellation Fee After Window
Instant / On-Demand	Within 5 minutes of driver acceptance	15% of booking fare
Scheduled (advance booking)	Up to 30 minutes before pick-up time	25% of booking fare
Business / Contract	Up to 60 minutes before pick-up time	As per B2B agreement

i Why we charge a fee

Once a driver has accepted your booking and begun travelling to your pick-up address, they cannot accept other jobs. The cancellation fee compensates them fairly for their time and fuel.

2.2 How to Cancel

- Open the Cargo Taxi app and tap your active booking.
- Tap “Cancel Booking” and select a reason.
- Confirm the cancellation. You will immediately see whether a fee applies.
- Cancellations by phone or email are accepted but may take longer to process.

2.3 When No Fee is Charged

No cancellation fee will be charged if:

- The driver has not yet accepted your booking.
- The driver is more than 15 minutes late beyond the estimated arrival time shown in the app.
- The driver has not made meaningful progress toward your pick-up location within 10 minutes of acceptance.
- The assigned vehicle does not match the type confirmed in your booking.
- The cancellation is due to a verified system error or technical fault on our platform.

2.4 Multiple Cancellations

Accounts with an unusually high rate of same-day cancellations (more than 3 within a 7-day period after driver acceptance) may be subject to a temporary booking restriction or account review. We will notify you before any restriction takes effect.

3. Driver Cancellations

Drivers are expected to fulfil accepted bookings. Cancelling without valid reason negatively impacts customer experience and driver ratings.

3.1 Acceptable Reasons for Driver Cancellation

- Vehicle breakdown or roadside emergency.
- Incorrect or inaccessible pick-up address that cannot be resolved.
- Safety concern at the pick-up or delivery location.
- Cargo exceeds the agreed weight or size limits for the booked vehicle.
- Customer fails to be present at the pick-up location within the agreed wait time.

3.2 Driver Wait Time Policy

Drivers are required to wait at the pick-up location for the following minimum periods before they may cancel without penalty:

Vehicle Type	Minimum Wait Time
Standard Van / Car	5 minutes
Large Van / Sprinter	8 minutes
Truck / Heavy Cargo	10 minutes

4. Cancellation Fees & Refunds

4.1 How Fees Are Charged

Cancellation fees are automatically charged to the payment method on file at the time of cancellation. You will receive an email receipt within 30 minutes confirming the charge.

4.2 Refund Process

- If you believe a fee was charged in error, you may submit a refund request through the app (“Help & Support” > “Cancellation Fee Review”) or by emailing service@cargotaxi.at.
- Refund requests are reviewed within 2 business days.
- Approved refunds are processed within 5 business days to your original payment method.
- As a courtesy, the first valid dispute on a new account will be resolved in the customer’s favour.

Important

Repeated requests for cancellation fee waivers without valid cause may result in limitations on future refund eligibility. Our support team reserves the right to make the final determination on all refund disputes.

5. Cancellation of an Active Delivery

Once a driver has collected your cargo and begun transit to the delivery address, the booking is considered “In Transit” and cannot be cancelled in the standard way. If you need to stop or redirect an in-transit delivery:

- Call our 24/7 support line immediately: +43 1 769 304 011.
- Our dispatch team will attempt to contact the driver to arrange a safe stop.
- A mid-transit cancellation fee equal to 75% of the original booking fare will apply.
- If redirection is possible, a revised route fee will be quoted before the driver proceeds.

6. Business (B2B) Cancellations

Business customers operating under a Cargo Taxi B2B agreement are subject to the cancellation terms specified in their individual service contract. The following default terms apply where no specific contract terms exist:

- Cancellations made more than 2 hours before the scheduled pick-up: No charge.
- Cancellations made within 2 hours of the scheduled pick-up: 50% of the agreed booking fee.
- No-show (driver arrives and customer is absent): 100% of the booking fee.

For high-volume accounts or recurring contracts, please contact your dedicated account manager to discuss tailored cancellation arrangements.

7. Force Majeure & Exceptional Circumstances

No cancellation fee will be charged by either party where a cancellation is caused by circumstances beyond reasonable control, including but not limited to:

- Severe weather events (storms, flooding, heavy snowfall) declared by Austrian authorities.
- Road closures or traffic restrictions imposed by city or emergency services.
- Government-mandated lockdowns or public health emergencies.
- Verified personal emergencies (e.g. medical emergency; documentation may be requested).

In such cases, customers should cancel via the app and select “Emergency / Force Majeure” as the reason. Our team may follow up to verify the circumstances.

8. Changes to This Policy

Cargo Taxi reserves the right to amend this Cancellation Policy at any time. Material changes will be communicated via in-app notification and email at least 14 days before they take effect. Continued use of the Cargo Taxi platform following notice of changes constitutes acceptance of the updated policy.

9. Contact & Support

Email	service@cargotaxi.at
Phone (24/7)	+43 1 769 304 011
Office Hours	Mon–Fri 08:00–18:00 Driving service 24/7
Address	Freudenauer Hafestraße 8–10 / 4. Stock, 1020 Wien, Austria
Website	https://aquamarine-dolphin-364707.hostingersite.com/

Legal Notice

This Cancellation Policy forms part of the Cargo Taxi General Terms and Conditions (AGB). In the event of any conflict between this document and the AGB, the AGB shall prevail. Cargo Taxi GmbH is a certified transport service provider registered with the Wirtschaftskammer Wien (WKO).