

## Terms and Conditions for Grey Ride

Last Updated: 11/11/2025

Welcome to Grey Ride! By accessing or using our website located at <https://greyride.co.za> (the "Site") and our services (collectively, the "Services"), you agree to be bound by these Terms and Conditions ("Terms"). If you do not agree to these Terms, please do not use our Site or Services.

### 1. Acceptance of Terms

By accessing or using Grey Ride, you confirm that you have read, understood, and agree to be bound by these Terms. If you are using the Services on behalf of an organization, you represent and warrant that you have the authority to bind that organization to these Terms.

### 2. Services

Grey Ride provides an e-hailing platform that allows users to book and pay for various services, including ridesharing, Majakathata E-ticketing, paratransit, tour guiding, VIP protection, and luxury transport. The Services may be subject to additional policies, which will be provided to you when applicable.

### 3. User Accounts

To access certain features of our Services, you may be required to create an account. You agree to provide accurate, current, and complete information during the registration process and to update such information to keep it accurate, current, and complete. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

### 4. Payments

All payments for services provided through Grey Ride are processed online. By using our Services, you agree to pay all fees associated with the services requested. You acknowledge that the payment information you provide will be accurate and that you are authorized to use the payment method provided.

### 5. User Conduct

You agree to use the Services only for lawful purposes and in accordance with these Terms. You agree not to use the Services in any way that violates any applicable local, national, or international law or regulation.

### 6. Intellectual Property

All content, trademarks, and other intellectual property on the Site and in the Services are the property of Grey Ride or our licensors. You are granted a limited, non-exclusive, non-transferable license to use the Services for personal, non-commercial use.

### 7. Disclaimers

The Services are provided on an "as is" and "as available" basis. Grey Ride makes no representations or warranties of any kind, express or implied, regarding the operation of the Site or the Services, or the information, content, materials, or products included on the Site. To the fullest extent permissible by law, Grey Ride disclaims all warranties, express or implied.

#### 8. Limitation of Liability

In no event shall Grey Ride, its affiliates, or their respective directors, officers, employees, agents, or licensors be liable for any indirect, incidental, special, consequential, or punitive damages arising from or related to your use of the Services.

#### 9. Indemnification

You agree to indemnify, defend, and hold harmless Grey Ride and its affiliates from any claims, liabilities, damages, losses, costs, or expenses (including reasonable attorneys' fees) arising out of or in any way connected with your access to or use of the Services or violation of these Terms.

#### 10. Changes to Terms

Grey Ride reserves the right to modify these Terms at any time. We will notify you of any changes by posting the new Terms on our Site. Your continued use of the Services after such changes constitutes your acceptance of the new Terms.

#### 11. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Republic of South Africa, without regard to its conflict of law principles.

#### 12. Contact Information

If you have any questions or concerns regarding these Terms, please contact us at [greyridesa@gmail.com](mailto:greyridesa@gmail.com) or [support@greyride.co.za](mailto:support@greyride.co.za).

By using Grey Ride, you acknowledge that you have read these Terms and agree to be bound by them. Thank you for choosing Grey Ride!