

First, we want to thank you for being such a valued member of our Onward team. Your hard work and dedication as a Companion Driver is pivotal to delivering on our mission of serving a community in need of better transportation options.

We also wanted to inform you of an important update to our cancellation fee policy that will be effective January 1, 2024. Historically, our cancellation policy grants drivers a fee for rides that are canceled within 24 hours of the scheduled start time; however, after hearing from our riders and customers about needing more flexibility to adjust rides, we have decided to adjust our cancellation policy.

Starting January 1, 2024, drivers will start receiving the cancellation fee for rides that are canceled within 2 hours of the scheduled start time. Our hope is that this will support rider flexibility without inconveniencing drivers to a great extent.

We're more than happy to answer any questions you may have, and thank you again for your continued commitment to Onward!

Thank you,
The Onward Team