بسم الله الرحمن الرحيم

Gareeb Delivery Limousine Services

Terms and Conditions

The rights and obligations of customers, drivers and partner restaurants using Gareeb.

Last updated: 11 November 2026 Gareeb Lemo

This English version is provided for convenience. The Arabic text is the official text and prevails if the two differ.

1 Introduction and acceptance

These Terms and Conditions govern the use of the Gareeb Lemo app and website by customers and drivers. They form a binding contract between the user and the Company from the moment of registration or use.

1.1 Gareeb Delivery Limousine Services (قريب دليفري لخدمات الليموزين), a Sudanese business based in Khartoum, provides a digital platform that connects customers with drivers and partner restaurants for transport and delivery services. It is registered with the Commercial Registration Department of the Ministry of Justice under the Business Names Registration Act 1931, certificate no. 513870.

1.2 These terms apply to the customer app, the driver app, the website gareeb-lemo.com, and any other booking channel the Company operates.

1.3 A user who does not agree with any provision of these terms must stop using the platform immediately.

1.4 These terms consist of general provisions that apply to everyone (sections 1–4 and 10–16), provisions specific to customers (sections 5–7), provisions specific to drivers (section 8), and provisions on partner restaurants as they concern customers (section 9).

1.5 The Arabic text of these terms is the official text and prevails over any translation in the event of a difference.

1.6 The Telecommunications and Post Regulatory Authority has licensed the business name Gareeb Delivery Limousine Services to provide taxi services through the Gareeb Lemo app, under licence no. 15 خ ت لسنة 2026, which is renewed annually.

2 Definitions

The following words have the meanings given beside them wherever they appear in these terms.

The Company / we	Gareeb Delivery Limousine Services, and those who represent it.
Platform	The Gareeb Lemo customer app, the Gareeb Lemo driver app, the website, and any related service.
User	Anyone who uses the platform, whether a customer or a driver.
Customer	A person who requests a trip or a food delivery through the platform.
Passenger	The customer, or anyone accompanying the customer or booked by the customer, during a trip.
Driver	Employee drivers and partner drivers together, unless stated otherwise.
Employee driver	A driver who works for the Company under an employment contract and drives a vehicle owned or leased by the Company.
Partner driver	An independent driver who uses their own vehicle and receives requests through the platform in return for a commission to the Company, with no employment relationship with the Company.
Partner restaurant	A restaurant or food shop that offers its products for sale through the platform under a separate agreement with the Company.
Trip	Carrying a passenger from the pickup point to the destination set in the request, in any vehicle class, including trips to and from the airport.

Delivery order	A request to buy food from a partner restaurant and deliver it to the address the customer sets.
Fare	The total amount due from the customer for a trip or delivery, including any fees shown in the app.
Wallet	A prepaid balance within the user's account, used to pay fares or receive refunds. It is not a bank account.
Commission	The percentage or amount the Company is owed by a partner driver for each trip or delivery.

3 Eligibility and accounts

Account holders must be at least 18 years old and are responsible for all activity on their account.

3.1 To create a customer account, a user must be 18 or older and provide a correct name and an active phone number confirmed by a verification code.

3.2 People under 18 may travel on a trip booked by their guardian from the guardian's own account, provided an adult accompanies them. The account holder remains responsible for them throughout the trip. A driver may refuse to carry an unaccompanied minor.

3.3 Users must provide accurate information and update it when it changes. The Company may ask for proof of identity at any time.

3.4 An account is personal and may not be sold, transferred or shared. A user may not hold more than one customer account.

3.5 Users are responsible for keeping verification codes and passwords confidential, must inform the Company immediately of any unauthorised use of their account, and bear responsibility for transactions made before reporting it.

3.6 Driver registration is subject to the additional conditions in section 8. A driver account is activated only after verification is complete and the Company has approved it in writing or electronically.

3.7 A customer account and a driver account may use the same phone number. They remain two separate accounts, each with its own records, and a number may not be used for more than one account of each type.

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4 The services

The platform offers two services: trips within the city in a choice of vehicle classes, including trips to and from the airport, and food delivery from partner restaurants.

4.1 Trips (taxi)

4.1.1 The customer sets the pickup point, the destination and the vehicle class, and sees an estimated or fixed price before confirming the request.

4.1.2 The platform assigns the request to the nearest available driver. It does not guarantee that a driver will be available at every time or in every area.

4.1.3 The customer sees the driver's name and photo and the vehicle's type and plate number before boarding, and must check them and not board if they do not match.

4.1.4 A trip booked in the app starts only once the passenger gives the driver the 4-digit trip code shown in their app. A trip booked by phone through customer service has no code: the driver starts it once the passenger has boarded at the pickup point.

4.2 Premium classes and airport trips

4.2.1 Every trip, in any vehicle class, is requested in the app for immediate pickup. Booking a trip in advance is not available at present.

4.2.2 Premium vehicle classes have their own rates, shown in the app before confirmation, and follow the same rules as other trips.

4.2.3 For a pickup at the airport, the customer requests the trip once ready to leave, sets the pickup point in the app, and meets the driver there. Flights are not tracked, and the free waiting time in section 5 runs from the driver's arrival, as on any trip.

4.2.4 The customer should allow enough time for the journey and for a driver to be found. The Company is not responsible for a missed flight.

4.2.5 The number of passengers and amount of luggage must not exceed the capacity of the requested vehicle class shown in the app. The driver may refuse anything beyond it.

4.3 Food delivery

4.3.1 The customer chooses items from the partner restaurant's menu and sees the food price, the delivery fee and the expected time before confirming.

4.3.2 The restaurant starts preparing the order once it accepts it. The driver collects it sealed and delivers it without opening it.

4.3.3 Times shown are estimates and may be affected by traffic or restaurant workload.

4.3.4 The customer must be at the set address and answer the phone. The driver waits 10 minutes after arrival. If delivery is not possible, the order is treated as completed and the full fare is due.

4.4 Coverage area

The platform operates in the areas shown in the app within Khartoum State. The Company may expand or reduce them, or temporarily suspend any service, for operational or security reasons.

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5 Customer obligations

Customers must use the platform for lawful purposes and respect the driver and the vehicle, and bear the consequences of failing to do so.

5.1 **Accurate requests:** set the pickup location, destination and delivery address accurately. Any change of destination during a trip is made through the app and may change the fare.

5.2 **Punctuality:** be at the pickup point when the driver arrives. The driver waits 3 minutes free of charge. After that, the driver may cancel the trip because the customer did not show up.

5.3 **Conduct:** treat the driver with respect, and do not ask the driver to break traffic laws, speed, or stop in prohibited places.

5.4 **The vehicle:** smoking, drinking alcohol and using any prohibited substance inside the vehicle are forbidden. Food may be eaten only with the driver's permission.

5.5 **Damage:** the customer bears the cost of cleaning or repair if they or their companions cause damage or unusual soiling to the vehicle, according to a report documented with photos. The cost may be deducted from the wallet or claimed from the customer.

5.6 **Luggage and belongings:** no unlawful, dangerous or flammable materials may be carried. The driver may refuse the trip if in doubt.

5.7 **Pets:** pets require the driver's prior approval, except assistance animals for people with disabilities.

5.8 **Lost items:** customers are responsible for their personal belongings. The Company helps contact the driver to recover lost items but does not guarantee their recovery, and a return fee may apply.

5.9 **Lawful use:** using the platform for any unlawful activity, to harass drivers, or to create fake requests is forbidden.

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6 Prices and payment

Fares are set in Sudanese pounds and shown in the app before confirmation. They are paid in cash, through banking apps, or from the wallet.

6.1 How fares are set

6.1.1 A trip fare is calculated from the vehicle class, distance and time. It may vary with demand, schedules and peak hours, provided this is shown to the customer before confirmation.

6.1.2 An estimated price changes only if the destination changes, stops are added, there is waiting, or the route differs substantially at the customer's request.

6.1.3 Premium classes and trips to and from the airport are priced like other trips, from the vehicle class's rates, the distance and the time. The price may be higher in areas the Company sets, such as the airport, and the app shows it before confirmation.

6.1.4 For food orders, the bill consists of the item prices as set by the restaurant, the delivery fee, and any service fees shown.

6.1.5 Tips are entirely optional and go to the driver in full.

6.2 Payment methods

Method	How it is paid	Notes
Cash	To the driver at the end of the trip or on receiving the order	The amount that counts is the one shown in the app. Having small notes ready is preferred. Change that is not available is added to the wallet if both parties agree.

Method	How it is paid	Notes
Banking apps	Transfer to the Company's account shown in the app, or to the driver's account if the app says so	A fare counts as paid only once the transfer appears and is confirmed. The customer must keep the transfer notification.
Wallet	Automatic deduction from the balance at the end of the trip or on confirming the order	Topped up through the methods shown in the app. It earns no interest or profit.

6.3 Wallet terms

6.3.1 A wallet balance cannot be transferred to another account. It is refunded in cash only when the account is closed, after deducting any amounts due, within 14 working days.

6.3.2 Promotional balances and vouchers cannot be redeemed for cash, and are subject to the conditions and validity period stated when they are given.

6.3.3 The Company may temporarily freeze a wallet if fraud or a transfer error is suspected, until its review is complete.

6.4 Unpaid amounts and receipts

6.4.1 If a fare or fee is not paid, it is recorded as a debt on the customer's account and collected with their next request: a trip's with the next trip, and a food order's with the next food order paid in cash. The account may be suspended until it is paid.

6.4.2 An electronic receipt is issued for each trip or order and appears in the account history. The customer may dispute any amount within 7 days of its date.

6.4.3 The Company may change prices and fees once any approval the competent authorities require has been obtained. A change does not apply to a request confirmed before it.

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7 Cancellations and refunds

Cancelling is free until a driver accepts the trip or the restaurant accepts the order, and for a short period after. After that a cancellation fee may apply. The app shows it before

the cancellation is confirmed.

Service	Free cancellation	Late cancellation fee	No-show
Trips	At any time before the trip starts	None	None
Food delivery	At every stage at which the order can be cancelled in the app	None	Food value + delivery fee

7.1 No fee applies if the driver, the restaurant or the Company cancels the request. If the vehicle or driver differs from what the app shows, the customer reports it to customer support and the fee is waived.

7.2 A trip can be cancelled in the app at any time before it ends. Once the trip has started, the customer pays the fare for the distance travelled so far, at least the minimum fare.

7.3 A food order can be cancelled in the app until it is ready. After that, it can be cancelled only through customer support.

7.4 Cancellation fees follow the terms in force when the trip was booked or the order placed, and the app shows the fee before the cancellation is confirmed. An unpaid fee is added to the next trip, or to the next food order paid in cash. For an order paid in advance, it is deducted from the refund.

7.5 Prepaid amounts, less any cancellation fee due, are refunded to the wallet immediately, or to the bank account they were transferred from within 7 working days at the customer's request.

7.6 If a food order arrives incomplete, incorrect or damaged, the customer reports it through the app within 2 hours of receipt with a photo. The Company, in coordination with the restaurant, decides on a full or partial refund or a redelivery.

7.7 No refund is given for differences in personal taste, or for a customer's mistake in the address or items.

7.8 Repeated or deliberate cancellations count as misuse and may lead to account suspension under section 11.

8 Driver terms

Both Company-employed drivers and independent partner drivers work on the platform. This section applies to both unless it says otherwise.

8.1 Registration requirements

8.1.1 Be at least 21 years old and hold a valid Sudanese driving licence, suited to the vehicle class and issued at least 2 years ago.

8.1.2 Provide valid proof of identity (national number or passport), a recent personal photo, and a phone number in the driver's own name.

8.1.3 A certificate of no criminal record (fish) is optional and is not required to register.

8.1.4 Pass the interview and the training course the Company runs on safety, customer service and using the app.

8.1.5 The Company may refuse any registration without giving reasons. The driver must inform it immediately of any change to their documents, withdrawal of their licence, or any report made against them.

8.2 The vehicle

8.2.1 The vehicle must be licensed and hold valid insurance covering third parties and passengers as the law requires, and must pass the technical inspection the Company sets.

8.2.2 The vehicle must be no more than 10 years old for regular classes and 5 years old for premium classes, and must be air-conditioned, clean and in good technical condition.

8.2.3 The vehicle must match the one registered in the app. Using another vehicle, or allowing someone else to drive under the account, is forbidden.

8.2.4 A partner driver's vehicle must be registered in the driver's name or be lawfully in their possession. If it is registered to someone else, the driver must provide, when registering, the owner's written authorisation or a lease or power of attorney that allows them to use it for work. The Company may suspend the account if the owner objects to the vehicle's use.

8.2.5 The driving licence, the vehicle licence and the insurance must stay valid for as long as the driver works on the platform. The driver renews each before it expires and uploads the renewed document in the app. While any of them has expired, the driver must not accept requests, and the Company may suspend the account until the renewed document is provided.

8.2.6 Company vehicles are for work purposes only. Employee drivers are answerable for keeping them clean and well maintained under the disciplinary regulations.

8.3 Employee drivers and partner drivers

Item	Employee driver	Partner driver
Legal relationship	Fixed-term employment contract under the Labour Act of 1997	An independent contractual relationship, not employment, agency or partnership
Vehicle	Owned or leased by the Company	Owned by the driver or lawfully in their possession
Income	Monthly salary and allowances under the contract, plus any incentives the Company decides	The fare minus the Company's commission
Working hours	Shifts set by the Company under the contract	Freely chosen by the driver
Accepting requests	Must accept requests assigned during a shift	Free to accept or decline, but bound by a request once accepted
Expenses	Fuel and maintenance are paid by the Company unless the contract says otherwise	Fuel, maintenance, insurance and traffic fines are paid by the driver
Discipline	Disciplinary regulations approved by the Labour Office, and these terms	These terms, quality standards, and suspension under section 11
Taxes and fees	Paid by the Company as the law requires	The driver pays their own income tax and any licensing fees of their own

If these terms conflict with an employee driver's employment contract, the contract and the Labour Act prevail.

8.4 Commission, earnings and cash collected

8.4.1 The Company is owed a commission by partner drivers on the fare of each trip and the fee of each delivery, at the rates announced in the app. These may be changed on 15 days' notice.

8.4.2 Cash a driver collects from customers is held in trust to the extent it belongs to the Company. An employee driver hands over all cash collected at the end of each shift. A partner driver pays the commission due within 7 days or on reaching the limit shown in the app.

8.4.3 A partner driver's earnings from electronic payments and the wallet are settled weekly, after deducting commission and any amounts they owe.

8.4.4 The Company may stop cash requests for any driver whose balance owed to the Company exceeds the permitted limit, until it is paid.

8.4.5 Agreeing a fare with a customer other than the one shown in the app, or completing a trip outside the app with a customer met through it, is forbidden. This includes continuing a trip after it was cancelled in the app. A driver who does so owes the Company its commission on the full fare and may be suspended under section 11.

8.5 Conduct and professional standards

8.5.1 Obey traffic laws, do not use a hand-held phone while driving, and follow the shortest route or the route the customer asks for.

8.5.2 Keep a suitable appearance and treat people with respect. Wear the official uniform on premium-class trips and if an employee driver.

8.5.3 Smoking, driving under the influence of alcohol or drugs or while severely fatigued, and carrying any passenger not registered in the request are forbidden.

8.5.4 On airport trips: go to the pickup point set in the app, and help with luggage.

8.5.5 On food deliveries: use a clean insulated bag, do not open or tamper with the order, and deliver directly without unnecessary stops.

8.5.6 Keep customer data confidential, and do not use their numbers or addresses for anything other than completing the request.

8.5.7 Hand any lost item found to the Company or the customer within 24 hours.

8.5.8 Maintain an acceptance rate and rating no lower than the minimum the Company announces in the app.

8.6 Driver's declaration and undertaking

By registering as a driver on the platform, the driver declares and undertakes the following:

8.6.1 The information and documents they provide are true and valid, they belong to the driver, and the driver is entitled to use the vehicle they register.

8.6.2 To use the driver app only to provide the requests they accept, and for no other purpose.

8.6.3 To treat every customer with respect and professionalism, whatever their age, gender or background.

8.6.4 Not to ask for or accept more than the fare or fee shown in the app.

8.6.5 To keep the customer's belongings and orders safe while in their care, to hand them over as received, and never to use or take any of them.

8.6.6 To follow the Company's rules and the instructions it issues for providing the service.

8.6.7 To accept that their documents may be checked with the issuing authorities, and that any document found to be false, expired or belonging to someone else allows the Company to suspend or close the account under section 11.

8.6.8 As a partner driver, to bear alone the traffic fines, government fees and charges relating to their vehicle and to their own work.

8.6.9 As a partner driver, to be responsible for any claim arising from the ownership, licensing or insurance of their vehicle, or from information or documents they provided being false, and to compensate the Company for any loss this causes it.

For employee drivers using Company vehicles, the matters in items 8 and 9 are governed by the employment contract and the Labour Act.

8.7 Handling a request

8.7.1 Requests reach the driver through the app. Each offer shows the pickup point and the destination, and stays open for a limited time in which the driver accepts or declines it.

8.7.2 Once the driver accepts, they head straight to the pickup point. They may call or message the customer through the app to confirm the details.

8.7.3 On reaching the pickup point, the driver marks "Arrived" in the app and waits for the customer: the first 3 minutes are free for the customer.

8.7.4 The driver starts the trip in the app only when the customer is in the vehicle and the vehicle is within 500 metres of the pickup point, and ends it in the app at the destination, which then shows the amount due.

8.7.5 For a cash trip, the driver collects the amount shown in the app and confirms it in the app before taking the next request.

8.8 Discount codes

8.8.1 When a customer uses a discount code, the app shows the driver the amount left to collect after the discount.

8.8.2 The driver collects that amount only, and does not ask the customer about the discount or its value.

8.8.3 The Company bears the discount: it comes out of the Company's commission, and the driver earns the same as on a trip without a discount.

8.9 Losing the internet connection during a trip

8.9.1 If the driver's internet connection drops during a trip, the driver completes the trip and contacts customer support at once through the available channels.

8.9.2 Support completes the trip in the system, settles the fare and the Company's commission, and tells the driver.

8.9.3 A trip not reported to support is reviewed by the Company, which settles the fare and commission from the trip's record.

8.9.4 Repeated loss of connection during trips may lead to suspension under section 11 until the cause is fixed. A driver who disagrees with how a trip was settled may complain under section 11.1.

8.10 Cancellation by the driver

8.10.1 Once a driver accepts a request, they may cancel it only in these cases:

- the customer does not appear after the driver has arrived and waited 3 minutes, reported in the app as a no-show;
- the customer asks the driver to cancel;
- the request was booked through customer support and the customer cannot be reached;

- the destination is outside the service area, or completing the trip would put the driver's or the customer's safety at risk.

8.10.2 In the last three cases, the driver tells customer support at once.

8.10.3 Any other cancellation, and arriving at the pickup point later than the time the app shows, is recorded against the driver, and the request goes to other drivers.

8.10.4 Recorded cancellations count towards the minimum standards in section 8.5, and repeated cancellations may lead to suspension under section 11.

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9 Partner restaurants

The partner restaurant is the seller responsible for the food. The Company's role is limited to displaying menus, receiving orders and delivering them.

9.1 The restaurant bears full responsibility for the food's quality, safety and ingredients, the hygiene of its preparation, and its compliance with health requirements.

9.2 Prices, photos and descriptions are provided by the restaurant, and photos may differ slightly from the actual order.

9.3 **Food allergies:** a customer with an allergy must state it in the order notes and confirm the ingredients with the restaurant. The Company does not guarantee that any item is free of allergens.

9.4 A restaurant may refuse or cancel an order because items have run out or it is closing. The customer is refunded in full in that case.

9.5 The Company receives customer complaints about food, passes them to the restaurant and follows up their resolution under section 7.

9.6 The relationship between the Company and a restaurant is governed by a separate partnership agreement. These terms give the restaurant no direct rights against the customer or the driver.

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10 Safety and prohibited conduct

The Company does not tolerate any behaviour that threatens the safety of customers or drivers. An account is suspended immediately once any of the following violations is established.

10.1 Safety tools

10.1.1 The Company's team can be reached through the Help section in the app or through the contact channels in section 16.

10.1.2 Trip routes are recorded for safety and dispute resolution, and anonymised-number calls may be used between customer and driver.

10.1.3 In an emergency, call the police or an ambulance first, then inform the Company.

10.2 Prohibited for all users

- × Violence or the threat of it, and physical or verbal abuse.
- × Harassment of any kind, including unwanted contact after a trip has ended.
- × Discrimination against anyone on the basis of race, religion, tribe, sex or disability.
- × Carrying weapons, drugs or any legally prohibited materials.
- × Fraud, including fake requests, manipulating geographic location, and misusing offers and vouchers.
- × Photographing the other party or publishing their pictures or data without consent, except to document an incident reported to the Company or the authorities.
- × Exploiting the platform to transport people or goods unlawfully.

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11 Ratings, complaints and suspension

Customers and drivers rate each other after each trip or order. The Company uses ratings and complaints to maintain service quality.

11.1 Ratings and complaints

11.1.1 Ratings and comments must be honest and free of abuse and personal data. The Company may delete anything that breaches this.

11.1.2 Complaints are made through the Help section in the app or the contact channels in section 16, within 7 days of the trip or order.

11.1.3 The Company replies to complaints within 48 hours, and to safety complaints as soon as possible.

11.2 Suspension and account termination

11.2.1 The Company may suspend any account temporarily or permanently in the following cases:

- **a.** Breach of these terms or applicable laws.
- **b.** A rating below the announced minimum, or repeated cancellations.
- **c.** Providing incorrect data or documents, or expiry of a driver's documents.
- **d.** Suspected fraud or activity that threatens safety.
- **e.** Failure to pay amounts due.

11.2.2 The account holder is told the reason for a suspension unless that would harm an ongoing investigation, and may appeal within 14 days.

11.2.3 Suspension of an employee driver is also subject to the employment contract, the disciplinary regulations and the Labour Act. Suspending their app account is not dismissal from work except in accordance with those provisions.

11.2.4 A user may close their account at any time after paying any amounts due. Obligations arising before closure remain in force.

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12 Privacy and data protection

The Company collects only the data needed to provide the service and ensure safety, and does not sell it to anyone. Details are in the Privacy Policy published in the app and on the website, which forms part of these terms.

Data	From customers	From drivers	Purpose
Account data	Name, phone, email, photo (optional)	Name, phone, photo, ID, licence, criminal record certificate (optional), vehicle details and photos, and the sale contract or power of attorney where needed	Creating the account and verifying identity

Data	From customers	From drivers	Purpose
Location	During the request and the trip	While connected to the app and during trips	Assigning requests, navigation, safety, calculating the fare
Transactions	Trip, order and payment history	Earnings, commissions and cash collected	Billing, accounting and dispute resolution
Communication	Messages and calls with support, and ratings	The same	Support and quality
Device data	Device model, operating system, app version, and error and crash reports	The same	Running the app, finding and fixing faults, and fighting fraud

12.1 Only the necessary data is shared between the parties to a request (the customer's name and location with the driver, the driver's and vehicle's details with the customer, and the order contents with the restaurant).

12.2 Data may be shared with technical and payment service providers under a duty of confidentiality, and with official authorities on legal request or to protect people's safety.

12.3 Data is kept for the life of the account and for 2 years after its closure for accounting and legal purposes, and is then deleted or anonymised.

12.4 To keep the service working, the apps send the Company a technical report when an error or crash happens. Its details are deleted after 30 days, as set out in the Privacy Policy.

12.5 Users may request a copy of their data, or its correction or deletion, within what the law allows, and can delete their account in the app or on the account deletion page, as the Privacy Policy sets out.

12.6 Users agree to receive operational messages about their requests. Marketing messages can be turned off in the settings at any time.

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13 Intellectual property and use of the platform

All rights in the platform and the Gareeb name and logo belong to the Company. Users receive only a limited personal licence to use them.

13.1 The Company grants users a non-exclusive, non-transferable, revocable licence to use the app and website only for their personal purposes or to perform the service.

13.2 Copying, modifying or reverse engineering the platform, using automated software to extract its data, and circumventing its security or pricing systems are forbidden.

13.3 Using the Gareeb name, logo or visual identity in any materials or on vehicles without written permission is forbidden. Any Company stickers are removed from a partner driver's vehicle when the relationship ends.

13.4 By posting a rating, comment or photo on the platform, a user grants the Company the right to use it within the platform free of charge.

13.5 The website may contain links to third-party sites or external payment services. The Company is not responsible for their content or terms.

13.6 Users must keep the app updated to the latest version. Some features may stop working in older versions.

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14 Limitation of liability, indemnity and force majeure

The Company takes reasonable care in operating the platform. Its liability is limited as set out below, to the extent the law allows.

14.1 Limits of liability

14.1.1 The platform is provided "as is" and "as available". The Company does not guarantee that it will work without interruption or errors, especially during internet or network outages.

14.1.2 The Company is not liable for indirect or consequential damage, such as a missed appointment, flight or business opportunity, unless it results from the Company's gross negligence or fraud.

14.1.3 Where the Company's liability is established, compensation does not exceed the fare paid for the trip or order in dispute.

14.1.4 A partner driver is directly liable for their driving, vehicle and its insurance, and a partner restaurant is liable for the food.

14.1.5 These terms are not to be read as releasing the Company from its liability as an employer towards employee drivers, or from any liability that cannot legally be excluded.

14.2 Indemnity

Users must compensate the Company for any losses, claims or fines arising from their breach of these terms or the law, or from their mistreatment of any other party.

14.3 Force majeure

The Company is not answerable for delay or stoppage caused by circumstances beyond its control, such as security disturbances, disasters, communications or power outages, fuel shortages, decisions of the authorities, and road or airport closures.

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15 Governing law and disputes

These terms are governed by the laws of the Republic of Sudan. The courts of Khartoum State have jurisdiction over any dispute not resolved amicably.

15.1 Any dispute is first reported through the support channels in section 16, and both parties seek to resolve it amicably within 30 days of the report.

15.2 If an amicable solution is not possible, the dispute is referred to the competent courts in Khartoum State, or to arbitration if both parties agree in writing.

15.3 Labour disputes with employee drivers are referred to the competent Labour Office under the Labour Act of 1997.

15.4 The platform's electronic records (routes, times, payments, messages) serve as evidence unless proven otherwise.

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16 Changes, contact and final provisions

The Company may change these terms. Continuing to use the platform after a change takes effect counts as accepting it.

16.1 Changes

16.1.1 Users are notified of material changes (base prices, commissions, liability, privacy) through the app 15 days before they take effect.

16.1.2 Anyone who does not accept a change may close their account before it takes effect, free of charge.

16.2 Contact

In the app The Help section	Hotline **66077**
WhatsApp **+249 900 058 512**	Email **support@gareeb-lemo.com**
Website **gareeb-lemo.com**	Address Khartoum, Sudan

16.3 Final provisions

16.3.1 If any provision becomes invalid or unenforceable, the remaining provisions stay in force.

16.3.2 The Company's failure to exercise a right is not a waiver of it.

16.3.3 Users may not assign their rights under these terms to anyone else. The Company may do so on a merger or transfer of ownership, after notifying users.

16.3.4 These terms, the Privacy Policy and any terms specific to an offer or service form the entire agreement between the user and the Company on using the platform, without prejudice to separately signed employment contracts or partnership agreements.