



GENERAL CLEANING POLICY

1. Introduction

1.1 MooVr requires all drivers and riders to maintain a high standard of service and cleanliness. Exceptional service is essential for achieving a high performance and quality service by drivers.

2. Purpose

2.1 At MooVr, our goal is to ensure a safe and enjoyable ride experience for passengers and drivers and as such we take any incident that disrupts a quality service seriously.

3. Mess made by Riders

3.1 To ensure riders and their accompanying guests enjoy a safe and comfortable trip, drivers are encouraged to keep their vehicles regularly clean, sanitised and well maintained at all times. If a rider or their accompanying guests makes a mess, or litters and damages the vehicle in any way, they might need to compensate the driver for the financial loss suffered by their driver.

3.2 Where a mess or damage is made by a rider or their accompanying guests to a driver's vehicle, please be aware that the passenger takes the responsibility of bearing the cleaning fee or cost of repair. We will follow up and take necessary actions if required.

3.3 Fee assessments are determined by the levels of severity or the cost incurred by the driver from a cleaning company or vehicle maintenance/repair workshop. The fee collected will go to the driver.

Please note: - The rider/ account holder is responsible for the actions of their accompanying guests.

3.4 Repeated reports of mess/damage by the account holder made to any MooVr driver's vehicles may lead to a restriction on the use of MooVr App.

4. Cleaning and Damage Fees

4.1 A Cleaning Fee will apply based on the evidence submitted by the driver. This includes photos of the mess / damage and a cleaning service receipt if required. If a Cleaning Fee is applied, the entire amount will be given to the driver. We will also provide you, the rider with details of the cleaning fee being allocated to your account. If you believe that the Cleaning Fee amount is inaccurate, or wish to dispute the cleaning fee, you can submit an appeal.

4.2 Where applicable, you as the account holder shall be responsible for the cost of repairing any damage to, or necessary cleaning of the Driver's vehicle as a result of your misuse of the Service or breach of the Terms of Use herein. MooVr may facilitate payment for reasonable cost of such repair or cleaning on behalf of the Driver's vehicle via your designated payment method or demand from you in cash, in the event a request for repair or cleaning request by the driver has been verified by MooVr.



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4.3 If a Driver reports that you as the rider of your accompanying guest have materially damaged the Driver's vehicle, you agree to pay a "Damage Fee" of up to \$150 depending on the extent of the damage (as determined by MooVr in its sole discretion), towards vehicle repair or cleaning. MooVr reserves the right (but is not obligated) to verify or otherwise require documentation of damages prior to processing the Damage Fee.

5. Verification

5.1 Drivers may be requested by MooVr to verify vehicle cleanliness from time to time. In order to continue providing Rideshare services on the MooVr Rideshare platform, Drivers must comply with the request. Accounts may be suspended if requests are not completed or if evidence does not prove vehicle cleanliness.

6. Reimbursement Process for the drivers

6.1 Where a Rider has damaged, soiled or left a mess in the vehicle, the following information must be sent to MooVr, within **30 minutes** of the completed ride and before any other ride is accepted:

- At least 2 clear pictures of the damage, soiled area or mess (photos that are not clear, will not be accepted) More photographs may be provided to drivers@moovr.me detailing the Trip number, and further explanations if required.
- Trip number from the application, passenger name, and location of pick-up and drop-off, as well as any other relevant identifying information.
- A brief description of what happened and any additional circumstances. Further information can be emailed to drivers@moovr.me
- Any fraudulent activity in this process may result in termination of the driver account.

6.2 Provide your cleaning receipt where professional services were required.

6.3 Once MooVr reviews the details, trip & photographs provided, advice will be provided regarding reimbursement.

6.4 A **maximum of \$150** will be reimbursed (for general soiling of vehicle), depending on the type of damage, soiling or mess and evidence provided to the team.

6.5 Significant vehicle damage, soiling or mess that a driver deems exceeds the cost of \$150 to restore original condition (as was prior to the ride in question) may require police intervention and/or legal advice/actions by the Driver against the Rider. Where this occurs, MooVr Pty Ltd will provide the necessary information and assistance as required by law to the requesting parties.