

CANCELLATION POLICY

Guest cancellation

Guests may cancel their trip through our site on support chat or mobile app, and the cancellation is effective immediately. The total amount refunded will depend on when the guest cancels the trip and the length of the trip. The cancellation period is based on the vehicle's time zone.

Free cancellation period

Guests may cancel free of charge up to 24 hours before their trip starts. Guests who book within 24 hours of their trip have one (1) hour after booking to cancel for free.

Non-Refundable Trip Cancellations

You can book some trips at a discounted, non-refundable price. If this option is available for your trip, we'll let you know at the time of booking.

Early Returns

There are no credits/refunds issued for early returns except when the guest has requested to shorten their trip and the Gooddog has accepted such request. If so, the guest will pay Cancellation Fees (see below).

Guest Cancellation Fees

For canceled trips longer than two days, a guest is charged one day's trip cost. For canceled trips two days or shorter, a guest is charged 50% of one day's trip cost. The trip cost includes the trip price, any additional insurance, and shuttle if it was realized

Extras, half of any shuttle, and additional driver fee costs are always refunded if a trip is canceled.

Exceptions

Exceptions to the guest fees shown here may apply in the event of a flight delay or flight cancellation (see below), or other [extenuating circumstances](#).

Trip Modifications

For any trips where the guest requests a trip modification after the free cancellation period has ended, the cancellation policy and any associated fees from before the modification will apply.

Guest No-shows

If a guest wants to cancel a booked trip, they must notify Gooddog as soon as possible. Then they must process the cancellation through the website. If they fail to cancel and don't show up for the trip after 30 minutes of the trip's start time, it is a guest no-show. A guest who shows up to a trip with no driver license/credit or debit card or with an invalid driver license/credit or debit card is also a guest no-show. There is no refund for No-shows guests.

Flight delay or flight cancellation

If a guest's flight is delayed or canceled, guests must inform Gooddog and to request a trip modification for a new start time.

If the Gooddog cannot or does not accommodate a new start time and the trip must be canceled, Gooddog will issue a complete refund to the guest who misses their trip as a result of the flight cancellation or delay. Guests must provide supporting documentation, for example, a screenshot from the mobile application or website of the airline showing the flight delay, and must notify the Gooddog via Support Chat.

To take advantage of this policy, in addition to providing documentation, guests must tell the Gooddog of the flight delay or cancellation at least twelve (12) hours before the scheduled trip start time, or the guest will not receive a refund.

Also, if the guest's flight is canceled/delayed more than three (3) days in advance of the trip start time, this policy does not apply. In both cases, the standard Cancellation policy outlined above remains in effect.

Gooddog cancelation

In some cases, Gooddog may need to cancel a reservation after booking to protect against fraud or for trust and safety considerations. Gooddog will notify guests in such an event. When Gooddog must cancel a trip, guests will receive a full refund.

Refund period and refund methods

Refunds are made using the same method as the original payment. Refund takes up to 15 days from the Gooddog's refund confirmation date.