

## Roundtrip Billing FAQs

**1. What Type of Payment do you accept?**

Roundtrip is able to accept any major debit or credit card, including pre-paid cards. If using a pre-paid card, the funds on the card must cover the hold amount that will be put on the card (*see question 2 for more information on holds*).

**2. Why is there a hold on my card?**

When you book your ride, Roundtrip collects your credit/debit card information and puts a hold on the card based on estimated charges. For Hanover members, this is \$6 for a one-way ride. A hold means your card company will set aside the money but not send Roundtrip any money until the ride is completed. You will see it as a pending charge labeled '*Ride RoundTrip, Inc.*'

**3. When is my card charged?**

Roundtrip collects the service fee after the ride is completed. You will see the pending charge (Hold) go away and the actual ride charge from '*Ride RoundTrip, Inc.*' take its place. The actual charge will usually appear 24 to 72 hours after a ride is complete. Roundtrip will send a receipt to the email address given at the time of booking.

**4. Does this mean you charge my card twice?**

No. After the ride is completed, the hold is canceled, and a regular charge is applied to your card.

**5. Why do you place holds?**

Roundtrip places holds to ensure customers have the funds for the estimated ride fare before completing a ride. Roundtrip does not collect the final service fee until the ride is completed. This ensures you don't get charged for a ride if you cancel ahead of time!

**6. What if I cancel my ride?**

If you cancel your ride *before* your driver is on their way, Roundtrip does not collect a fee. Your card company may show the pending charge for up to 7 days after the hold is initially placed before it goes away.

If you cancel the ride *after* the driver is on their way, or if you do not show up for the ride, you will be charged a \$6 service fee for each cancellation.

**7. When do I get my discount for booking online?**

After the ride is completed you will see a charge for the discounted amount. The hold will not reflect the discounted amount.

**8. Why are there several charges all at once? I only took one ride yesterday.**

Sometimes cards are charged several days after the ride takes place (i.e.: Rides taken on Friday – Sunday are not charged until Monday). You may see several charges at one time for multiple days of rides. If you have any questions, please contact Roundtrip at support@roundtriphealth.com. If you do not have access to email, you may call the Roundtrip Support Center at 877-396-8080.

**9. What do I do if I don't recognize a charge or think there's been a mistake?**

Please contact Roundtrip right away at [support@roundtriphealth.com](mailto:support@roundtriphealth.com) or you may call Roundtrip Support Center at 877-396-8080.

It's important to Roundtrip that your charges are accurate. If you think there's been a mistake, Roundtrip will investigate and provide refunds when appropriate. Roundtrip will not suspend services during a billing investigation when you contact Roundtrip directly. If you submit a fraudulent charge report to your credit or debit card company, Roundtrip is unable to provide additional rides until the issue is resolved.