

RidenRoll Driver Terms & Conditions

Welcome to RidenRoll. These Driver Terms & Conditions ("Terms") govern your access to and use of the RidenRoll technology platform as an independent business ("Driver" or "Licensee"). By using the RidenRoll app or website, you agree to these Terms and any updates.

I. Independent Contractor Status

Drivers operate as independent businesses and are not employees, agents, or representatives of Ridein Technologies, Inc. ("RidenRoll"). Drivers retain 100% of fares and tips and are solely responsible for their business operations, taxes, licensing, and compliance with all laws.

II. Driver Qualification & Eligibility

Drivers must:

- Hold a valid driver's license and required local/state permits.
 - Maintain an acceptable Motor Vehicle Record (MVR).
 - Have no DUI/DWI or substance-related violations.
 - Have no major violations within three (3) years.
 - Have no more than three (3) minor violations in three (3) years and no more than two (2) in twelve (12) months.
 - Be physically capable of safely operating a vehicle, with reasonable accommodations where applicable.
 - Submit to background checks and continuous monitoring as required by law.
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III. Major & Minor Violations

Major Violations Include:

Excessive speeding, reckless driving, evading law enforcement, vehicular homicide, failure to report accidents.

Minor Violations Include:

Any moving violations not listed above. Not-at-fault accidents and animal collisions are excluded.

IV. Accident & License Reporting

Drivers must:

- Immediately report license suspensions or restrictions.
 - Report all moving violations within one (1) business day.
 - Report accidents immediately through the app and to RidenRoll Support.
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V. Distracted Driving & Phone Use

Drivers are prohibited from:

- Making or receiving calls while driving unless parked or in an emergency.
 - Texting, browsing, or using social media while driving.
 - Engaging in any activity that distracts from safe operation.
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VI. Safe & Defensive Driving

Drivers must:

- Follow all traffic laws.
 - Maintain safe following distances.
 - Exercise caution around pedestrians and bicyclists.
 - Adjust driving for weather and road conditions.
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VII. Vehicle Standards & Inspections

Vehicles must:

- Be less than 10 years old and under 100,000 miles (unless otherwise approved).
 - Pass daily safety inspections and monthly documented inspections.
 - Comply with all recalls and maintenance requirements.
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VIII. Zero Tolerance Intoxicating Substance Policy

RidenRoll maintains a Zero Tolerance Policy prohibiting alcohol or controlled substance use while operating on the platform.

Reporting:

Riders may report suspected intoxication via:

- In-app call or report feature
- Phone: [415-335-7192](tel:415-335-7192)
- Email: support@ridenroll.com
- CPUC Hotline: 1-800-894-9444
- CPUC Email: CIU_intake@cpuc.ca.gov

Violations result in immediate suspension and potential termination.

IX. Accessibility & Non-Discrimination Policy

RidenRoll prohibits discrimination based on disability, race, gender, religion, national origin, sexual orientation, or any protected class.

Drivers must:

- Accept all ride requests unless a legitimate safety concern exists.
- Provide reasonable assistance to passengers with disabilities.
- Allow service animals.

RidenRoll monitors safety reports and discriminatory behavior. Violations may result in suspension or termination.

X. Accessible Vehicle (WAV) Program

RidenRoll supports accessible transportation by:

- Prioritizing dispatch for accessible ride requests.
 - Partnering with mobility and NEMT providers.
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XI. Safety Training

To comply with applicable safety regulations and platform risk standards, Drivers must review and acknowledge RidenRoll's digital Safety Training materials prior to activation on the platform.

Safety Training materials are provided for informational and regulatory compliance purposes only and do not constitute employment training, supervision, or direction over how Drivers operate their independent business.

Safety Training may include modules covering: if required

- Defensive driving and road safety
- ADA awareness and accessibility obligations
- Zero Tolerance Intoxicating Substance Policy
- App usage and rider communications
- Emergency procedures

Drivers may be required to re-acknowledge updated Safety Training materials from time to time as a condition of continued platform access.

Completion and acknowledgment of Safety Training materials are tracked electronically for compliance purposes.

XII. Insurance Requirements

Drivers must maintain:

- Personal auto insurance
- Commercial TNC insurance where required
- Workers' compensation for fleet companies (if applicable)

Drivers must provide proof of coverage upon request.

XIII. Compliance with Laws

Drivers must comply with all federal, state, and local laws, including CPUC regulations.

XIV. Termination

RidenRoll may suspend or terminate access for violations of these Terms or applicable law.

XV. Indemnification & Liability

Drivers agree to indemnify RidenRoll against claims arising from their operations.

XVI. Updates

RidenRoll may modify or update these Terms from time to time. RidenRoll will provide Drivers with reasonable notice of any material changes to these Terms, which may be delivered by email, in-app notification, or posting within the RidenRoll platform.

Updated Terms will become effective on the date specified in the notice. Continued access to or use of the RidenRoll platform after the effective date of any updated Terms constitutes Driver's acceptance of such changes.

If Driver does not agree to the updated Terms, Driver must discontinue use of the RidenRoll platform prior to the effective date of the changes.

Effective Date: Jan. 21, 26

Contact: support@ridenroll.com