

# TERMS OF USE:

## BANTOO TAXI & BANTOO DRIVER

**Effective Date:** 1 January 2025

### 1. Introduction

Welcome to Bantoo Taxi and Bantoo Driver! These Terms of Use ("Terms") govern your access to and use of the Bantoo Taxi rider app and Bantoo Driver platform. By using our services, you agree to these Terms. If you do not agree, please do not use Bantoo Taxi or Bantoo Driver.

### 2. Eligibility

To use Bantoo Taxi or Bantoo Driver, you must:

- Be at least 18 years old (or the age of majority in your jurisdiction).
- Have the legal capacity to enter into a binding agreement.
- Provide accurate, complete, and updated information when creating an account.

### 3. User Accounts

- **Account Creation:** Users must register an account with accurate details, including contact information and payment methods.
- **Account Security:** Users are responsible for maintaining the confidentiality of their account credentials. Bantoo is not responsible for unauthorized account access due to user negligence.
- **Account Suspension:** We reserve the right to suspend or terminate accounts if users violate these Terms, engage in fraudulent activity, or compromise platform security.

### 4. Services Provided

- **For Riders:** Bantoo Taxi connects riders with drivers for transportation services. Users can request rides, view fare estimates, and make payments through the app.
- **For Drivers:** Bantoo Driver allows drivers to accept ride requests, navigate to destinations, and receive payments for completed trips.

### 5. Payments and Fees

- Riders agree to pay the fare, including applicable taxes and fees, for each completed trip.
- Fares are calculated based on time, distance, demand, and other factors.
- Payment can be made via the Bantoo wallet, mobile money, or other accepted payment methods.

- Drivers receive earnings after Bantoo's service fee is deducted from each fare.

## **6. Cancellations and No-Show Policy**

- Riders may cancel a trip request before the driver arrives, subject to cancellation fees if applicable.
- Drivers may cancel a trip if the rider fails to show up within a reasonable time.

## **7. User Responsibilities**

Users agree to:

- Use the platform only for lawful purposes.
- Treat drivers, riders, and customer support staff with respect.
- Not engage in abusive, fraudulent, or disruptive behavior.
- Comply with local laws and regulations.

## **8. Driver Obligations**

Drivers must:

- Hold a valid driver's license, vehicle registration, and insurance.
- Maintain their vehicle in safe and clean condition.
- Abide by traffic laws and safety regulations.
- Accurately report trip status and earnings.

## **9. Location Services**

Bantoo Taxi and Bantoo Driver rely on real-time GPS location to provide services. Users must enable location sharing for the app to function correctly.

## **10. Privacy and Data Protection**

Our collection and use of personal data are governed by the **Bantoo Taxi and Bantoo Driver Privacy Policy**. By using the app, you agree to our privacy practices.

## **11. Limitation of Liability**

To the extent permitted by law, Bantoo is not liable for:

- Personal injury, property damage, or other harm resulting from the use of the platform.
- Service interruptions, technical issues, or unauthorized account access.
- Disputes between riders and drivers.

## **12. Dispute Resolution**

If a dispute arises between users or with Bantoo, parties agree to attempt resolution through customer support. If unresolved, the dispute may be subject to arbitration under the governing law of the user's jurisdiction.

## **13. Termination of Services**

Bantoo reserves the right to terminate user accounts and access to services for violations of these Terms, fraudulent activities, or misuse of the platform.

## **14. Changes to Terms**

Bantoo may update these Terms periodically. Continued use of the platform after updates constitutes acceptance of the revised Terms.

## **15. Governing Law**

These Terms are governed by the laws of the International Chamber of Commerce courts in London, without regard to conflict of law principles.

## **16. Contact Us**

For questions about these Terms, contact us at:

**Email:** [info@bantootaxi.net](mailto:info@bantootaxi.net)

**Address:** Bantoo Pay Africa, Angre Papaya Djomi, 04 BP 1164, Abidjan 04, Côte d'Ivoire