

## GENERAL STANDARD CONDITIONS OF TRANSPORTATION SERVICES FOR USER RIDERRACS OÜ.

RIDERRACS OÜ (registration number 14824207, Harju maakond, Tallinn, Lasnamäe linnaosa, Valukoja tn 8/1-110, 11415) (hereinafter referred to as "RIDERRA") organizes transport services via online

booking platform [www.riderra.com](http://www.riderra.com) (hereinafter referred to as the Service). Specified services turn out to be transport companies, taxi companies and car rental companies

- RIDERRA partners (hereinafter referred to as the CARRIER or CARRIERS) for clients - companies and individuals (hereinafter referred to as USERS), hereinafter collectively referred to as PARTIES, in separately PARTY.

### 1. BASIC TERMS AND CONCEPTS

1.1. CAR RENTAL – hourly car rental service with a driver.

1.2. TRANSFER - transportation service on request from the point of departure to the point of destination, including a meeting of passengers with a sign at the point of departure.

1.3. CARRIER - transport company, taxi company or rental company cars, RIDERRA partner.

1.4. SERVICE – booking platform [www.riderra.com](http://www.riderra.com), as well as other communication channels, allowing you to place an order, get support for an existing order, contact with customer support.

1.5. USERS - RIDERRA customers, companies and individuals who ordered services transportation and / or additional goods and services from RIDERRA partner carriers, using the Service.

1.6. SERVICE – CAR RENTAL, TRANSFER service, additional goods and services provided by CARRIERS to USERS through the SERVICE.

1.7. APPLICATION - a request for the provision of a SERVICE

1.8. OFFER - an offer for the provision of transportation services and / or sale additional goods and services, their price and additional conditions sent Carrier or Carriers to Users using the Service.

1.9. ORDER - confirmed, both by the carrier and the user, APPLICATION.

1.10. CONTENT - any information materials, including text, graphics, audiovisual and other materials that can be accessed from using the Service.

### 2. APPLICATION

By starting to use the SERVICE, the USER confirms his acceptance of the terms of this user agreement in its entirety, without any reservations and exceptions. It is very important for RIDERRA to ensure absolute transparency and quality services provided. For this reason, the General Standard Terms and Conditions apply in as the basis for all business relationships between USERS and RIDERRA. They apply to all APPLICATIONS, OFFERS, ORDERS, organization of RIDERRA SERVICES and any other use of the SERVICE, including viewing CONTENT, subscribing to newsletters, sending messages using online forms, other use of the SERVICE. Any general standard terms and conditions of CARRIERS or USERS become part of the contract only if their applicability has been expressly agreed to and RIDERRA has given its written consent to this.

### 3. SUBJECT OF THE AGREEMENT

RIDERRA acts as an agent between the CARRIER and the USER in regarding the offered and rendered SERVICES. Obligations to perform the SERVICES and

legal requirements established for such SERVICES exist only between CARRIER and USER. SERVICE allows CARRIERS to offer their services to USERS. CARRIERS publish their OFFERS, including information about vehicles, prices and other data related to their SERVICES on SERVICE. Through the SERVICE, USERS can search for available SERVICES and book them.

#### 4. LIMITATIONS

4.1. By agreeing to the terms of this user agreement, the USER understands and acknowledges that: to the relations of the PARTIES regarding the provision of the SERVICE on a gratuitous basis are not subject to the application of the provisions of the legislation on the protection of rights consumers.

4.2. The SERVICE is provided for use on an "as is" basis, in connection with which USERS are not provided with any guarantee that the SERVICE will comply with all requirements of the USER; that the work of the SERVICE will be continuous, fast, reliable and without errors; that the results that can be obtained with use of the SERVICE will be accurate and reliable; quality of SERVICES, information and CONTENT received using the SERVICE will meet expectations USER; all errors in the CONTENT and/or software of the SERVICE will be fixed.

4.3. Since the SERVICE is at the stage of constant additions and updates of new functionality, form and nature of the services provided may from time to time time to change without prior notice to the USER. RIDERRA is entitled to terminate (temporarily or permanently) the provision of services (or any individual functions within the services) to all USERS in general or to a specific USER, in particular without prior notice.

4.4. The USER does not have the right to independently or with the involvement of third parties:

- copy (reproduce) in any form and manner included in the SERVICE computer programs and databases, including any of their elements and CONTENT, without obtaining prior written consent from RIDERRA;
- reverse engineer, emulate, decompile, disassemble, decrypt, and perform other similar actions with the SERVICE;
- create software products and/or services using the SERVICE without obtaining prior authorization from RIDERRA.

4.5. If errors are found in the operation of the SERVICE or in the CONTENT placed on it report this to RIDERRA at the address indicated in the details or separately on the Site for support services.

4.6. Under any circumstances RIDERRA's liability is limited to 1,000 (one thousand) rubles and is assigned to RIDERRA only if there is guilt in his actions.

#### 5. CONCLUSION OF THE AGREEMENT, AMENDMENTS TO THE AGREEMENT

5.1. With regard to the provision of SERVICES BY CARRIERS, RIDERRA acts exclusively in as a booking agent for such CARRIERS and submit offers CARRIERS about their SERVICES on the SERVICE on their behalf. USERS search and find suitable SERVICES on the SERVICE and select them there. Then RIDERRA sends APPLICATIONS USERS to the relevant CARRIER, which is the selected SERVICE Provider. The USER receives a preliminary, optional booking confirmation from RIDERRA immediately after receiving the REQUEST. Agreement for

the provision of SERVICES cannot be concluded until the CARRIER confirms APPLICATION.

5.2. The contract shall be concluded exclusively between the USER and the selected CARRIER. The conclusion of this agreement must be documented booking confirmation sent by RIDERRA on behalf of the CARRIER TO THE USER. SERVICES must be provided by the CARRIER. According to the terms of the contract

between the USER and the RIDERRA CARRIER may be entrusted with the management accounts of passenger transport services for the USER in the name and on behalf of CARRIER.

## 6. PRICES AND TERMS OF PAYMENT

6.1. The use of the SERVICE is free for the USER. RIDERRA charges only charge for ORDERS based on the rate advised by the CARRIER and agreed with USER.

6.2. After selecting the SERVICE and CARRIER using the SERVICE, the USER pays the agreed amount by one of the methods presented on the SERVICE to the account RIDERRA. RIDERRA will transfer the funds to the account of the CARRIER on the terms, agreed between RIDERRA and CARRIER.

6.3. RIDERRA uses an electronic payment system for credit cards and other electronic payment methods. RIDERRA works with reputable payment systems, who manage credit card data and process payments. RIDERRA does not collect, does not process or store the payment information of USERS.

6.4. The USER understands and acknowledges that when paying from him, there may be additional the amounts of additional fees and commissions of payment systems levied in accordance with agreements between RIDERRA and the bank and/or RIDERRA and the payment system.

The User also agrees that payment for the SERVICE together with additional fees can be debited from his/her bank/card account in a currency other than the chosen one BY THE USER of the payment currency, if the payment is in a specific currency and/or a mandatory

conversion is provided for by the conditions of the bank and / or payment system, through which payment is made.

## 7. CANCELLATION AND REFUND POLICY

7.1. The USER is entitled to receive a full refund of the amount paid if:

7.1.1. The USER canceled the ORDER before the end of the agreed cancellation period. Usually 24

hours before the time of delivery of the vehicle, if the conditions for the provision of the SERVICE

The CONTRACTOR has not established otherwise.

7.1.2. ORDER canceled at the initiative of the CARRIER or RIDERRA.

7.1.3. RIDERRA is not responsible for unforeseen emergency circumstances, cancellations, postponements and delays in the arrival of flights, trains, ships, buses, etc. vehicles, as well as all other circumstances beyond the control of RIDERRA, resulting in the absence or delay of the USER.

7.1.4. The date of fulfillment of the obligation to return funds to the USER the date of debiting funds from the RIDERRA current account or the date of sending return orders to the payment system.

## 8. RIGHTS AND OBLIGATIONS OF RIDERRA

8.1. Provision of the SERVICE. RIDERRA transfers all necessary for the provision of the SERVICE information provided by the USER to the CARRIER. The USER bears all risks of non-receipt of the SERVICE associated with incomplete and/or inaccurate information, specified at the time of booking.

8.2. RIDERRA collects fees from USERS on behalf of SUPPLIERS as set out in clause 6.

8.3. Limits of the provision of the SERVICE. SERVICES provided by RIDERRA do not include Internet access required to use the SERVICE. USERS bear full personal responsibility for maintaining Internet access, system requirements, configuration and efficiency of its equipment for the use of the SERVICE. All the risks associated with non-receipt or untimely receipt of messages, as well as the risks associated related to unauthorized access to your e-mail and/or phone, are entirely the responsibility of the USER.

## 9. RIGHTS AND OBLIGATIONS OF USERS

9.1. Registration of the USER on the SERVICE entitles the USER to use SERVICE provided by RIDERRA.

9.2. To register, the USER must provide his data in accordance with requirements. This includes, for example, entering the user's full name, address details and phone number. This information is treated as confidential and should not be transferred to third parties. More details about this can be found in the Statement of RIDERRA privacy policy.

9.3. The USER is obliged to keep his registration data up to date condition.

9.4. The USER undertakes to use the SERVICE in such a way as not to cause him no damage, do not interfere in any way with its operation.

9.5. The USER must keep his username and password in a safe place and not must disclose them to third parties or provide third parties with access to the SERVICE. The USER is solely responsible for the confidentiality and security of his account. The USER must immediately notify RIDERRA of any unauthorized use of the SERVICE by a third party, the fact of which became known to the USER.

9.6. Registration on the SERVICE may be canceled by the USER at any time.

9.7. The USER is obliged to check the ORDER data in the booking confirmation on compliance with the data entered by him when booking, and immediately report any Differences RIDERRA.

9.8. Personal data of other parties that are transferred or become known to the USER (in particular the contact details of the drivers) should only be processed USER and must not be passed on to third parties.

9.9. RIDERRA has the right to temporarily or permanently restrict the USER from accessing some or all functions of the SERVICE.

10. LIABILITY, LIMITATION OF DAMAGES. Due to the nature of the SERVICE in accordance with this Agreement, RIDERRA's liability is limited to the obligation to expressly transfer to the USER the information received from the CARRIER, as well as transfer TO THE CARRIER an advance payment or full payment for the SERVICES received from the USER. RIDERRA is not responsible for the accuracy of the transmitted information, as well as for proper and conscientious fulfillment by the CARRIER of obligations under agreements between him and the USER. RIDERRA is not responsible for any damages, including lost profits and property damage, related to the SERVICE, or otherwise

conditioned by the use of the SERVICE.

#### 11. Notifications

11.1. The USER agrees to receive from RIDERRA to the email address and/or subscriber phone number specified by him when working with the SERVICE, informational electronic messages (hereinafter referred to as "notifiers").

11.2. RIDERRA has the right to use notifiers to inform the USER about changes and new opportunities of the SERVICE, about changing the Agreement or the Mandatory documents, as well as for mailing information or advertising.

12. DATA PROTECTION. RIDERRA takes data protection very seriously, for this reason data protection is described in a separate RIDERRA Privacy Statement.

#### 13. MISCELLANEOUS

13.1. The place of conclusion of the contract on the basis of this offer is the city of Tallinn (Estonia).

13.2. All disputes and disagreements that may arise between RIDERRA and USERS resulting from the use of the SERVICE will be resolved through negotiations. When the impossibility of resolving disputes through negotiations, the place of their consideration is Tallinn Arbitration Court.

#### 14. RIDERRA SUPPORT

14.1. In the event of any difficulties or problems between the USER and CARRIER or its representative, the USER is requested to report this situation in RIDERRA by email (hidden) or by phone +372-4444044