

LaBasam Help Centre & FAQs

Beyond Mobility — Towards Empowerment & Impact

Welcome to LaBasam!

LaBasam is Nepal's innovative ride-sharing platform connecting Riders and verified Driver-Partners for safe, reliable, insured, and inclusive transportation. With features like Pink Mode, Fare Bidding, Student Incentives, Monthly Giveaways, and Hero Driver Recognition, LaBasam is built to empower communities and create meaningful mobility.

1. About LaBasam

What is LaBasam?

LaBasam is a Nepal-based ride-sharing platform designed to make transportation safer, smarter, and more inclusive. Our mission is to empower communities while delivering dependable, insured rides.

What does "LaBasam" mean?

"LaBasam" means **"let's sit down"** — symbolizing respect, connection, and shared journeys.

Where is LaBasam available?

Currently available in **Kathmandu Valley** with upcoming expansion across Nepal. You can check **Available Cities** directly in the app.

2. Getting Started

How do I request a ride?

1. Open the LaBasam app
2. Set your pickup location
3. Enter destination

4. Choose Bike or Car
5. Confirm and get matched with a Driver

Can I schedule rides?

Yes — schedule up to **24 hours** in advance using **Ride Later**.

Can I travel outside Kathmandu?

Yes. Long-distance trips depend on Driver acceptance. Fares are shown upfront.

3. Fares, Payments & Wallet

How are fares calculated?

Fares include:

- Base fare
- Distance
- Time
- Transportation type
- Insurance coverage

What is Fare Bidding?

Riders propose a fare → Driver accepts/counters → Ride confirmed once both agree.

Payment Methods

- Cash
- QR-based digital wallets
- LaBasam Wallet

How does the LaBasam Wallet work?

- Top up using supported wallets
- Refunds or adjustments appear automatically
- Ride credits are applied first
- Wallet balance is non-transferable

Are there fixed fares?

Yes — for routes like airport transfers and popular intercity points.

Promo Codes (If Activated)

- Enter promo code before confirming the ride
- Discounts apply instantly
- Each promo has usage rules and expiry

4. Rider Safety & Features

Is LaBasam safe?

Safety-first features include:

- Verified Drivers
- Real-time GPS
- Emergency SOS
- Ride Sharing link
- 24/7 support

What is Pink Mode?

A feature enabling **female Riders** to choose **female Drivers** for added comfort and security.

Lost Item Handling

Go to **Help** → **Lost Item** and submit details. Support will contact your Driver.

Ride Cancellations

You are notified instantly if a Driver cancels. You can rebook immediately.

Issues During Ride

Use **in-app support**, email, or call for immediate assistance.

5. Cancellation, Refunds & No-Show Policy

Rider Cancellation

- Free cancellation before a Driver is assigned
- Cancellation fees may apply if a Driver is already en route

Driver Cancellation

- Drivers are discouraged from cancelling repeatedly
- High cancellation rates affect Driver ratings and incentives

Refund Policy

Refundable when:

- Payment fails but is charged
- Fare mismatch due to system errors
- Trip did not start but payment was processed

Refunds return to wallet or original payment method depending on the case.

No-Show Rules

If a Rider doesn't show up after repeated Driver attempts, a no-show fee may apply.

6. Driver-Partner Information

How to register as a Driver?

1. Install LaBasam Driver App
2. Submit details + documents
3. Verification (up to 24 hours)
4. Start accepting rides

Required Documents

- Valid License
- Bluebook / vehicle registration

- Third-party insurance
- Passport-size photo

Driver Earnings

Earnings = Trip fare – LaBasam commission
Withdrawable via supported wallets.

Commission & Bonuses

- Transparent commission structure
- Increased earnings during peak hours
- Bonus for high acceptance & low cancellation
- Weekly earning summaries provided

Part-time Driving

Yes — Drivers choose when to go online.

Maximizing Earnings

- Maintain 5-star ratings
- Accept more rides
- Use Spot Booking
- Participate in Hero Program
- Join monthly challenges & giveaways

7. Rewards & Incentives

Monthly Giveaway

Each completed trip = 1 entry. Winners receive:

- Cash rewards
- Ride credits
- Smartphones
- Seasonal gifts

Student Incentive Program

Student Drivers completing minimum weekly rides receive benefits such as:

- 100% fare payout on Saturdays
- Bonus trips
- Zero commission days

LaBasam Hero Program

Rewards top-performing Drivers monthly based on:

- Ratings & punctuality
 - Professionalism
 - Trip completion rates
 - Safety practices
- Hero Drivers receive badges, bonuses, and recognition.

8. Insurance & Coverage

Are rides insured?

Yes — every trip includes:

- Rider medical coverage
- Driver coverage
- Third-party liability

How to file an insurance claim?

Go to **Help → Insurance Support**.

Provide trip details, photos (if any), and a brief description.

9. App Troubleshooting

Common Issues & Fixes

OTP not received:

- Check network
- Try alternate number
- Request resending OTP

GPS not accurate:

- Enable High Accuracy mode
- Restart app

Payment not processing:

- Check wallet balance
- Retry QR scan
- Use an alternate method

App crashing:

- Update the app
- Clear cache
- Restart your phone

10. Accessibility & Inclusive Mobility

LaBasam is committed to inclusive mobility:

- Priority support for elderly users
- Assistance rides (where available)
- Inclusive Driver training
- Upcoming plans for wheelchair-friendly vehicles

11. Privacy & Data Protection

How is my data used?

We collect essential information to operate the platform safely. LaBasam does **not** sell or share your personal data with unauthorized third parties.

What data is stored?

- Phone number
- Ride history
- Payment records
- ID verification for Drivers

All data is encrypted and securely stored.

12. Terms for Minors

- Minimum age to ride alone: **16+**
- Riders under 16 must be accompanied by an adult
- Drivers must not accept unaccompanied minors under the allowed age

13. Emergency Protocol & SOS Handling

When SOS is activated:

1. Rider/Driver location is prioritized.
2. Immediate contact attempts are made.
3. Emergency contacts will be sent SMS with location and additional detail.
4. A safety case is opened and monitored by LaBasam Support.

14. Contact LaBasam Support

-  **Email:** support@labasam.com
-  **Phone:** 01-4974980 | 9763448085 | 9763448086
-  **Website:** www.labasam.com/help
-  **In-App Support:** Available 24/7

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Let's Sit Down. Let's Move Forward Together.