

FREQUENTLY ASKED QUESTIONS: PASSENGERS

How can I book CABBZ?

CABBZ can be booked via CABBZ app on your smart phone, Call center, EMAIL, through CABBZ HUBS, Hailing on Road and via CABBZ website.

Upon successful booking you will get details of your ride along with driver's name and contact number and the ETA (Estimated Time of Arrival) of the ride.

On your mobile app you can see the exact location of your ride and the time taken for arrival at your doorstep.

What are the cancellation charges?

The passenger has the option of cancelling his/her ride within five minutes of getting confirmation of his ride details. Post which a cancellation charge of Rs. 200/- will be levied after allocation of ride and confirmation of booking.

How is the fare calculated for CABBZ?

The CABBZ fare structure is predetermined by the State Transport Authority, Transport Department; Government of Maharashtra State. The CABBZ have digital meters calibrated by concerned authorities installed in the CABBZ which display the fare reading.

The toll charges are not calculated in the CABBZ meter and are to be paid on actuals.

What are the Surcharge & Waiting charges?

CABBZ does not levy any surcharge during peak hours. The waiting charges are calibrated in the digital meter approved as per Gov. norms installed in CABBZ. The final amount payable included the waiting charges.

What are the Parking charges?

If the passenger wishes to retain the CABBZ he/she will have to bear the parking charges (if any)

Where and how do I register complaint?

The passengers can register their complaint on complaint@cabbz.in available on the mobile app and website. They can alternatively register their grievances with the call center on.

How do I retrieve my lost baggage or items?

The passengers can register their lost baggage or items on lost&found@cabbz.in available on the mobile app and website. They can alternatively register it with the call center on . Details like passenger name, contact number, email id, ride details, date and time of ride, destination from and to, description of the lost package will need to be given. On retrieving the package, the passenger will be contacted via his contact details about the same. It will be handed over to the passenger only after verification of passenger's identity.

Where and how do I register Driver related complaint?

Driver related complaints can be registered on complaint@cabbz.in available on the mobile app and website. They can alternatively register their grievances with the call center.

Details like passenger name, contact number, email id, ride details, date and time of ride, destination from and to, details of driver need to be given. The nature of the complaint

needs to describe. The complaint will be forwarded to the concerned authorities and the passenger will be updated about the action taken.

What are the Membership Schemes offered by CABBZ?

CABBZ Corporate Memberships:

CABBZ Emerald Members: Rs. 10 Lakhs Annual Membership with 10 Prepaid Cards with 20% discounts and personalized services

CABBZ Platinum Members: Rs. 5 lakhs Annual Membership with 5 Prepaid Cards with 20% discounts and personalized services

CABBZ Generic Members: Rs. 2 lakhs Annual Membership with 2 Prepaid Cards with 20% discounts and personalized services

CABBZ Individual Memberships:

CABBZ Diamond Members: Rs. 2 Lakhs Annual Membership with 2 Prepaid Cards with 20% discounts and personalized services

CABBZ GOLD Members: Rs. 1 lakhs Annual Membership with 1 Prepaid Card with 15% discounts and personalized services

CABBZ Silver Members: Rs. 50,000/- Annual Membership with 2 Prepaid Cards with 10% discounts and personalized services.

CABBZ Executive Members: Rs. 25,000/- Annual Membership with 1 Prepaid Card with 5% discounts and personalized services.

Where can I get CABBZ Membership Card?

Passengers can avail CABBZ Membership Cards by going on the website www.cabbz.in. They can alternatively go to the nearest Hub of CABBZ and procure card from there after completing the required formality. The card will be couriered to the member if booked on website OR they have the option to collect it from the nearest Hub.

What are the benefits of CABBZ Card?

Passengers using CABBZ cards will be eligible for additional discounts. The same will be loaded on their CABBZ Card. Frequent travellers will be rewarded with extra discounts and special offers and free bees from allied partners of CABBZ.

Where and how can I recharge my CABBZ Card?

The passenger can recharge his/her CABBZ Card by choosing various options of payment. The card can be recharged via mobile wallet, net banking and any other form of payment available to the card holder.

Can I gift this card?

Yes, you can gift his card to any of your family member or friend.

Can others in my family use this card?

Yes, other members of the family can use this card. The travel data and information will be updated in the primary card holder's records. You can go for add on cards which can be given to other members in the family and they too can enjoy the benefits of owning an individual card.

What are the modes of payment for using CABBZ?

Various online and offline payment options are available. Payment can be done via cash, debit, credit, CABBZ cards. Online payment options like Paytm, Google Pay and other mobile wallets are accepted. CABBZ is also equipped with POS machine for ease of operations.

What are the charges for Intra City Travel?

CABBZ offers Intra city travel within the State and neighboring States. Click on the link to go to rates and packages offered.

Where do I mail my Grievances and Suggestions?

All grievances can be mailed at customerservice@cabbz.com