

## **PENALTY DETAILS**

	<b>Deductions for Vendor Partner not meeting Savaari Standards</b>	<b>Amount of penalty per Instance / Day (INR)</b>
<b>Compliance</b>	Failure to meet transport rules for Driver and Car as stated above in the "Compliance" Section	200
<b>Car</b>	Trash including used newspapers and used water bottles of previous customer or driver's not removed from back seat	200
	Bad Smell	200
	AC not working	Higher of Rs 500 or Rs 1 per km of trip km
	Lower car Category car reported (Eg. Xylo instead of Innova)	Rate adjustment + a penalty may apply of Rs1 per km
	Car broke down	Alternate car/driver + incidentals + any penalty
	Car met an accident during trip	Alternate car/driver + incidentals + any penalty
	Car doesn't have Music system, charger or Aux cable	200
	Private Number	Booking amount
<b>Driver</b>	Untidy cloths or not in uniform	200
	Chewing Pan or tobacco	200
	Rude behaviour/Not agreeing to go to the place that customer asks with limits	200
	Driving Rashly	200
	Talking on phone while driving	200
	Reporting incorrect cash collection	Twice the amount underreported or 500 whichever is more
	Asks for extra money from customer either for food or accomodation or by inflating parking/state taxes	1000
	Driver details do not match the ones provided (car # or driver # are not same)	1000
	Driver is seen smoking in the car or customer complains of smoking smell in the car	1000
	Driver is caught drinking or customer complaints that the driver is drunk	2000
	Driver is not using Driver App	100
Driver left in the middle of the trip	To be decided by Savaari based on the case	

	<b>Deductions for Vendor Partner not meeting Savaari Standards</b>	<b>Amount of penalty per Instance / Day (INR)</b>
<b>Service Quality</b>	Late reporting	200
	Driver not knowing route	200
	Driver not aware of payment condition like cash to collect or trip condition like charging g2g instead of p2p	200
	Driver overcharging	Rs.500 + overcharged amount
	Missing water bottle/ News Paper*	200
	Non usage of savaari placard	200
	Driver doesn't put the luggage in the trunk	200
	Driver doesn't greet customer with a hello or Namaste	200
	Driver doesn't open the door for the customer	200
	Cheating with Savaari customer on bills	1000
<b>Service Delivery</b>	Cheating with Savaari on bills	5000
	Post acceptance cancellation/denial/ditching of booking by either vendor or driver	
	Before 12 hrs of pick up time	1000
	Within 12 hrs of pick up time	Booking amount
	Vendor using his number as place holder for driver details	200

**All the above are indicative amounts. Depending on the damage that the above lapses can cause Savaari, the frequency of the lapse, Savaari reserves the right to levy a more apt deduction. Savaari also reserves the right to cancel the vendor's account with immediate effect accordingly.**

\* It is not applicable for now. It will be added in future and you will be informed and updated accordingly.

**SAVAARI**

*CAR RENTALS*