

BEAMOVE RIDE SERVICE TERMS

These Beamove Ride Service Terms (“Terms”) apply to all transportation services arranged through Beamove Pty Ltd (“Beamove”, “we”, “us”, “our”).

By booking, requesting, accepting, or using transportation services arranged by Beamove, you agree to these Terms.

1. About Beamove

- 1.1. Beamove operates as a coordination and booking platform connecting you with independent third-party drivers.
- 1.2. Transportation services are provided by independent contractor drivers and not by Beamove directly.
- 1.3. Beamove is not a taxi operator, chauffeur service employer, or transportation carrier.
- 1.4. Beamove does not guarantee the availability of drivers, uninterrupted services, or exact arrival times.

2. How We Collect Information

- 2.1. You may request transportation services through Beamove.
- 2.2. All bookings are subject to driver availability.
- 2.3. Estimated pickup times and arrival times are estimates only and may be affected by traffic, weather, road conditions, accidents, or other circumstances beyond Beamove’s control.
- 2.4. Beamove reserves the right to cancel or decline bookings where necessary for

3. Your Responsibilities

You agree to:

- 3.1. Provide accurate pickup and drop-off information.
- 3.2. Be ready at the agreed pickup location on time.
- 3.3. Behave respectfully and safely during transportation.
- 3.4. Comply with all applicable laws.
- 3.5. Wear seatbelts where required by law.
- 3.6. Not smoke, vape, consume illegal drugs, or engage in dangerous behaviour inside the vehicle.
- 3.7. Not damage or excessively dirty the vehicle.
- 3.8. Ensure any luggage or personal belongings are safely packed and lawful to transport.

4. Delays and Waiting Time

- 4.1. Drivers may leave the pickup location if you are significantly delayed.
- 4.2. Additional waiting fees may apply where you are late.
- 4.3. Beamove and drivers are not responsible for delays caused by traffic, weather, road closures, accidents, airport congestion, or other events beyond reasonable control.
- 4.4. You are responsible for allowing sufficient travel time for flights, work commitments, appointments, or events.

5. Booking Changes, Cancellations and No-Shows

- 5.1. You may request to reschedule bookings or update pickup and drop-off locations by contacting Beamove Support.
- 5.2. Rescheduling or updating pickup or drop-off locations is free of charge. Any fare difference resulting from booking changes will be adjusted accordingly.
- 5.3. You may cancel bookings by contacting Beamove Support.
- 5.4. A cancellation fee of AUD \$15.00 applies per booking cancellation.
- 5.5. Drivers are not authorised to process cancellations, refunds, fare adjustments, or booking modifications directly.
- 5.6. For all booking changes, cancellations, fare adjustments, or support enquiries, you must contact Beamove Support.
- 5.7. If you fail to attend the pickup location within a reasonable time, the booking may be treated as a no-show and charged accordingly.

6. Payments

- 6.1. Pricing may vary depending on distance, timing, tolls, waiting time, location, and operational factors.
- 6.2. You agree to pay all applicable charges associated with the booking.
- 6.3. Toll charges incurred during the trip may be added to the final booking amount.
- 6.4. Beamove reserves the right to correct pricing errors or adjust charges where necessary.

7. Safety and Conduct

- 7.1. Beamove may suspend or terminate services to you engaging in unsafe, abusive, unlawful, discriminatory, or inappropriate behaviour.
- 7.2. Drivers may refuse service where they reasonably believe safety risks exist.
- 7.3. You are responsible for the conduct of any additional passengers included in the booking.

8. Lost Property

- 8.1. You are responsible for their personal belongings.
- 8.2. Beamove and drivers are not responsible for lost, stolen, or damaged items left in vehicles.

8.3. Beamove may assist in coordinating the return of lost items but does not guarantee recovery.

9. Liability

9.1. To the maximum extent permitted by law, Beamove is not liable for:

- traffic delays;
- missed flights or appointments;
- acts or omissions of independent drivers;
- road accidents;
- vehicle breakdowns;
- third-party conduct;
- loss of income;
- indirect or consequential losses; or
- loss or damage to personal property.

9.2. Beamove's total liability for any claim relating to transportation services is limited to the amount paid by you for the relevant booking.

9.3. Nothing in these Terms excludes rights that cannot legally be excluded under Australian Consumer Law.

10. Independent Drivers

10.1. Drivers providing transportation services through Beamove are independent contractors.

10.2. Beamove does not control the manner in which drivers perform transportation services.

10.3. Drivers are responsible for maintaining their own licences, registrations, permits, and insurance.

11. Privacy

11.1. You agree that Beamove may share booking information with drivers for the purpose of providing transportation services.

11.2. Personal information is handled in accordance with Beamove Ride Privacy Policy.

12. Changes to Terms

12.1. Beamove may update these Terms from time to time.

12.2. Updated Terms become effective once published on Beamove platforms or communicated to you.

13. Governing Law

13.1. These Terms are governed by the laws of New South Wales, Australia.

13.2. Any disputes are subject to the non-exclusive jurisdiction of the courts of New South Wales.