



KEY POLICIES

This section covers the key policies which apply to all users of the platform.

HOST & GUEST RESPONSIBILITIES

Host Responsibilities

1. Perform the relevant driver checks – driver license & IDs.
2. Utilize digital checklists in the app before and after the trip.
3. Report any event within 24 hrs of the rental completion.

Guest Responsibilities

1. Hold a valid driver's license.
2. Have sufficient means to pay.
3. Report any issues truthfully to the Host and DOON at the time of the incident.

PRE-RENTAL POLICIES

1. Car Delivery Feature

a. Booking a "car with delivery" feature

To request vehicle delivery, simply choose the "Delivery" option when booking the vehicle and provide your travel dates and delivery location. Please keep in mind that Hosts have different availability windows for delivery. It's recommended to contact the Host after booking the vehicle to ensure a smooth process and avoid cancellations.

The Host or a communicated authorized representative from the Host are allowed to execute the delivery and pick up of the vehicle in a timely manner.

b. Paying for delivery

Opting for delivery during your trip booking will include a Delivery Fee in your total Trip Cost, which may vary based on the distance to the drop-off location. This fee covers both the drop-off and pickup services. For your convenience and compliance with our Terms of Service, all payments must be made through the DOON platform. Please refrain from paying hosts directly, as it is a violation of our policies and will result in denial of any resultant insurance claims.

c. What if the host is delayed in dropping or picking up the car?

If the Host fails to arrive at the designated location for the key handover at the scheduled trip start time without prior notification to the Guest, the Guest should promptly send a message to the Host via the DOON platform.

If the Host fails to respond within a reasonable time frame, it will be treated as a no-show situation. In such cases, the Guest may need to rebook the trip, and a full refund will be provided to the Guest.

2. Insurance Policy - Comprehensive & 3rd Party

DOON Insurance Policy can be found in this link below:

Our insurance provides comprehensive commercial coverage for the car up to a maximum value of three million pesos (P3,000,000.00) including protection against damage, theft, acts of nature, extended third-party bodily injury, property damage, and personal accidents.

Should you have any additional inquiries, please don't hesitate to contact us via chat or email us at customercare@doon.ph

3. Maintenance Policy

Here is a list of the requirements that a vehicle must meet to be eligible for listing on the DOON marketplace:

a. Visual Overview and Legal Registration

- i. Official Receipt & Certificate of Registration
 - ii. License plate(s)
 - iii. Notarized Deed of Sale (if Host is not registered owner of vehicle)
- b. Brake Tests
 - i. Parking brake
 - ii. Main braking system with 25% life or more
- c. Exhaust System
 - i. Undamaged exhaust system components/muffler
 - ii. No visible blue or black smoke
- d. Steering and Suspension
 - i. Steering wheel and box
 - ii. Suspension/front end
 - iii. Springs
 - iv. Shocks
 - v. Vehicle height
- e. Horn
 - i. Sound horn to test for an adequate signal
 - ii. The horn must be securely fastened to the vehicle
- f. Glazing, Glass, and Windshield Wipers
 - i. Windshield with no cracks; no chips in the line of sight
 - ii. Windshield wipers and washer in working order
 - iii. Windows with no cracks
 - iv. Tint to legal specifications
- g. Engine and Powertrain
 - i. Engine, including all subcomponents
 - ii. Cooling system
 - iii. Lubrication system
 - iv. Electrical and electronic management systems
 - v. Transmission, including clutch, torque converter, and similar components
 - vi. All fluids and lubricants
 - vii. No check engine light, warning lights, or recalls
- h. Visibility and Lighting Devices
 - i. Headlight aim
 - ii. Headlights and rear lights working, no bulbs burned out
 - iii. Hazard lights, directionals/stop/reverse lights, and license plate light(s)
 - iv. Reflectors
 - v. Rearview mirror
 - vi. Mirrors (general)
- i. Tires and Wheels
 - i. Tread depth of 5mm or greater
 - ii. 6 years old or newer
- j. Seat Belts and Airbags
 - i. No airbag warning lights or recalls
 - ii. No safety restraint system (SRS) or occupant classification system (OCS) warning lights or recalls
- k. Body, including all Seals and Panels
 - i. No hanging body panels
 - ii. No damage to the floor pan, cowl panel, or structural pillars

Please note that failure to maintain your car may result in its removal from the platform. You are responsible for all costs resulting from failing to properly maintain your car. Kindly review our vehicle misrepresentation policy and material misrepresentation policy for further details.

4. Vehicle Mis-representation Policy

Vehicle misrepresentation occurs when a Host describes or displays their vehicle as having a feature it does not possess or fails to disclose any existing issues or damages. To maintain transparency and ensure a positive experience for Guests, we require all Hosts to accurately represent their vehicle's condition and features when listing it and before each trip. Failure to comply with this policy may lead to fines and a loss of host earnings for the affected trip(s).

Please avoid the following actions or activities as they constitute vehicle misrepresentation, which includes but is not limited to:

- Not accurately photographing and disclosing pre-existing damages.
- Listing features or functionalities that are not available on the vehicle (e.g., AWD, A/C, roof rack).
- Providing a vehicle with inaccurate or expired registration or one that will expire during a trip.
- Providing a vehicle without proper documentation or insurance.

- Re-listing or re-enabling vehicle(s) that were previously removed by DOON due to safety, mechanical, claims-related, cosmetic, or other policy violations.

Any misrepresentation of a vehicle, whether through listing, advertising, photos, messaging, text, or phone, will result in a fine and any applicable fees determined by DOON. This also applies to the intentional submission of a claim for pre-existing damage, whether the damage is fully or partially pre-existing. Engaging in vehicle misrepresentation may lead to removal from the DOON marketplace.

5. Vehicle Cleanliness Policy

We hold Hosts responsible for providing Guests with a clean car. Similarly, we expect Guests to return the vehicle in the same condition or as close to cleanliness as when they received it. If a Guest finds the car unacceptably dirty upon pickup, they should not begin the trip and should promptly contact DOON customer support for assistance in resolving the matter.

In the event that a Host receives a car in a dirty condition from a Guest, they have the right to charge the Guest for Cleaning fees. This should be course through DOON and we will take the necessary steps to charge it to the Guest.

a. How to document a car's condition?

We strongly recommend both Hosts and Guests to take multiple photos of the car's interior and exterior and upload them directly to the Digital checklist in the booking section. Interior photos should cover the middle console, front seats, floor, and back seats and floor. For the exterior, take pictures of the driver side, passenger side, front, and back of the car. The more photos you capture, the better, check out our comprehensive photography guide for more information. To facilitate comparison, ensure you capture the same views of the car in both pre- and post-trip photos.

The most convenient way to capture and save these photos is by using the digital checklist check-in and checkout feature in the DOON app. The app will guide you through each photo you need to take and will timestamp the photos for you. These images will be securely stored in the booking section and can be readily accessed by our Customer Support team if needed.

b. Why are photos important?

In the event of a dispute, photos play a crucial role in determining if a Host is eligible for cleaning cost reimbursement and whether a guest should be charged a cleaning fee. Multiple, clear, and consistent view photos of the car's condition serve as verifiable proof of its state at the trip's start and end.

c. How do Hosts file for a cleaning reimbursement?

To request for a cleaning reimbursement, Hosts must submit a request through email (customercare@doon.ph) within 1 hour of the trip's end. DOON will review the photos and determine the reimbursement amount based on the cleaning level, as outlined below. If the Guest is found responsible for the car's dirty condition, we will charge them according to this policy.

d. Cleaning Fees and Fines

- i. Ineligible for Reimbursement:
 1. minimal amounts of trash;
 2. small amounts of crumbs, sand, or dirt on floor mats that can be shaken off or vacuumed out; or
 3. small marks that can be easily cleaned by hand.
- ii. Moderate Cleaning:
 1. car exterior is returned significantly dirtier than received (e.g., dirt on car body, wheels, or windows);
 2. floor mats or upholstery are returned significantly dirtier than received (e.g., requires more than a shake-out to restore to original condition);
 3. large amounts of food, dirt, or mud that cannot be shaken out and require heavy vacuuming to remove; or
 4. light stains or residue on hard surfaces (e.g., liquid spills or sticky substances).
- iii. Heavy Cleaning:
 1. major stains or residue on seat fabric or other hard-to-clean surfaces;
 2. significant amount of pet hair; or
 3. smoke scent or physical remnants of smoking, durian scent.

DURING RENTAL POLICIES

1. What is the pick up & drop off policy?

To ensure a smooth vehicle pickup and drop-off experience, follow these steps:

- a. Pickup location
 - i. Guests present a valid driver license to the host.
 - ii. Guests inspect the car to understand how it operates.
 - iii. Guests optionally take a picture of the dashboard to record mileage and fuel level (optional for Host).
 - iv. Guests take photos of the car's interior and exterior, capturing any pre-existing damage to avoid responsibility.
- b. Drop-off location
 - i. Guests take photos of the car's mileage and fuel levels.
 - ii. Guests take photos of the car's interior and exterior to document its condition.
 - iii. Tidy up the car before drop-off.
 - iv. Hosts inspect the car for any damages both inside and outside.

2. Guest Trip Cancellation Policy

We acknowledge that Hosts and Guests may encounter unexpected situations leading to a change in plans. To ensure fairness for everyone, we have established clear cancellation rules based on the type of booking (same day or future bookings) and the timing of the cancellation in relation to the scheduled trip.

Guests may cancel their trip through our mobile app, and the cancellation is effective immediately. The total amount refunded will depend on when the guest cancels the trip. See breakdown below:

If booking request is accepted more than 72 hours from Trip Start	
Guest cancellation request before 72 hours from Trip Start	Full refund minus Trip Fees
Guest cancellation request within 72 hours of Trip Start	Non-refundable
If booking request is accepted less than 72 hours from Trip Start	
Guest cancellation request within 6 hours of booking	Full refund minus Trip Fees
Guest cancellation request after 6 hours of booking	Non-refundable

a. Cancellation by DOON

In certain cases, DOON may need to cancel a trip after booking to safeguard our users against fraud or for trust and safety reasons. Should such an event occur, both Hosts and Guests will be notified accordingly. Guests will receive a full refund, and Hosts generally will not be eligible for earnings in these cases.

Please be aware that for exceptional circumstances, DOON reserves the right to permit certain cancellations without any penalty to the guest or host. These decisions are solely at the discretion of DOON and are aimed at safeguarding the interests of both guests and hosts.

3. Host Trip Cancellation Policy

We do understand that Hosts & Guests can have a change in plans due to unforeseen circumstances. In that case, we want to be fair to all parties involved. There are specific rules for cancellation depending upon the type of booking it is (same day or future bookings) and the time of cancellation. Please note that service fees are non-refundable if the booking is canceled on the same day as the scheduled start date and time of the trip.

When Hosts rent out their car through DOON and accept a booking, it's expected that the car will be available for the Guest. This ensures that Guests can trust their booking is secure and they won't be left without transportation due to sudden changes in the Host's plans.

- a. If a Host cancels a booking:
 - i. it results in a negative customer experience for the guest, rebooking is required.
 - ii. DOON may charge the Host an Inconvenience Fee to compensate the Guest and help them find alternative transport amounting to whichever is higher:
 1. the 1 day rental price of a vehicle; or

2. Three thousand pesos (P3000).
- iii. Host's account or vehicle listing may face temporary or permanent suspension based on the severity or recurrence of cancellations.

The following fees apply to bookings canceled by Hosts, including where the Hosts fails to make their car available for a booking, because he is e.g. unreachable at the time of handover. Eighty (80%) of these fees are passed on to the Guest to make up for the inconvenience.

If booking request is accepted more than 72 hours from Trip Start	
Host cancellation request within 1 hour of booking	No charge up to 1 cancellation per month. P1000 cancellation fee if beyond allowable cancellations per month.
Host cancellation request between after 1 hour of booking and 72 hours of Trip Start	P1000 cancellation fee
Host cancellation request within 72 hours but not within 24 hours of Trip Start	P2000 cancellation fee
Host cancellation request within 24 hours of Trip Start	P3000 cancellation fee
If booking request is accepted less than 72 hours from Trip Start	
Host cancellation request within 1 hour of booking	No charge up to 1 cancellation per month. P2000 cancellation fee if beyond allowable cancellations per month.
Host cancellation request after 1 hour of booking but not within 24 hours of Trip Start	P2000 cancellation fee
Host cancellation request within 24 hours of Trip Start	P3000 cancellation fee

To prevent such situations, it's crucial for Hosts to proactively communicate with Guests if the requested vehicle is unavailable and offer an alternative car to make up for any inconvenience caused. If the Host cannot provide suitable alternatives, they should reach out to DOON to arrange alternative transportation for the guest, or the guest can contact DOON for rebooking to avoid penalties or account deactivation.

b. **Cancellation by DOON**

In certain cases, DOON may need to cancel a trip after booking to safeguard our users against fraud or for trust and safety reasons. Should such an event occur, both hosts and guests will be notified accordingly. Guests will receive a full refund, and hosts generally will not be eligible for earnings in these cases.

Please be aware that for exceptional circumstances, DOON reserves the right to permit certain cancellations without any penalty to the guest or host. These decisions are solely at the discretion of DOON and are aimed at safeguarding the interests of both guests and hosts.

4. Fuel Policy

During check-out, it is the Guest's responsibility to ensure that the car's fuel tank is at its maximum full capacity during check-in. Both Hosts and Guests are required to take pictures of the fuel gauge at both check-in and check-out. If the Host notices any difference in the fuel level during check-out, they should promptly inform the Guest and work together to find a mutually agreeable solution for compensating the required fuel.

Additionally, Hosts have the option to contact DOON support and provide pictures of the fuel gauge before and after the trip. Reporting any fuel-related issues to DOON is the Host's responsibility and should be done within 1 hour after completing the booking or returning the vehicle. Claims submitted beyond this timeframe will not be considered valid.

5. Prohibited Uses Policy

Only Guests verified by DOON are allowed to book and drive a car during a DOON trip. Being a "Verified Guest" entails providing and keeping up-to-date all necessary documentation, meeting

all DOON eligibility requirements, and maintaining a good standing within the DOON marketplace.

Engaging in any Prohibited Uses with a vehicle booked through DOON will result in fines, suspension, account deactivation, and will be reported to the authorities for immediate legal action, as per Philippine Law. If the Host encourages Prohibited Uses, fines and/or suspension may also be imposed. Engaging in such activities will nullify any insurance coverage for the Host and Guest for any claims related to physical damage.

Prohibited vehicle uses and activities include:

- a. Allowing someone who is not an Approved Driver to operate a vehicle booked via DOON.
- b. Permitting the vehicle to be pushed or towed by anyone other than an authorized law enforcement or service vehicle. DOON vehicles should not be used to tow or push any object.
- c. Any form of racing, testing, competing, or any reckless disregard for safety.
- d. Use the car to carry persons or property "for hire" or to carry persons or property for compensation or a fee, including but not limited to taxi services, parcel, food, or grocery delivery services if the car is not PHV-enabled. However, you may use the car for business purposes such as attending meetings and carrying associated materials.
- e. Unless a trip has been booked, using vehicles without reservation or outside your trip time constitutes unauthorized use.
- f. Commission of a crime or any illegal activity or purpose.
- g. Transporting any flammable or any hazardous substances.
- h. Driving under the influence of alcohol above the legal limit.
- i. Any drug or medication under the effects of which the operation of a vehicle is prohibited.
- j. Loading the vehicle beyond its rated capacity or with more passengers than the vehicle has seat belts.
- k. Driving without a valid license or if you do not meet our Eligibility Requirements.
- l. Making any alterations, additions or improvements to the vehicle.
- m. Transporting animals without the Host's explicit consent.
- n. Smoking in the car.
- o. Fueling the vehicle with the incorrect fuel.
- p. Leaving the vehicle unattended while it is running or with the keys in the vehicle.

DOON will charge a P3000 Admin fee to the Guest per prohibited use violation in addition to the fine for violation depending on the nature of the same. The fine shall be determined by appropriate authorities or DOON at its discretion.

POST RENTAL POLICIES

1. Wear & Tear Policy

Normal "wear and tear" resulting from regular vehicle usage is an inherent aspect of car sharing or usage. The host is not protected against the natural interior wear and tear, which is considered standard and expected.

Guests are not held responsible for wear and tear or mechanical failure that arises from the usual use of the car.

However, guests bear full responsibility for, and DOON does not offer protection to guests for:

- i. any damage related to "misuse" or Prohibited Uses of the vehicle
- ii. significant damage to the interior of the car, such as gouges, tears, and punctures
- iii. any mechanical damage resulting from a guest's negligence, intentional acts, or improper driving (e.g., clutch damage from rough driving, suspension damage from speeding over speed bumps or hitting curbs, etc.)

2. Material misrepresentation Policy

Material misrepresentation refers to the submission of false or misleading information by a host to seek coverage for damages, smoking, cleaning claims, or reimbursement for incidental requests that would have otherwise been excluded under our Terms of Service.

Engaging in material misrepresentation will lead to denial of your request or claim, potential fines to address damages to the company's reputation, and the possibility of removal of you or your vehicle from the DOON marketplace, or account deactivation.

Avoid the following:

Here are some examples of material misrepresentation (note that this list is not exhaustive):

- a. Making damage claims for pre-existing damage.
- b. Manipulating damages to exceed our wear & tear limitations or doctoring photos to exaggerate the extent of the damage.
- c. Submitting falsified, inaccurate, fake, or staged photographs, documentation, estimates, receipts, or invoices.
- d. Altering invoices, receipts, or documentation for damage claims or reimbursement requests.
- e. Using recycled or reused invoices, documentation, or photographs for reimbursement or incidental requests.

Any falsification or alteration of documents to present false evidence will result in a fine and any applicable fees, as determined by DOON. It may also lead to removal from the DOON marketplace or account deactivation. This includes intentionally submitting a claim for pre-existing damage, whether the claimed damage is fully or partially pre-existing.

3. Late Return Policy

Hosts rely on guests to return the car at the originally scheduled time, as any delay can cause significant inconvenience and stress for the host and future guests.

To offer flexibility, DOON provides a grace period of 1 hour after returning time to all guests. For e.g. if the car was supposed to be dropped off at 6pm and for some unavoidable reason they are not able to return it by 6pm, they will not be charged any late return fee till 7:00pm. Beyond the grace period, a Late Return fee of one thousand pesos (P1000) per hour will be charged. Eighty percent (80%) of the late return fee will be paid out to the host.

In the event of very substantial lateness, additional fines may be assessed at sole discretion of DOON. In case it is unclear when the guest will return the car, DOON could decide to pick up the car and return the car to the Host. A minimum of seven thousand five hundred pesos (P7500) Repossession fee will be charged. This amount can vary depending on the location of the vehicle.

To avoid penalties, guests should contact the Host in advance if they need an extension, especially if another guest expects to pick up the vehicle afterward. Hosts may allow an extension with additional payment based on hours required or a minimum of 24 hours, treated as a new booking, subject to Host approval.

- a. If a Host wishes to assess a late fee, they must contact DOON within 24 hours of the scheduled end of the trip, providing the Guest's name and the return time. Guests disputing the timing should provide evidence of the actual return time.
- b. Proof of late returns will be determined solely by DOON based on platform pick-up and drop-off times.
- c. If the vehicle is not returned 4 hours after the scheduled return time without proper communication to the Host, Guests will be charged the price set in the marketplace.
- d. If the vehicle is not returned 8 hours after the scheduled return time without proper communication to the Host, it will be reported to the authorities as a theft case.

4. Mileage Policy

Hosts have the discretion to determine whether a car allows unlimited mileage within an agreed travel destination. To provide clarity to Guests, Hosts should set this information in the rules per vehicle listing, enabling guests to determine if unlimited mileage is possible.

Interisland Travel, where the car is carried on a ship to visit a specific island, is strictly prohibited under the terms and conditions. Unauthorized inter island trips may result in penalties, including additional mileage charges, interisland travel fees, and other relevant costs incurred during the unauthorized journey.

To prevent misunderstandings, Guests should accurately communicate their travel plans to the Host after the booking process, ensuring compliance with the designated travel destination.

Furthermore, Guests are reminded to adhere to all local laws and regulations, including speed limits and traffic rules, throughout their rental period.

By adhering to this mileage policy, guests can enjoy the convenience of unlimited mileage within the agreed travel destination while also respecting the restrictions on interisland travel to uphold the integrity of the rental terms.

5. Traffic Fines Policy

- a. Guests are responsible for any traffic tickets incurred during their trip.

- b. If you inform us in advance that you will handle the ticket, no extra fees will be charged. However, if the ticket is received from the host, the credit card used for the trip will be immediately charged for the ticket amount. In such cases, an administration fee may also apply.
- c. If you receive a ticket for a moving violation that will add points to the host's license, the host may contact us to transfer liability for the ticket to you. If this occurs, we will inform you and provide the necessary information to the ticketing agency for the transfer. If the ticket requires notarization, we may need to share some personal information with your host so they can complete the notarization and transfer process. Rest assured, we will notify you in such situations. However, outside of this specific circumstance, we will not share any of your personal information with the host.

6. Grievance Policy

DOON is committed to providing the highest quality service to its members. If you have a grievance or complaint, we encourage you to contact us so that we can work to resolve the issue as quickly and effectively as possible. If you have a complaint, please email customercare@doon.ph

- a. DOON will give its users 3 hours after trip completion to file a complaint. If no complaints are received within the 3 hour time frame, we will consider the trip completed and shall be deemed as without any issue or grievance from either parties.
- b. Your written complaint should include a detailed description of the issue, as well as any relevant supporting documentation (photos, timelines, etc.).
- c. DOON will review your complaint and provide a response within 30 days.