

ZuzuRide – Terms of Service

Effective Date: *June 24 2025*

Welcome to ZuzuRide. By accessing or using our platform, you agree to these Terms of Service. Please read them carefully.

1. About ZuzuRide

ZuzuRide is a Canadian ridesharing platform that connects drivers and passengers for intercity and commuter trips. We enable users to share travel costs in a safe, community-driven environment.

2. Eligibility

To use ZuzuRide, you must:

- Be at least 18 years old (or legal driving age in your province).
 - Possess a valid driver's license and insurance (for drivers).
 - Have an active Stripe account for payment or payout.
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3. User Accounts

- You must create an account to use the platform.
 - You are responsible for all activity under your account.
 - You agree to provide accurate, up-to-date personal and payment information.
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4. Bookings & Payments

- Passengers prepay to reserve a seat.
 - Drivers receive payouts **after the ride is completed**, minus ZuzuRide's service fee.
 - ZuzuRide uses Stripe to process all payments securely.
 - Booking is confirmed once payment is processed.
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5. Cancellations & Refunds

- Cancellation by a **passenger** within the refund window (usually 24 hours before departure) results in a full refund, minus fees.
 - Cancellation by a **driver** will result in an automatic refund to the passenger.
 - Disputes are handled on a case-by-case basis via our support team.
(See: Refund & Cancellation Policy for full details)
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6. Driver Responsibilities

Drivers agree to:

- Only post trips they intend to complete.
 - Arrive on time and communicate clearly with passengers.
 - Maintain a safe, insured, and legal vehicle.
 - Not profit beyond cost-sharing, in line with CRA mileage guidelines.
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7. Passenger Responsibilities

Passengers agree to:

- Show up at the agreed pickup time and location.
- Communicate respectfully with drivers.
- Cancel responsibly to avoid inconveniencing drivers.
- Follow the driver's car rules (e.g., food, music, pets).

8. Code of Conduct

All users agree to treat others with respect and abide by our Community Guidelines. Misuse of the platform may result in account suspension or removal.

9. Fees

ZuzuRide charges a small service fee per booking. This fee supports platform operations and may vary by trip or province.

10. Limitation of Liability

ZuzuRide facilitates connections but does not operate the rides. We are not liable for delays, incidents, or user behavior during a ride.

11. Modifications

We may update these Terms at any time. Continued use of ZuzuRide constitutes acceptance of any changes. We will notify you of major updates.

12. Contact Us

For questions or concerns, please contact: Support@zuzuride.com