Community Rules, Disputes & Account Enforcement

Version 0.2 | 12 October 2026 | Owner-approved draft

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. Expected conduct

Be accurate, respectful and cooperative. Protect account and booking information. Hosts must keep availability and vehicle condition current. Renters must obey lawful agreed use and return arrangements. Honest criticism is allowed; threats, harassment and discriminatory abuse are not.

2. Prohibited activities

Do not use false identity/documents, manipulate reviews, tamper with records, sub-rent, permit unauthorised drivers, conduct illegal activity, race, drive recklessly/impaired, take a vehicle across Zimbabwe's border, misrepresent condition/ownership/insurance, or deliberately circumvent platform fees. Do not use a vehicle for excluded taxi/public-transport activities. Do not solicit advance private transfers, reveal private evidence publicly or impersonate staff.

Owners may use controlled reasonable restrictions such as smoking, pets and off-road use; arbitrary contractual penalties are not allowed. Criminal allegations must not be treated as established facts merely because a report exists.

3. Communication and reviews

Pre-confirmation messages are screened for obvious direct contact details and off-platform arrangements. Explain blocked submissions and permit a compliant message. After confirmation, necessary phone/WhatsApp details may be shared for coordination where the product supports it. Material changes still need a recorded amendment.

Only completed bookings permit ordinary reviews. Reviews must concern the genuine experience and exclude private data, abuse, spam and manipulation. Honest negative reviews must not be removed merely because a host dislikes them. Cancelled/declined/expired/no-show bookings use objective reliability or compliance records instead.

The review-submission/edit/reveal window will be displayed with the booking. The canonical 14-day rule and reported Stage 21 edit-window behaviour require implementation verification before publishing a numeric promise; this draft does not silently amend either.

4. Opening a dispute

Either participant may raise a real-booking issue involving damage, fuel, mileage, cleanliness, deposit, late return, cancellation, no-show, payment/refund or listing accuracy. Include a factual explanation and proportionate evidence. Safety incidents may follow a separate linked safety process.

Cases progress through evidence and staff review to a reasoned outcome. The other party normally has 48 hours to respond; authorised extensions or further-information requests should be recorded. Missing a platform response deadline is not an automatic legal admission or waiver of external rights.

5. Evidence and decisions

Use authentic, booking-relevant records. Do not fabricate, alter or expose another person's identity documents. Staff may ask for necessary clarification and must keep participant-visible chronology distinct from restricted internal notes. Outcomes may include no adjustment, refund entitlement, host compensation, deposit recommendation, outstanding-balance proposal or proportionate conduct action.

No financial outcome moves money until authorised provider/ledger evidence supports settlement. CarPont cannot guarantee recovery of host-held physical cash. Platform outcomes do not establish criminal guilt, court liability or insurance coverage.

6. Restrictions and fairness

Measures may include warnings, requested correction, rental/hosting restrictions, removal of Instant Book, listing pause/suspension, temporary account suspension or removal. Serious safety/fraud risk may justify immediate temporary action pending review. Minor disputes should not freeze the whole account absent broader risk.

Record the actor, reason, target, time and outcome. Give the affected person a meaningful explanation and route to respond, except where lawful investigation/security limits disclosure. Account restrictions do not erase an active rental or remove the need for safe return/support arrangements. Staff must use the least intrusive adequate measure and avoid unsupported automatic final liability decisions.

7. Reconsideration and external remedies

Request reconsideration through support with the booking/case reference and new evidence or identified error. Review should be carried out by another authorised person where practical; CarPont does not promise a second reviewer if none is staffed. A published appeal deadline remains to be approved and must not override statutory remedies.

You may approach competent consumer/data regulators, police, insurers or courts as appropriate. No mandatory private arbitration or waiver of access to justice is imposed. Emergency services should be contacted directly for immediate danger.

8. Reliability and inactivity

Track owner and renter cancellation reliability separately, excluding approved exceptional/no-fault/system-caused events. Limited history should be labelled fairly, not assigned an unsupported adverse rating. Reviews and cancellation reliability are separate signals.

Inactivity prompts may ask a host to confirm availability around 30 days; repeated ignored prompts may lead to a recorded pause only where that mechanism is implemented and notified. No unimplemented automation is promised by this policy.