The Pink City Cab

Customer Guide

Explore services, book a cab, track approval and contact us.

Updated: 27 November 2026 · thepinkcitycab.com

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Getting started

Welcome to The Pink City Cab

The Pink City Cab is a Jaipur-based taxi and tour service. We provide chauffeur-driven, air-conditioned cars for trips within Jaipur, across Rajasthan and to cities in North India — from a short airport drop to a multi-day tour.

What you can do on our website

- See our cab services, destinations and tour ideas.
- Check our vehicle types, seats and per-km rates.
- Get a fare estimate with the Fare Calculator.
- Send a booking request — **no payment is needed when you book**.
- Call, WhatsApp or email us at any time.

How booking works in one minute

Every booking is checked by a person in our Jaipur team. You send a request, we check that a suitable car and driver are free, confirm the final fare with you, and share your driver's details before the trip. Nothing is confirmed automatically.

Tip

You can read every page of this help center in English or Hindi. Use the **English / हिंदी** switch at the top of the page — you stay on the same article.

How to use this help center

- **Search:** type a word such as “cancel” or “Udaipur” in the search box.
- **Categories:** start with “Booking a cab” if you want to book now.
- **Step-by-step guides:** numbered circles on the screenshots match the numbered steps.
- **Print:** every article has a Print button.

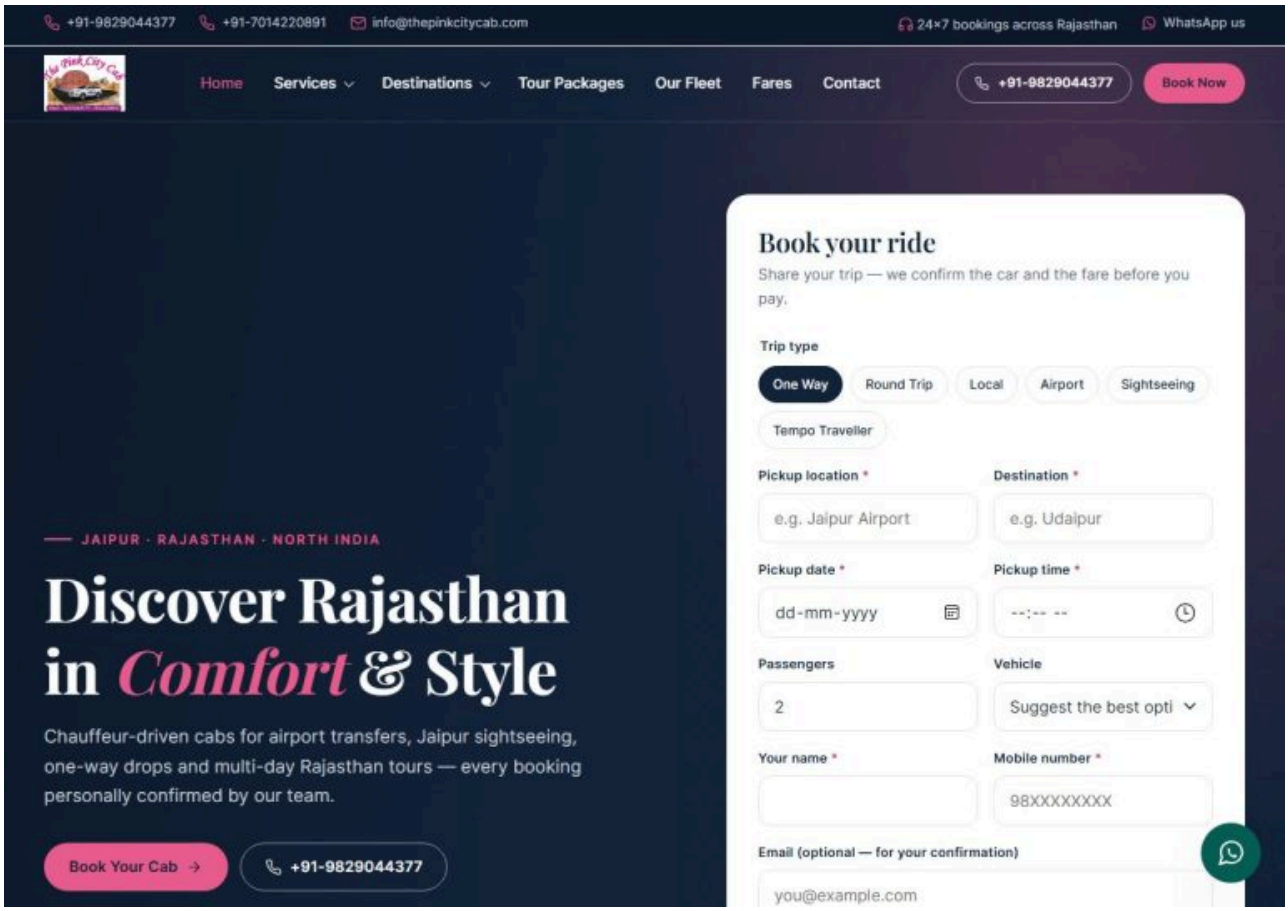
Still need help?

Our Jaipur team is available 24×7 by phone and WhatsApp.

- Call +91-9829044377
- Call +91-7014220891
- Call +91-7339801858
- WhatsApp
- Email
- Contact page

Finding your way around the homepage

On a computer



123456
The top of the homepage

1

Step 1: Main menu

Home, Services, Destinations, Tour Packages, Our Fleet, Fares and Contact. Point at Services or Destinations to open the list of pages.

2

Step 2: Call button

Calls our main booking number.

3

Step 3: Book Now

Takes you straight to the booking form.

4

Step 4: Booking form

“Book your ride” — send a booking request from here. See how to book a cab.

5

Step 5: WhatsApp button

The green round button opens a WhatsApp chat with our team. It stays at the bottom right of every page.

6

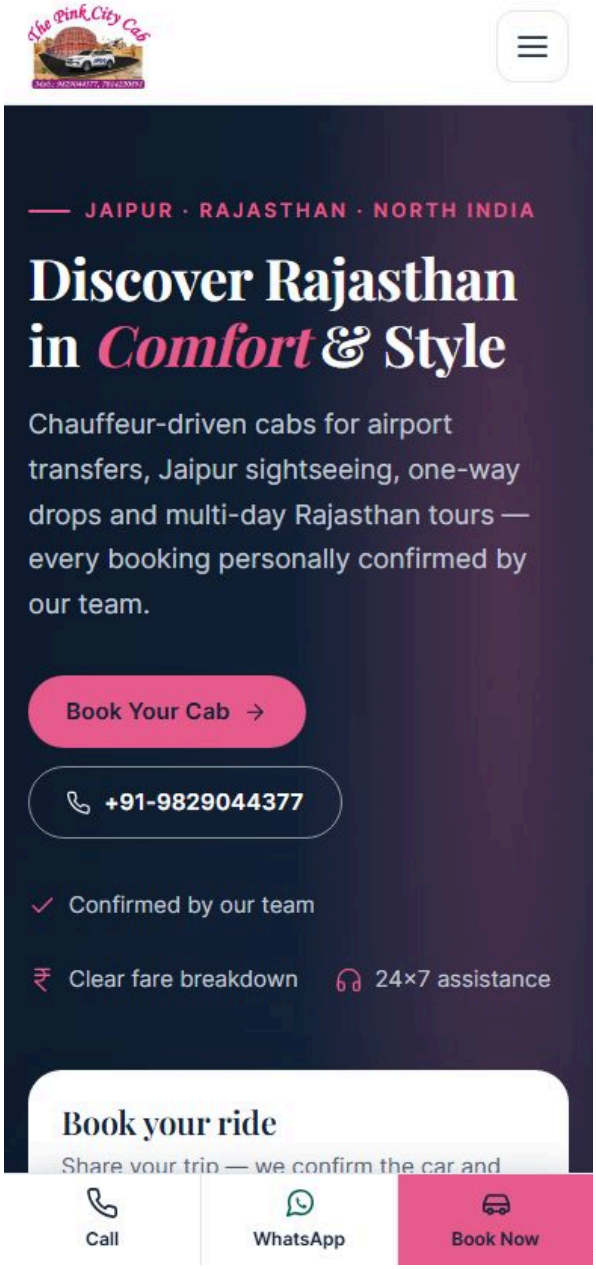
Step 6: Top bar

All our phone numbers, our email and a WhatsApp link.

Further down the homepage

Scroll down to see: our services, vehicle types with rates, why travel with us, popular destinations, how booking works, tour ideas, our fleet, frequently asked questions and contact details. The footer at the bottom has quick links, the legal pages and this Help Center.

On a phone



1234

The homepage on a phone

1

Step 1: Menu button

Tap the three lines to open the menu.

2

Step 2: Call

Calls us directly.

3

Step 3: WhatsApp

Opens a WhatsApp chat with us.

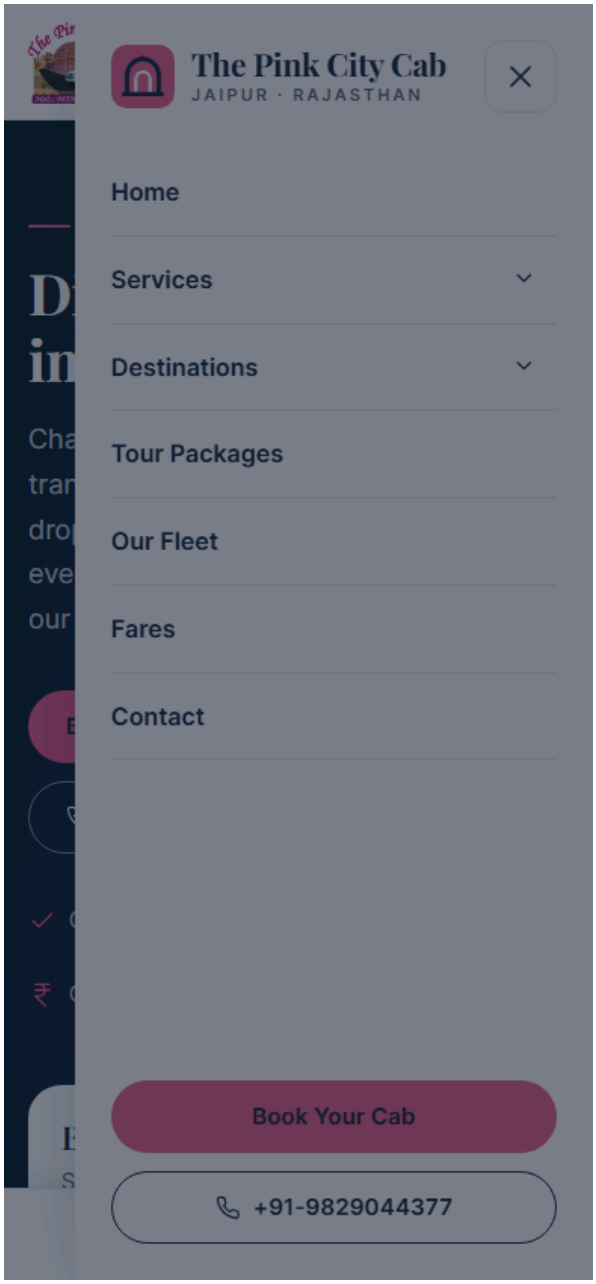
4

Step 4: Book Now

Jumps to the booking form.

What you should see

The Call, WhatsApp and Book Now bar stays at the bottom of the screen on every page, so help is always one tap away.



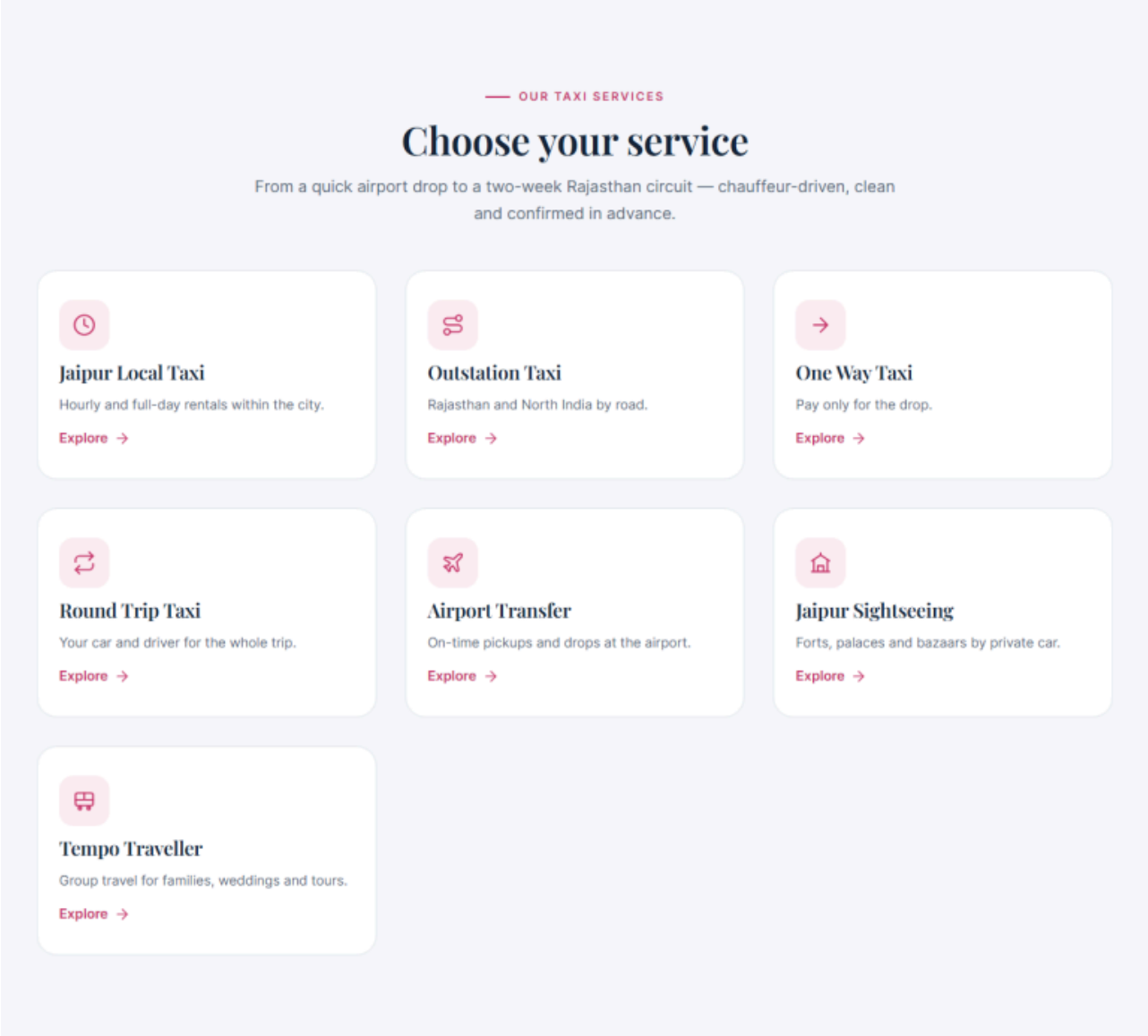
The phone menu, opened with the three-line button

In the phone menu, tap the small arrow next to **Services** or **Destinations** to see their pages. Close the menu with the × button.

Services, tours & destinations

Our cab services

All our services are chauffeur-driven. Open **Services** in the menu, or go to Taxi Services, to see them all.



The Taxi Services page: one card per service — click “Explore” for details

Service	Good for	Trip type in the booking form
Jaipur Local Taxi	Hourly and full-day rentals within the city	Local
Outstation Taxi	Trips across Rajasthan and North India by road	One Way or Round Trip
One Way Taxi	A drop to another city — pay only for the drop	One Way
Round Trip Taxi	Car and driver for the whole trip, back to your start	Round Trip
Airport Transfer	Pickups and drops at the airport, on time	Airport
Jaipur Sightseeing	Forts, palaces and bazaars by private car	Sightseeing
Tempo Traveller	Group travel for families, weddings and tours	Tempo Traveller

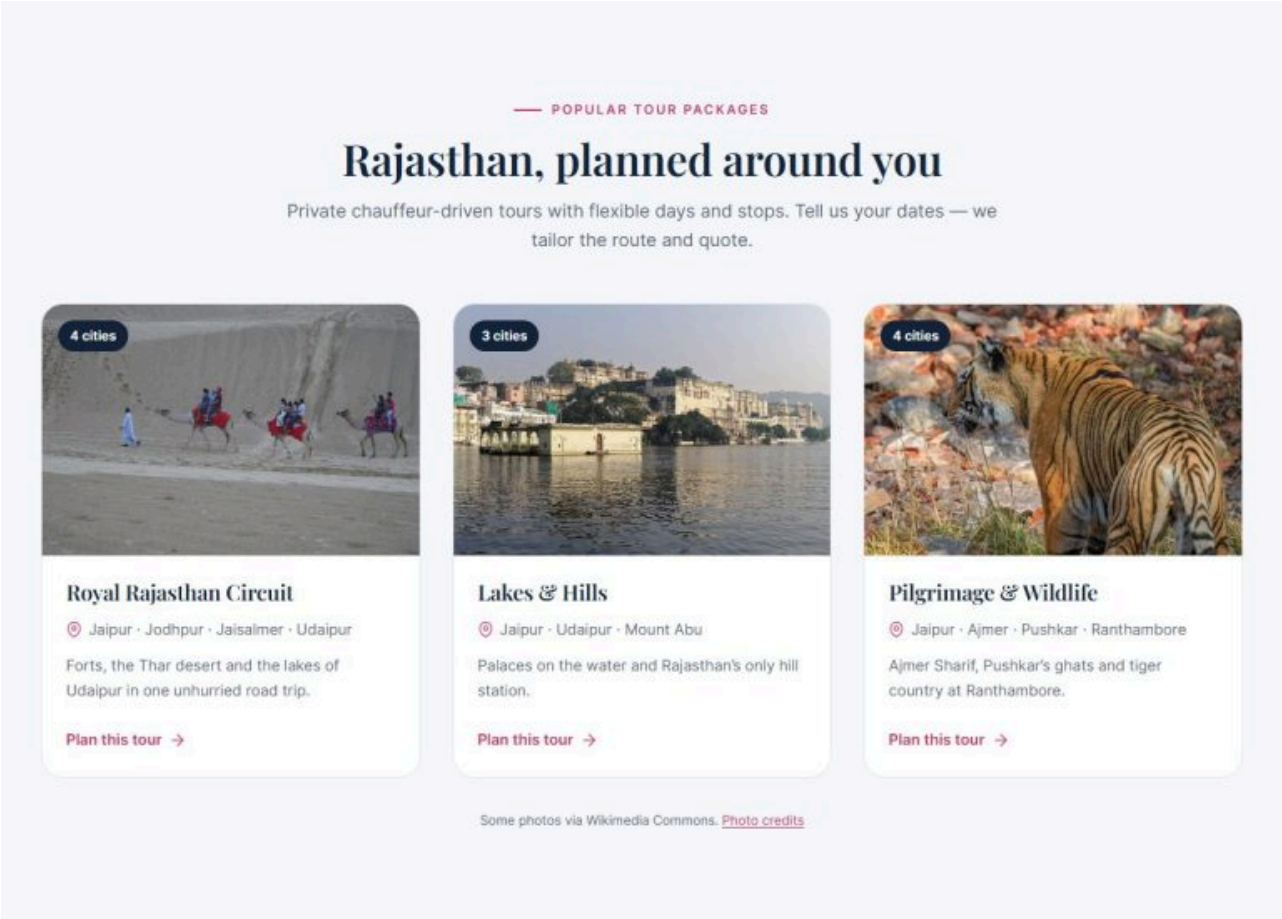
Note

For a **Local** or **Sightseeing** trip you do not enter a destination. For a **Round Trip** you also choose a return date.

Every service page has its own booking form with the right trip type already selected.

Exploring tour packages

Open **Tour Packages** in the menu, or go to Rajasthan Tour Packages. Our tours are private and chauffeur-driven, planned around your dates, interests and group size.



123
Tour ideas on the Tour Packages page

1

Step 1: Number of cities

Each tour card shows how many cities it covers.

2

Step 2: Route

The cities on the route, in order.

3

Step 3: Plan this tour

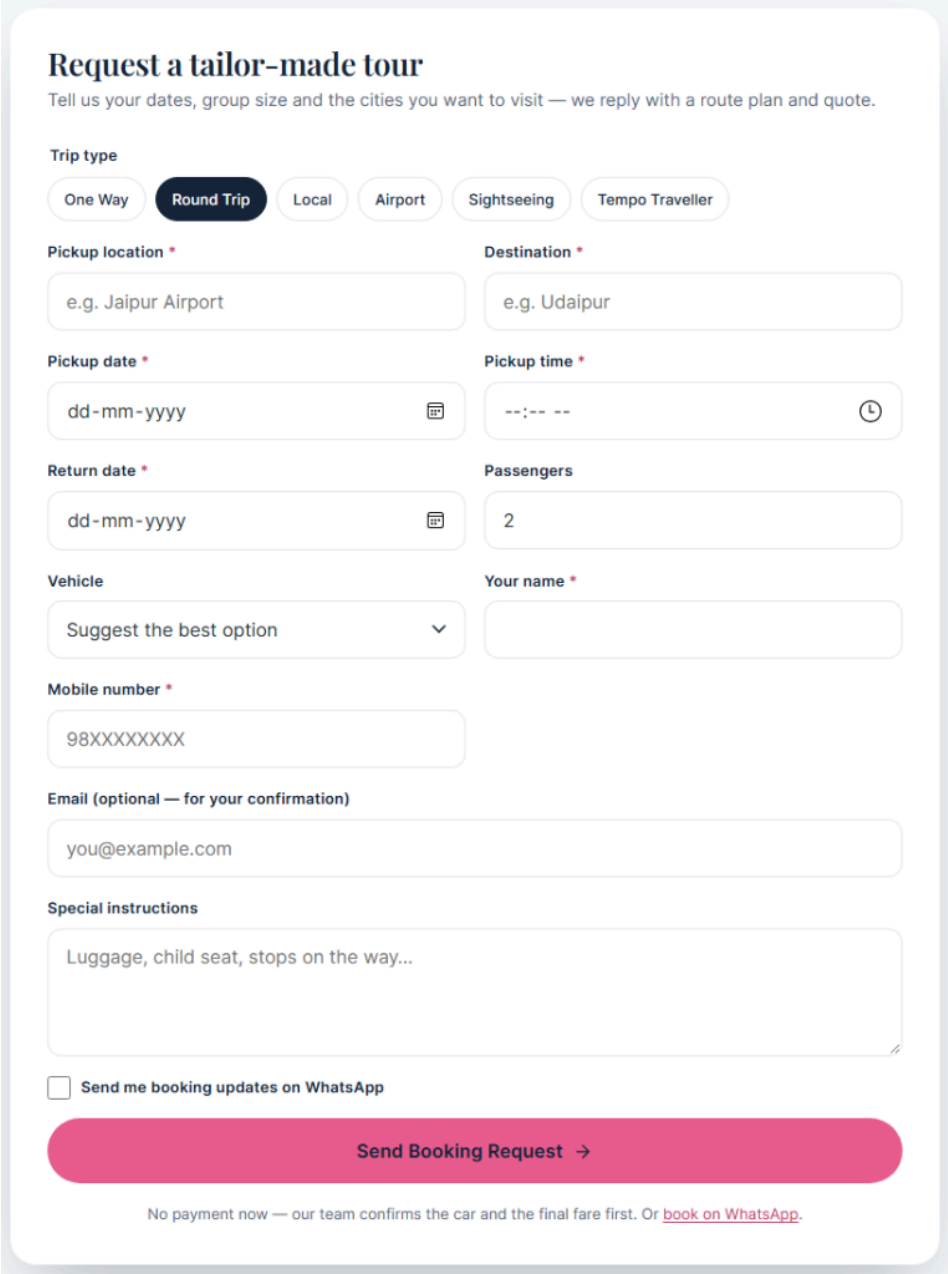
From the homepage, this brings you to the Tour Packages page. To ask for a route, use the request form at the bottom of this page (see below).

Note

The tour cards are ideas, not fixed packages: the itinerary and the price are prepared for you after you send a request. No price is shown until we quote.

Ask for a tailor-made tour

Further down the page you can also pick the places you want to see, and at the bottom there is the form **“Request a tailor-made tour”**.



The tour request form (Round Trip is already selected)

1

Step 1: Fill in your trip

Enter where you start, the main destination, your dates (pickup and return), number of passengers and your name and mobile number.

2

Step 2: Tell us the cities

Write the cities and any wishes in Special instructions, for example “Jaipur – Jodhpur – Jaisalmer – Udaipur, 7 days, hotel help needed”.

3

Step 3: Send

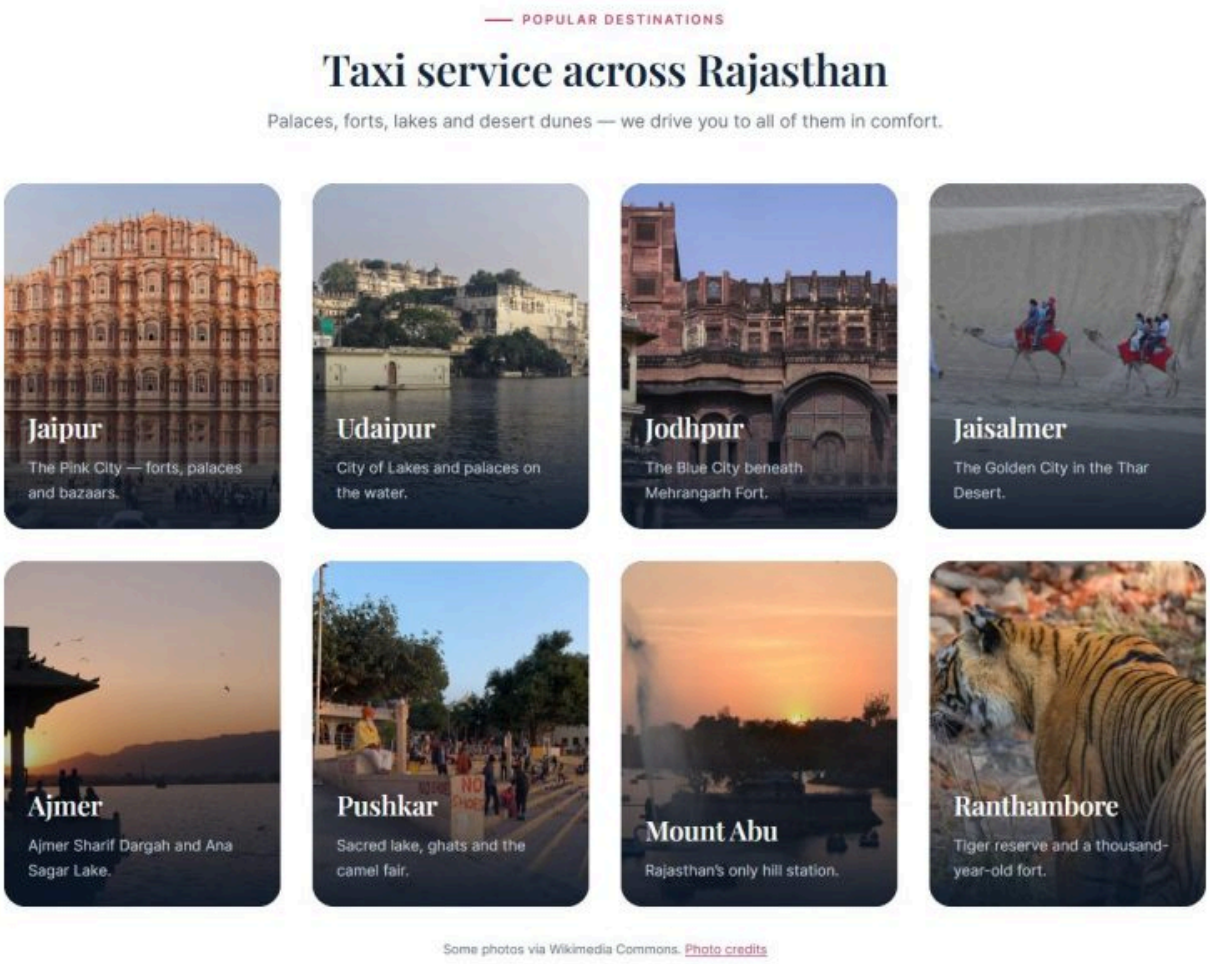
Tap Send Booking Request.

What you should see

You see your booking reference. Our team replies with a route plan and a quote. Nothing is booked until you agree — see how approval works.

Exploring destinations

Open **Destinations** in the menu to see all the places we drive to. Each destination card has a photo, a short description and a link to its page.



Destination cards: Rajasthan cities

Where we go

- **Rajasthan:** Jaipur, Udaipur, Jodhpur, Jaisalmer, Ajmer, Pushkar, Mount Abu and Ranthambore.
- **North India and beyond (from Jaipur):** Delhi, Agra, Haridwar, Dehradun, Manali, Chandigarh, Shimla, Amritsar, Ludhiana, Jim Corbett, Noida, Gurgaon, Ahmedabad, Mumbai and Mysore.

On a destination page

- What to see and practical travel information.
- A booking form with the destination already filled in.
- Vehicle types with their per-km rates.

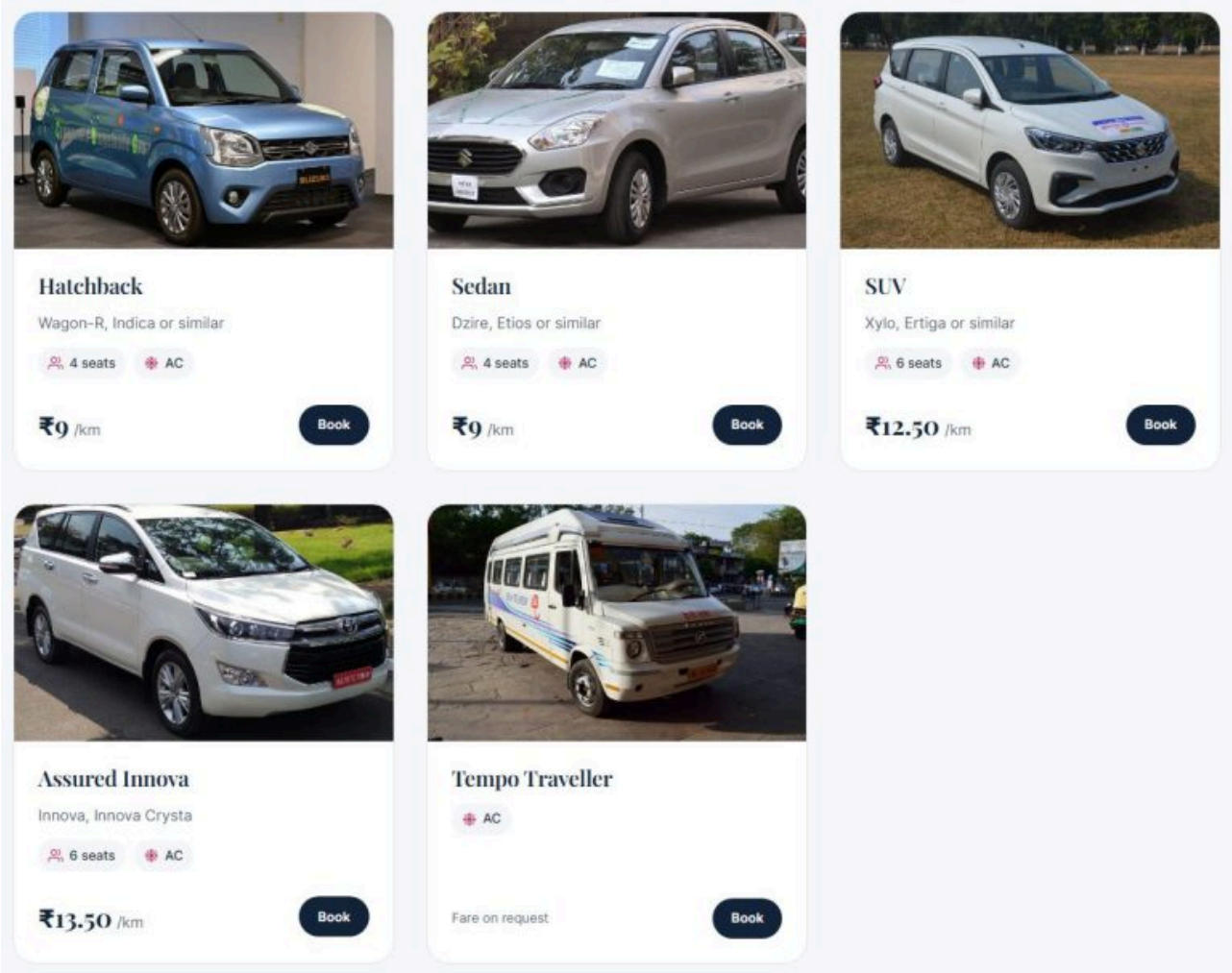
Tip

Want several cities in one trip? Send one request with the cities in “Special instructions”, or see Tour Packages.

Some destination photos are free-licence photos from Wikimedia Commons; the photographers are listed on the Photo Credits page.

Vehicle types, seats and rates

Open **Our Fleet** in the menu, or go to Our Fleet. The same vehicle cards appear on the homepage and on service and destination pages.



1234
Vehicle cards on the Our Fleet page

1

Step 1: Vehicle type and example models

For example “Sedan — Dzire, Etios or similar”. The photo shows a typical model of the type.

2

Step 2: Seats and AC

How many passengers fit, and the AC badge. All our vehicle types are air-conditioned.

3

Step 3: Rate per km

The current per-km rate. “Fare on request” means we quote this vehicle individually (for example the Tempo Traveller).

4

Step 4: Book

Opens the booking form with this vehicle selected.

Which vehicle should I choose?

Type	Seats	Good for
Hatchback	4	City trips, 1–3 people with light luggage
Sedan	4	Airport transfers and outstation trips with more boot space
SUV	6	Families with luggage
Assured Innova	6	Comfortable long trips for families and small groups
Tempo Traveller	Group	Large groups, weddings and tours — ask us for seats and fare

Note

The vehicle **type** is guaranteed; a specific model is confirmed only where stated. Per-km rates do not include driver allowance, night charges, tolls, parking and state taxes — these are shown separately in your fare breakdown.

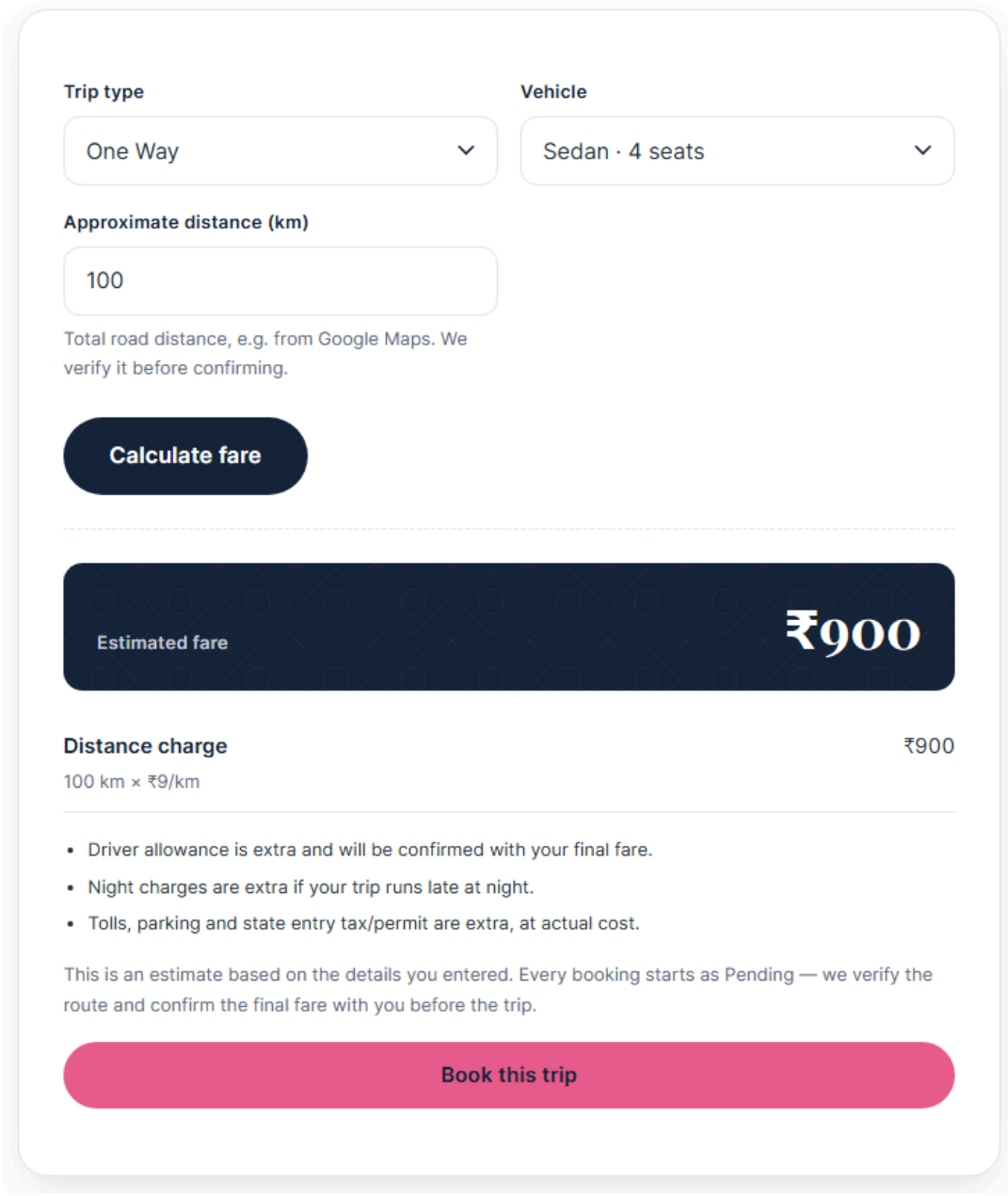
Tip

Not sure? Leave “Vehicle” on Suggest the best option in the booking form and we will choose the right car for your group and luggage.

Booking a cab

Estimating your fare

Open **Fares** in the menu, or go to the Fare Calculator.



12345

The Fare Calculator with an estimate for a Sedan, 100 km one way

1

Step 1: Trip type

Choose One Way, Round Trip, Local Rental, Airport Transfer, Jaipur Sightseeing or Tempo Traveller.

2

Step 2: Vehicle

Choose the vehicle type.

3

Step 3: Distance

For one-way and round trips, enter the approximate total road distance in km — for example from Google Maps. For a round trip you also enter the number of days. Local, airport and sightseeing trips use a package instead of distance.

4

Step 4: Calculate fare

Tap Calculate fare.

5

Step 5: Your estimate

The estimated fare, with a breakdown below it and notes about what is extra.

What you should see

You see the estimated fare and the button Book this trip, which opens the booking form with your choices.

Important

This is an **estimate**. Driver allowance, night charges, tolls, parking and state entry tax/permits are extra and confirmed with your final fare. We verify the route and distance before confirming. If no package is available yet for a local, airport or sightseeing trip, the calculator says so — just send a request and we will quote.

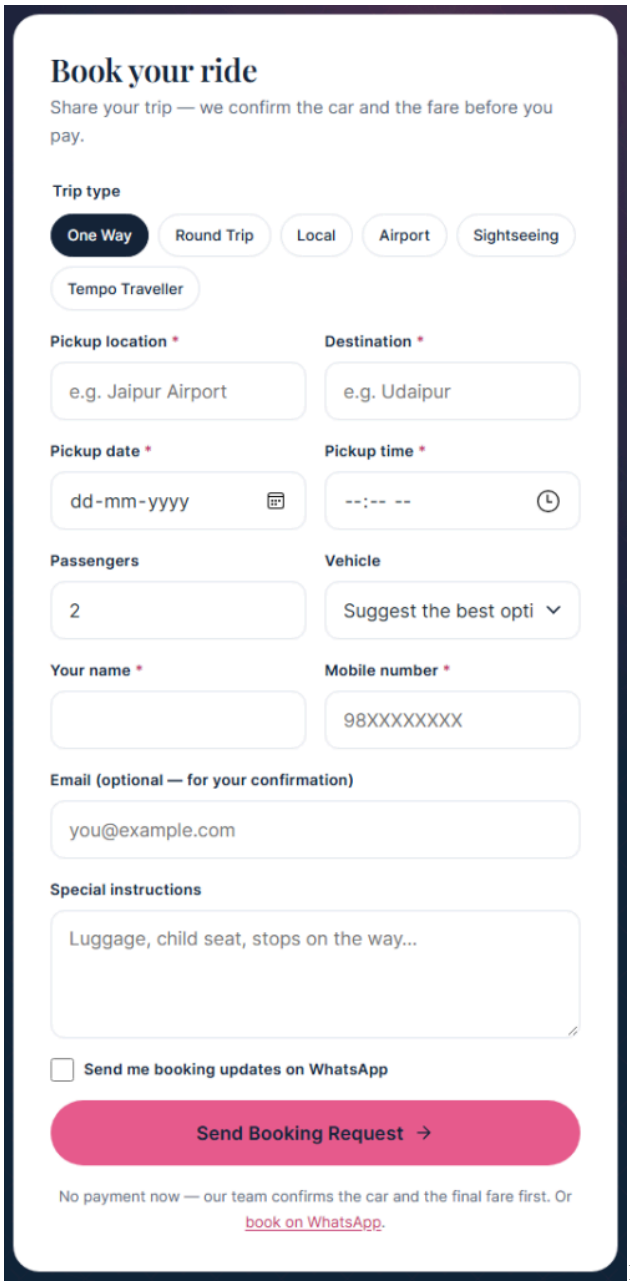
Booking a cab — step by step

The booking form **“Book your ride”** is on the homepage and on every service and destination page. Tap **Book Now** at the top (or at the bottom on a phone) to jump to it.

Tip

Sending the form is a **request**, not a payment. Our team checks availability and confirms the car and the final fare with you first.

The form, field by field



12345678910111213

The “Book your ride” form

1

Step 1: Trip type

Tap one: One Way, Round Trip, Local, Airport, Sightseeing or Tempo Traveller. The form changes to show only the fields you need.

2

Step 2: Pickup location *

Where we should pick you up — a hotel, address, the airport or the railway station.

3

Step 3: Destination *

Where you want to go. Not shown for Local and Sightseeing trips.

4

Step 4: Pickup date *

Today or a later date (up to one year ahead).

5

Step 5: Pickup time *

The time the car should be at your pickup point.

6

Step 6: Passengers

How many people will travel (1–50).

7

Step 7: Vehicle

Choose a vehicle type, or leave Suggest the best option. The form warns you if your group is too big for the vehicle.

8

Step 8: Your name *

The name of the person travelling or booking.

9

Step 9: Mobile number *

A 10-digit Indian mobile number — we call or message you on it.

10

Step 10: Email (optional)

Add it to receive your confirmation and booking link by email.

11

Step 11: Special instructions

Luggage, a child seat, stops on the way, flight number — anything we should know.

12

Step 12: WhatsApp updates

Tick Send me booking updates on WhatsApp if you would like updates on WhatsApp.

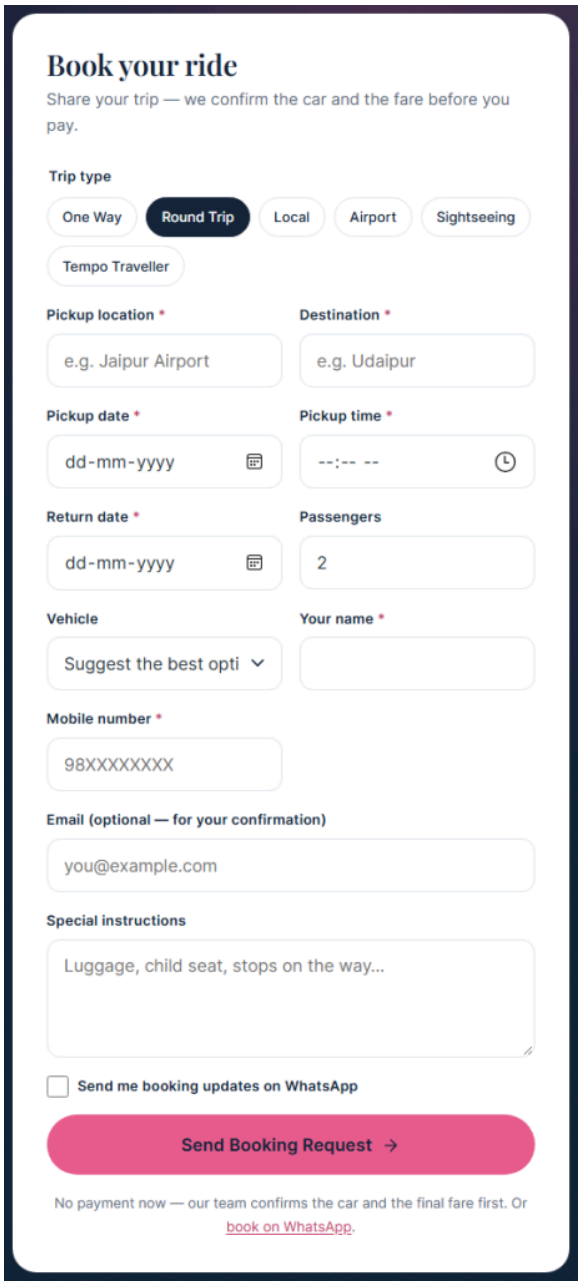
13

Step 13: Send

Tap Send Booking Request.

Fields marked * are required.

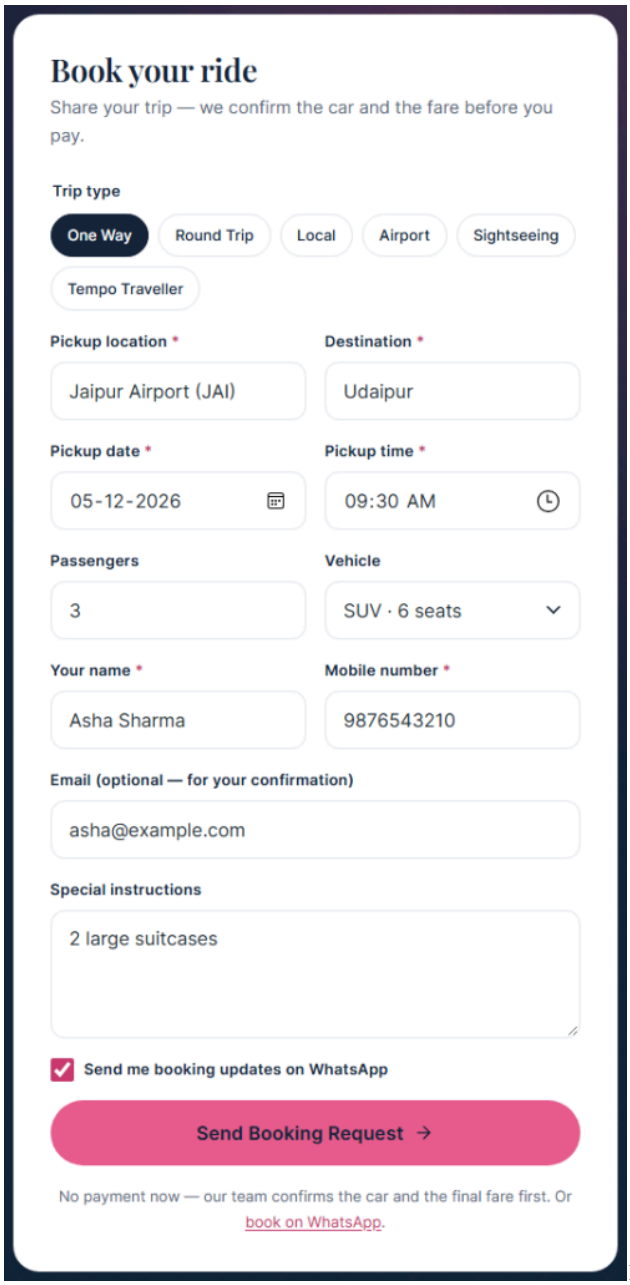
Round trip: choose your return date



With Round Trip selected, the Return date field appears

When you choose Round Trip, a **Return date** field appears. It must be on or after the pickup date.

A completed form



13
Example: one way from Jaipur Airport to Udaipur for 3 people in an SUV

What you should see

After you tap Send Booking Request, the button shows “Sending…” and then the **booking confirmation page** opens with your booking reference (for example TPC-2026-00001) and the status **Pending**. See what happens after you book.

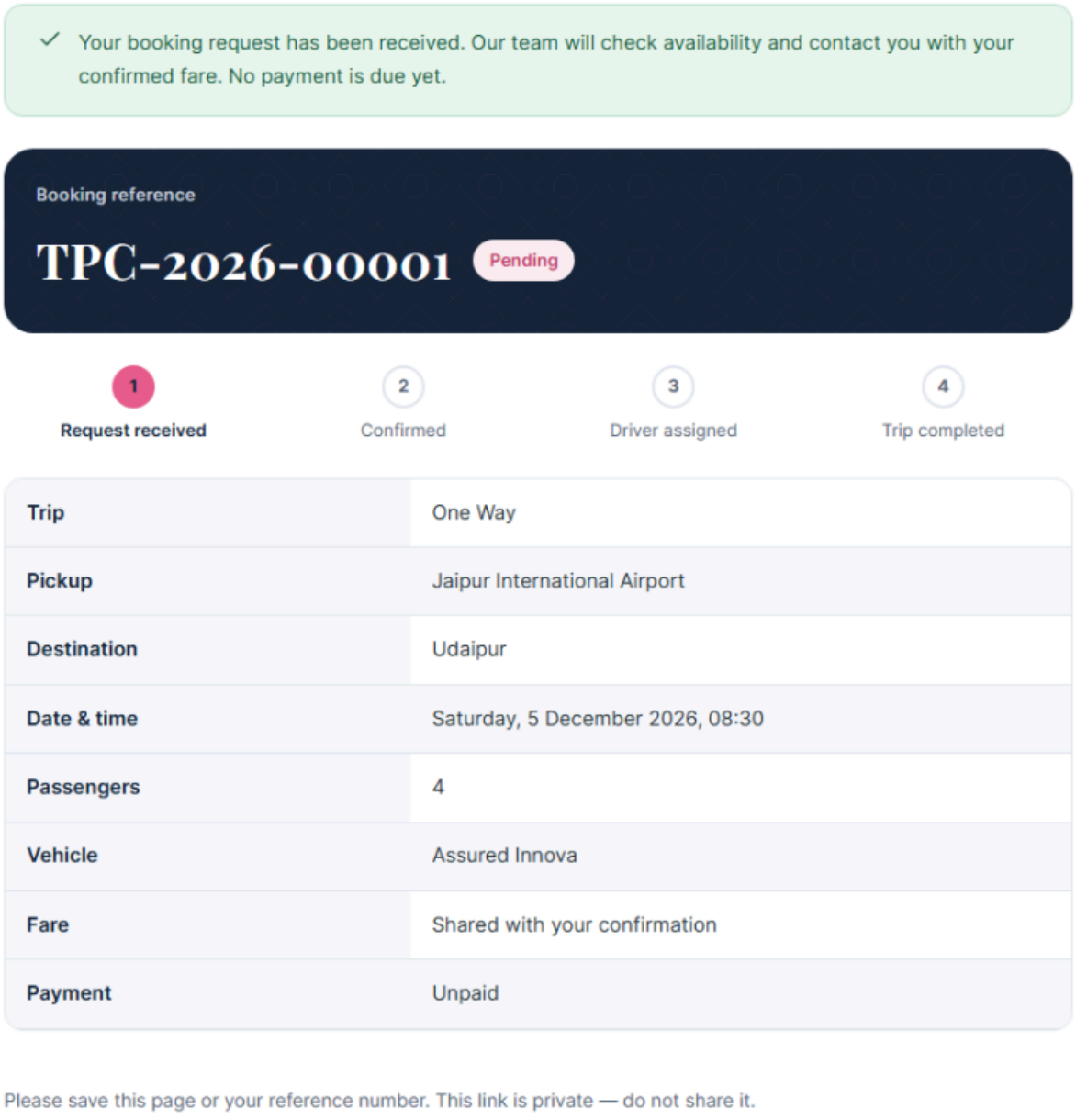
Note

Prefer to talk? You can also book by phone or WhatsApp — the link “book on WhatsApp” is right below the button.

After you book

Your booking reference and confirmation page

Right after you send a booking request, the booking confirmation page opens.



1234
Booking confirmation page of a new request (demo booking)

1

Step 1: Message

“Your booking request has been received…” — our team will check availability and contact you with your confirmed fare. No payment is due yet.

2

Step 2: Booking reference and status

Your reference number, like **TPC-2026-00001**, and the current status (here **Pending**). Please quote this number whenever you contact us.

3

Step 3: Progress

Request received → Confirmed → Driver assigned → Trip completed. The current step is highlighted.

4

Step 4: Your trip details

Trip, pickup, destination, date and time, passengers, vehicle, fare and payment. The fare shows “Shared with your confirmation” until we confirm it.

Opening the page again later

- If you gave your email, the email “booking request received” has a button **View your booking**.
- Or bookmark the page in your browser.
- The page updates as your booking moves on — for example it shows your driver's name and number and your car once they are assigned.

Important

The link is private — anyone with it can see your trip details. Please do not share it. Lost the link? Call or WhatsApp us with your reference number.

How booking approval works

Every booking starts as **Pending**. A member of our team checks it personally — nothing is confirmed automatically.

The steps

Status	What it means	What you receive
Pending	We received your request. We check a suitable car and driver are free and verify the route and distance.	Confirmation page; “request received” email if you gave one
Confirmed	Your booking is accepted with a final fare.	Message “booking confirmed” with the final fare
Driver Assigned	Your driver and car are chosen.	Message with the driver's name and mobile number and the vehicle
In Progress	Your trip has started.	—
Completed	Trip finished.	A thank-you message

On the day before your trip we also send you a **reminder**.

If we cannot accept or must cancel

- **Rejected:** if we cannot serve a request (for example no suitable car on that date), we tell you with the reason.
- **Cancelled:** a confirmed booking can be cancelled by you or, rarely, by us — you receive a message with the reason. If you paid an advance, it is refunded in full when we cancel.

Tip

Travelling soon? Call or WhatsApp us after sending the form and quote your reference number.

Messages you will receive

Which messages

- **Request received** — with your reference and the button “View your booking”.
- **Booking confirmed** — with your final fare.
- **Driver assigned** — driver's name and mobile number, and the vehicle.
- **Trip reminder** — the day before your trip.
- **Payment receipt** — when we record a payment or refund.
- **Trip completed** — a thank-you note.
- **Request rejected / booking cancelled** — with the reason.

By email

Emails are sent only if you entered your email address in the booking form. Not in your inbox? Check the Spam or Promotions folder once and mark our email as “not spam”.

By WhatsApp

If you ticked Send me booking updates on WhatsApp, you will receive these updates on WhatsApp once our official WhatsApp service is switched on. Planned Automatic WhatsApp updates Until then, our team calls you or messages you on WhatsApp directly.

Note

Whether or not you receive emails, our team always contacts you by phone or WhatsApp to confirm your booking.

Changing or cancelling a booking

Changes and cancellations are handled by our team. Not available Changing or cancelling online There is no button for this on the website yet.

How to change or cancel

1

Step 1: Find your reference

It is on your confirmation page and in our messages, for example TPC-2026-00001.

2

Step 2: Contact us

Call, WhatsApp or email us — see the contact details below.

3

Step 3: Tell us what to change

A new date or time, another pickup point, more passengers — or that you want to cancel.

What you should see

We confirm the change (and any new fare) or the cancellation by message. Your confirmation page shows the new status.

Cancellation policy in short

- We do **not** charge a cancellation fee.
- Any advance you paid is refunded to the original payment method as soon as possible.
- If we cannot provide a vehicle for a confirmed booking, we tell you as early as possible and refund any advance in full.
- If you are not at the pickup point and cannot be reached, the booking may be treated as cancelled.

Full text: Cancellation Policy.

Still need help?

Our Jaipur team is available 24×7 by phone and WhatsApp.

- Call +91-9829044377
- Call +91-7014220891
- Call +91-7339801858
- WhatsApp
- Email
- Contact page

Paying for your trip

- **No payment when you send a booking request.** Our team confirms the car and the final fare with you first.
- We tell you how and when to pay when we confirm — for example an advance and the balance, or payment at the end of the trip.
- We accept **cash**, **UPI**, **bank transfer** and **card at our office**.
- Every payment we record appears on your booking confirmation page (“Payment”), and you receive a receipt message.

Not available Online payment on the website

Paying by card or UPI directly on the website is not available yet. Never share card details, OTPs or passwords with anyone — our team will never ask for them.

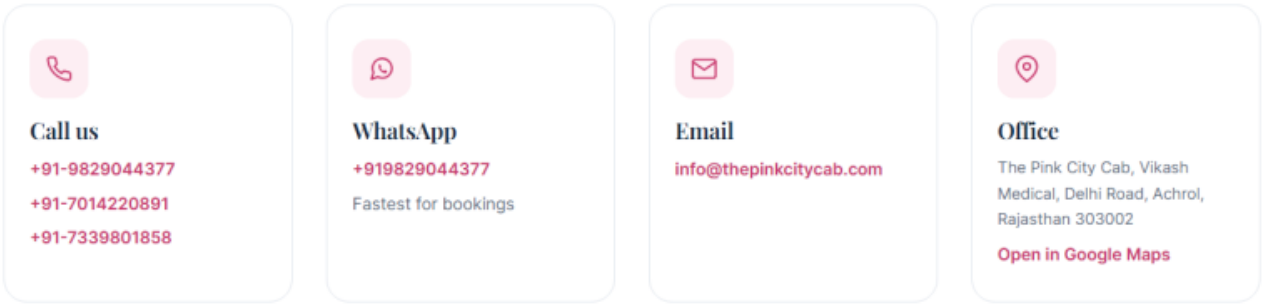
What the final fare includes

Your confirmation shows a fare breakdown. Driver allowance, night charges, tolls, parking and state entry tax/permits are listed separately, so you know exactly what you pay.

Contact & support

Contacting us: phone, WhatsApp, email and form

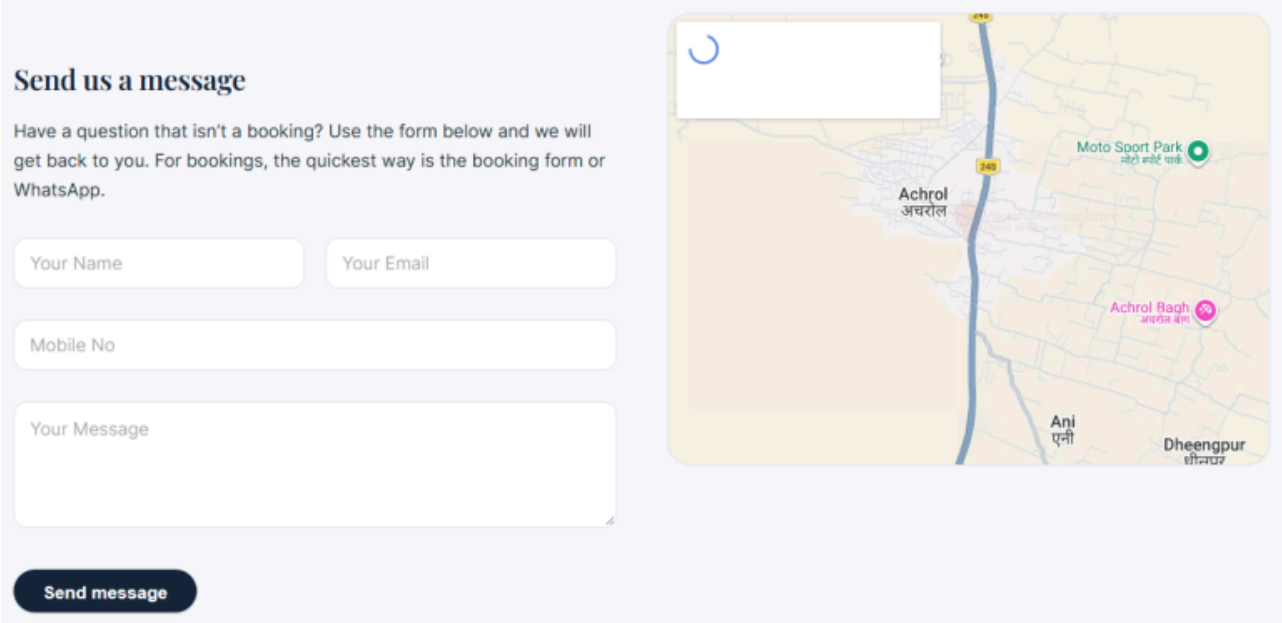
Open **Contact** in the menu, or go to the Contact Us page.



Contact cards: Call us, WhatsApp, Email and Office

- **Call us** — tap a number to call (on a phone).
- **WhatsApp** — the fastest way for bookings.
- **Email** — for documents or longer questions.
- **Office** — our address, with “Open in Google Maps” for directions.

Send us a message (for questions that are not bookings)



123
The contact form and the map

1

Step 1: Fill in the form

Your name, email, mobile number and your message.

2

Step 2: Send

Tap Send message. Our team receives your message by email and replies to you.

3

Step 3: Map

Shows where our office is.

Tip

For a **booking**, use the booking form or WhatsApp — it is quicker than the contact form.

Our contact details

Still need help?

Our Jaipur team is available 24×7 by phone and WhatsApp.

- Call +91-9829044377
- Call +91-7014220891
- Call +91-7339801858
- WhatsApp
- Email
- Contact page

Sending feedback or an enquiry

We are happy to hear from you — before or after your trip.

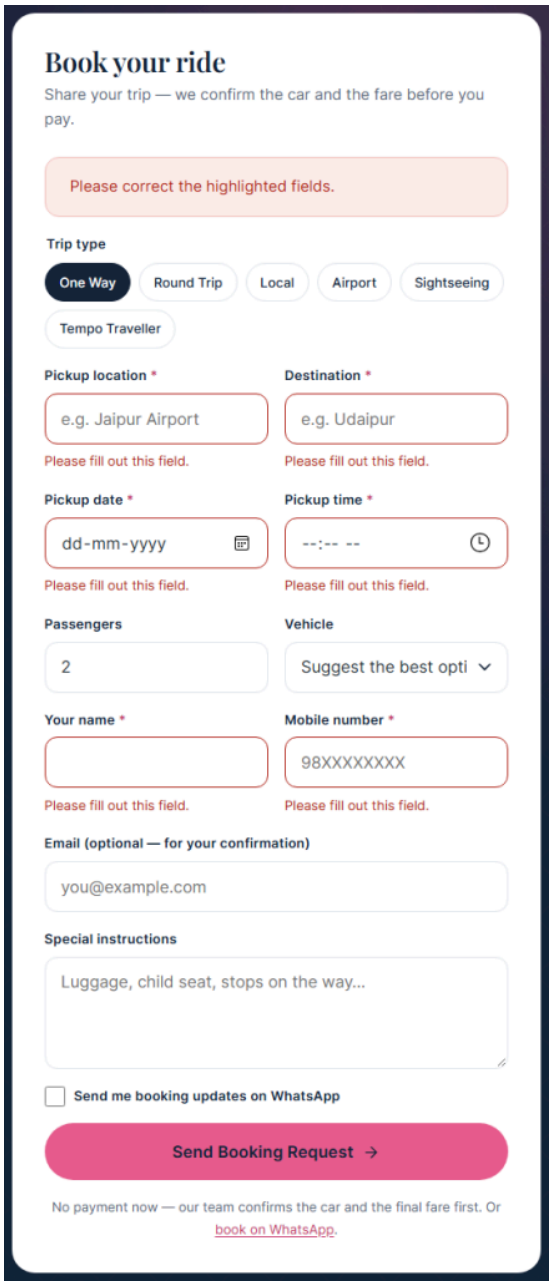
- **A question** (prices, routes, group travel): WhatsApp us, call, or use the form on the Contact page.
- **Feedback about a trip**: send it on WhatsApp or by email, with your booking reference so we can look into it.
- **A complaint**: please contact us as soon as possible with your reference — our team will call you back.

Not available Review form on the website

There is no review form on the website. Reviews shown on our site are added by our team only with the customer's permission.

Booking problems and how to fix them

“Please correct the highlighted fields.”



Required fields left empty are outlined in red with a message below them

Fill in every field outlined in red and tap Send Booking Request again. Common messages:

Message	What to do
Please enter a valid 10-digit Indian mobile number.	Enter 10 digits starting with 6, 7, 8 or 9 (you may add +91 or 0 in front).
The pickup date cannot be in the past. / The pickup time has already passed.	Choose a later date or time.
Bookings can be made up to one year ahead.	Choose a date within the next 12 months, or call us.
The return date must be on or after the pickup date.	Correct the return date (round trips).
A … seats up to … passengers — please choose a larger vehicle.	Choose a bigger vehicle or “Suggest the best option”.
Please enter a valid email address or leave it empty.	Correct the email, or delete it — email is optional.
Your session expired. Please submit the form again.	The page was open for a long time. Fill in the form again and send it.
Network problem — please try again, or call us.	Check your internet connection and try again, or call/WhatsApp us.

I did not receive an email

- Emails are only sent if you entered an email address.
- Check the Spam/Promotions folder.
- Your request is still received — the confirmation page with your reference proves it. Our team will contact you by phone or WhatsApp.

I entered wrong details

Do not send a second request. Call or WhatsApp us with your reference number and we will correct it.

I lost my booking link or reference

Contact us with the mobile number you used for booking and your travel date.

Still need help?

Our Jaipur team is available 24×7 by phone and WhatsApp.

- Call +91-9829044377
- Call +91-7014220891
- Call +91-7339801858
- WhatsApp
- Email
- Contact page

Privacy and your data

What we collect

Your name, mobile number, email (if given), pickup and drop locations, dates and times, number of passengers and special instructions — only what we need to carry out your trip.

How we use it

- To check availability, confirm and carry out your booking and send you updates.
- Your name, mobile number and pickup details are shared with your assigned driver.
- Booking and payment records are kept for accounting and legal purposes.

We do not sell your information or use it for unrelated marketing.

Your choices

You can ask us for a copy of your personal information, or ask us to correct or delete it (subject to legal record-keeping). Contact us with the mobile number or email you used for booking.

Full text: Privacy Policy.

Frequently asked questions

Zz customer faq zebrafaq?
Answer.

Zz customer faq zebrafaq?
Answer.

Is my booking confirmed immediately?
No. Every request starts as Pending. Our team checks that a suitable car and driver are free, confirms the final fare with you and then confirms the booking.

Do I need to pay when I book?
No. Sending the booking form is free. We tell you how and when to pay when we confirm your booking.

Can I pay online?
Not on the website yet. You can pay by cash, UPI, bank transfer or card at our office, as agreed with our team.

How is my fare calculated?
For one-way and round trips: the verified road distance × the per-km rate of your vehicle. Local, airport and sightseeing trips use packages. Driver allowance, night charges, tolls, parking and state taxes are listed separately in your fare breakdown.

Are driver allowance, tolls and parking included?
No, they are extra and shown separately in your fare breakdown, so you know exactly what you pay.

Are your cars air-conditioned?
Yes, all our vehicle types are air-conditioned.

Can I book a one-way taxi from Jaipur?
Yes. Choose “One Way” in the booking form and enter your destination.

Do you have Tempo Travellers for groups?
Yes. Choose “Tempo Traveller” as the trip type, enter the number of passengers and we will quote you a fare.

How do I cancel? Is there a cancellation fee?
Call, WhatsApp or email us with your booking reference. We do not charge a cancellation fee; any advance is refunded.

I did not receive a confirmation email. What should I do?
Emails are sent only if you entered an email address. Check your Spam folder. Your request is still received — our team will contact you by phone or WhatsApp.

How far ahead can I book?
From today up to one year ahead. For trips today or tomorrow, please also call or WhatsApp us after sending the form.

Can I choose a specific car model?
You choose the vehicle type (for example Sedan). The type is guaranteed; a specific model is confirmed only where stated. Write your wish in “Special instructions”.

Do you go outside Rajasthan?
Yes — for example Delhi, Agra, Haridwar, Dehradun, Manali, Chandigarh, Shimla, Amritsar and more. See Destinations in the menu.

Can I book by phone or WhatsApp?
Yes. Our team enters your booking and you receive the same reference number and updates.

When do I get my driver's details?
When a driver is assigned we send you the driver's name, mobile number and vehicle, and they also appear on your booking confirmation page.

Is my personal information safe?
Yes. Booking information is stored on our secured website and only authorised staff can see it. We never sell your data. See the Privacy Policy.