

Cancellation Fee Refund Policy

After booking a taxi, if a user wants to cancel booking, the following charges will be deducted and the rest amount will be transferred to the user's bank account:

20% of Tariff before 48 hrs. of departure.

25% of Tariff before 24 hrs. of departure.

50% of Tariff before 2hrs. of departure.

No refund within 2 Hrs. of Departure.

Note:

BSTDC reserves the right to cancel the reservation anytime without prior notification.

The cancellation and refund is only valid if a user makes a payment online for booking a taxi.

The refund amount will be sent to the user's bank account within 15-20 working days.

Transaction charges will not be refunded in any circumstances.