JUST RIDE BY ELEVATE

Terms & Conditions of Service — Working Document

Version: v1.2 — Interim Commercial Update

Status: WORKING DOCUMENT — for EBOS commercial/legal working use. Final customer-facing terms should be reviewed by Ghanaian legal counsel before launch.

1. ABOUT JUST RIDE

JustRide by EleVate is a chauffeur-driven electric mobility service operated by EleVate Mobility Ghana Ltd. JustRide provides vehicle-and-driver services for individual journeys, day services, multi-day services, airport transfers, intercity journeys, tours, multiple-vehicle requirements and other approved mobility services.

2. ACCEPTANCE OF TERMS

By making a booking, requesting a service, confirming a quotation, or using a JustRide service, the customer agrees to these Terms & Conditions and any booking-specific conditions presented before confirmation.

3. SERVICE SCOPE

JustRide services are journey-led and may include Single Ride, Full-Day Service, Multi-Day Service, Long-Term Chauffeur Service, Airport Transfer, Intercity Journey, Day Trip / Excursion, Multi-Day Tour, Multiple Vehicles, and Delegation / Guest Transport.

4. STANDARD SERVICE DAY — 10 HOURS

A standard Full-Day Service provides up to 10 consecutive hours of vehicle and professional-driver availability. The 10 hours are service availability, not 10 hours of driving. Driving, customer stops, waiting, meetings, meals, shopping, sightseeing and other periods during which the vehicle and driver remain committed to the customer count toward the service period.

5. START AND END OF SERVICE PERIOD

The service clock starts at the confirmed service start time. Customer delay does not automatically extend the confirmed service period. A service scheduled from 08:00 to 18:00 therefore represents a 10-hour service period.

6. OPERATING WINDOW / NIGHT SERVICE

The normal operating window is 06:00–22:00. Service outside the normal operating window may be available subject to vehicle and driver availability and applicable night rates.

7. EXTENSIONS

Service beyond the standard 10-hour period is an extension and is subject to vehicle and driver availability and the applicable extension charge.

8. MILEAGE AND JOURNEY SCOPE

There is no fixed mileage allowance for the standard service period. Mileage is unlimited within the agreed journey during the standard 10-hour service period, subject to operational feasibility. Particularly long or complex journeys may require advance planning, individual quotation, vehicle selection or approval.

9. GEOGRAPHIC SCOPE AND INCLUDED STANDARD DAY TRIPS

JustRide operates within Accra and selected destinations throughout Ghana, subject to operational feasibility. The standard Economy day-service rate includes qualifying full-day return journeys from Accra to **Tema, Aburi, Shai Hills and Kasoa**, with the vehicle and professional driver reserved for the customer for the standard service

period. No separate outside-Accra surcharge applies to these four standard day-trip destinations when the journey fits within the confirmed standard service period and operating conditions.

These destinations are therefore part of the standard JustRide proposition rather than a separate paid geographic add-on. The inclusion does not make every journey to or beyond these locations unlimited: exceptionally long, complex or operationally demanding itineraries may require advance planning, a different vehicle/service tier, an extension or an individual quotation.

10. MULTI-DAY AND LONG-TERM SERVICES

Normal multi-day and long-term chauffeur services do not require a day-by-day itinerary unless the booking involves a planned tour, excursion or other journey for which itinerary planning is necessary. The standard service-day limit of up to 10 hours applies per service day unless an extension or different approved package is confirmed.

11. PLANNED JOURNEYS, EXCURSIONS AND TOURS

Outside-Accra day trips, intercity journeys and multi-day tours may require itinerary planning. A customer may generally add an excursion later, subject to availability and appropriate advance planning. A Plan a Tour booking requires an itinerary.

12. OVERNIGHT JOURNEYS

For approved overnight multi-day journeys, driver accommodation is handled or arranged by JustRide as part of the service planning.

13. DRIVER AND VEHICLE AVAILABILITY

All services are subject to the availability and operational suitability of the assigned vehicle and professional driver. JustRide may assign a suitable alternative vehicle where reasonably necessary and subject to the confirmed service conditions.

14. STANDARD SERVICE INCLUDES

Unless otherwise stated in the booking, the standard package includes the assigned vehicle, professional driver, standard charging/energy management, a clean and prepared vehicle, journey support and applicable insurance subject to policy terms and exclusions.

15. COSTS NOT AUTOMATICALLY INCLUDED

Unless expressly included in the booking or quotation, customers may be responsible for parking, tolls, attraction or entry fees, meals and other personal expenses, extended service, exceptional routing and other extraordinary costs communicated to the customer.

16. CUSTOMER RESPONSIBILITIES

Customers must provide accurate booking information, cooperate with the driver, comply with applicable laws and safety requirements, and use the vehicle responsibly.

17. PASSENGER CAPACITY AND PROHIBITED USE

The vehicle may not be used beyond its approved passenger capacity or for unlawful, unsafe or prohibited activities. The customer must follow reasonable safety instructions from the driver.

18. VEHICLE CONDITION, DAMAGE AND INCIDENTS

Customers must promptly report accidents, damage, loss or other incidents. Damage caused by customer misuse, negligence or prohibited conduct may be chargeable subject to applicable law, insurance terms and the relevant booking conditions.

19. CHARGING AND ENERGY

Charging is handled by JustRide for the standard chauffeur-driven service. The customer should not receive a separate charging bill for included charging. Longer or complex itineraries may require an explicit energy plan before confirmation.

20. PRICING AND PAYMENT

Prices are based on the applicable service package and confirmed booking. The launch Economy proposition is from GH¢1,200/day, subject to the applicable service scope and commercial conditions. Qualifying standard day trips to Tema, Aburi, Shai Hills and Kasoa are included in the standard day-service rate as described in Section 9. Payment timing and accepted payment methods are communicated during booking.

21. BOOKING CHANGES / CANCELLATION & REFUND POLICY

21.1 No Booking Deposit. JustRide does not require a booking deposit. Cancellation charges are calculated against the applicable booking/service price rather than against a deposit.

21.2 Cancellation 48 Hours or More Before Service. No cancellation charge applies. Amounts paid are eligible for a 100% refund.

21.3 Cancellation 24–48 Hours Before Service. A cancellation charge of 25% of the applicable booking/service price applies. The customer is eligible for a 75% refund of amounts paid.

21.4 Cancellation Less Than 24 Hours Before Service. A cancellation charge of 50% of the applicable booking/service price applies. The customer is eligible for a 50% refund of amounts paid.

21.5 Cancellation After Service Starts / No-Show. If the customer cancels after the service has started, or does not appear for the confirmed service without prior cancellation, 100% of the applicable booking/service price is chargeable and no refund is due.

21.6 Cancellation by JustRide. If JustRide cancels a confirmed booking and cannot provide an acceptable alternative, the customer is eligible for a 100% refund of amounts paid.

21.7 Specially Planned Journeys. Tours, excursions, complex itineraries and other specially planned services may be subject to different cancellation conditions. Any such conditions must be clearly communicated before booking confirmation/payment.

21.8 Multi-Day and Long-Term Bookings. Multi-day and long-term bookings are not automatically governed by the standard daily cancellation schedule. Separate cancellation conditions may apply and will be communicated as part of the applicable booking terms.

21.9 Force Majeure. Exceptional circumstances beyond the reasonable control of either party are handled under the Force Majeure provisions of these Terms & Conditions.

22. DELAYS AND SERVICE CHANGES

Service timing may be affected by traffic, weather, road conditions, vehicle or charging requirements and other operational circumstances. Customers should communicate material changes as early as possible. Extensions are subject to availability and applicable charges.

23. SAFETY

JustRide prioritises safe operation. The driver may decline an instruction that would be unlawful, unsafe or materially outside the confirmed service conditions.

24. CUSTOMER CONDUCT

Customers must treat drivers respectfully and must not engage in threatening, abusive, discriminatory or unsafe conduct. JustRide may terminate a service where continued operation would present a safety or legal risk.

25. PERSONAL DATA AND PRIVACY

Customer information is processed for booking, service delivery, support, administration and other legitimate business purposes in accordance with the applicable JustRide Privacy Policy and Ghanaian data-protection

requirements.

26. ELECTRONIC COMMUNICATIONS AND RECORDS

Bookings, confirmations, changes, notices and customer acceptance may be recorded electronically. Electronic records may be used to evidence the booking and the terms accepted by the customer.

27. THIRD PARTIES

Where a service involves third-party facilities, venues, accommodation, charging providers or other external services, those services may be subject to the third party's own terms and availability.

28. AVAILABILITY AND EXCEPTIONAL JOURNEYS

Particularly long, complex, unusual or operationally demanding journeys may require individual planning, quotation or approval before confirmation.

29. COMPLAINTS AND SUPPORT

Customers may contact JustRide through the designated customer-support channels regarding bookings, service issues, complaints or refund questions. JustRide will review complaints and respond through its normal support process.

30. LIMITATION OF LIABILITY

JustRide's liability is subject to applicable Ghanaian law, the confirmed booking terms and any applicable insurance arrangements. Nothing in these Terms & Conditions excludes liability that cannot lawfully be excluded or limited.

31. FORCE MAJEURE

JustRide is not responsible for failure or delay caused by circumstances beyond reasonable control, including severe weather, natural disasters, civil disruption, government action, road closures, major infrastructure failure or other comparable events. The parties will seek a reasonable alternative where practicable.

32. CHANGES TO TERMS

JustRide may update these working commercial terms from time to time. The version applicable to a confirmed booking is the version accepted by the customer at the time of booking, unless a later change is expressly agreed or required by law.

33. GOVERNING LAW

These Terms & Conditions are intended to operate under the laws of Ghana, subject to final legal review and any mandatory applicable law.

34. ENTIRE AGREEMENT

These Terms & Conditions, together with the applicable booking confirmation, quotation and any booking-specific conditions, form the basis of the agreement for the relevant JustRide service.

35. CONTACT

JustRide by EleVate
EleVate Mobility Ghana Ltd.
Customer support and booking contact details to be inserted in the final customer-facing version.

Document note

This document records the current interim commercial rules agreed for JustRide. The standard day-service proposition includes qualifying full-day return journeys from Accra to Tema, Aburi, Shai Hills and Kasoa. Final extension rates, night rates and detailed long-term/multi-day cancellation rules may be refined as the service develops. The applicable booking confirmation and booking-specific conditions should always be read together with these Terms & Conditions.