

Introduction

Salone Ride is committed to providing a safe and reliable transportation service to our passengers. As a driver for Salone Ride, you are responsible for upholding our high standards of safety, professionalism, and customer service. This driver handbook outlines the policies and procedures that you must follow as a driver for Salone Ride. Please read this handbook carefully and ask any questions you may have before starting your work.

To be eligible to drive for Salone Ride, you must meet the following requirements:

- a. Possess a valid driver's license and all required permits.
- b. Have a clean driving record with no major violations or accidents in the past 6 months.
- c. Own or lease a vehicle that meets Salone Ride's vehicle requirements.
- d. Pass a background check and a vehicle inspection.

Vehicle Requirements:

As a driver for Salone Ride, you are responsible for ensuring that your vehicle meets the following requirements:

Must be a four-door vehicle.

Must be no more than 10 years old.

Must pass a Salone Ride vehicle inspection.

Must have up-to-date registration and insurance.

THE BIG FIVE

To make sure you're delivering the best service possible, always remember:

- a. Be friendly: leave a positive impression on your clients by being pleasant.
- b. Be respectful: treat everyone you encounter along your trips with respect.
- c. Be prepared: make sure your car is clean inside and outside.
- d. Be safe: keep the passengers and yourself safe. Don't break any laws.
- e. Be happy with your job and enjoy every ride

CAR REQUIREMENTS

1. Keep your car clean and in good shape - outside and inside;
2. Make sure there is no unpleasant smell and no foreign objects;
3. Ensure air-condition is working correctly
4. Check the car for technical problems and do basic maintenance;
5. Register vehicle with valid personal auto insurance.
6. Ensure car picture is uploaded in the driver app.
7. Ensure your car is worthy to be on road.

DRIVER REQUIREMENTS

1. Valid state driver license;
2. Customer-service oriented attitude;
3. No criminal record;
4. Excellent driving skills, confidence and adequacy on the road;
5. Neat and tidy clothes; - company uniform etc.
6. Smartphone or tablet running Android or iOS.

PROFESSIONALISM & RESPECT

1. Smile when you greet the passenger and address by name;
2. Help passengers load and unload their luggage;
3. Clarify the route details, ask riders if they have a favorite one;
4. Ask the client about his/her music preferences as well as the volume level;
5. Lead the conversation with the passenger professionally respecting the distance and in a polite way.

DRIVING BEHAVIOR

Keep in mind that after each ride you are being rated by the passenger.

1. Always be on time.
2. Always abide by the seat belt laws
3. If anything is holding you up, notify the clients;
4. Stay calm driving through heavy traffic or dealing with rude passengers;
5. Drive carefully, keep to the adequate speed limit and the traffic laws;
6. Take a break, if you ever feel tired or sleepy so as to avoid accidents;
7. Do not reject orders as it affects your acceptance rating – go offline if you can't accept orders.
8. Rate passengers for future records
9. Report any dangers or issues immediately to the authorities or call operator via your driver app.

Accepting Rides

When you receive a ride request from a passenger, you must accept the request within 15 seconds. If you decline a ride request, it will be passed on to another driver. Failure to accept ride requests can result in a decrease in your driver rating.

Safety and Driving

As a Salone Ride driver, your first priority is the safety of your passengers. You must follow all traffic laws and drive responsibly at all times. You must also maintain a clean and well-maintained vehicle.

Customer Service

As a Salone Ride driver, you are expected to provide excellent customer service to all passengers. This includes being courteous, respectful, and professional at all times. You must also maintain a clean and presentable appearance.

Payments

You will receive payment for your services through the Salone Ride app. Salone Ride takes a commission on each ride, and the remainder will be paid to you. Payment is usually made within 3-5 business days.

Driver Rating

Passengers can rate their experience with you after each ride. Your driver rating is an important factor in determining the amount of work you receive. Maintaining a high rating requires safe driving, good customer service, and a clean vehicle.

Termination

Salone Ride reserves the right to terminate your contract as a driver at any time for any reason. Reasons for termination may include failure to meet eligibility requirements, unsafe driving, or poor customer service.

Amendments

Salone Ride reserves the right to amend this driver handbook at any time. You will be notified of any changes and are expected to comply with the updated policies and procedures.

If you have any questions or concerns regarding these terms and conditions, please contact us at info@saloneride.com or office line 076547788

Frequently Asked Questions – FAQ

1) What if the client is not there to accept the ride?

On the arrival, press the "Arrived" button. Wait for 5 mins. If no one is there, try calling the customer more than once. Call at least twice in case the first time the client didn't hear the phone call.

2) In what case should the order be cancelled?

If you called the client more than once, got no answer and waited more than 15 mins, he can then tap "Cancel" button and follow the instructions in the app.

**Please note that in any other case possible cancellation fee is applied*

3) How long should a driver wait for a client?

Wait for 5 min, if the client didn't show up you can contact him/her several times. Wait for 10 more minutes and call the client again.

4) What to do if the client has lost item in the vehicle?

If you find the left item, you should contact the client to see if they are nearby so you can return their items.

Remember: *the easiest way to prevent this from happening is to check the back seat after every trip! If you are unable to return the item to the client please leave at Salone Ride main office.*

5) What to do if the driver is out of petrol or fuel?

As a driver you should always keep up with the gas level. It shouldn't go lower than the ¼ of the tank. But if such urgent case happened, apologize to the passenger and see if there is a nearby petrol station to fill up and inform the client that the trip payment will be corrected, according to the downtime. Act operatively and inform the dispatcher about this case.

6) What to do if the driver had to pay for the parking or toll?

In case that you had to pay for the parking or picking up the client, you should pay on your own, but inform the dispatcher about it after the trip.

7) What to do in case of a road accident?

In case of a road accident, regardless of the degree, inform the dispatcher about it at the end of the trip. But first of all make sure that the passenger is ok. Apologize to the customer, call the police, the insurance company agent and the ambulance, if necessary.

Important: *make sure another ride will arrive to the accident place to pick up the client or customer.*

8) What to do if the smartphone is frozen or the battery is dead during the ride?

If it's frozen try to restart it, and the system should upload the current order's information. As for the battery it is the driver's direct responsibility to track the battery level and have a charger in the car. If the phone didn't work because of that, the client has the right to cancel and not to pay.

9) What if the driver forgot to press the 'START' button?

This case should be totally the driver's responsibility. As the company is using the app system to calculate the distance, the amount of km/miles won't be calculated and the client won't pay for the trip.

Important – As a driver please make sure you start the trip on your driver app before moving the car or vehicle.

10) Can passengers pre-book?

Yes, passengers can pre-book any time from one week before the requested time and date. As a driver, you can only accept prebook orders if you have that activated by the dispatcher. If you don't have that option on your driver app, please reach out to Salone Ride office to activate.

By signing below, you acknowledge that you have read and understood the Salone Ride driver handbook and agree to comply with all policies and procedures outlined herein.

Driver Signature

Date: _____