

CANCELLATION POLICY

If a ride is canceled, discontinued early, or is incomplete, the User may be required to pay a cancellation fee, depending on the circumstances, as described below and as determined in the sole discretion of YayYo. Some examples include:

- i. A cancellation fee will typically be charged if:
 - (a) A User cancels a ride outside of YayYo's "Fee-Free" Cancellation Period (generally five (5) minutes from the time the ride was secured through the App;
 - (b) A User does not appear for a pick up; or
 - (c) A User enters the vehicle but does not allow the ride to begin.
- ii. A cancellation fee will typically not be charged if:
 - (a) A User complains of a safety concern;
 - (b) A Driver do not appear for pick up (regardless of the reason) within the App's estimated time of pick;
 - (c) A Driver decides not to pick up a User;
 - (d) A Driver's vehicle breaks down or is in an accident at any time before or during the ride;
 - (e) A Driver is unable to complete the ride (for any reason);
 - (f) A Driver cancels the ride after accepting it; or
 - (g) A User cancels within YayYo's Fee-Free Cancellation Period (generally five (5) minutes, which may change from time to time as YayYo may determine in its sole discretion.

Terminating or Canceling Account:

If at any time a User wants to terminate or cancel his or her user account, it is the sole responsibility of the user to do so.

In order to cancel or terminate a user account, the user must contact YayYo support by emailing support@Savy.com

1. Users have the option of terminating entire user account or deactivating as a User or Driver.
2. Termination of an account may take up to five (5) to 10 business days to take effect and does not include subscription to email or text notifications.