

RidenRoll Business User Terms & Conditions

Last Updated: March 12, 2026

These Business User Terms & Conditions ("Terms") govern access to and use of the RidenRoll platform by any individual or entity registering for a Business User account ("Business User," "you," or "your"). RidenRoll is a software-as-a-service (SaaS) technology platform operated by Ridein Technologies, Inc., DBA RidenRoll ("RidenRoll," "we," "us," or "our").

By creating a Business User account, placing ride orders, or otherwise using the RidenRoll platform, you acknowledge that you have read, understood, and agree to be bound by these Terms.

1. Platform Role & Disclaimer

RidenRoll is a technology platform and does not provide transportation services, own vehicles, or employ drivers. All transportation services are provided by independent third-party drivers, fleets, or affiliated Transportation Network Companies ("Service Providers"). RidenRoll is not a common carrier, taxi operator, or employer.

2. Eligibility & Account Responsibility

Business Users must be at least 18 years old and have authority to bind the entity they represent. You are responsible for all activity conducted through your account.

3. Business Ride Services

Business Users may book, schedule, and manage rides for employees, contractors, clients, guests, or other individuals authorized by the Business User ("Third-Party Riders"). Availability of drivers or vehicles is not guaranteed.

By requesting transportation for a Third-Party Rider, the Business User represents and warrants that it has the authority to arrange transportation on behalf of that individual.

The Business User acknowledges that Third-Party Riders may not have accepted the RidenRoll Terms directly and agrees to assume responsibility for arranging transportation services through the platform.

The Business User remains fully responsible for all ride activity, charges, and rider conduct associated with rides requested under its account.

4. Account Administration & Spending Controls

Business Users may assign administrators, set spending limits, user roles, and access permissions. RidenRoll is not responsible for internal policy enforcement.

5. Pricing, Billing & Payments

All payments are processed through third-party payment processors (including Stripe). Business Users authorize RidenRoll to charge all applicable fees. RidenRoll is not responsible for processor errors or outages.

5A. Employee, Contractor, and Guest Ride Authorization

The Business User acknowledges and agrees that rides requested by its employees, contractors, guests, or authorized users through the Business User account are deemed authorized transactions of the Business User.

The Business User agrees that it remains fully responsible for all charges incurred through its account, regardless of whether such rides were requested in accordance with the Business User's internal policies or authorization procedures.

RidenRoll shall not be responsible for resolving internal disputes between the Business User and its employees, contractors, guests, or authorized users regarding ride usage, expenses, or payment responsibility.

To the maximum extent permitted by law, the Business User agrees not to initiate payment disputes, chargebacks, or payment reversals for rides requested through its account on the basis that the ride was unauthorized by internal company policy.

6. Taxes

Business Users are solely responsible for all applicable taxes, fees, or governmental charges except where legally required to be collected by RidenRoll.

7. Cancellations, No-Shows & Refunds

Cancellation and no-show fees may apply. Refunds are issued at RidenRoll's discretion.

8. User Responsibilities & Prohibited Use

Business Users must use the platform lawfully and are responsible for rider conduct, damages, and misuse of payment methods.

9. Safety & Zero-Tolerance Policy

RidenRoll maintains a zero-tolerance policy for harassment, violence, or substance abuse.

10. Independent Contractors

Nothing herein creates an employment or agency relationship.

11. Insurance & Limitation of Liability

RidenRoll does not provide commercial auto insurance. Liability is limited to fees paid in the prior 30 days.

12. Indemnification

Business Users agree to indemnify and hold harmless RidenRoll from claims arising from platform use or violations.

13. Data, Privacy & Confidentiality

Data is governed by the Privacy Policy. Each party agrees to protect confidential information.

14. Suspension & Termination

RidenRoll may suspend or terminate accounts for violations or non-payment.

15. Arbitration, Governing Law & Class Action Waiver

Binding arbitration under AAA rules. Governing Law: California. Venue: San Joaquin County.

PAGA claims seeking public injunctive relief may proceed in court.

16. Force Majeure

RidenRoll is not liable for delays caused by events beyond reasonable control.

17. Assignment & Survival

Business Users may not assign without consent. Certain provisions survive termination.

18. Entire Agreement

These Terms constitute the entire agreement.

19. Contact Information

Ridein Technologies, Inc. DBA RidenRoll

Email: support@ridenroll.com

Phone: [415-335-7192](tel:415-335-7192)

Appendix A – RidenRoll API Terms Addendum

Last Updated: January 31, 2026

This RidenRoll API Terms Addendum (“API Addendum”) supplements and forms part of the RidenRoll Business User Terms & Conditions (“Business User Terms”). Capitalized terms not defined herein have the meanings set forth in the Business User Terms.

By accessing or using any RidenRoll application programming interface (“API”), the Business Client (“you”) agrees to be bound by this API Addendum.

1. Scope of API Access

RidenRoll may, at its sole discretion, provide Business Clients with access to APIs that enable integration between the RidenRoll Platform and the Business Client’s internal systems.

2. License Grant

RidenRoll grants a limited, non-exclusive, non-transferable, revocable license to use the APIs solely for internal business purposes.

3. API Availability & Modifications

APIs are provided “as-is” and “as-available.” RidenRoll may modify or discontinue APIs at any time without liability.

4. Security & Credentials

You are responsible for safeguarding API credentials and all activity conducted through them.

5. Data Use & Privacy

API data may only be used for lawful, authorized purposes and may not be sold, sublicensed, or disclosed.

6. Prohibited Use

You may not reverse engineer, scrape, overload, or misuse the APIs.

7. No Service Provider Relationship

API access does not create any employment, agency, or transportation provider relationship.

8. Fees

RidenRoll may charge API-related fees upon notice or under a separate agreement.

9. Indemnification

You agree to indemnify RidenRoll from claims arising from API use or data misuse.

10. Disclaimer of Warranties

APIs are provided without warranties of any kind.

11. Limitation of Liability

RidenRoll's liability related to API use is limited to fees paid in the prior 30 days.

12. Suspension & Termination

RidenRoll may suspend or terminate API access at any time for risk or violations.

13. Governing Law

This API Addendum follows the governing law and dispute resolution provisions of the Business User Terms.

14. Entire API Agreement

This API Addendum constitutes the entire agreement regarding API access.