

## Terms & Conditions

Welcome to Urbanfleets Mobility Solutions. ("Urbanfleets", "we", "our", or "us").  
By booking or using our services, you agree to the following Terms and Conditions.  
Please read them carefully before making any reservation.

### 1. Cancellation Policy

S. No.	Cancellation Done	Percentage of Deduction on Total Rental Amount
1	Prior to 48 hours from pick-up time	0%
2	Within 24 – 48 hours from pick-up time	5%
3	Within 4 – 24 hours from pick-up time	50%
4	Within 0 – 4 hours from pick-up time	100%
5	No show	100%

In case of No-Show, no amount will be refunded to the User.

### 2. Cleanliness

The company does not allow the vehicle to be used to carry pets, goods, or any other objects that may damage or soil the interior or exterior of the vehicle.

In such cases, the User will be charged the actual cost towards repairing or cleaning of the vehicle.

### 3. Replacement Car

A replacement vehicle shall be provided within city limits only (subject to availability of a similar segment vehicle) if the rented vehicle develops a mechanical issue that prevents its use.

If such an issue occurs outside city limits, a replacement will not be provided, and the amount equivalent to the agreed rental will be charged.

The company's decision regarding replacement will be final.

### 4. Fuel

For chauffeur-driven cars, fuel is included in the selected rental package.

### 5. Cancellation or Modification

Reservations must be canceled or modified via email sent to Urbanfleets' official email ID.



**URBANFLEETS**  
Corporate Mobility. Seamlessly Delivered.

## 6. Extra Time

Extra hours will be charged over and above the basic rental package selected by the customer.

## 7. Parking & Tolls

Parking, toll charges & Interstate charges are to be borne by the customer.

In case of extra usage, charges for additional hours and/or kilometers will apply as per the agreed rates.

## 8. Other Conditions

- Night charges will be applicable as per company policy.
- GST will be levied as per government directives.
- All interstate taxes, permit fees, tolls, and parking charges are additional as per actuals.
- Urbanfleets shall not be responsible for any belongings left in the vehicle or any losses incurred due to unforeseen circumstances.
- Customers can reach our support team 24x7 at +91-8147022449 or email [reservations@urbanfleets.com](mailto:reservations@urbanfleets.com)
- Any disputes will be resolved under the Indian Arbitration and Conciliation Act.
- Additional terms may apply on a case-by-case basis.

By confirming your booking with Urbanfleets, you acknowledge that you have read, understood, and agree to these Terms and Conditions.