

iiRide Passenger FAQ's, Protocols & General Terms

(hereinafter referred to as the "Service Agreement")

Please read to the end of this document to understand the services we offer you.

FAQ's

Who and What is iiRide?

- We are the first company in Australia to offer multiple Rideshare choices, Taxi, Hire Cars and Disability vehicles, all in one app
- iiRide credits accumulate and will show in-app for you to use for your net trip
- iiRide is 100% legal in every country in which we operate. This provides you with certainty regarding our safety, insurance and legal status to operate
- iiRide saves you time and money by being able to book now, book later and book for someone else

Why should I use iiRide?

- We are Australian. Every \$1 you spend with us is recycled in Australia
- We enable all passengers to make an informed choice for vehicle type, availability and price
- Our Drivers are Accredited by your Local Government to support your rights as a passenger
- Our focus is safety first. All Drivers have appropriate insurance and protection via TAC
- Our superior mapping ensures our drivers will easily locate your pick-up and drop off location saving you multiple phone calls and SMS's
- You will receive an electronic, emailed invoice for every trip
- If you are a corporate account, you can access your iiRide report at any time

How safe is iiRide?

- a) Your Credit Card payment is protected by your bank
- b) In-app Credit Card payments are secured via the acquiring bank. We do not store your Credit Card details

Is the iiRide app easy to use and good for Drivers too?

- Yes. We have developed the Passenger app to allow you to be in 100% control of your booking

iiRide Service Agreement: Passenger Terms and Conditions

- The passenger app is intuitive to save you time and effort whilst making a booking
- You may download the iiRide passenger app from the Apple Store or from Google Play
- Drivers are delighted with an app that provides them with many jobs and rewards them due to our lowest in-market commissions
- Our Drivers also earn extra income when they dispatch bookings in to our system
- You and our Drivers can both see each other's location once the booking is accepted. No longer do you need to be in phone or email contact with a Driver for he or she to find you. However, if you wish to contact the driver, you may call in-app

Do I need to pay any fees or charges to use iiRide?

- The app is free to download
- There are no registration fees or hidden charges
- iiRide's fare rates are the most competitive in the market
- iiRide offers you price certainty by not charging a surge charge unlike some of our competitors where you may get 'bill shock' after your trip with little recourse
- You will have a very good indication of your fare by using our 'fare estimate' when you book
- We offer price transparency as you will always know the final fare prior to leaving the vehicle
- Standard bank service and transaction fees may apply. Please check fees and charges with your bank

How do I use the iiRide app on my mobile?

Download the free iiRide app, available in Android (Google) or iOS (Apple iTunes store) on your mobile device.

Register by adding:

- your name
- mobile number
- valid email address
- optionally, your credit card details (NB: iiRide may verify your credit card on your first trip with a small transaction of < \$1 to verify the card is active. This will be refunded to you within 7-days)
- for drivers to easily find you it's great to add a profile picture as well

You are now ready to make a booking.

The iiRide app operates best if you have [location services](#) on.

If you get stuck at any stage or change your mind during the booking please tap the menu bar on the top left corner of your phone, tap '[main menu](#)' and start again.

'Book Now' (with a fare estimate)

- If your location services are on, the 'Pickup Location' will have been automatically filled via our GPS mapping. If pickup is from a different location, please replace the 'Pickup Location'. Optionally at this stage, you can also add a 'Landmark' or driver notes if extra information will help our driver
- Enter 'Drop Off Location'
- Tap 'Ok'
- Select a vehicle with the price and availability you prefer
- Tap 'Book Now'
- If you have a Promocode add it now
- Confirm by tapping on 'Request Vehicle Now'

Your job will be sent to the nearest iiRide driver for the class of vehicle you have selected.

When the job is accepted, you will receive an email, SMS or in-app notification to advise you of the driver name, vehicle, number plate, and estimated time of arrival

ADVANCE BOOKINGS

'Book Later' (for yourself)

- Tap your preferred vehicle type; ie: 'Business'
- Tap 'Book Later'
- Select the date & time using the calendar icon
- If you are booking to get to or from the airport, please add your flight number now
- If your location services are on, the 'Pickup Location' will have been automatically filled via our GPS mapping. If pickup is from a different location, please replace the 'Pickup Location'. Optionally at this stage, you can also add a 'Landmark' or driver notes if extra information will help our driver
- Enter 'Drop Off Location'
- Tap 'Ok'
- Tap 'Submit'

You will receive an acknowledgement email from us advising that we have your booking request.

You will receive a confirmation email, SMS or in-app notification to advise you who will be picking you in no less than 45 minutes prior to your trip.

'Book for Someone Else' ('Others'):

- Tap your preferred vehicle type; ie: 'Business'
- Tap 'Book Later'
- Tap 'Others'
- Enter 'Passenger Name'
- Enter the other persons 'Reachable mobile number' (not yours)
- Select the date & time using the calendar icon
- If you are booking to get to or from the airport, please add your flight number now
- If your location services are on, the 'Pickup Location' will have been automatically filled via our GPS mapping. If pickup is from a different location, please replace the 'Pickup Location'. Optionally at this stage, you can also add a 'Landmark' or driver notes if extra information will help our driver.
- Enter 'Drop Off Location'
- Tap 'Ok'
- Tap 'Submit'

You will receive an acknowledgement email, SMS or in-app notification from us advising that we have your booking request.

The passenger you have booked for will receive a text message for this trip.

NB: as you have made this booking, you will be charged the fare

ADVANCE BOOKINGS TERMS

- There is no additional fee for a **Book Later** booking
- Book Later bookings can be made from 1 hour to 12 months in advance
- You may cancel a Book Later booking at any point, and not incur a \$10.00 cancellation fee provided the job has not been accepted by an iiRide driver
- Once a Book Later booking has been accepted by a driver, you may cancel with a \$10.00 cancellation fee charged to you
- To change Book Later booking details such as pick up address, drop off address, date and/or time will require you to cancel and re-submit your booking request, subject to a cancellation fee if a driver has already accepted the booking
- If you feel you have been unfairly charged, provide a brief explanation of the issue to support@iiRide.com and we will investigate your request and seek resolution

When you arrive at your destination, your fare will be debited from the credit card registered to your account or you may pay by cash. If you have an iiRide credit in your Account, this will be debited first and the remainder taken from your Credit card.

Where can I use iiRide?

iiRide vehicles operate within Victoria. We plan to expand to all States of Australia in the near future.

Who can ride in an iiRide?

- Anyone 18 and older
- Anyone under 18 must be accompanied by an adult
- Anyone between the ages of 15-17 may ride with a iiRide driver holding a valid Working with Children Check permit
- Disabled persons by booking a Disability vehicle
- With a seeing eye dog accompanied with its owner
- Pets contained in an appropriate carrier. As a courtesy, please notify the driver in the "Landmark Notes to driver" section when you book your ride
- Up to 4 passengers, if your party is greater than 4, we invite you to book a van

How much are your fares?

Our fares are the most competitive in the market, plus we are delighted to offer price certainty, you will never incur surge charges. Check out our prices [here](#)

Please note, any tolls incurred during the trip will be added onto the final fare

Will I incur an extra fee if I have oversized items?

No, whilst there is no extra charge for large or cumbersome items, you should however ensure you book an appropriate size vehicle. As a courtesy, please notify the driver in the "Notes" to Driver section when you book your ride.

How do I pay for my trip?

By using iiRide Credits from your previous trips, Credit Card or Cash

- By Credit Card: MasterCard, VISA, American Express, JCB
- By Cash: Please try to have the correct amount of cash to cover the trip as our drivers carry limited change

You will receive an emailed receipt upon completion of your trip.

Can I add more than one credit card in my account?

Yes, you can add multiple credit cards in-app under the "Account" menu. This allows you to enter card details for both personal and business use.

How are my details kept secured?

Credit Card details are encrypted and verified by the bank. Additionally, we, and you, are protected by GoDaddy security processes integrated with our app.

Can I use my TTSS (Taxi Transport Subsidy Scheme) in paying the fare?

Not at this stage. All Rideshare payments must be made in-app via the payment methods above. iiRide is working through adding the ability to accept payment via TTSS cards and we will update these Terms and conditions when available.

How does the driver and passenger rating system work?

iiRide provides a mechanism to allow both the driver and the passenger to rate one another. This practice incentivizes drivers to provide high standards of service to passengers.

As a passenger, what assurances do I have that the driver has an insurance policy when riding with iiRide?

To be accepted as an iiRide driver, we have cited all vehicle insurance and registration documentation required by the State in which the driver is operating. The Driver Accreditation process includes membership of TAC, a police check and 5 years good driving record.

Can I choose which driver will pick me up?

Yes, you are able to request your favorite driver who will make every effort to pick you up however, they may not be located in your vicinity at the time.

When you book a job, it will go to your favorite drivers first and if they are not available, it will be sent to the driver who is located nearest to you and is in the best position to collect you will be sent your job. This ensures you get picked up as quickly as possible.

How can I identify who my driver is?

Your driver's photograph, vehicle image, vehicle make and model and number plate will appear in your booking, so you can easily identify their vehicle on approach. You can also call the Driver directly from within the app for free.

I've left something in the vehicle accidentally during my iiRide ride.

You can call your iiRide driver and arrange a mutually convenient time to collect your forgotten item. Alternatively, you can email our support team at support@iiRide.com with your trip details and we will help you to have your item returned.

PROTOCOLS

For an optimal iiRide experience, we ask that you:

1. Provide accurate details

Our platform will work best if you input your personal details correctly, including:

- Your Name
- Mobile number
- Credit card details (optional)
- When booking: use our pin drop for accuracy (you can move this within the app) or add an accurate pick-up location

2. Be contactable

Our platform will automatically send a message to your mobile to say that we are on our way. Your driver may even call you to verify pick up details. Please make sure you answer your mobile, so that they can reach you.

3. Be respectful

Your driver will appreciate courtesy and respect. Please avoid shouting, swearing or slamming car doors. Taking your rubbish with you will allow the next passenger to enjoy their ride too.

4. Stay safe

Please ensure you buckle up when you get in the car and also take the time to exit the car safely.

5. Commit

Once you've made a booking, please wait for the driver who has accepted your request. We ask that you don't take an alternate ride out of respect for the driver who has committed to picking you up.

If the driver cannot locate you upon his or her arrival, you will be charged a cancellation fee of \$10.

Our platform allows you to see where the driver is and how long you will wait. We ask that you remain patient during peak times, when your driver will likely take longer to reach you. You do have the option to cancel the trip if you no longer need the ride. Cancelling a trip will incur a \$10 fee to you.

6. Rate your experience

Please let your driver know if you think that they have done a good job. It will make their day and give you a warm fuzzy. On the other hand, please do provide feedback if you think that any aspect of your journey could be better. This will help our drivers and the platform to improve.

GENERAL TERMS

Please read our General Terms for you to acknowledge and abide by. We appeal to your common sense to support our Drivers and the next passenger to keep the iiRide wheels turning for your and others benefit.

1. Use of the iiRide App

- By downloading and using the iiRide app, you agree to abide by our General Terms. If you do not adhere to our General Terms then you may not use the iiRide service.

2. Independence

- iiRide acts as a 'booking agent' for bookings for you as a User, including a person or persons you may book on behalf of, and for bookings and payments for the Driver as a Service Provider. Other than being a booking agent, there is no relationship between us and you, nor us and the Driver.
- You acknowledge that iiRide drivers are independent contractors in their own right and that iiRide drivers are not employed by iiRide.

3. Use of the iiRide app

- You have a limited license to use the iiRide app for your personal or business use. You do not have any rights to the contents of the app other than your specific booking and invoice information.
- We do not warrant that the iiRide application is error free from any interruption. Any application which uses the Internet inherently may suffer from poor performance from time to time. iiRide cannot be held liable for technology issues impacting the app as may occur from time to time. We ask that you report any poor performance of the app for quality improvement.
- We are not responsible for your personal information other than that which you provide to us upon registration. See the iiRide Privacy document [here](#) for more details regarding use of your personal information.
- We make every effort to fulfil your booking request however, the service is provided on an 'as available' basis in that we provide no guarantee that your booking request will be fulfilled.
- You must be 18-years of age or more ('Eligible Age') to both book and use the iiRide app.
- You may make a booking for a minor provided that minor is accompanied by a person or persons of Eligible Age.
- iiRide takes no responsibility for the age of the person making and using our service.
- If a Driver suspects that a user may be a minor, the Driver may request ID and, if you are a minor, the Driver is obliged to cancel the trip for which you will be charged a cancellation fee as per the Cancellation clause in this document.
- You may contact the Driver in-app once the booking is accepted. After the booking is completed you are not permitted to contact the driver. All post-trip enquiries are to be made to support@iiRide.com

4. Intellectual Property

- You acknowledge and agree that all Intellectual Property is, and will be, the sole and exclusive property of iiRide.
- Intellectual Property means any and all industrial and intellectual property of any kind (whether or not in a material form) that is developed for or arises out of or in relation to the performance of iiRide services, including but not limited to:
 - (i) patents, trade-marks, copyright (existing and future) and designs (whether registered or unregistered);
 - (ii) any application or right to apply for registration in respect of any of the rights in (a); and
 - (iii) eligible layout rights, database rights, software developments, computer programs (including both source and object codes), processes, inventions, specifications, formulas, know-how, research data, improvements in procedure, discoveries and similar rights.

5. Other Content

- The iiRide app may provide you an opportunity to access 3rd Party sites. You acknowledge and agree that by you accessing these 3rd Party sites and services including, but not limited to the Apple store and Google Play, iiRide is not liable for any and all activity you may perform within any 3rd Party sites.
- You further acknowledge that iiRide has no control over 3rd Party content and waive any right to pursue iiRide for any damages for any action taken by you beyond use of the iiRide app itself.

6. Governing Law

- You agree to abide by the laws of the country in which you reside.
- These Terms are governed by and is to be construed in accordance with the laws of Victoria.
- Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts exercising jurisdiction in Victoria and any courts which have jurisdiction to hear appeals from any of those courts and waives any right to object to any proceedings being brought in those courts.
- If you do not agree to abide by this 'Governing Law' clause, you may not use the iiRide app or service.
- As a consumer, your rights are protected by Australian Consumer Law in the Consumer and Competition Act 2010 (Cth). Nothing in these Terms affects your statutory rights as a consumer. We make no express warranties beyond the consumer guarantees.

7. Fees and Charges

- iiRide fees and charges are listed, for your convenience, within our app and/or online
- When making a booking, you have access to the 'fare estimate' provided to you prior to you submitting the booking
- iiRide has made every effort to provide transparency of pricing to ensure a seamless and enjoyable experience using iiRide
- Your fare comprises: a booking fee, the trip metered fare for the distance and time taken, any tolls and GST. If any other charges are agreed upon between you and the Driver (ie: cleaning fee), then this may also be included in your final charge
- You may tip your driver at your own discretion
- iiRide may change its Fees and Charges structure from time to time. We suggest you check our General Terms from time to time and always check your 'fare estimate' within the app prior to completing a booking
- iiRide may complete pre-authorisation of your credit card prior to commencement of the trip to ensure that the cost of the trip can be covered and protect card holders from fraudulent activity. This pre-authorisation process is not a charge but will reduce your credit at this point of time. It is your responsibility to ensure funds are available to cover the cost of a trip via the payment method you have selected
- If your primary source of payment for a trip is rejected, you are required to provide an alternate payment method, including cash
- iiRide Fees and Charges are subject to applicable Federal and State levies, fees and taxes
- If you believe you have been charged incorrectly, please provide a brief explanation to support@iiRide.com and we will investigate your request and seek resolution

8. Promo codes

- You may receive a 'Promo-code' which you may use when submitting a booking
- You may only use the promo code within the terms provided together with the promo code
- A promo code cannot be added after the booking request is submitted
- You may use the promo code within the specified validity period provided by iiRide and not beyond this date and time
- iiRide is not responsible for misplaced or lost promo codes
- You may not duplicate, transfer or sell a promo code
- A promo code is not redeemable for cash or credit

9. iiRide Trip Credits

- You may receive a 'iiRide Trip Credits' which you may use when submitting a booking.
- iiRide Trip Credits may be used within six (6) months from issue, after-which period, iiRide Trip Credits expire

10. Privacy

- Your privacy is important to us. Please refer to the iiRide Privacy document [here](#)

11. Cancellation

- We ask that you keep your booking however, we understand that circumstances may change. Therefore, out of respect of our Driver community, we may charge cancellation fees
- You, as a passenger, may cancel a booking at any stage however, depending on when you cancel, you may, or may not, be charged the cancellation fee as follows:

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- You may cancel a Book Now booking at any point, however you will incur a \$10.00 cancellation fee
- You may cancel a Book Later booking (including a booking for Others) at any point, and not incur a \$10.00 cancellation fee provided the job has not been accepted by an iiRide driver. If the job has been accepted and the booking is to commence 1-hour or more away, you will not be charged a cancellation fee. Any cancellation of a booking less than 1-hour prior to commencing the trip will incur a \$10.00 cancellation fee
- To change pick up address, drop off address, date and/or time for Book Later and Booking for Others bookings, this will require you to cancel and re-submit your booking request, subject to a cancellation fee if a driver has already accepted the booking, as above
- If you feel you have been unfairly charged, provide a brief explanation of the issue to support@iiRide.com and we will investigate your request and seek resolution

12. Special Events

- iiRide pricing may be subject to additional charges during 'Special Events' such as in Melbourne: Spring Racing Carnival and the Grand Prix and in all locations in which we operate for occasions such as New Years' Eve
- You will be aware of our prices when you make a booking as iiRide displays our prices in-app where you have the option to select:
 - Vehicle type
 - Prices
 - Vehicle Availability
 - Vehicle time taken to get to you
- We suggest that you always check the above indicators when you make your selection so you are fully informed, especially regarding the price estimate

13. Vehicle Damage

- Please respect the Driver and his/her vehicle.
- You are fully responsible for any damage that may occur to the vehicle as a result of your own actions and of the actions of any minor in your care.
- Should an incident occur, causing damage (ie; physical damage to the vehicle, being sick or, in any other way, vandalizing or spoiling the vehicle) you will be charged the make good fee to repair and such damage, whether willful or not
- The Driver has all rights to collect information from your Drivers License, or similar identification, to be able to contact you for compensation
- We ask that you willingly assist the Driver as our Drivers are there to help you get from A to B safely and efficiently. Any incident impairing the Driver from continuing his/her work as a result of your own (or actions of a passenger you are travelling with or a minor in your care) is to be fairly compensated
- If the Driver feels unsafe due to an incident with you (including passengers you are travelling with including minors in your care), he or she may contact the Police for their assistance and, at this stage, the incident will be handled by the Police
- If you feel you have been unfairly charged for an incident, please provide a brief explanation of the issue to support@iiRide.com and we will investigate your request and seek resolution

14. Driver abuse

- If you feel you have been unfairly treated by the Driver, or have been abused by the Driver, please provide a brief explanation of the abuse to support@iiRide.com and we will investigate your request and seek resolution
- If at ANY stage you feel unsafe with a Driver, please ask the Driver to stop what they are doing and advise them you may take action. If the Driver persists in activity which continues to make you feel unsafe, please ask the driver to pull over where it is convenient and safe, stop the fare and exit the vehicle. Depending on the situation, you may wish to advise iiRide at support@iiRide.com for us to investigate and seek resolution and/or the Police
- However, if you feel you are personally at risk from a Drivers' activity or other offensive behavior and your initial request to stop or exit the vehicle is not honored, please dial 000 and ask for the Police to assist you

14. Termination

- You acknowledge that iiRide, at its own discretion, may terminate use of the iiRide app during a dispute period or for extended periods of time, including indefinitely, should an investigation result in reasonable evidence against you, that you should not be permitted to use the iiRide app.
- Notwithstanding any other provision in these General Terms, iiRide may immediately terminate the use of our services at any time (without a notice period) if you:
 - (i) become bankrupt
 - (ii) commit a breach of any part of the General Terms
 - (iii) commit a serious or persistent breach of the provisions of these General Terms which is incapable of being remedied to iiRide's reasonable satisfaction;
 - (iv) are convicted of any offence involving fraud or dishonesty or any other offence (including a traffic offence) which is punishable by imprisonment or loss of licence (whether you are imprisoned or not or lose your licence or not)
- For the purposes of this clause, a serious breach of these General Terms includes the following:
 - (i) abusive or threatening behaviour towards a Driver;
 - (ii) any dishonest or suspected fraudulent activity including using the system for non-genuine jobs, such as illegal activity;
 - (iii) not being of Eligible Age

Please visit our FAQ's, Protocols and Terms page on our website from time to time as iiRide may update these from time to time.

If iiRide's Terms change materially, we may notify you from time to time by an announcement on our website or in-app. We ask that you be familiar with our system to ensure safety and success for you and our Drivers.

15. YOUR ACKNOWLEDGEMENT

- a. You acknowledge that you have read and understood this “Service Agreement” in its entirety and that this Agreement constitutes the complete agreement between yourself and Us.
- b. You also acknowledge that We have the right to change this Service Agreement from time to time and that it is your responsibility to visit this Agreement in-app or on our website to refresh yourself and continue to agree to use of Our Services.
- c. You may elect at any time to terminate use of Our Services for any reason provided you have no unpaid debt to Us.
- d. You also acknowledge that notices to you will be in electronic form in-app, via the website(s), by Notifications, SMS or email and you accept these electronic forms of communication with you as formal notification.

END