

Terms and Conditions (Driver)

EFFECTIVE FROM 10 JULY 2020

This present document pertains to an electronic record under the provisions of Information Technology Act, 2000 and Rules thereunder, and any such provisions under any other statute which stands to be amended pursuant to the provisions of Information Technology Act, 2000. The perusal of this agreement and enumerated provisions herein, any subsequent or continued usage will be considered to be due consent from the user, and the latter will be bound by such terms and conditions.

Your acceptance of these terms and conditions will also include the acceptance of the privacy policy available at **[Please insert the URL where the privacy policy for the customer is hosted]**. By accepting these user terms and conditions, you duly allow Lerro Cabs to undertake any other modifications at a later date in this agreement.

It is hereby clarified that this is an agreement between Lerro Cabs Private Limited, a company registered under the Companies Act, 2013 and having its corporate office at 48 B Ram Krishna Path, Boring Rd, North Sri Krishna Puri, Patna, Bihar 800013, India (hereinafter referred to as "LERRO CABS" which expression shall mean and include its representatives, successors-in-office, affiliates and assigns), and the user who will be availing the services extended by LERRO CABS.

AND

A transport service provider being in the nature of taxi operator providing vehicles on hire and intends to list its fleet of vehicles of the portal of LERRO CABS with the objective of providing transportation service to the customers of LERRO CABS.

OR

A transport service provider who may be driving the vehicle himself and seeks to list the vehicle on the portal of LERRO CABS with the objective of providing transportation service to the customers of LERRO CABS.

Driver and taxi operator will be hereinafter individually referred to as PARTY and collectively termed as PARTIES. Parties are requested to peruse all the terms and conditions enumerated herein before entering into the agreement with Lerro Cabs as you will be bound by all such provisions. If you do not consent to any of the terms or conditions, then you are advised to not proceed any further.

Your engagement with LERRO CABS is subject to the acceptance of these terms and conditions and retains the sole discretion and right to modify, amend, remove, add or change these provisions mentioned herein with or without any prior intimation to the user. The onus is on the PARTIES to check these terms and conditions at regular intervals, and the continued association with LERRO CABS will indicate subsequent consent to such altered provisions. With your due compliance to these terms and conditions, LERRO CABS accord you a non-transferable, non-exclusive, limited privilege to provide transportation services through the portal.

1. DEFINITIONS

All of the terms defined below will bear the meaning that is duly assigned herein below.

- 1.1) Account:** It is the account created by the PARTIES through the mobile application of LERRO CABS.
- 1.2) Additional Fee:** It includes inter-state taxes, toll duty etc. that is excluded from the fare by payable to the authorised body in the course of the ride under applicable law.
- 1.3) Applicable Laws:** It includes all legislation, applicable statutes, ordinances, by-laws, rules, notifications, regulations, policies, guidelines, order etc. by courts, tribunals, and authorised governmental agencies.
- 1.4) Application:** It includes the mobile application of LERRO CABS that are updated by the company at regular intervals.
- 1.5) Booking:** It amounts to the allotted service request.
- 1.6) Business Day:** It means such days on which banks remain open for business in the city where the business is registered.
- 1.7) Cancellation Fee:** It means the fee payable in lieu of cancellation of a ride by a customer which is in contravention of the cancellation terms. Such fee will be exclusive of all applicable taxes.
- 1.8) City of Operation:** It comprises of the jurisdiction where the application has been launched, and the PARTIES provide transportations services through LERRO CABS.
- 1.9) Customer/Rider:** The persons availing the ride services offered by LERRO CABS will be termed both as customer and rider.
- 1.10) Driver/Partner:** The persons driving the cab for a ride will be termed both as driver and partner.
- 1.11) Fare:** It means the amount payable for availing a specific ride which may be exclusive of applicable taxes. The amount will be indicated in Indian rupees, reflected on the mobile application of LERRO CABS.
- 1.12) Force Majeure Event:** It includes any such incidences that may arise due to any such cause beyond the purview and reasonable control of LERRO CABS.
- 1.13) Lerro Auto:** Lerro Auto is an auto rickshaw service offered with a seating capacity of 3 persons.
- 1.14) Lerro Cabs/ Us/ We/ Our:** These terms shall necessarily mean Lerro Cabs Private Limited, a company incorporated under the provisions of the Companies Act, 2013, and having its corporate office at 48 B Ram Krishna Path, Boring Rd, North Sri Krishna Puri, Patna, Bihar 800013, which expression shall, unless mentioned to the contrary, deemed to mean all successors, assigns and affiliates.
- 1.15) Lerro Driver's Hub:** It includes various outlets, where drivers/partners or operators have to submit the necessary documents physically to be verified by designated personnel will be termed as Lerro Driver's Hub (LDH).
- 1.16) Lerro Kick:** Lerro Kick is a bike taxi service offered with a seating capacity of 1 person.
- 1.17) Lerro Lite:** Lerro Lite is the cab service offered with a seating capacity of a maximum of 4 persons.

1.18) Lerro Plus: Lerro Cabs is the cab service offered with a seating capacity of a maximum of 7 persons.

1.19) Lerro Share: Lerro Share is the cab service offered where customer can book maximum 2 seats out of total 3 seats.

1.20) Lerro Wallet: It includes a pre-paid instrument available over mobile application of LERRO CABS that can be utilised to make payments.

1.21) Operator: The persons registering his/her fleet of vehicles for providing ride services will be termed as an operator.

1.22) Portal: It includes all such features of the mobile application of LERRO CABS or any other associated software, program, which is owned by, licensed to and controlled by LERRO CABS, any other URL that may be specified from time to time.

1.23) Information: It includes the true, valid and accurate name, phone number, e-mail id and all other details furnished by driver or operator in the time of signing of agreement and/or otherwise in the course of or after the registration of driver on the portal or mobile application or the successful creation of account.

1.24) Ride: It means the duration of travel conducted through the vehicle facilitated by through website or mobile application of LERRO CABS by the customer.

1.25) Service Request: It relates to the request put forward by a customer on the portal for availing the service offered by LERRO CABS.

1.26) Service(s): Service or services offered by LERRO CABS include rides that are within the city (In-City Rides) rides from one city to another (Inter-City Rides) and rides based on hourly-packages (Rentals). It is facilitated by mobile application or a telephone request through the call centre hosted by LERRO CABS or booking through its website in the city of operation.

1.27) Site: It includes both the mobile application and website **www.lerrocabs.com** operated by LERRO CABS or any other software that facilitates the use of the mobile application or any such URL that may be specifically provided by LERRO CABS.

1.28) Total Ride Fee: It shall include the fare, cancellation fee, any other additional fee and taxes as may be applicable from time to time.

1.29) Terms: It includes all the terms and conditions mentioned herein which are applicable in its entirety to drivers and operators.

1.30) Vehicle(s): It includes all such motor rides that are defined under the Motor Vehicles Act, 1988.

2. SCOPE AND OBLIGATIONS

2.1) The registration data will have to be duly provided by the PARTIES for putting into effect the services to be provided through the portal of LERRO CABS. Such registration data will include:

- Name
- Mobile number
- Email

- Address
- Driving License
- PAN Card
- Aadhar card

The documents required with respect to the vehicle include:

- Vehicle Registration
- Vehicle Insurance
- Vehicle Permit
- Vehicle Pollution

Only after the submission of these registration data will the PARTIES be eligible for accessing the application of LERRO CABS and open an account for providing transportation services through the portal.

2.2) PARTIES will have to submit the relevant documents physically at the nearest Lerro Driver's Hub (LDH), and also resubmit those through the mobile application as well. It will undergo subsequent verification by the employees of LERRO CABS at LDH. Only after the verification of such documents will the account of the driver/partner be activated.

2.3) The PARTIES and the vehicle registration process with LERRO CABS will have to be necessarily compliant with the requirements that have been set out and communicated duly. The vehicles will also have to meet the required criteria as decided by LERRO CABS.

2.4) The PARTIES explicitly consent to the collection, storage as well as sharing of registration information with third party entities and governmental agencies for the purpose of on-boarding and verification of background.

2.5) The rights, liabilities and obligations of PARTIES will be dealt according to the terms and conditions mentioned herein. By perusing this agreement, the PARTIES hereby represent that they have read and understood these terms and conditions in its entirety, and the same are agreeable to them.

3. REPRESENTATIONS AND WARRANTIES

3.1) PARTIES represents and warrants that the driver/partner or operator is the lessee or the registered owner of the listed vehicle(s) as well as the permit holder for providing transportation services through the portal of LERRO CABS.

3.2) PARTIES represents and warrants that they have all the requisite power and authority for the purpose of performance and delivery of the imposed obligations under these terms and conditions.

3.3) PARTIES represents and warrants that the entering into and the performance of the terms and conditions mentioned in this agreement will in no way be in contravention to any law or regulation relating to providing transport services.

3.4) PARTIES represents and warrants that the device provided by LERRO CABS will be maintained in a proper manner, and also the performance under this agreement is in no way compromised.

3.5) PARTIES represents and warrants that the device that is being so provided will not be used for any illegal purposes.

3.6) PARTIES represents and warrants that they have not been convicted by any Indian court for any cognisable offence or any offence that is punishable with imprisonment extending for more than 3 years under Indian penal laws. Moreover, the PARTIES should affirm that they have not been convicted by any court in India or otherwise, involving moral turpitude. You should not be a party to any pending litigation that may materially impact your obligations in discharging your duties under these terms and conditions.

3.7) PARTIES represents and warrants that the services should be performed according to all the applicable laws.

3.8) PARTIES represents and warrants that there is no violation of intellectual property rights of any third party entity.

3.9) PARTIES represents and warrants that they shall be solely responsible for complying with the policies of LERRO CABS and also adopt necessary processes that would discourage illegal gratification in any form in the course of dealings with customer or LERRO CABS.

4. DISCLAIMER

4.1) You acknowledge the role of LERRO CABS is limited to the management and operation of the portal and application for the display of the services offered, and the manner for such display is to be determined by LERRO CABS unilaterally. It is an online booking platform enabling the offer of transportation services that may be availed by customers through the portal. It will also be engaged in the payment collection through Lerro wallet, and that it is mainly an intermediary to provide online marketplace services.

4.2) LERRO CABS disclaims and shall disclaim, to an permissible extent under applicable laws, any civil, criminal or tortious liability arising out as consequence of breach by PARTIES. Such breach may be on account of applicable laws or licenses and permits or the terms and conditions mentioned herein.

4.3) LERRO CABS does not warrant that the PARTIES will be able to use portal and/or provide services at all locations and times in an error-free and uninterrupted manner. Such defects will be corrected by LERRO CABS duly.

5. TERMS OF PAYMENT

In consideration of LERRO CABS providing the PARTIES and vehicles' information on the portal and enabling the services to be provided through application, various payments to PARTIES will be done through cash or NEFT or any other means within 14 days after the generation of the bill.

6. CONFIDENTIALITY

6.1) The PARTIES acknowledge that under this agreement, they will be provided with confidential information of LERRO CABS, and undertakes to keep such data confidential. It must not be sold to any third party entity. Such confidential information will comprise of any information in written or verbal format that have been disclosed to PARTIES by LERRO CABS, which may include personal information of customers, market information, contents of the application, among others.

6.2) Confidential information cannot be disclosed, under any circumstances, to any party in the same or similar business as that of LERRO CABS.

6.3) In the event that LERRO CABS becomes aware about disclosure of confidential information to any party in the same or similar business, or used in the benefit of such entities, LERRO CABS retains the right to claim any such direct or indirect damages from the PARTIES owing to the losses that it might have suffered.

7. LICENSE AND PROPRIETARY RIGHTS

7.1) Subject to the terms and conditions mentioned herein, LERRO CABS hereby grants the PARTIES a non-exclusive, limited, non-transferable and non-assignable license in the course of this agreement to the application and portal of LERRO CABS solely for the purpose of providing transportation services to customers. It would also include the purpose of settlement of payment between LERRO CABS and the PARTIES. All such rights that have not been expressly granted to the PARTIES are reserved by LERRO CABS.

7.2) The portal, application and confidential information that includes but is not limited to intellectual property rights like name of the company, logo, name of services, service marks, trademarks or any other indices of ownership will continue to remain as the property of LERRO CABS. No terms and conditions under this agreement, grants or conveys the PARTIES any ownership rights with respect to the usage of intellectual property rights of LERRO CABS.

7.3) PARTIES affirm to not transcribe, reproduce, or develop copies of intellectual property of LERRO CABS in any manner whatsoever or to engage in reverse engineering or copying or attempting to derive further underlying information with respect to any ideas relating to intellectual property of LERRO CABS.

7.4) All user interfaces, graphics, text, trademarks, photographs, logos and compute code among others comprise of the content, and it is not limited to the structure, design, and expression of the arrangement of such content. Such content available on the portal is owned, controlled or licensed by or to LERRO CABS and enjoys protection under applicable law.

7.5) The information made available by LERRO CABS on the portal can be used for downloading from the portal. However, such permission is applicable on the conditions that:

- no proprietary language is removed from any or all documents
- usage of information is strictly for informational and non-commercial purpose
- information is not modified
- no additional representations and warranties are made on the documents made available on the portal

8. INDEMNIFICATION

8.1) PARTIES agree and undertake to indemnify LERRO CABS from and against any damages, losses, claims, liability, penalty, costs and expenses for:

- any breach of obligation as laid down under the terms and conditions mentioned herein
- any violation of policies provided by LERRO CABS
- any harm to the goodwill and reputation of LERRO CABS
- any claim of violation of intellectual property of a third party
- unauthorized access to data on the portal and the resultant transfer of data
- misconduct, negligence and fraud by driver/partner

8.2) PARTIES shall be liable to indemnify LERRO CABS against all damages, losses, costs and expenses incurred by LERRO CABS owing to customer complaint on account of deficiency in service(s).

8.3) In addition to the indemnification to LERRO CABS, it also enjoys such other remedies that are provided under applicable laws due to breach of contract.

8.4) LERRO CABS shall not be liable for any damages or losses due to any claim by the driver/partner against LERRO CABS if the same could have been avoided by way of reasonable efforts for mitigation.

8.5) LERRO CABS shall not be held liable or responsible for any damage or loss caused to the driver/partner due to the use of the direct/indirect service offered by LERRO CABS to him that may include non-compliance by customer which is beyond the purview of control of LERRO CABS.

9. ENTIRE AGREEMENT

This agreement along with other appendices will be in e-contracts and shall form to be the entire agreement between LERRO CABS and the PARTIES. It has the effect of overriding and superseding all previous correspondences and communications with respect to the subject matter of this agreement. The terms and conditions under this agreement shall not vary or extend to any other entity unless arising out of the specific provisions of this agreement or appendices so attached. In the event of any discrepancy or contradiction between the terms contained under this agreement, the decision of LERRO CABS is final and binding.

10. TERMS AND TERMINATION

10.1) The terms and conditions mentioned herein remains valid at all times driver/partner operates through the portal of LERRO CABS, or unless communicated otherwise.

10.2) PARTIES or LERRO CABS has the option to terminate this agreement by providing a prior written notice of 7 business days with/without intimating the reason of such termination.

10.3) LERRO CABS reserves the right of terminating this agreement without providing any notice in the instance of breach of any material terms and conditions mentioned herein by PARTIES.

10.4) The consequence of the termination of this agreement extends to the cancellation of registration of PARTIES with LERRO CABS and the account also being duly terminated. It means that PARTIES will no longer be considered eligible for providing services through the portal of LERRO CABS.

11. NOTICE

11.1) Any communication in the mode of notices or requests will have to be in writing. Those are to be sent by any of the following ways at the relevant address of the recipient:

- It can be sent by way of electronic mail. For the purposes of communicating with LERRO CABS, the email id is support@lerrocabs.com. The email address of the PARTIES will be the same as provided to LERRO CABS.
- By message sent at the registered contact numbers. PARTIES may contact LERRO CABS at 8538910888/ 8538920888/ 8538946888. The contact number of the PARTIES will be the same as provided to LERRO CABS.
- By hand, against a written acknowledgement of receipt by the recipient.

- By registered mail sent to the address of the recipient. Registered mail will have to be sent to LERRO CABS at at 48 B Ram Krishna Path, Boring Rd, North Sri Krishna Puri, Patna, Bihar 800013, India. The address of the PARTIES will be the same as provided to LERRO CABS.

11.2) When the delivery of the notice is attempted to be made by means set out under clause 11.1, such notice shall be deemed to have been delivered on the [mention the specific day] day from the date of the despatch notice.

12. RELATIONSHIP BETWEEN PARTIES

12.1) During the validity of this agreement, PARTIES will be retaining the status of an independent contractor. They and shall not be considered as an agent or employee of LERRO CABS. The provisions under this agreement shall be interpreted in such a manner so as to create the relationship of employer and employee between LERRO CABS and PARTIES, notwithstanding the purpose and circumstances. The relationship is entirely on principal-to-principal basis. Consequently, PARTIES shall not be entitled to any employee benefits which are otherwise offered by LERRO CABS to its employees. Moreover, PARTIES shall be responsible for the tax payments which are levied owing to the status of PARTIES being an independent contractor.

12.2) PARTIES do not assume or undertakes the creation of any express or implied obligation on behalf of LERRO CABS. The former does not have the required authority for the creation, modification or termination a contractual relationship(s) between LERRO CABS and any third party entity. It also does not represent or bind LERRO CABS, in any manner whatsoever. Any act committed by the PARTIES on behalf of LERRO CABS that is over and above the obligations under this agreement, will be held to be unauthorised and unlawful. The PARTIES will be personally liable for the same.

13. GOVERNING LAW AND DISPUTE RESOLUTION

13.1) Any controversy, dispute or claim arising out of or relating to these terms and conditions or the interpretation, validity, termination or breach thereof, including the claims for asserting or redressing rights under the applicable laws will be amicably settled in the corporate office of LERRO CABS at its registered address through mutual consent.

13.2) This agreement shall be governed by and construed in accordance with the laws of India. Subject to clause 13.1, any claim or controversy relating to or arising out of these terms and conditions mentioned in this agreement shall be adjudicated exclusively before a competent court in Patna, India only.

13.3) In addition to above remedies, LERRO CABS remains entitled to pray for an interim injunction or restraining order or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the PARTIES from committing any further violation of the obligations that have been set out in this agreement. These remedies are over and above any other rights and remedies reserved by LERRO CABS under law.

14. TERMS AND CONDITIONS FOR DRIVER/PARTNER AND OPERATOR

Drivers/Partners will have to abide by the following mandates:

- The driver has to affirm that he is well conversant with the language of the portal and opt for such language which is best understood by him from among the multiple options offered in the portal.

- The service provided by him should be of highest quality meeting industry standards as well as conforming to the written and oral instructions of LERRO CABS. Any loss that may be caused to LERRO CABS or customer owing to the negligence of driver, will have to be made good by him.
- It is advisable for you to stay updated on curfews, strikes, bandhs, weather conditions and traffic disruptions among others, that are likely to adversely impact the transportation services provided through the portal of LERRO CABS. If the driver comes in the know of any imminent disruption, our office should be duly intimated.
- Please exhibit exemplary behaviour towards our customers. Transportation services should be provided timely and effectively.
- All registration details of the vehicle plying for trip should be kept updated. Licenses, insurances, and necessary permits should be kept in the vehicle.
- Under no circumstances should an unauthorised person be allowed to board the vehicle. Driver/partner should ensure that the vehicle remains in safe condition.
- If there is any instance of deviation the services with respect to the terms and conditions mentioned herein, it should be immediately brought to the notice of the authorities. Such instances are inclusive of but not limited to damage to property or life or accident.
- LERRO CABS retains the right to seek specific performance and injunctive relief in case of breach of the terms and conditions by driver/partner resulting in substantial and irrevocable damage. The impact of such breach caused may also be extended to any terms introduced or amended from time to time.
- All insurance that are mandated by applicable law should be obtained and maintained by driver/partner.
- After the allotment of booking subsequent to the request of service, driver should ensure that the vehicle reaches the location ahead the pick-up time.
- Please ensure that the customer pays the fare along with additional surcharge (if applicable) along with any other levy or fee that is payable.
- In case belongings of customer is left behind in the vehicle, it shall no way be tampered with. It should be immediately reported to the office. If such belonging is tampered with, damages claimed by the customer shall be realised from the driver. Moreover, LERRO CABS will have the discretion to terminate his registration and also disable his access to our portal.
- Driver/partner is apprised that LERRO CABS shall be solely responsible for the settlement of payment related issues with driver and customer. In instances of conflict or discrepancy, you are to seek further instruction from our office. The decision taken by LERRO CABS shall be final and binding on driver.
- Please be available for training sessions that will be organised by LERRO pursuant to applicable laws or which may be deemed necessary.
- The responsibility of vehicle shall be solely vested on driver/partner making him liable for any damage or loss caused by customer or any other third party entity.
- You are to follow traffic regulations at all times, and must not engage in rash driving. Please wear seat belts at all times and do not smoke or consume liquor or any other intoxicant while providing the services. You are discouraged from taking personal calls that might compromise the safety of the customer and the vehicle. Calls from LERRO CABS and customers should be received by the driver only after stopping the vehicle.
- Cancellation of allotted booking can only be allowed for justifiable reason, and the same will have to be intimated to LERRO CABS immediately. In the absence of reasonable grounds, deduction may be levied on the proceeds of driver on account of instances of refusing to provide service.
- The maintenance cost of the vehicle is the sole responsibility of PARTIES.

- Driver/Partner will be entirely liable for failing to complete a service request, failing to pick up customers from the allotted time and place, engaging in rash and negligent driving, violation of applicable law, nuisance or damage caused to property.

15. GUIDELINES

Drivers/Partners will have to adhere to the following guidelines strictly, and also note that LERRO CABS maintains zero tolerance policy towards the same. You are requested to go through these guidelines in its entirety, and be conversant with it. The consequences of breach to these guidelines may involve fines and/or any other penal measures that may be decided by LERRO CABS from time to time.

15.1) Driver shall not solicit for 'tips' from the customer or hassle them in the start or during the ride to provide change.

15.2) The vehicle shall not be stopped by driver in order to fill fuel while the ride is continuing. No personal stops will be made by the driver in the course of the ride.

15.3) Driver shall be in proper and clean attire at all times during duty hour, and be mindful of personal hygiene.

15.4) Customers are to be greeted by driver both at pick up and drop, and the former should be helped in managing the luggage. Vehicle's air-conditioner is to be turned on by the driver before customer sits.

15.5) Driver shall keep the Vehicle and dashboard clean.

15.6) Loud music or music through any kind of earphone device must not be played causing inconvenience to customer. Driver is advised to not engage into a personal conversation with the customer out of his own accord.

15.7) Smoking or chewing gum or any kind of masala inside the vehicle is strictly prohibited. Please do not consume any food item as well in the course of the ride.

15.8) Try to keep adequate change with you at all times so that you are able to return balance to the customer.

15.9) LERRO CABS has strict policy in terms of upholding privacy of customer information. You are not to make any fake calls or missed calls to the contact number of customer that you have received. The call should only be made to the customer to inform about the arrival of the vehicle at the pick-up point. Any unwarranted use of the contact details of the customer after the conclusion of the ride is strictly prohibited.

15.10) Drivers are advised to be well versed with the routes and the shorter route should always be taken to reach the destination. It should not be the case that he has to halt at multiple places in the course of the journey owing to lack of knowledge of the routes.

15.11) Driver should reach the pickup point ahead the pick-up time and inform the customer accordingly.

15.12) Driver should keep his mobile on switch-on mode while he is logged into the portal of LERRO CABS. Every call from the customer should be duly received and the vehicle should not deliberately be parked in no-network area.

15.13) On account of vehicle branding, the sticker of LERRO CABS should not be removed till the PARTIES transport services through our portal.

15.14) Driver shall maintain proper decorum with customers. There must not be any instance of misbehaviour with customer in the form of argument, use of abusive words, shouting etc. Please follow the instructions provided by LERRO CABS call centre.

15.15) Driver shall not use mobile phones while driving. It includes SMS, video calls, voice, MMS and downloading. However, exceptions can be made in case of emergency purposes. Please note, driver is to promptly respond to calls from customer and LERRO CABS representative.

15.16) Driver shall inform the current location of vehicle to the representatives of LERRO CABS, and also report the meter readings accurately.

15.17) Driver shall not exceed the speed limit of:

- **60** kms per hour within the city;
- **80** kms per hour on state highways; and
- **80** kms per hour on National highways.

Driver will have to follow any other speed limits that may be prescribed for any road which is lower than the speed limits specified above. Please be mindful of not applying sudden breaks or taking sharp turns causing inconvenience to the customer.

15.18) While on duty hours with LERRO CABS, it is mandatory to keep driver's license and all relevant Regional Transport Office impacting papers such as Tourist-permit, PUC, Insurance, Registration Certificate etc.

15.19) Driver should not sleep in the vehicle while performing transportation services.

15.20) Driver is not at liberty to reject the booking of a ride on his own volition in case of ride allotment, unless permitted by LERRO CABS.

15.21) Driver shall not reject a booking of ride after the acceptance of duty and his mobile phone should not be switched off under any circumstances after log-in.

15.22) If a customer leaves behind or misplaces his or her baggage in the vehicle, either the customer should be called to inform about such incidence or such baggage should be handed over in the office.

15.23) Driver shall ensure that the information that he is provided shall not be misused in any way.

15.24) All statutory documents insurance documents, vehicle registration book/card, PUC Certificate, etc. should be kept in the vehicle at all times. Please wear seat belt all the time that you are driving and be careful to obey all traffic rules and traffic signals.

15.25) Driver should ensure that shortest possible route should be taken to reach the destination. He must, in no way, take a detour to longer routes in order to increase the fare.

15.26) Consumption or intake of alcohol or narcotic substances while logged into the LERRO CABS portal is strictly prohibited. Any contravention in this regard will attract heavy fine and/or penalties apart from penal measures under applicable law.

15.27) Comfort and convenience of customer is of paramount to LERRO CABS. It is in this regard that driver should not engage in any behaviour such as being abusive, or do anything that shall make the customer uncomfortable. There should not be any instance of discrimination against any customer for any reason, including on the basis of caste, race, sex, creed, religion, nationality or disability.

15.28) Under no circumstances can the driver ask the customer to get down from the vehicle before reaching the destination even in case of any argument, or misunderstanding. If the vehicle breaks down, office should be called immediately in order to make arrangement for substitute vehicle.

15.29) You are requested to keep in mind not to engage in any activities that may negatively impact the brand image of LERRO CABS.

15.30) The vehicle should never be loaded to the manufacturer's maximum specified weight.

15.31) Driver should not be in duty in case of any such medical condition which will impact the driving. Also, you are not pick-up any unauthorised person or load any unauthorised goods while the ride is still continuing.