

Dear Customer,

Thank you for contacting Ola.

We have successfully refunded the amount to you in the form of a coupon code, and an SMS with the details has been sent to your registered mobile number.

Please follow the steps below to apply your coupon code:

When you tap on "Enter Destination" to make a booking, you will see a "Coupon" option at the bottom of the screen.

Select the coupon and click "Apply."

If the coupon is not visible, you can enter it manually and tap "Apply."

The coupon will then be automatically applied to your ride.

This coupon is multi-redeemable, and you can continue to use it until the full amount is exhausted.

Please note:

If you use only part of the voucher amount for a ride, a new coupon will be automatically generated for the remaining balance.

For example, if you have received a coupon worth ₹200 and you use ₹125 for a ride, a new coupon for ₹75 will be automatically generated and can be found in the Coupons section. You can use this new coupon for your future rides by applying it manually.

We truly appreciate your cooperation and understanding.

We look forward to serving you on your upcoming rides with Ola.

Warm regards,
Ola Support Team