Booking, Payment, Cancellation & Refund Policy

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Professional review and launch requirements remain open. This document is not legally approved or effective for paid rentals. Real payments, refunds and payouts are unavailable.

1. Current status and statutory rights

Real payment capture, refunds, payouts, wallet credit and settlement are unavailable. The following commercial rules describe the agreed intended marketplace model, not permission to collect money today. An approved refund decision is an entitlement/financial intention, not a completed transfer.

Mandatory consumer rights take precedence. Zimbabwe's electronic-transaction cooling-off and advance-booking cancellation rules may affect these bands. Their application and any lawful exceptions require qualified review before paid activation. No checkbox waives statutory rights. Refunds required by law must follow the applicable legal deadline, not a conflicting platform target.

2. Booking period and confirmation

Minimum rental is 24 hours; maximum is 30 days, with bookings up to six months ahead. Hosts choose a supported minimum notice of 3-6 hours. A one-hour buffer applies before/after confirmed rentals. Browsing creates no hold.

Request-to-Book requires acceptance, then authorised successful payment for confirmation. Instant Book requires eligibility, availability and authorised successful payment. The request expiry is the earlier of 24 hours after creation or two hours before pickup. Use the displayed deadline as the operational record.

Payment windows are 24 hours where pickup is over 24 hours away, two hours at 6-24 hours, and one hour at 3-under 6 hours. Expiry releases relevant occupancy. These windows do not remove legal cancellation rights.

3. Prices and methods

Display daily price, rental-day calculation, total rent, selected add-ons, taxes, processing charges where applicable, deposit and potential mileage costs before commitment. Base rent is daily rate multiplied by rental days. No hidden renter service fee applies. Hosts cannot impose arbitrary fees or free-form add-ons.

Additional Driver costs US$5 per verified additional driver per booking, maximum two. Child Seat/Booster costs US$5 per seat per booking when available. Mileage is unlimited or has a disclosed daily allowance and extra-km rate. Fuel is return as found.

Future digital methods are processed through ContiPay only where actually supported. Future cash is paid to the host at handover and requires an approved commission-credit mechanism. Never send private advance payments. No live method is implied merely because a test screen displays it.

4. Renter cancellation - intended contractual bands

The free-booking grace is within 12 hours after booking where pickup was at least 36 hours away at booking creation. After that grace:

Time before pickup	Rental refund entitlement	Host compensation
More than 48 hours	100%	0%
24-48 hours, inclusive	75%	25%
Under 24 hours, before start	50%	50%
After rental starts	Normally no unused-time refund	Retained applicable rent

These are contractual starting rules subject to statutory rights and approved exceptions. Percentages do not independently settle add-ons, tax or non-recoverable provider charges; their treatment must be approved and displayed before launch. An unpaid request/payment-pending cancellation must never be described as repayment of money not received. Any liability on an unpaid cash booking requires a valid enforceable obligation and evidence; it is not automatic merely because a staff financial record exists.

5. Host cancellation and no-show

Host cancellation gives a full renter rental-refund entitlement and no host payout. Review all related charges for statutory and fair reimbursement treatment. Repeated attributable cancellation may affect reliability or hosting capability.

No-show grace is two hours after the agreed handover time. A mutually communicated revised time is not a no-show. A renter no-show without meaningful communication normally receives no refund of applicable rent, subject to law and exceptional review. Host no-show gives full rental-refund entitlement and no host payout. Attendance, communication attempts and booking facts must be evidenced; ambiguous cases go to review.

6. Exceptions and refund processing

Safety/misrepresentation, approved exceptional or genuine no-fault circumstances may justify a different outcome. Submit factual evidence through the booking dispute/support route. CarPont must give a reasoned outcome and distinguish entitlement, approval, pending settlement and actual paid status.

No provider settlement date is promised until the payment/refund service exists and its lawful timescales are approved. An approved future refund should reference the original payment and the authorised method; do not require a customer to pay a fee to unlock it. Processing-cost treatment must be lawful and disclosed.

7. Deposits and claims

Deposits are optional and disclosed before booking. Cash is held by the host, not CarPont; both parties acknowledge receipt/return. Deductions require a reason, amount and evidence, with acceptance/dispute/resolution recorded. Return undisputed funds promptly; the fixed release timeframe remains a launch decision. Digital holds are unavailable and must not be advertised as live.

Evidenced damage, fuel, mileage or renter-attributable fines may form separate claims. No arbitrary deduction, duplicate compensation or automatic late fee applies. Commission is charged only on retained rent/host compensation, not deposit or genuine reimbursements.

8. Changes and complaints

Neither side may unilaterally change confirmed terms. Extensions need recorded approval, availability and authorised additional payment; original daily rate applies and up to 24 extra hours counts as another day. Contact support where an amendment flow is unavailable.

Either party may open a booking-linked dispute. The normal response period is 48 hours; non-response is not a court admission. Platform mediation does not replace consumer regulator, court or insurer rights. Keep the policy version attached to your booking.