

Rider Agreement with do N key

(Between Rider, Prime Business Partner, and do N key).

This agreement is made between the Prime Business Partner (PBP) and the Rider (hereafter referred to as "Rider") for the provision of services under the do N key platform.

By signing this agreement, the Rider agrees to the terms and conditions outlined below, which govern the relationship between the Rider, the Prime Business Partner, and do N key.

1. Agreement Overview

This agreement outlines the rights, responsibilities, and expectations of the Rider, as well as the obligations of both parties under the do N key platform.

2. Services Offered

The Rider will engage in the following services:

- **Bike Taxi Service:** Transporting passengers to pre-booked destinations.
- **Bike Delivery Service:** Delivery of goods, such as food or products.

3. Rider's Responsibilities

- **Professional Conduct:** Riders must maintain a professional demeanor at all times. Your job is to provide safe and timely transportation or deliveries. **Personal stories, affection, or unnecessary conversations should be avoided.** Always stick to the task of delivering the service requested by the customer.
- **Customer Communication:** Riders are strictly prohibited from engaging in **casual greetings, sending intimate pictures, or using inappropriate language with customers.** Misusing the platform for personal conversations or casual interactions will lead to severe penalties, including legal action.
- **No Pressure for Tips:** Riders cannot pressure passengers for tips. While passengers may offer tips voluntarily, you are not allowed to demand or expect tips. **Any pricing concerns must be addressed with your Prime Business Partner.**

Rider

Last Updated: 25 Dec, 2024

Signature



Chinnalapatti, Dindigul



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4. Respectful Language Policy

- **Strictly Professional:** All communication within this network must be conducted in a respectful and professional manner. This includes dealing with your Prime Business Partner, Riders, Drivers, and Users. Regardless of the situation, abusive or foul language will not be tolerated.
- **Legal Action for Misconduct:** In the event of the use of abusive language or foul language, the Rider acknowledges and agrees that legal action will be taken, including the possibility of filing a case. Such actions are considered contempt, and cooperation with authorities will be required.
- **Confidentiality:** Riders are strictly **prohibited from sharing any sensitive information, including business-related, customer data, or operational details, with friends, family, or outside parties. Any breach of confidentiality will lead to legal action.**
- **Cooperation with Legal Actions:** Riders agree to fully cooperate with legal proceedings if they are found to be involved in misconduct. The platform will take necessary actions depending on the severity of the violation, and you are expected to abide by these actions.

5. Misuse and Violation of Platform Rules

- **No Unapproved Communication:** Riders must **not send direct messages, intimate pictures, or any form of casual or personal communication to customers.** Engaging in such behavior will result in immediate termination from the platform, and legal consequences will be pursued.
- **Theft and Dues Settlement:** If a Rider leaves **without delivering a package or without settling dues with the Prime Business Partner, it will be considered theft.** An immediate police complaint will be filed. Riders must inform their Prime Business Partner if they wish to terminate the contract or leave the network. This ensures the proper removal of access and settlement of all outstanding payments.

6. Rights and Responsibilities in Case of Termination

- If the Rider wishes to terminate their involvement with the platform, they must inform the Prime Business Partner, who will assist in removing access and settling any outstanding bills.

Rider

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- Failure to complete deliveries or settle dues will be considered as theft and will lead to legal action, including police complaints.

7. Safety and Cancellation Policies

- **Cancellation Rights:** Riders have the right to cancel a ride if the passenger is intoxicated, acting suspiciously, or posing any safety risk.
- **Declining Deliveries:** Riders have the right to refuse delivery if the product is fragile, valuable, or if the customer appears suspicious.

8. Compliance with Contract Carriage Regulations

- Riders must comply with contract carriage regulations and maintain clear documentation of all agreements, which will be recorded on the Rider's profile in the dashboard.
- Unauthorized stops or transport of non-booked passengers is prohibited.

9. Terms and Conditions Updates

- The terms and conditions of this agreement may change from time to time. It is the Rider's responsibility to regularly check the official do N key website for updates. Continued use of the platform signifies acceptance of these updates.

10. Signature and Acknowledgment

By signing this agreement, the Rider acknowledges that they have read, understood, and agreed to abide by the terms outlined above.

- **Rider's Full Name:**
- **Date:**
- **Rider's Aadhar Number:**

- **Rider's Signature:**

For the Prime Business Partner

- **PBP ID:**
- **Name:**
- **Location:**
- **District:**

Signature:

Note: This agreement serves as a formal document that both the Rider and the Prime Business Partner must adhere to. The Rider agrees to the terms specified, and the Prime Business Partner ensures that these terms are communicated and enforced.

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