



RIDE SKIPPER TERMS OF USE

**VERSION 2
JUNE 2024**



Contents

1. [Introduction](#)
2. [Definitions](#)
3. [Registration](#)
4. [Customer Obligations](#)
5. [Payment & Cancellation Terms](#)
6. [Accidents, Fines & Traffic Offences](#)
7. [Indemnity](#)
8. [Data Usage](#)
9. [Complaints](#)
10. [Jurisdiction](#)
11. [Intellectual Property](#)
12. [Exclusion of Warranties](#)
13. [Limitation of Liability](#)

Introduction

These Terms govern your use of the Ride Skipper services via our mobile application and our obligations to you during your usage. If you cannot or do not agree to these Terms or our [Privacy Policy](#), you are not permitted to access and use the mobile application and should immediately cease usage or accessing the content. Usage or attempted usage of Ride Skipper services outside of the mobile application shall not be considered genuine usage and will not be governed by these Terms.

The acceptance of Ride Skipper services and your use thereof constitutes an acknowledgment by you that you have read and agreed to these Terms.

These Terms expressly supersede prior agreements or arrangements with you regarding the access or use of our services. Ride Skipper may immediately terminate these Terms and/or the services, or your access thereto, or generally cease offering the services or any portion thereof, at any time for any reason.

Supplemental terms may apply at certain times, such as policies for specific events, activities or promotions. Such supplemental terms will be disclosed to you in connection with the applicable services and will be effective upon their disclosure to you. Any supplemental terms shall be deemed in addition to, and a part of, the Terms set out herein.

Definitions

“Accident” means an unforeseen and unexpected incident in which you or your vehicle are injured, damaged or otherwise harmed. Accidents are characterised by sudden nature and lack of deliberate intent or premeditation by any party involved.

“Account” means a user account registered on the Ride Skipper mobile application in your name.



“Agreement” means our agreement with you, comprising all the terms and notices contained or referenced in these Terms and all other rules, policies (including the [Privacy Policy](#)), guidelines, and procedures that we may publish from time to time in the mobile application (in each case as amended from time to time in our sole discretion).

“The Company” or “Ride Skipper” means Ride Skipper Hospitality Services LLC.

“The Passenger(s)” means those engaging with the service and taking a journey where the vehicle is driven by a Ride Skipper employee and booked through the Ride Skipper mobile application.

“Booking” means a completed transaction inside the Ride Skipper mobile application between the customer and the company. Any agreement made outside of the mobile application, unless via our customer service team, shall be considered an illegitimate booking and shall not be bound by these Terms.

“Customer”/“User”, “you” or “your” means the person making the booking for Services and/or interacting with the Ride Skipper mobile application.

“Ride” means a journey booked, confirmed and completed through the Ride Skipper application. Ride Skipper takes no responsibility whatsoever for any bookings made outside of the mobile application, unless via our customer service team and confirmed in the Ride Skipper database.

“Scheduled Booking” means a Booking made more than three hours in advance of the Ride start time.

“Skipper” or “Driver” means a member of the Company’s staff employed for the purpose of driving Customers and Passengers to their desired destination using the Customer or Passenger’s own vehicle.

“Services” means the primary driving services offering bestowed upon the end customer by Ride Skipper, as well as the provision of the Ride Skipper mobile application in order to avail the primary driving service.

“School Rides” means journeys to and/or from an educational setting for school-age children.

“Terms” means the terms and set out herein.

“Usage” means your usage of Ride Skipper services in the mobile application or via our customer service team. Any booking made outside of these channels shall not be considered legitimate usage of Ride Skipper services and may affect your rights and obligations.

“User” means the person, company, or organisation that has used the mobile application or placed a booking.

“Vehicle Information” means the information provided by a User when registering any vehicle in connection with their Account or in the course of making a Booking. Such information may include the make, model, license plate and insurance status of the vehicle.

“Voucher”, “Voucher Code”, “Coupon”, “Coupon Code” means a concession that Ride Skipper may from time to time create. Such concessions may be redeemed for credit against the price of a ride and have their own Terms as set out above.



“We”, “our” or “us”, means Ride Skipper Hospitality Services LLC, a company established in Deira with license number 1294396 whose registered address is at Al Suwaidi Building, Deira - Dubai.

Registration

In order to access and use the Services, you must register and maintain an active personal user account on the Ride Skipper mobile application. To register for an account, we require certain personal information such as your name, email address, phone number and details about the vehicle you would like our Drivers to use. Account sharing is prohibited and each Customer may own only one account. Users must be aged 18 years or above to be permitted to register as a user of the Ride Skipper mobile application. Bookings for unaccompanied minors must be paid for by a parent/guardian. You agree to keep your account information confidential and indemnify Ride Skipper for any losses and costs (including legal costs) incurred by the Company in the event of any account breach or hack resulting from you sharing your Account details with a third party. In the event of any unauthorised Account usage or suspected security breach, you agree to immediately notify Ride Skipper by email to hello@rideskipper.com. Ride Skipper cannot be held responsible for any breach of security, including usage of pre-loaded funds in your in-app wallet.

Your failure to maintain an accurate and complete Account, including having invalid or expired payment methods in the in-app wallet, may result in your inability to use the Services.

Ride Skipper reserves the right to terminate your Account without notice in the event of inappropriate use, including any use in breach of these Terms and/or use for illegal purposes.

Customer Obligations

By using the Ride Skipper service, the Customer agrees that they are the registered owner or have full permission to drive the vehicle and transferable permission to allow our Drivers to drive the vehicle and that the vehicle is in a safe and roadworthy condition.

Ride Skipper reserves the right to request proof of ownership or transferable permission of the vehicle, including asking you to provide your Mulkiya for the vehicle.

Use of our Services constitutes your confirmation that your vehicle is insured on a fully comprehensive policy and in accordance with all applicable laws. For leased vehicles, customers must check the terms of their lease policy before using Ride Skipper services. By using our Services, you confirm any person with a valid UAE driving license is legally permitted and insured to drive your vehicle.

It is the responsibility of the Customer to keep watch for the Driver's arrival and answer any calls made with the intention of locating the Customer to commence their ride.

We conduct business fairly and have a strict “zero tolerance” policy on corruption, bribery, money laundering or the financing of terrorism.

At the end of each ride, you will have the opportunity to rate your experience - both with our Drivers and through the Ride Skipper mobile application. These ratings and our review process do not constitute a guarantee regarding the outcome of any future booking and are requested with the sole purpose of



continuous improvement. While ratings are currently displayed in the Customer mobile application interface, Ride Skipper reserves the right to remove them at any time, at its sole discretion.

Our drivers have the right to conduct their work in a dignified way, free from abuse or harassment. Customers who use foul language directed at Ride Skipper employees, speak in a disrespectful or derogatory way, and/or otherwise set out to make a Ride Skipper employee feel uncomfortable will have their access to the Ride Skipper application revoked. If at any time during the Services you or any passenger in the vehicle behaves inappropriately, as determined by the Company in its sole discretion, and/or undertakes any unlawful actions including, but not limited to, consumption of alcohol or other illegal substances, then the Services shall be terminated with immediate effect and no refunds shall be made. The Company also reserves the right to report any such actions to the police.

You agree not to solicit Drivers for work outside of the Ride Skipper mobile application or customer service environment. Your Usage of our Services shall be terminated immediately if you are found to be soliciting Ride Skipper Drivers outside of the agreed environment.

Safety

Your Safety is our top priority. As such, if asked, our Drivers will not:

- Drive your vehicle if you exceed the maximum passenger capacity limit
- Drive your vehicle if any passenger seated in the front is not wearing a seatbelt
- Make illegal or dangerous manoeuvres including u-turns where they are prohibited
- Exceed the legal speed limit
- Continue the ride if the Customer behaves in any way that could endanger the life of either the driver or the passenger if the journey were to be continued
- Drive your vehicle if the safety equipment is not in good working condition - including, but not limited to: tires, lights, brakes and seat belts

We advise that all customers, regardless of where in the vehicle they are seated, wear a seatbelt at all times. Children should be placed in vehicle seats suitable for their age. Ride Skipper takes no responsibility for ill-fitting vehicle seats or children not correctly/securely fastened in their seats.

Ride Skipper reserves the right to cancel or postpone rides for reasons of public safety including, but not limited to: natural disasters, extreme weather events, public health emergencies and public safety crises.

You agree that any and all risks arising out of your use of the Services provided by Ride Skipper, remains solely with you, to the maximum extent permitted under applicable law.

The Company or Driver is not responsible for any articles left in the vehicle by the Customer before, during and after the service.

Ride Skipper Drivers' obligation is limited to driving the Customer to the destination specified on the booking, using the Customer's vehicle.

Children



We recommend children travel with a known adult when using Ride Skipper services. Where this is not possible, the parent/guardian agrees that the ride is at their own risk.

Animals

We are a pet friendly chauffeur service and ask only that the pet owner/minder accompanies the pet while travelling, and that distractions to our drivers are kept to a minimum where possible e.g. transporting cats in a cat box or dogs with a lead fastened to the seatbelt. Where an owner is unable to accompany the pet on their Ride Skipper journey, the Driver will request some level of restraint (harness, carry case) to ensure minimal distractions.

Airport Services

It is your responsibility to ensure your scheduled booking is made well in advance of your flight time. The Company takes no responsibility for missed flights. Customers must provide the Company and Driver with full, complete and accurate information pertaining to their flight in order to avail the Airport VIP Meet and Greet Service. Failure to provide such information may affect your customer experience.

Vehicle Registration Services

In order to complete vehicle registration formalities, our Drivers may be required to present originals of your personal documents including, but not limited to: driving license, Emirates ID, Passport and Vehicle Mulkiya. By using our Vehicle Registration service, you confirm that your vehicle is fully insured and that such insurance is registered with the RTA. Further, you confirm that there are no outstanding fines or traffic violations on the vehicle you are booking for registration.

You undertake that, in the event that fines are discovered at the vehicle registration centre, Ride Skipper will be unable to complete the registration process but that you will still be charged for the service in full.

Payment & Cancellation Terms

For transactions against payment for our services, we accept payments through our mobile application using UAE registered Visa and Mastercard credit or debit cards, in AED currency only, whether directly debited in the Ride Skipper mobile application or via Apple Pay or Google Pay.

All payments for our services pass through Stripe as our third-party payment gateway provider. Any details you are asked to submit will be provided directly to Stripe via a secure connection. By choosing to save your card details in the Ride Skipper mobile application, you acknowledge and understand that such details are held by Stripe and not Ride Skipper directly.

Card and digital wallet payments are also governed by the terms of the respective merchant service provider and Ride Skipper accepts no liability for payment issues or failed transactions as a result of an error at the merchant service provider's side. Customers are advised to review their individual merchant service provider's terms before using our Services.

Payment is taken in full at the time of booking, and Customers will be offered the option to leave a tip for great service at the end of their ride. Customers are not entitled to offset or withhold payment of any



amount due whatsoever, and bookings will not be considered to be confirmed until payment has been taken and accepted by the customer's card provider. Tips paid in the app are paid out to our Drivers on a monthly basis, in full.

Multiple bookings may result in multiple postings to the cardholder's monthly statement. It shall be the responsibility of the cardholder to retain a copy of the transaction receipt. Ride Skipper can provide, upon request, a detailed statement of your transaction history and tax invoices.

Attempting to use an inactive or failed payment method may also result in Ride Skipper terminating booked rides

Ride Skipper may, from time to time and at its sole discretion, create promotional and discount voucher codes to be redeemed exclusively for the Services provided on its mobile application. You agree that promotional codes:

- May only be used for the intended audience and purpose, pursuant to the terms expressed therein and in a lawful manner
- Are non-transferable and non-refundable
- May not be duplicated, sold or transferred in any manner unless expressly permitted by Ride Skipper (e.g. referral codes)
- May be disabled at any time for any reason and without prior notice
- May not be exchanged for cash
- May expire prior to your usage
- Must be applied to your booking in the Ride Skipper mobile application at the time of booking and cannot be applied retrospectively, either by our Drivers or customer service team

Refunds

Refunds will be issued in accordance with the Ride Skipper cancellation policy setout herein or, in exceptional circumstances, at the sole discretion of the Management Team. Refunds will be automatically issued to your in-app wallet. If you require a refund to be issued back to the card used for the original transaction, please contact our customer service team for further assistance.

Cancellation

The following cancellation policies apply:

Adhoc/immediate bookings

Timeframe	% Refund	Refund Method*
Within 5 minutes of booking	100%	In-App Wallet
6+ minutes after booking	0%	N/A

If you wish to reschedule your booking, you may be subject to a 25 AED fee if the Driver is already on the way.



Scheduled Bookings

Window Before Booking	% Refund	Refund Method*
2+ hours	100%	In-App Wallet
1-2 hours	50%	In-App Wallet
<1 hour	0%	N/A

*If you require your refund to be returned to your original payment card, please contact our Customer Service team who will arrange the refund within 10 working days.

If you wish to reschedule your advanced booking, you may do so without incurring a cancellation charge, provided you notify us more than one hour before the pick-up time. The new pick-up time shall be subject to Driver availability.

No Shows

For advanced bookings, Drivers will wait for fifteen minutes after the scheduled pick-up time before the above cancellation policy will apply. For adhoc/immediate bookings, Drivers will wait for fifteen minutes from their arrival at the pick-up point. If you are late by more than fifteen minutes, or fail to take the Ride at all, your Booking will be charged at 100%.

If a Driver is more than 30 minutes late, you may cancel the booking at no cost.

In App Wallet Top Ups

In exchange for an In App Wallet Top Up, Ride Skipper shall credit the customer with additional In App funds. By topping up your In App Wallet, you agree to the following conditions:

- Wallet credit is non-refundable.
- Wallet credit is non-transferable.
- There is a two-year (24 month) validity on wallet top ups.
- Wallet credit cannot be exchanged for cash.
- Wallet credit deductions are made at your own discretion, and you still have the option to pay using an alternative payment method for any Ride you book.



- Deductions from your wallet are made at the same rate as you would have paid using an alternative payment method.

Transactions will be debited inclusive of applicable taxes as required by law.

You acknowledge that Ride Skipper may increase its applicable charges during times of high demand. Ride Skipper reserves the right to change pricing at any time, for any reason and without prior notice. Customers will see the full and final journey cost before proceeding to book and are entitled not to book if they believe any fare increases are not reasonable.

Ride Skipper reserves the right to change its pricing structure at any time, and without prior notice to customers. In the case of subscription services, the customer can choose to exit early if the increase is not deemed acceptable. In such cases, a refund of the remaining amount shall be issued on a pro-rated basis.

Accidents, Fines & Traffic Offences

Our drivers are highly trained and make every effort to avoid accidents. They are experienced in driving a range of vehicles and we pride ourselves on providing ongoing training to ensure complacency does not put you or your vehicle at risk.

However, in the unlikely and unfortunate event of an accident, the extent of Ride Skipper's liability shall be limited to the fine issued by Dubai Police if the Ride Skipper Driver is found to be at fault (issuance of pink notice), and where you have notified us of the incident within two hours of its occurrence. Ride Skipper accepts no liability whatsoever in the event that an accident is not reported to us within two hours. Your usage of the Service is considered confirmation that your vehicle insurance policy would cover any and all costs associated with an accident, irrespective of who is at fault.

Our maximum liability shall be limited to the refund of the fare and payment of Dubai Police red notices issued to the customer in the event of an accident and does not extend to damage or injury to your vehicle or person during the use of our Services.

Ride Skipper accepts no liability where insurance claims are deemed void or invalid as a result of the Customer not having sufficiently comprehensive insurance.

Our Drivers will assist you in calling for help and wait with you until help arrives. Our customer service team will remain at your disposal regarding insurance claims, providing any information necessary to ensure swift resolution of any damage.

By using our Services, you confirm that your vehicle is insured on a fully comprehensive basis, and that our Driver has permission to drive your vehicle.

Ride Skipper cannot be held responsible for any fines incurred for vehicle modification for example if stopped by the police for illegal window tinting.

If a Ride Skipper Driver incurs a speeding fine or other traffic violation (except for parking violations where the Customer has specifically requested the vehicle be parked in the place the driver parks it), Ride Skipper will cover the cost of the fine, provided it is reported to the Customer Service team, in writing, with



the necessary documentation attached as evidence. Customers must notify Ride Skipper within 7 days of receiving the fine in order for Ride Skipper to cover the cost. Where a customer fails to report the fine within the seven-day window, Ride Skipper shall accept no responsibility for and shall not be liable in respect of late payment fees incurred.

Indemnity

Your acceptance of our Service constitutes your agreement to indemnify and hold Ride Skipper and its officers, directors, employees and agents harmless from and against any and all losses and costs (including reasonable legal costs) arising out of or in connection with:

- Your use of the services
- Your violation of these Terms
- Any injury, accident, physical or property damage, loss of profit, property or business reputation, or otherwise that may occur as a result of your use of our Services
- Errors, mistakes, misrepresentations or inaccuracies of your user content and/or information submitted through our mobile application
- Your unauthorised use of our services (outside of the mobile application)
- Failure or delay in the execution of any transactions through the mobile application
- Failed or cancelled transactions due to poor or intermittent internet or other data related issues
- Disputes or conflict between users or between a user(s) and a Ride Skipper Employee

Data Usage

Ride Skipper will collect and use personal information in connection with our Services as provided in our [Privacy Policy](#). Ride Skipper may provide a claims processor or insurer any necessary information (including your contact information) to investigate and resolve a complaint, dispute or conflict - including in the event of an accident.

Ride Skipper accepts no liability in the event of any loss of or illegal access to personal information beyond Ride Skipper's control, resulting in loss of personal or other data, however caused, including website/mobile application malfunctions, power failures, data theft, viruses or software defects.

Apple Inc., Google, Inc. and other technology providers will be third-party beneficiaries to this contract if you access the Services using applications on Apple iOS, Android or any other mobile application developer. These third-party beneficiaries are not parties to the contract and are not responsible for the provision of the Services in any manner. Your access to the Services using these devices is subject to the applicable third party's terms of service.

Your creation of an Account and availing of the Services constitutes your acceptance to receive communications from us including emails, calls, SMS messages and push notifications relating to the Services. You acknowledge that disabling notifications from the Ride Skipper app will adversely affect your user experience.

You must deliver any notices to Ride Skipper by email to hello@rideskipper.com.



You agree that communications to you from Ride Skipper may include, but are not limited to:

- Operational communications regarding your user Account and the Services
- Updates regarding new and existing Ride Skipper mobile application features
- Communications related to promotions and seasonal communications

If you no longer wish to receive promotional or marketing communications from Ride Skipper, please contact hello@rideskipper.com

You are responsible for establishing and maintaining sufficient mobile data to ensure continuity of service during your booking and Ride Skipper experience. Ride Skipper cannot be held liable for any failed bookings as a result of lost data connection.

Ride Skipper cannot accept any liability for disruptions to the mobile application or website at any time for any reason, including being offline or having bugs/malfunctions.

Information Accuracy

We have taken all steps deemed reasonably practicable to ensure the information contained within the Ride Skipper mobile application and website is accurate and current. However, Ride Skipper accepts no liability for any information on the website or within the mobile application being inaccurate or incomplete.

Further, we can also accept no liability for incomplete, inaccurate or misleading information the Customer provides to Ride Skipper.

Complaints & Feedback

At the end of each ride, you will be asked to rate your Skipper, and the Ride Skipper experience itself.

If you have specific, urgent feedback or a complaint you would like to raise, please also send it to hello@rideskipper.com and we will get back to you within 24 (twenty-four) hours.

Applicability, Severance & Agreement Changes

In the event that any provision of this Agreement is held to be invalid, illegal or unenforceable, in whole or in part, such provision or part thereof shall to that extent be deemed not to form part of the Terms. The legality, validity and enforceability of the remaining provisions in the Terms shall not be affected and shall remain in full force.

We reserve the right to change or update any of our Terms for commercial or business reasons, or in order to comply with applicable regulations. While we shall endeavour to notify you of amendments to the Terms, we are not legally required to do so and would therefore recommend you familiarise yourself with this Agreement each and every time you make a booking. Your use of Ride Skipper Services following an amendment to the Agreement shall constitute your acceptance of the new provisions therein.



Disputes & Jurisdiction

Ride Skipper will take all reasonable steps to amicably resolve any dispute arriving in connection with this Agreement. Where a dispute cannot be settled, the laws of the Dubai International Financial Center (DIFC) shall apply and the DIFC Courts shall have exclusive jurisdiction to resolve the dispute.

Intellectual Property

Any and all trademarks, service marks, logos, domain names or other related intellectual property rights (whether registered or unregistered) belong to Ride Skipper.

EXCLUSION OF WARRANTIES

NOTHING IN THESE TERMS SHALL AFFECT ANY STATUTORY RIGHTS THAT YOU CANNOT CONTRACTUALLY AGREE TO ALTER OR WAIVE AND ARE LEGALLY ALWAYS ENTITLED TO AS A CONSUMER.

THE SERVICES ARE PROVIDED "AS IS" AND WE MAKE NO WARRANTY OR REPRESENTATION TO YOU WITH RESPECT TO THEM. IN PARTICULAR, WE DO NOT REPRESENT OR WARRANT TO YOU THAT:

- YOUR USE OF THE SERVICES WILL MEET YOUR REQUIREMENTS;
- YOUR USE OF THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE OR FREE FROM ERROR;
- ANY INFORMATION OBTAINED BY YOU AS A RESULT OF YOUR USE OF THE SERVICES WILL BE ACCURATE OR RELIABLE; AND
- DEFECTS IN THE OPERATION OF FUNCTIONALITY OF ANY SOFTWARE PROVIDED TO YOU AS PART OF THE SERVICES WILL BE CORRECTED

NO CONDITIONS, WARRANTIES OR OTHER TERMS (INCLUDING ANY IMPLIED TERMS AS TO SATISFACTORY QUALITY, FITNESS FOR PURPOSE OR CONFORMANCE WITH DESCRIPTION) APPLY TO THE SERVICES EXCEPT TO THE EXTENT THAT THEY ARE EXPRESSLY SET OUT IN THE TERMS.

WE MAY CHANGE, SUSPEND, WITHDRAW OR RESTRICT THE AVAILABILITY OF ALL OR ANY PART OF OUR SERVICE FOR BUSINESS AND OPERATIONAL REASONS AT ANY TIME WITHOUT NOTICE.

LIMITATION OF LIABILITY

NOTHING IN THESE TERMS SHALL EXCLUDE OR LIMIT OUR LIABILITY FOR LOSSES WHICH MAY NOT BE LAWFULLY EXCLUDED OR LIMITED BY APPLICABLE LAW. THIS INCLUDES LIABILITY FOR DEATH OR PERSONAL INJURY CAUSED BY OUR NEGLIGENCE OR THE NEGLIGENCE OF OUR



EMPLOYEES, AGENTS OR SUBCONTRACTORS AND FOR FRAUD OR FRAUDULENT MISREPRESENTATION.

SUBJECT TO THE PARAGRAPH ABOVE, WE SHALL NOT BE LIABLE TO YOU FOR:

(i) ANY LOSS OF PROFIT (WHETHER INCURRED DIRECTLY OR INDIRECTLY); (ii) ANY LOSS OF GOODWILL; (iii) ANY LOSS OF OPPORTUNITY; (iv) ANY LOSS OF DATA SUFFERED BY YOU; OR: (v) ANY INDIRECT OR CONSEQUENTIAL LOSSES WHICH MAY BE INCURRED BY YOU.

ANY OTHER LOSSES WILL BE LIMITED TO THE AMOUNT PAID BY YOU TO RIDE SKIPPER FOR THE PROVISION OF THE SERVICE TO WHICH YOUR CLAIM RELATES.

ANY LOSS OR DAMAGE WHICH MAY BE INCURRED BY YOU AS A RESULT OF:

- ANY CHANGES WHICH WE MAY MAKE TO THE SERVICES, OR FOR ANY PERMANENT OR TEMPORARY CESSATION IN THE PROVISION OF THE SERVICES (OR ANY FEATURES WITHIN THE SERVICES);
- THE DELETION OF, CORRUPTION OF, OR FAILURE TO STORE, ANY CONTENT AND OTHER COMMUNICATIONS DATA MAINTAINED OR TRANSMITTED BY OR THROUGH YOUR USE OF THE SERVICES;
- YOUR FAILURE TO PROVIDE US WITH ACCURATE ACCOUNT INFORMATION;
- OR YOUR FAILURE TO KEEP YOUR PASSWORD OR ACCOUNT DETAILS SECURE AND CONFIDENTIAL.

PLEASE NOTE THAT WE ONLY PROVIDE OUR MOBILE APPLICATION AND WEBSITE FOR DOMESTIC AND PRIVATE USE. YOU AGREE NOT TO USE OUR MOBILE APPLICATION OR WEBSITE FOR ANY COMMERCIAL OR BUSINESS PURPOSES, AND WE HAVE NO LIABILITY TO YOU FOR ANY LOSS OF PROFIT, LOSS OF BUSINESS, LOSS OF GOODWILL OR BUSINESS REPUTATION, BUSINESS INTERRUPTION OR LOSS OF BUSINESS OPPORTUNITY.

IF DEFECTIVE DIGITAL CONTENT THAT WE HAVE SUPPLIED DAMAGES A DEVICE OR DIGITAL CONTENT BELONGING TO YOU AND THIS IS CAUSED BY OUR FAILURE TO USE REASONABLE CARE AND SKILL, WE WILL EITHER REPAIR THE DAMAGE OR PAY YOU COMPENSATION - LIMITED TO THE VALUE OF THE DEVICE.

HOWEVER, WE WILL NOT BE LIABLE FOR DAMAGE THAT YOU COULD HAVE AVOIDED BY FOLLOWING OUR ADVICE TO APPLY AN UPDATE OFFERED TO YOU FREE OF CHARGE OR DAMAGE THAT WAS CAUSED BY YOU FAILING TO CORRECTLY FOLLOW INSTALLATION INSTRUCTIONS OR TO HAVE IN PLACE THE MINIMUM SYSTEM REQUIREMENTS ADVISED BY US.



THESE LIMITATIONS ON OUR LIABILITY TO YOU SHALL APPLY WHETHER OR NOT WE HAVE BEEN ADVISED OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES ARISING.

YOU ARE RESPONSIBLE FOR ANY MOBILE CHARGES THAT MAY APPLY TO YOUR USE OF OUR SERVICE, INCLUDING TEXT-MESSAGING AND DATA CHARGES. IF YOU ARE UNSURE WHAT THOSE CHARGES MAY BE, YOU SHOULD ASK YOUR SERVICE PROVIDER BEFORE USING THE SERVICE.

RIDE SKIPPER PRIVACY POLICY

VERSION 1 JUNE 2024



Policy Scope and Applicability

This policy applies to all persons who access Ride Skipper Services.

Ride Skipper Hospitality Services LLC (“we”, “us”, “our”, “Ride Skipper”) collects information about you during your usage of our mobile application, website or during interactions with our customer service team. This policy details the ways in which this information will be processed and used by Ride Skipper and its partners. Ride Skipper adheres to applicable UAE laws relating to privacy and information processing.

Your usage of Ride Skipper Services constitutes your acceptance that all information submitted by you throughout the course of your interactions with Ride Skipper and its associates may be used in accordance with UAE law, together with this policy and the Ride Skipper Terms. Information collected by Ride Skipper in accordance with this Privacy Policy may be used in accordance with Applicable Laws.

Ride Skipper does not intentionally or knowingly solicit personal data relating to persons under the age of eighteen years or allow such persons to use our Services.

When you download the Ride Skipper app to use driver services, Ride Skipper will be the data controller for any personal data provided during registration and in the course of your day to day mobile application usage.

Definitions

“Applicable Law” means any law that applies to our processing of your Personal Data, whether by virtue of offering Services to you, monitoring your behaviour online (such as by using Cookies) and your use of our Services.

“Personal Data” is any data or information that relates to an individual and which could, of itself or in combination with other data or information, identify who an individual is.

“Process” or “Processing” means the collection, storage, use or transfer of Personal Data.

“Terms of Use” means the Users’ Terms.



“Transaction Data” means any information that is collected related to your transactions with Ride Skipper which may include, but is not limited to: your name, contact information, payment information and details of the transaction itself.

Information Ride Skipper Collects

Information collected by and on behalf of Ride Skipper may include but not be limited to:

- Name
- Profile picture/photo
- Email address
- Phone number
- Saved addresses
- Payment preferences
- Device used
- Age
- Gender
- Frequently booked locations
- Information shared when you rate and review our Services or Drivers
- Location data
- Transaction data
- Voucher code usage
- Frequency of use and usage type in order to provide you with targeted offers and measuring the success of targeted advertising
- Other Users providing your information in connection with referral programs

Ride Skipper may use third party partners and services for advertising purposes. Such third parties may collect information and use it for their own purposes. Please note that this is outside of our control.

Ride Skipper uses the information it collects to:

- Maintain and improve our mobile application and other Services
- Develop new features, products and services which may be of interest or benefit to our customers
- Provide detailed and personalised customer service and support
- Perform internal training on matters such as fraud prevention, customer care, software troubleshooting, operational challenges, data analysis and trend analysis
- Notify you regarding changes or additions to our Services

Data Safety & Security

We make every reasonable effort to ensure the security of your Personal Data. However, no internet data transmission over the internet can be guaranteed as 100% secure. As a result, we are unable to guarantee the security of any Personal Data you share with us and you do so at your own risk. Please refer to our Terms of Use for more information.

To the extent permitted by Applicable Law, Ride Skipper expressly disclaims any liability and you indemnify us in respect of any claims that may be brought by third parties accessing or using our services



via your account, where another individual obtains the Personal Data Ride Skipper collects about you or third parties accessing and using our Services via your account.

Data Transfer & Retention

By using our Services, you warrant that Ride Skipper may retain personal information for as long as can be reasonably deemed necessary to ensure the integrity of our database and to enable us to carry out ongoing customer service and comply with applicable laws and regulations.

User Rights & Permissions

Mobile Devices - Ride Skipper can only access limited information through our mobile application regarding your device without your consent. If you are using the application on iOS, you will be alerted the first time the application tries to access certain types of data. If you are using the application on Android, the device will notify you of the permissions sought by the application before you use it.

We recommend you enable location and phone call permissions and services to ensure your user experience is not adversely affected (this will ensure accuracy of your pick up location and ensure Drivers to call you).

You are entitled to opt out of promotional communications by following the instructions detailed within such communications or emailing hello@rideskipper.com

If you wish to deactivate and delete your Ride Skipper account within the mobile application, you can request to do so by email at hello@rideskipper.com. Upon receiving your request, we will archive or erase your personal data unless we are required to retain it due to legal reasons or for the purposes of safety, security, fraud prevention or outstanding issues with your account (such as unpaid transactions or an unresolved dispute). Ride Skipper reserves the right to refuse to process an account deletion or information erasure request if such request does not have a legal basis. You will be informed in writing of such decisions.

Privacy Policy Updates & Amendments

We may from time to time and at our sole discretion update our Privacy Policy. Changes will be posted within the main privacy policy within our mobile application and on our website and are effective from the time of posting. We recommend you regularly visit this page to ensure you are up to date with the current Privacy Policy content.

Payment Information

Ride Skipper does not store, sell, share, rent or lease credit/debit card details and information which could reveal your personal identity to any third parties.

Information you Provide to Us

By accessing our services, you are solely responsible for the accuracy of the information you provide in the Ride Skipper mobile application. Ride Skipper will only update or modify your personal data upon your request or when you update or modify the information directly within your user profile. Failure by you to provide accurate and full information will affect your user experience when availing Ride Skipper services.



We may share your personal data with:

- Other apps or websites with an API connection to our mobile application including Google for Google Maps, whose privacy policy can be viewed here: <https://www.google.com/policies/privacy>
- Partners with whom we collaborate for special events
- In response to requests for information by regulators, law enforcement agencies or government agencies

Some of our location-enabled Services require your Personal Data for the feature to work. By accepting the Terms of this Privacy Policy, you are agreeing to the use of GPS technology when relevant to the use of our Services. Use of GPS is a setting that you can switch on and off from your phone device settings at any time, but which will adversely affect your user experience if not switched back on when you book a ride.

We may share your personal data with Ride Skipper Employees in order for them to fulfil the service you have requested. This may include, but is not limited to: name, address, phone number, email address, transaction history, preferences.

Cookies

Cookies are small text files stored on browsers or devices by mobile applications, advertisements and websites. We use cookies for purposes such as:

- Remembering your personal preferences
- Distinguishing you from other Users
- Data insight and analysis into customer behaviour and preferences

Ride Skipper employee training and improving our Services

If you have any questions, comments and requests related to this Privacy Notice, or if you have any questions about how Ride Skipper processes your Personal Data, please contact us by email at hello@rideskipper.com