

Cancellation/Refund Policy

The following is the process for customers who wish to return their vehicle or cancel their reservation when booking with DidaRental.

- Changes to a reservation must be done at by emailing info@didarental.com or contacting our local phone number on our website the "Modify/Cancel" option. Any changes to the reservation may impact the rental charges. If a prepaid reservation is cancelled more than 24 hours before the pickup time, a \$50.00 USD or equivalent foreign currency used for the reservation, will be assessed a cancellation fee.
- Once payment is made, rental is activated and it is the customers right to inform Dida their pickup locations and destinations.
- Most vehicles is given with a full tank of fuel, customers need to inform Dida their destinations in order to include fuel charges in the invoice.
- **If you return the vehicle before the original return date (early return), you will not be refunded any portion of the payment.**
- Underpayments will be handled at our offices at time of rental return. Unfortunately, we can't promise that your prepaid daily vehicle rate will apply if you change vehicle types, lengthen or shorten your rental period or change your pick up location.
- Payments made online takes a week to be reflect in our company accounts and in the scenario of a refund, we will have to contact our bank to make the international transfer to our Partner company and then transfer the money to the client.
- It will take up to more or less 2 weeks for customer to get his/her refund.

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