

Why Do We Have a 30% Cancellation Fee?

30% of the money customers pay is spent the moment a new reservation is created.

- 10% is spent on advertising (Google or Microsoft)
- 10% is spent on wages for sales and customer service
- 10% is spent on phones, website, software, credit card processing, etc.

What Happens When Customers Get 70% or 50% Back?

- 100% of the Tip is returned to the customer
- 100% of the Fuel is returned to the customer
- 100% of the Tolls are returned to the customer