



LEGAL SECTION FOR LINK.

Link Taxi Services Limited, operating under the style “LINK” is a Transport Company registered under the Laws of Federal Republic of Nigeria and operating in Nigeria. It has its registered Headquarters in Abuja (FCT.).

TERMS AND CONDITIONS FOR LINK’s PASSENGERS/CUSTOMERS:

These terms and conditions set out the guiding policies that establish the relationship between LINK and the individual Customer(s) as they procure LINK’s transport services via the LINK platform:

- 1. CONCEPTUAL CLARIFICATIONS:** *for proper understanding of terms under this T&C.*
 - **LINK TAXI SERVICES LIMITED:** This is the registered name of the company and its proper identity as a juristic person.
 - **LINK:** This is the style under which the company operates under. It bears the function of ease of recognition, association and provides the company with a catchy concept.
 - **LINK APP:** This is a Smartphone or Computer application for Drivers and Passengers to request and receive LINK transportation services respectively.
 - **LINK PLATFORM:** This is any LINK technology outlet, software, or/and application which aids in communication, information sharing, advert, LINK transport request and receipt, logged on to by any person within any category for any of the purposes aforementioned.
 - **WWW.LINKRIDE.NG:** This is the official website of LINK.
 - **PASSENGER/CUSTOMER** (also referred to as “You” under this category): A person who requests a ride using any LINK platform.
 - **DRIVER:** A person providing transportation services via the LINK platform that has subscribed with LINK and has received his Subscription Operations Code (SOC).
 - **AGREEMENT:** The understanding between the Customer and LINK which spells out the rights duties and Liabilities of both parties. All users under this category must first agree to these T & C, thereby being parties to the Agreement in order to enable you finish your registration process.
 - **PROMO:** in this context, any effort by LINK to promote its operations and entice or reward its customers on any of its platforms.

- **PROMO CODE:** A specific generated and issued code to any promo beneficiary of LINK, which shall be used to either claim a reward or access discount on LINK rides.
- **FARE:** The amount a customer pays for LINK transportation services.
- **In-app Payment:** Refers to payments made on the LINK App via any payment platform.
- **LINK Customer Profile:** This is a reserved account provided to every LINK Customer unique to him/her and issued after registration. It will contain Personal profile details, ride histories, payment patterns, payment history and receipts, support Contact and any other business in which the Customer may have with LINK.
- **TIP:** This shall mean any form of gratuity or appreciation offered by a passenger to a Driver for very satisfactory service. It may be paid via any in-app avenue or given in cash.
- **TRANSPORTATION SERVICES:** Transport service a LINK Driver provides to a LINK passenger.

2. REGISTRATION:

A person shall not be able to access any of LINK's services unless he/she is completely registered with LINK and has a Customer Profile. LINK will require your personal information, and you shall give same without any fraud, fraudulent intent or misrepresentation which may mislead LINK in its bid to render transport service(s) to you. Personal information required shall be

- a. Full Name.
- b. Contact Number.
- c. Email Address.
- d. Country and State of residence.
- e. Nationality.
- f. Gender.
- g. Age/Date of Birth.

3. LICENSE:

Subject to your completion of your Registration, LINK shall grant you License to make use of its platforms and access all services embedded within it. However, the extent of your Licensing only makes you a user and not a LINK associate, assign, partner or agent. This means that you are liable for your actions and inactions in the course of your usage of LINK's available platforms. LINK may aid in investigation and Dispute Resolution in matters concerning you but shall not share in your liability for any misuse of a LINK platform or breach of any terms and conditions.

4. RIGHTS AND DUTIES:

- You solely reserve the right to choose your Driver/ride while requesting.
- You have a right to cancel a ride, if unsatisfied at any point before pick up.
- You have a right to end a ride, if unsatisfied with your transport service after pick up or if you have any genuine reason to worry about your safety.
- You have a right to privacy and exclusivity during your LINK ride.
- You have the right to decide what mode of payment you would like to make use of, provided it is one available to you under LINK's terms and conditions.
- You have a right to lodge complaints against any registered LINK's Driver if aggrieved by him/her or dissatisfied with the Transport service rendered to you.
- You have a duty to give a remark or rating concerning your ride/Driver after a trip.
- You have a duty to pay your Driver his Fare via any of the available payment options.
- You have a duty to take note and share the particulars of your Driver and his/her vehicle with a loved one (as a safety measure).
- You have a duty to ensure you enter the right destination when requesting a ride.
- You have a duty to treat your LINK Driver with dignity.

5. PROMO:

As part of LINK's marketing strategy, there shall be promo packages and offers made available to you from time to time or at fixed times (i.e. first ride or first referral) as LINK solely determines. A request for rides by passengers may be predicated on available Promo's and upon acceptance of that request by a Driver; you have a right to insist that same takes effect. It could either be in form of a free ride or a discount which shall reflect on the LINK App.

6. MODE OF PAYMENT:

There shall be two modes of payment by passengers for rides booked and finished via the LINK app;

- a. Direct Cash Payment to the Driver from the Passenger.
- b. IN-app payment on the LINK App. (i.e. Payment with Debit Card).

7. PRIVACY POLICY & CONFIDENTIALITY :

In line with Nigeria's Standard and Global Data protection policy, LINK shall ensure that its Drivers maintain utmost confidentiality towards its customers and their affairs during and after every ride. It shall be the duty of the Driver during the period of the ride to ensure the Passengers safety and after the ride to ensure that the passenger's activities and affairs are not divulged to any other person or the general public. LINK does not support audio, video and picture coverage of passengers, except with their express and unreserved knowledge and consent.

8. SUPPORT:

You shall be entitled and shall have access to technical support from LINK as a LINK registered customer. There shall be a complaints channel on technical issues especially relating to the use of the App or any LINK platform, and LINK may render you any assistance and guidance it can to facilitate a speedy resolution of the complaint.

9. RATINGS, REVIEW AND CUSTOMER COMPLAINT:

LINK shall be very attentive to customer ratings on the service(s) rendered to them, review if any and complaints against any LINK Driver. Ratings shall determine the efficiency of a Driver and shall reflect on the LINK App for potential passengers to see. Customer complaints shall be investigated by LINK and if a Driver is found guilty of any offense, disciplinary action shall be taken against such driver. Complaints which carry tortuous or criminal elements shall be looked into by the appropriate authorities and same shall be prosecuted by the aggrieved party (including LINK) or any person or institution with the jurisdiction to do so. It is also worthy to note that review and ratings are not compulsory for customers but highly advised.

10. DISPUTE RESOLUTION AND SANCTIONS:

In the event of any dispute between LINK and any of its operatives (Drivers) or between Drivers and a passenger, or between LINK and a Customer, LINK shall first do it's very best to investigate the matter and settle same amicably. However where LINK is aggrieved from an action or inaction of a Driver which has amounted to serious offense against a customer, it shall take all necessary steps to help such customer seek redress. In the case of an offending customer, LINK shall explore every legal redress available to it against the Customer and may further impose sanctions ranging from de-registering the customer from every LINK platform, suspending a customer's access to services, or flagging the customer on the app as a hostile Customer.

11. PRESUMPTION:

It is hereby presumed that every provision of this Legal terms and conditions (LTC) has been read and is understood by the Customer and/or he/she has sought legal counsel in areas where he/she does not understand.

12. PROMOTIONAL EMAILS:

You are required by LINK to agree to receive promotional emails before signing up and registration on all LINK platforms.

13. AMMENDMENT OF GENERAL TERMS AND CONDITIONS:

LINK reserves the sole right to amend its terms and conditions on its platforms at anytime, in response to changes in statutory policies, social realities and internal restructuring. Any amendment effected shall be immediately publicized for general consumption.

14. ACKNOWLEDGEMENT OF AGREEMENT:

I hereby agree to all the Legal Terms and Conditions (LTC) under this category.