



MY TAXI RYDE, LLC LEGAL POLICY TERMS

Welcome to My Taxi Ryde.

These Legal Policy ("Terms") govern your use of the services provided by MY TAXI RYDE through My Taxi Ryde websites, applications, technology, communications, facilities and platform, (collectively, the "Platform") and constitute a legally binding agreement (the "Agreement") between you and My Taxi Ryde, its parents, subsidiaries, representatives, affiliates, officers, and directors (collectively, "Taxi Ryde", "we", "us" or "our").

By entering into this Agreement, and/or by using or accessing the Taxi Ryde Platform, you expressly acknowledge that you understand this Agreement and accept all its terms. By requesting and reserving ridesharing services with My Taxi Ryde, you agree to be bound by all the Terms. IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT, YOU MAY NOT USE OR ACCESS THE TAXI RYDE PLATFORM OR ANY OF THE SERVICES PROVIDED THROUGH THE TAXI RYDE.

When using My Taxi Ryde Platform, you also agree to conduct yourself in accordance with all Terms.

1. Services

- MY TAXI RYDE provides an intermediary service that connects consumers ("Users") with ridesharing service providers ("Drivers"). We do not provide transportation services ourselves; we facilitate the connection between Users and Drivers. All transportation is provided by independent third-party contractors who are not employed by My Taxi Ryde.
- You must be at least 18 years of age to reserve ridesharing services.

2. Service Fees

- The service rates for rides arranged through our Platform are not fixed. They are calculated based on various factors, including but not limited to:
 - Traffic conditions
 - Distance traveled
 - Time of day
 - Request for Priority Pickup
 - Demand for rides at the time of booking
 - Events or areas with potential delays and/or increased wait times, such as concerts, festivals, and holidays.
 - Surge Pricing
- You are responsible for notifying the Company of specific timing needs for their ride and must make cancellations or trip alterations in writing via text or directly with customer support.
- The service rate will be quoted to you before you confirm your ride request. Once you have submitted payment it will be deemed that you have accepted the service fee and have authorized My Taxi Ryde to charge your form of payment for such service fee.
- **Additional fees may be charged in the event you are late, add in or change locations, number of passengers, wait time, tolls, any damages to the driver's car or if you cancel beyond the designated time frame allowed as stated in more detail herein, or surge pricing.**

3. Payment

- By using our services, you agree to pay the service fees as calculated and quoted to you at the time of making a reservation. No services will be performed until your payment has been received in full. Payment shall be tendered at time of reservation which will be immediately processed.
- We accept the following payment methods:
 - Credit
 - Debit
 - Cash App
 - Zelle
 - Venmo
 - Apple Pay
 - Pay Pal
 - Any additional noncash payment method
 - WE DO NOT ACCEPT NO PAPER CASH under ANY circumstances.
 - **CHARGES WILL APPEAR AS MY TAXI RYDE, LLC (SQUARE) ON YOUR BILLING STATEMENT**

3.1. Payment information.

- You must provide your contact information.
- Agreement to these Terms must be confirmed via SMS, a third-party website, signed invoice, or email.
- Upon request, you must present a government-issued ID that matches the method of payment.
- You authorize the Company to keep your method of payment information on file and to charge same for all estimated service fees, additional fees, damages, cleaning, wait time, tolls, cancellation fees, processing charges, local taxes, and other applicable fees, future services.
- Privacy Policy <https://mytaxiryde.com/privacy-policy>
- **CHARGES WILL APPEAR AS MY TAXI RYDE, LLC (SQUARE) ON YOUR BILLING STATEMENT**

4. Cancellation and Other Fees:

4.1. My Taxi Ryde may charge you an additional cancellation fee in the event:

- You cancel your ride more than 30 seconds after we have placed you with a driver.
- You cancel your ride after the driver is in route to you
- You cancel after your driver has arrived.
- You cancel 24 hours or less before your ride reservation time.
- You fail to show for such ride
- Your misconduct causes unsafe driving conditions or causes the driver to terminate the ride.
- Special instructions or needs not given at the time of booking.
- Additional stops not disclosed at the time of booking.
- **Upon a cancellation for any of the above events, the cancellation fee will be the full amount of the upfront fee quoted for your ride, including, but not limited to, a nominal fee of \$30.00, PLUS Processing Fee of 10.5%, a Virtual Terminal fee of 3.50% + \$0.15, and any cancelation fees charged by the driver(s).**

4.2. Wait Fees.

- My Taxi Ryde may charge you wait time fees at a per minute rate when your driver has arrived at the pickup location and has been waiting more than two (2) minutes. Wait time fees vary by location and surge pricing. However, My Taxi Ryde or the Driver, at its sole discretion may cancel your ride if you are not at the specified pickup location within five (5) minutes of the scheduled pickup time.
- Riders that need additional time (more than two (2) minutes) due to a disability which impacts their ability to get into the vehicle will not be charged a wait time fee if Rider has informed My Taxi Ryde at time of reservation.

4.3. Stop fees.

- A fee is charged for any requested stops during your ride at a stop-per minute rate plus distance. The fees for any stops will be added to your upfront price and charged to your payment method.

4.4. Cleaning/damage charges

- The Company will charge you for any cleaning and/or damages due to any physical or cosmetic damages to the interior or exterior of the driver's vehicle caused by you or any party riding with you. My Taxi Ryde will assess the cleaning/damage fee and charge your payment method on file.
- If a charge is assessed, My Taxi Ryde will send you an email/text with such details and photos of the damage.
- Cleaning/damage fees vary based on the severity. Typical fees are as follows, but are to be determined on a case-by-case basis:
 - \$30 for Minor damages such as mud, dirt, food or drink spills
 - \$50-\$80 for Moderate messes such as biowaste, of food or drink spills
 - \$150 minimum for Major or extensive damages to the vehicle interior or exterior.
 - CHARGE PRICING MAY VARY DEPENDING ON DRIVER'S COST FOR REMEDY

4.5. Toll charges.

- All Toll charges will be the responsibility of the rider and will be charged at the end of your ride to your method of payment.

5. Refund Policy.

- Our refund policy is as follows:
- <https://mytaxiryde.com/return-policy>
- **All sales are final, and no refund will be issued.**
- If you have any questions concerning our return policy, please contact us at:
(866) 469-7933
mytaxiryde2024@gmail.com

5.1. Cancellation by User

- **All sales are final, and no refund will be issued.**

5.2. Cancellation by Driver

- All sales are final, and no refund will be issued.
- A new driver will be dispatched to fulfill your ride order.

5.3. Ride Issues

- All sales are final, and no refund will be issued.
- If you experience any issues during your ride, such as unsafe driving or vehicle conditions, please report the incident to us within 24 hours.
- Contact information 866-469-7933 (4MyRyde) or mytaxiryde2024@gmail.com.

5.4. Service Disruptions

- All sales are final, and no refund will be issued.
- Services will be made available as soon as disruption issues are concluded.

5.5. Dispute Resolution

- Users are encouraged to contact our customer support team to resolve any issues before initiating a dispute with their payment provider.
- If a charge is disputed with a third-party card charging company, we will provide all relevant documentation and video recordings to support our refund policy and the legitimacy of the charge.

6. User Conduct

- You agree to abide by all the Terms responsibly and to respect the rights of other Users and Drivers, and to abide by all applicable laws. You further agree to provide proof of identity to access or use the Services, upon request.
- The Company may deny you access to the use of the services if you fail to abide by all Terms and applicable laws including all seat belt and child seat laws.
- Prohibited conduct includes, but is not limited to:
 - Engaging in abusive or threatening behavior
 - Touching or making inappropriate gestures to the driver
 - Damaging property
 - Transport of any unlawful or hazardous materials
 - Use of alcohol or illegal drugs
 - Smoking or vaping
 - Eating and drinking (without consent from the driver)
 - Violating any applicable laws or regulations

7. TEXT Messaging.

- **TO OPT IN OR OPT OUT:** <https://mytaxiryde.com/sms-opt-in%2Fout>
 - You consent to receive text messages from our company.
 - These messages may include account notifications, service updates, appointment reminders, promotional offers, promotion updates, advertisement, and other relevant information.
 - We respect your privacy and offer you the right to opt out of receiving these text messages at any time. Additionally, please note that your mobile network provider's data and messaging rates and fees may apply to any text messages we send to you.

8. Force Majeure.

- Riders are responsible for notifying the Company of specific timing needs for their ride and must make cancellations or trip alterations in writing via SMS.

9. Limitation of Liability.

- MY TAXI RYDE is not liable for any direct, indirect, incidental, special, exemplary, punitive or consequential damages arising from your use of the Services provided by My Taxi Ryde or the Drivers.
- The Services are provided "AS IS and "AS AVAILABLE". Our liability is limited to the maximum extent permitted by applicable law.

10. Changes to Terms

- We may modify these Terms at any time.
- Changes will be effective when posted on the Platform.
- Your continued use of our Services after any changes constitutes your acceptance of the new Terms.

11. Indemnity

- You agree to indemnify and hold the Company and its officers, directors, employees and agents harmless from any and all claims, demands, losses, liabilities, and expenses (including attorneys' fees) arising out of or in connection with: (i) your use of the Services or services or goods obtained through your use of the Services; (ii) your breach or violation of any of these Terms; (iii) the Company's use of your User content; or (iv) your violation of the rights of any third party, including Third Party Providers.

12. Governing Law

- These Terms are governed by and construed in accordance with the laws of Texas. Any disputes arising from or related to these Terms will be subject to the exclusive jurisdiction of the courts located in Texas.

13. Policies

- **These are our policies, terms of services, disclosures, and consents**
 - **Privacy Policy**-<https://mytaxiryde.com/privacy-policy>
 - **Cookies**-<https://mytaxiryde.com/cookies-1>
 - **Terms of Services**-<https://mytaxiryde.com/terms-of-service>
 - **Legal Policy Terms**-<https://mytaxiryde.com/legal-policy-terms>
 - **SMS OPT IN & OPT OUT**-<https://mytaxiryde.com/sms-opt-in%2Fout>
 - **Data Subject Access Request (DSAR) Form**-<https://mytaxiryde.com/dsar-form-1>
 - **Return Policy**-<https://mytaxiryde.com/return-policy>

14. Contact Us

- If you have any questions about these Terms, please contact us at:
 - My TAXI RYDE
4900 Airport Parkway
Suite 913
Addison, TX 75001
mytaxiryde2024@gmail.com
Telephone: 866-469-7933 (4MyRyde)
Website: <https://mytaxiryde.com/>
- By using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.
- **ALL SALES ARE FINAL. NO REFUND WILL BE ISSUED**
<https://mytaxiryde.com/return-policy>