



Cancellations by passengers

If a passenger cancels when you've already started driving, you can earn a cancellation fee if:

- The passenger cancellation window has passed after you've accepted the ride **and**
- You're on track to arrive at the pickup location by the estimated arrival time

Please note Vibe Rides reserves the right to withhold, deduct, or reduce the amount of any cancellation fee payments at our discretion, including if fees are determined or believed to result from error, fraud, or a violation of the Vibe Rides **Terms of Service**.

Passenger no-shows

You'll receive a no-show fee when you follow these steps:

1. Tap to arrive at the pickup location
2. Wait for the timer to count down to 0:00
3. Attempt to contact the passenger, or respond to the passenger contacting you
4. Cancel the ride by tapping 'Passenger is no-show' and then tap 'Confirm no-show'

Note: You must be close to the passenger's pickup location when you cancel the ride to be eligible for a no-show fee.

Driver cancellations

Cancellations are a bad experience for all parties, so we recommend using discretion when cancelling rides.

Drivers can cancel a ride by tapping the arrow in the top right corner of the app during a ride and selecting either 'Cancel' or 'No-show.'

Of course, we know there are times when it's perfectly reasonable for you to cancel a ride you've already accepted, such as:

- You or a loved one has an emergency
- Passenger verbally or physically threatens your safety (if this happens, go to Safety Info for drivers and tap 'Call Me')
- You've looked for and tried contacting a passenger but still don't see them (Follow the Passenger Now Show steps)

When cancelling rides, remember that Vibe Rides community is diverse, representing different generations, ethnicities, genders, sexual orientations, and religions. We encourage open-mindedness and mutual respect. Read more about our Non-Discrimination Policy

If you cancelled a ride for safety reasons or couldn't contact a passenger (for example, if they had an incorrect or disconnected phone number), tap 'Contact Support' below to let us know.

Include the following:



- Requesting passenger's name
- Time and date of ride
- Pickup location

Vibe Rides Service	Cancellation Fee
Shared	\$5
Vibe	\$5
Vibe XL	\$5
Vibe Lux	\$10
Vibe Black	\$10

Cancellations and acceptance rate

When a passenger cancels or is marked no-show, your acceptance rate won't be affected.

If a passenger contacts you saying they don't need a ride after you've hit accept, ask them to cancel the ride on their end.

If you've arrived at a passenger's pickup location and they don't show up after you've tapped to arrive, follow the Passenger No Show policy above and your acceptance rate will not be affected.

Acceptance rate

Your acceptance rate is the percent of ride requests you accept and complete.

We use acceptance rates to determine driver eligibility for certain features and help keep passenger wait times short. You can view your acceptance rate in your Driver Dashboard

When giving Vibe rides, you have the right to accept or ignore any ride request. You're always free to decline ride requests you don't want, but declined requests will still count toward your total ride requests when we calculate your acceptance rate.

Skip to:

- How your rate is calculated
- Shared rides and your rate
- Lowered acceptance rates
- Sample acceptance rate math



How your rate is calculated

Specifically, your acceptance rate is the number of unique ride requests you've accepted and completed, either by successfully dropping off passengers or marking passengers as 'no show.' Rider cancellations are excluded from your acceptance rate.

Rides Completed + *Rides marked "No Show"* **divided by** *Total Ride requests*

As shown above, we combine your completed rides with 'no-show' rides. Then, we take that total and divide it by the **total number of ride requests** to calculate your acceptance rate.

Heads up: Acceptance rates are calculated within a rolling seven-day period. The days included in your acceptance rate reset at 5 AM local time.

Lowered acceptance rates

If a request counts down to zero before you accept it, your acceptance rate may decrease.

If you can't or don't want to accept ride requests, we recommend taking a break.

Your acceptance rate may decrease due to:

- **Missed requests:** Vibe Rides tracks when you miss requests due to technical issues like poor network connectivity, so these missed requests won't count against your acceptance rate. Read Phone and Connectivity issues below to learn how to prevent technical and connectivity issues.
 - **Heads up:** Intentionally toggling Airplane mode or force-quitting the app to avoid requests can impact your acceptance rate
- **Driver cancellations:** Requests that you cancel count against your acceptance rate.

Fix connectivity, frozen app, and website issues

Use these tips to solve the most common device connectivity, app-freezing, or website problems.

Skip to:

- Signs of poor connectivity
- Phone setting tips to improve connectivity
- How to fix frozen app
- How to fix website errors

Signs of poor connectivity

Connectivity can be challenging because each cellular network has different service areas in each city. Here are some common indications of poor connectivity:

- Trouble requesting a ride or logging into the app
- App doesn't respond when using
- Unable to accept ride requests
- Can't start or end a ride



- Text message or pop-up notification about issues with connectivity or device reaching servers

Phone setting tips to improve connectivity

Sometimes the default phone settings and the phone plan causes connectivity issues. See below for easy settings changes you can make for better connectivity to the Vibe Rides app:

For All Carriers

These steps will solve most device connectivity issues:

- **Update your phone's software and settings:** During your downtime, update your device's software and settings. This can prevent future app issues.
- **Close any unnecessary apps:** When using the Vibe Rides app, try not to have other apps on in the background (if you can). Using multiple apps at the same time can impact the data that Vibe Rides relies on.
- **Toggle airplane mode on and off:** If you're having connectivity issues or the app freezes, toggle airplane mode on for 10 seconds, then off. This will refresh your connection to your service provider's network.
- **Move locations:** You may be in an area that your carrier doesn't provide service in or an area with weak connection.
- **Restart your device:** Switching your phone off and on again essentially resets it. Resetting your phone often resolves small glitches.
 - **Heads up:** Don't do this if you're in the airport queue, as you may lose your spot in the queue.
- **Delete the Vibe Rides app and download it again:** If there are bugs in that particular app version, deleting the app and re-downloading it may resolve the issue. Additionally, turning off your phone before reinstalling the app ensures a clean start.
- **Turn Wi-Fi on, but do not connect to any network:** This can help with GPS accuracy.
 - If you're automatically connected to a network, turn your Wi-Fi off.
 - If your phone continues to automatically connect to nearby networks, change your 'Wi-Fi Calling' preferences to 'Cellular Preferred' or 'Cellular Only' to prevent signal interruptions.
- **Set background app refresh to Wi-Fi only:** Apps that run in the background may slow your phone down by using too much cellular data bandwidth. Follow these steps to make sure apps are only running in the background when you're on Wi-Fi:
 - **For iOS (Apple):**
 1. Go to 'Settings'
 2. Tap 'General'
 3. Tap 'Background App Refresh'
 4. Set to 'Wi-Fi only'
 - **For Android:**
 1. Go to 'Settings'
 2. Tap 'Data Usage'
 3. From the Mobile section, tap 'Mobile Data Usage'
 4. Select an app from below the usage graph (we recommend starting with apps that use the most data)
 5. Turn off 'Allow background data usage'



By Carrier

If you experience frequent connectivity issues, your cell provider or plan may not allow enough data access for you to use the app smoothly. Reach out to your service provider if you think you have insufficient data.

See below for carrier-specific tips to improve connectivity:

AT&T

Visit [AT&T's Troubleshoot & Resolve Tool](#), then follow these steps:

1. Select your phone manufacturer
2. Select your device
3. Under 'Service/network issues,' select 'Phone Calls'
4. Follow the troubleshooting steps to determine the best resolution for your device

T-Mobile

- Turn off Wi-Fi to make sure you're using the T-Mobile network.
- Set the device network mode to 'Auto.'
- Change Wi-Fi Calling preferences to 'Cellular Preferred' or 'Cellular Only' to prevent Wi-Fi Calling issues from interfering with the signal.
- **iOS (Apple) devices only:** Reset network settings by following these steps:
 1. Go to 'Settings'
 2. Tap 'General'
 3. Tap 'Reset'
 4. Tap 'Reset Network Settings'
 5. Verify the 'T-Mobile Carrier Settings' are up-to-date. You can do this over Wi-Fi. [See this Apple Support article for more info.](#)

Verizon

Perform a Preferred Roaming List (PRL) update by following these steps below. This update boosts your phone's roaming capability, so it stays on the Verizon network as often as possible:

1. Call *288 from your home coverage area. This is the area in which your device can receive service.
2. When prompted, select 2 to update your phone's preferred roaming list. This process may take up to 2 minutes.
3. Once completed, you'll hear a confirmation message over the phone, and a message will display on your phone's screen.

How to fix frozen app

Sometimes your app may freeze, stop working, not respond, or display another error. Try these steps in order:

1. Make sure you have the latest software and that your settings are updated (See our Vibe Rides Guidelines and iOS and Android documents)



2. Close the app and any other apps running in the background of your device
3. Toggle airplane mode on and then off once to refresh your network connection
4. Shut down your device for at least 30 seconds, then restart it
5. Uninstall and reinstall the app.

If you're unsure how to do any of the above steps, try an internet search or visit your local wireless store for personal help.

How to fix website errors

If the page you're trying to view won't load or gives you an error, try the following:

1. Reload the page
2. Clear your cache, browsing data, and cookies. Each browser is different, so try looking in settings, history, preferences, or advanced settings for this option.
3. Try viewing the same web address on a different browser (for example, Google Chrome if you're using Safari)