



How are fares calculated?

In most cities, riders are offered an upfront price, based on the estimated length of the trip. Prices may also include:

- A base rate
- Tolls and surcharges
- A booking fee
- Route based adjustments
- Applicable promotions

When you request a ride, you agree to be charged the upfront price when the trip ends. Your price may increase if you travel to a different destination, make extra stops along the route, the trip takes much longer than expected, or if your driver passed through a toll that was not factored into your upfront price. Additionally, under certain circumstances, we may adjust your trip payment after a trip--for example, a driver notifies us that he or she paid the cash rate at a toll rather than the toll pass rate (which we use as the default reimbursement rate from the rider to the driver for all tolls).

Please read our full article on www.viberides.com

If an upfront price is not honored, you will either be charged the minimum price or a price based on the measured time and distance for your trip, including any base rate, booking fee, surcharges, tolls, and other relevant factors such as a dynamic pricing charge.

You'll always get a receipt for any trip price. If your final charge is different than the upfront price you agreed to, your receipt will explain why.

POST-TRIP PRICES

Some cities do not provide upfront prices. Instead, you're charged either a minimum price or a price based on the time and distance for your trip's route, which may include a base fare, a Booking Fee, surcharges, tolls, and surge. Prices may vary by location, the vehicle option you select, and other factors.