

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.

RidenRoll Event Booking Addendum

Last Updated: April 28, 2026

This Event Booking Addendum (“Event Addendum”) supplements and forms part of the RidenRoll Business User Terms & Conditions (“Business Terms”).

Capitalized terms not defined herein shall have the meanings set forth in the Business Terms.

This Addendum forms part of the master agreement between the parties.

In the event of any conflict between this Event Addendum and the Business Terms, this Addendum governs event-related services only.

All other terms of the Business Terms remain in full force and effect.

E.1 Event Feature Description

RidenRoll may offer event-related features (“Event Features”) that allow users or organizations (“Organizer”) to create, manage, and promote events.

Event Features may include:

- Event listings
- Heatmaps and demand indicators
- Pickup and drop-off zone tools
- Sponsored ride programs
- Promotional campaign tools
- Event-related analytics

All Event Features are provided solely as a **technology convenience** and for informational purposes only.

E.2 Platform Role

RidenRoll is a **software-as-a-service (SaaS) platform only**.

RidenRoll:

- Does not organize or operate events
- Does not manage traffic, crowd flow, or safety
- Does not provide transportation services
- Does not employ or control drivers

All transportation services are provided by independent third-party drivers.

E.2.1 Platform Control and Discretion

RidenRoll retains sole discretion over platform functionality, feature availability, event visibility, promotional placement, and technical delivery of Event Features.

RidenRoll may modify, prioritize, limit, or remove event visibility or promotional placement at any time for operational, technical, or compliance reasons.

E.3 Organizer Responsibility

The Organizer represents and warrants that:

- (a) it has full legal authority to organize or manage the event;
- (b) it has obtained or will obtain all required permissions;
- (c) it is solely responsible for all event-related decisions and operations.

The Organizer assumes full responsibility for:

- Event execution
- Safety planning
- Traffic management
- Venue coordination
- Guest communication

E.4 Financial Responsibility

The Organizer is responsible for all costs associated with Event Features, including promotional budgets and platform fees.

All charges incurred through the Event Features shall be deemed **authorized transactions of the Organizer**.

E.5 Sponsored Ride Authorization

The Organizer authorizes RidenRoll to apply ride discounts and charge applicable fees, including but not limited to:

- Sponsored ride budgets
- Promotional costs
- Platform fees
- Third-party service costs

All such charges shall be treated as authorized transactions of the Organizer.

E.5.1 Sponsored Ride Program Authorization

By enabling any promotional or sponsored ride feature, the Organizer expressly authorizes RidenRoll to:

- (a) apply ride discounts funded by the Organizer or sponsor;
- (b) charge the Organizer's designated payment method;
- (c) manage campaign delivery within the platform.

E.6 Prepaid Campaign Funding

The Organizer acknowledges and agrees that:

- (a) all campaign budgets are prepaid;
- (b) campaign budgets constitute marketing expenditures, not deposits;
- (c) funds are not held in escrow or trust;
- (d) budget consumption is based on actual rider usage and applicable platform fees, management fees, and related charges.

E.7 Non-Refundable Fees

All fees are non-refundable once initiated or activated, including:

- Setup fees
- Platform or management fees
- Activated campaign budgets

Services shall be deemed commenced upon activation, availability, or deployment, regardless of actual usage.

E.8 Chargeback Restriction

The Organizer acknowledges that all charges are valid and authorized and agrees:

- The Organizer agrees that all charges are authorized. In the event of a dispute, the Organizer agrees to first contact RidenRoll to seek resolution prior to initiating any chargeback. Unauthorized or bad-faith chargebacks may result in suspension, termination, and recovery actions.
- Not to dispute valid transactions
- Not to reverse payments
-

If a chargeback occurs, RidenRoll may:

- Suspend event access
- Terminate the account
- Recover disputed amounts
- Apply administrative fees

E.9 No Guarantee of Performance

RidenRoll makes no guarantees regarding:

- Driver availability
- Ride fulfillment
- Event traffic flow
- Campaign performance
- Promotional results or return on investment

All results depend on independent third-party activity and market conditions.

No projections, estimates, or prior campaign results shall be interpreted as guarantees of future performance.

E.10 Pickup Zones and Traffic Responsibility

The Organizer acknowledges that:

- (a) pickup zones are defined by the Organizer;
- (b) RidenRoll may provide suggestions only;
- (c) RidenRoll does not manage or enforce zones.

The Organizer is solely responsible for:

- Traffic flow
- Safety compliance
- Local coordination

E.11 Data, Heatmaps, and Insights Disclaimer

All data provided through Event Features:

- Is estimated and informational
- May change in real time
- Is not guaranteed to be accurate

RidenRoll is not liable for decisions made based on such data.

Organizer agrees not to rely on such data as the sole basis for operational or safety decisions.

E.12 Insurance and Claims Responsibility

RidenRoll may facilitate access to insurance only during active trips.

The Organizer acknowledges:

- Reporting to RidenRoll does not constitute notice to insurers
- Claims must be filed directly with the insurance carrier
- Coverage is governed solely by the applicable policy

RidenRoll is not:

- An insurer
- A broker
- A claims administrator

E.13 Independent Contractor Model

Drivers are independent businesses and:

- Control their own operations
- Accept or decline rides independently

RidenRoll is not responsible for:

- Driver actions
- Driving decisions
- Service quality

E.14 Airport and Venue Compliance

If an event involves airports or regulated venues, the Organizer must:

- Obtain required permits
- Follow all venue rules
- Use authorized pickup zones
- Coordinate with venue authorities

RidenRoll does not guarantee airport access or venue approval.

E.15 Event Approval and Removal

RidenRoll reserves the right, in its sole discretion, to:

- Approve or reject events
- Modify visibility
- Remove events at any time with or without notice.

E.16 Suspension and Enforcement

RidenRoll may suspend or terminate access for:

- Non-payment
- Compliance risks
- Fraud or misuse
- Legal exposure

E.17 Indemnification

The Organizer agrees to defend, indemnify, and hold harmless RidenRoll from any claims arising out of:

- Event operations
- Safety failures
- Regulatory violations
- Third-party disputes

E.18 Limitation of Liability

To the maximum extent permitted by law, RidenRoll shall not be liable for:

- Traffic congestion
- Event disruptions
- Injuries or damages
- Third-party actions

RidenRoll's total liability shall not exceed the lesser of:

- (i) \$100 USD; or
- (ii) fees paid in the prior 30 days
- (iii) The total platform fees actually retained by RidenRoll, excluding all rider-funded amounts, promotional budgets, and pass-through charges. This limitation of liability shall apply regardless of the form of action and even if RidenRoll has been advised of the possibility of such damages.
- (iv) The foregoing limitation of liability constitutes the Organizer's exclusive remedy.

E.19 Dispute Resolution

All disputes shall be subject to:

- A 90-day informal resolution period
- Binding arbitration under AAA rules
- Waiver of class actions
- Waiver of jury trial

Mass Arbitration

Claims involving 25 or more parties shall be:

- Batched
- Processed sequentially

E.20 Acceptance

By using Event Features, the Organizer confirms:

- Full understanding of these terms
- Acceptance of all responsibilities
- Agreement to all financial obligations