

KNOWLEDGE DOCUMENT

Cancel a trip

v1.0 | 26-3-2021

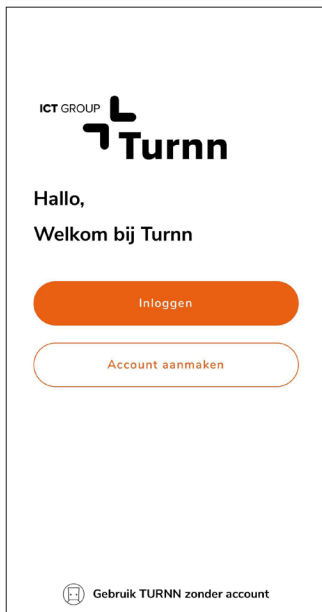
Section overview

1. Registration / Register
2. App usage
3. Trip planning
4. Booking
5. Payment methods
6. Transport services
- 7. Other**

How do I cancel a trip?

This document explains how to cancel a trip.

Log in to the TURNN Maas Suite app (Figure 1)



Figuur 1: Turnn Maas Suite app

Open your saved trip (Figure 2).

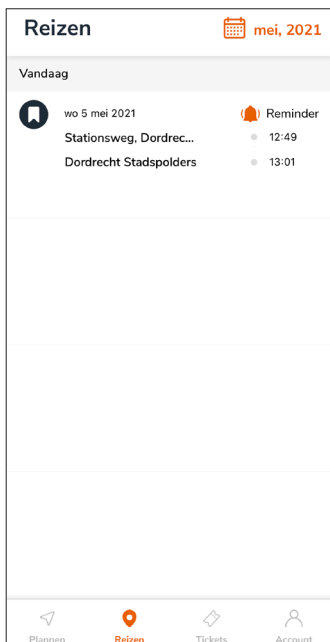


Figure 2: saved trip(s)

Click on the 3 dots at the top. Choose cancel your trip. Confirm the cancellation (figure 3).

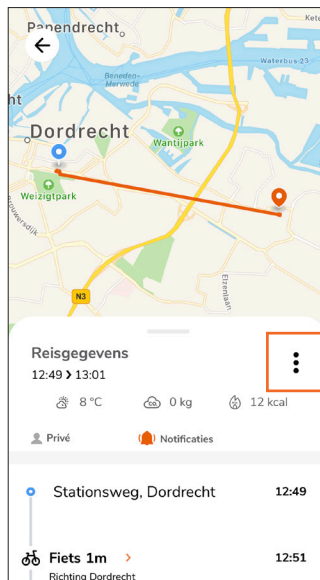


Figure 3: Cancelling trip

The cancellation will be processed. You will receive a final confirmation of your cancellation by e-mail.