

Driver Partner Agreement

For independent partners using the Telride Affiliate app.

Version 2026-09-v1

This is the agreement you accept in the Telride Affiliate app when you create your account. It's here so you can read it in full before you sign up. You don't need to print or return it.

1. About this agreement

This Driver Agreement is the contract between you and Telride. It covers your use of the Telride Affiliate app and the services you provide to Telride customers through it.

It applies to everyone who works through the app — rideshare drivers, boat captains, pilots and driving instructors. Where a clause applies to only one of those, it says so. We call all of you "partners".

You accept this agreement when you tick "I agree" as you create your account, and each time you accept an updated version. If you do not agree to it, do not use the app.

In this agreement "we", "us" and "Telride" mean Sassway Pty Ltd (ABN 76 628 840 826), which operates the Telride platform in Australia, and "you" means the person who holds the partner account.

2. Who can work with Telride

To hold a Telride partner account you must:

- be at least 18 years old and legally entitled to work in Australia;
- hold every current licence, permit, accreditation and check that the law requires for the work you do, and for the state you do it in;
- give us true and current documents, and replace them before they expire;
- pass the checks we or our verification partners carry out; and
- keep a suitable, registered, insured vehicle or vessel where the work needs one.

Creating an account and uploading documents does not by itself make you active. Telride decides when a partner account is activated, and may open different kinds of work at different times. An application that is complete and correct may still be waiting on activation, and we will tell you in the app when that changes.

We may ask you at any time to re-supply a document, and may hold your account while we do.

3. You are an independent contractor

This is not an employment agreement. You are an independent contractor and you run your own business.

That means:

- You choose when, where and how often you work. You are not rostered, and you are under no obligation to be online or to accept any particular job.
- You are not our employee, partner, agent or joint venturer, and you must not hold yourself out as one.
- You are responsible for your own tax, including income tax, GST and superannuation. You should have an ABN, and you should get your own advice about GST registration — in Australia, drivers who provide taxi or rideshare travel must be registered for GST regardless of turnover.

- You are responsible for your own costs: vehicle or vessel, fuel or charging, maintenance, tolls, data, insurance, licences and equipment.
- You do not receive employee entitlements such as annual leave, sick leave or redundancy pay from us.
- You may work for anyone else, including other platforms. Telride is not exclusive.

Nothing in this clause takes away any right you have that cannot be contracted out of under Australian law.

4. Your account

Your account is personal to you.

- One account per person. Do not create a second account, and do not use anyone else's.
- Do not let another person use your account, drive on your account, or carry passengers in your name. This is the most serious account rule we have, because a passenger has to be able to trust that the person who arrives is the person the app showed them.
- Keep your password and your phone secure, and tell us straight away if you think someone else has access.
- Keep your name, phone number, email, address, vehicle details and bank details accurate and current.
- Everything you do through your account is treated as done by you.

You must not give us false information or documents that are not yours. Doing so ends your account, and we report suspected document fraud to the relevant authority.

5. Jobs, offers and cancellations

When you are online, the app may offer you jobs. An offer shows you what we know at the time — pickup, the fare or rate, and the type of job. You choose whether to accept.

Once you accept a job you are committing to it. You should:

- go to the pickup promptly and wait a reasonable time;
- follow a sensible route, and the customer's reasonable route preference where it is safe and lawful;
- start and end the job in the app at the right time, so the record and the fare are correct; and
- cancel only when you genuinely cannot do the job — and as early as you can.

Repeatedly accepting and then cancelling, cancelling after arriving to force a fee, or staying online without accepting anything, all affect your standing on the platform.

You must never ask a customer to cancel, to pay outside the app, or to book you directly for a job the app offered you. Telride is cashless: do not ask for or accept cash for a Telride job.

You must not refuse or end a job because of a customer's race, colour, national or ethnic origin, religion, sex, sexual orientation, gender identity, disability, age, pregnancy or family responsibilities. Assistance animals must be carried. Refusing an assistance animal is unlawful and ends your account.

6. Fares, commission and getting paid

Telride sets the fares and rates that customers pay and collects them on your behalf. You authorise us to do that, and to deduct our commission before we pass the rest to you.

- The fare or rate for a job is shown before you accept it. For some work — boat charters, for example — Telride quotes the customer separately and the job is only offered to you once it is priced.
- We deduct a commission on each completed job, plus GST on that commission. The breakdown for every job is in your Earnings tab.

- Earnings are paid to the bank account you link in the app, through our payment partner. Payments run on a regular cycle; the app shows what is due and when.
- Tolls, airport fees, surcharges and any waiting or extra-time charges are handled as the app shows for that job type.
- We may adjust an amount after the event where a fare was charged incorrectly, a job was not actually provided, a customer is refunded, or a payment is reversed or charged back. Where an adjustment reduces your earnings, we will show it.
- If you think a payment is wrong, tell us through Support within 60 days of the job. We will look into it.

You are responsible for issuing any tax invoice you are required to issue and for remitting your own GST.

We may withhold a payment where we reasonably suspect fraud, or where we are required to by law, and we will tell you why.

7. Your vehicle

If your work needs a vehicle, then for the whole time you work with Telride it must:

- be registered, roadworthy and lawfully able to be used for the work you do with it;
- be covered by compulsory third party insurance and by any other insurance the law or this agreement requires, on terms that cover the use you are actually putting it to — many ordinary private policies exclude paid passenger work or paid driving instruction, so check yours;
- meet the vehicle standards for the Telride category you are approved for; and
- be clean, presentable, smoke-free and in safe mechanical condition.

Only the vehicle registered to your Telride account may be used for Telride jobs. If you change vehicles, add it in the app and wait for it to be approved before you use it.

Tell us promptly if your vehicle is written off, unregistered, uninsured or unsafe.

8. Boats, planes and driving lessons

Some Telride work carries extra requirements, and the app only offers it to you once Telride has approved you for it.

Boat captains. You need a current commercial coxswain or master qualification appropriate to the vessel and waters, and the vessel must be registered, surveyed where required, insured and carrying the safety equipment the law requires. A vessel you add yourself starts as pending and is only used once Telride activates it. You are responsible for the safety of everyone on board, for carrying no more passengers than the vessel is certified for, and for deciding not to sail when conditions, weather or a passenger's condition make it unsafe. That decision is always yours and we will never penalise you for making it.

Pilots. You need a current CASA commercial flight crew licence with the ratings for the aircraft, a current Class 1 aviation medical, and any ASIC your airports require. All flights are operated under the relevant CASA approvals and the operator's procedures, and the pilot in command's authority over the flight is absolute — including the decision not to fly.

Driving instructors. You need a current driving instructor licence for the state you teach in, a current Working With Children Check clearance for paid work, and a dual-control vehicle that is registered and insured for paid instruction. Learners may be minors: you must never teach a learner who is under 18 without the consent of a parent or guardian, and you must follow our guidance on conduct with young learners.

If any of these lapses, you must stop taking that work immediately and tell us.

9. Conduct and standards

Customers rate every job, and we look at those ratings, at feedback, and at complaints.

While working with Telride you must:

- be professional, courteous and safe, and treat every customer and every other partner with respect;
- follow all road, maritime, aviation and transport laws that apply to you, including speed limits, fatigue rules, mobile phone rules and alcohol and drug limits;
- never work while impaired by alcohol, drugs or medication, or while too fatigued to work safely — for rideshare work our limit is zero blood alcohol, whatever your licence allows;
- never carry a weapon while working;
- not smoke or vape with a customer on board;
- not contact a customer after a job except through the app and about that job, and not use their details for anything else; and
- not record a customer without telling them, and not publish any recording.

Harassment, discrimination, violence, threats, and any sexual misconduct end your account immediately and are reported to police.

If your rating or complaint record falls below the standard we publish in the app, we may give you feedback, offer training, restrict the work you are offered, or deactivate your account.

10. Safety, incidents and insurance

Safety comes before a job. If continuing would be unsafe — for you, the customer, or anyone else — stop.

You must tell us as soon as you reasonably can if, while working with Telride:

- there is a collision, a person is injured, or property is damaged;
- a customer behaves in a way that is threatening, unlawful or unsafe;
- you are charged with an offence, or your licence, accreditation, medical or check is suspended, cancelled or conditioned; or
- your insurance is cancelled or refuses a claim relating to your work.

You must report a collision to police and to your insurer where the law requires, cooperate with any investigation, and give us the information we reasonably need.

You are responsible for holding the insurance your work requires. Telride does not insure you, your vehicle or your vessel, and nothing in this agreement is a promise of cover.

In an emergency, call 000 first.

11. Suspension and deactivation

We may suspend or deactivate your account if:

- a licence, accreditation, check or insurance you need is missing, expired or invalid;
- we reasonably suspect fraud, document fraud, account sharing, or manipulation of fares, ratings or incentives;
- there is a credible safety complaint about you;
- you seriously or repeatedly breach this agreement; or
- we are required to by law, by an insurer, or by a regulator.

Where a suspension is for a safety or legal reason, it may take effect immediately and without notice. Otherwise we will tell you what the issue is, and give you a fair chance to respond or to fix it.

If your account is suspended or deactivated you can ask us to review that decision through Support, and a person will look at it. Earnings you have already properly made are still paid to you, subject to any adjustment under clause 6.

Telride may also pause activations or close a category of work entirely — that is a business decision about the platform, not a finding about you.

12. Your information and privacy

How we handle your personal information is set out in the Telride Driver Privacy Policy, which forms part of this agreement. Read it — it explains what we collect, why, who we share it with, and how to access, correct or delete it.

Two points that matter most here:

- While you are online, and while you are on a job, the app collects your location. That is how we match you to jobs, price and verify trips, support you, and investigate incidents. If you do not want your location collected, go offline — the app cannot offer you work without it.
- Customers see a limited profile of you: your first name, your photo, your rating, and your vehicle or vessel details. They do not see your phone number, address or documents.

You must handle customers' information the same way we handle yours: use it only to do the job, never keep it, never share it, and never contact them afterwards.

13. Using the Telride app

We give you a personal, non-exclusive, non-transferable licence to use the Telride Affiliate app while your account is active, for the purpose of providing services to Telride customers. We can end that licence when your account ends.

You must not:

- copy, modify, reverse engineer or attempt to extract the source of the app;
- use bots, emulators, location spoofing, modified builds or any other tool to interfere with how jobs are offered, priced or recorded;
- scrape or bulk-collect data from the app; or
- use the Telride name, logo or branding except as we allow in writing.

The app, the Telride brand and everything in them belong to Telride or our licensors. Nothing here transfers any of it to you.

The app needs a compatible device, a current version of the app, and a working data connection, and you are responsible for those.

14. Liability

Telride provides a platform that connects customers with partners. You provide the transport, the charter, the flight or the lesson, and you are responsible for it.

We provide the app with reasonable care and skill, but we do not promise that it will always be available, uninterrupted or error-free, that you will receive any particular number of jobs or level of earnings, or that a customer will behave well.

To the maximum extent the law allows, Telride is not liable for indirect or consequential loss, or for loss of profit, revenue or opportunity, arising out of this agreement or your use of the app.

Nothing in this agreement excludes, restricts or modifies any guarantee, right or remedy you have under the Australian Consumer Law or any other law that cannot be excluded. Where we are permitted to limit our liability for a service, we limit it to resupplying the service or paying the cost of having it resupplied.

You are responsible for loss we suffer because you breached this agreement or the law, or because of something you did recklessly or deliberately.

15. Changes to this agreement

We may change this agreement — for example when the law changes, when we add a new kind of work, or when we change how payments or standards work.

If the change is material, we will show you the new version in the app and ask you to accept it before you keep working. Minor changes take effect when we publish them here.

You can always read the current version in the app under Privacy and policies. If you do not accept a new version, you can stop using the app and close your account.

16. Ending this agreement

You can stop working with Telride at any time. To close your account, ask us through Support in the app.

We can end this agreement by giving you reasonable notice, or immediately in the circumstances in clause 11.

When this agreement ends:

- your licence to use the app ends and your account is deactivated;
- we pay you any earnings properly due, subject to clause 6;
- you must stop using the Telride brand and delete any customer information you hold; and
- the clauses that are meant to keep operating — payments and adjustments, liability, privacy, and this clause — keep operating.

We keep some of your information after your account closes where the law requires it. The Privacy Policy explains what, and for how long.

17. Complaints, law and contact

If something is wrong — a payment, a rating, a deactivation, or how you have been treated — raise it through Support in the app. We will acknowledge it and tell you the outcome.

This agreement is governed by the law of New South Wales, Australia, and you and we submit to the non-exclusive jurisdiction of the courts of New South Wales and the courts that hear appeals from them.

If a clause of this agreement is unenforceable, it is severed and the rest keeps operating. If we do not enforce a right straight away, we do not lose it.

You can contact us at support@telride.com.au, or through Support in the app.