

# Grab penalizes users if the driver waits more than 5 minutes

From October 10, Grab will apply a 'waiting for more than 5 minutes' fee to limit booking but not leaving or waiting too long.

From October 10, Grab will apply the 'waiting for more than 5 minutes' fee to limit the reservation but do not go or the waiting time is too long (more than 5 minutes) to help drivers be assured to operate. and bring quick trips.

If users are not present or present more than 5 minutes late at the pick-up point from the driver's arrival to the pick-up point, causing the driver to cancel the trip and fail to make the ride, Grab will penalize the user. Grab fine bracket is applied as follows:

1. Each ride GrabCar, GrabCar Plus, GrabCar 7 and JustGrab: VND 10,000.
2. Each ride GrabBike and GrabBike Premium: VND 3,000.



The Grab app will show you the latest time the user needs to be at the pick up location.

This penalty will be immediately deducted from the user's account if they use the payment method of Moca e-wallet or payment card link.

For users using cash, the fine will be added to the next Grab pickaxe that the user makes.

If users do not pay this fee, Grab will proceed to temporarily disable the car reservation feature on their Grab account. In the meantime, to resolve the outstanding charges, users will have to contact Grab's Help Center.



Grab added that users will not be penalized in the event that users and drivers actively agree to wait longer than 5 minutes and do not cancel the ride.

However, Grab does not offer specific solutions when users are penalized when the driver does not show up at the pick-up location. In this case, the company only requires the user to contact customer service staff.

1. Chinese students wear a concentration meter to help parents and teachers know when they are not focused
2. The solution to install Google apps into Huawei Mate 30 has been blocked

You finished reading the article "**Grab penalizes users if the driver waits more than 5 minutes**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.