

Platform Terms of Service

Legal Agreement for Swift! Platform Usage

1. Introduction

Definitions

- "Platform" refers to the Swift! driver application and related services
- "User" refers to any driver utilizing the Swift! platform
- "Services" refers to all features and functionalities provided
- "Agreement" refers to these Terms of Service

Binding Agreement

By accessing or using the Swift! platform, you agree to be bound by these terms. If you disagree with any part of these terms, you may not access the platform.

2. Platform Usage Terms

Account Requirements

Platform Rules

- Valid driver's license
- Professional driving permit
- Vehicle documentation
- Insurance coverage
- Background check clearance

- Maintain minimum ratings
- Follow service standards
- Complete required training
- Adhere to safety protocols
- Regular vehicle maintenance

3. Service Level Agreement

Service Component	Standard	Requirement
Platform Availability	99.9% uptime	Excluding maintenance
Response Time	Under 5 seconds	Normal conditions
Support Response	24/7 availability	Via Live Chat
System Updates	Scheduled notice	48 hours minimum

4. Technical Requirements

Device Requirements

App Requirements

- Smartphone with GPS
- Android 8.0 or higher
- iOS 13 or higher
- 2GB RAM minimum
- Stable internet connection

- Latest app version
- Location services enabled
- Push notifications enabled
- Background app refresh
- Sufficient storage space

5. Modifications to Terms

Changes to Terms

Swift! reserves the right to modify these terms at any time. Users will be notified of any changes via:

- In-app notifications
- Email notifications
- Platform announcements

Continued use of the platform after changes constitutes acceptance of modified terms.

6. Liability & Indemnification

Limitation of Liability

Swift! shall not be liable for indirect, incidental, special, exemplary, or consequential damages arising from platform use.

Indemnification

Users agree to indemnify and hold Swift! harmless from any claims arising from platform use or terms violation.

7. Dispute Resolution

1. **Initial Resolution:** All disputes must first be reported via Live Chat support
2. **Formal Review:** Unresolved disputes escalate to formal review
3. **Mediation:** If necessary, disputes proceed to mediation
4. **Arbitration:** Final resolution through binding arbitration

8. Termination

Termination Conditions

- Terms violation
- Extended inactivity
- Safety concerns

- Fraudulent activity
- Repeated poor performance

9. Contact Information

Support Channels

- Live Chat support (preferred method)
- Email: security@swift.co.za

By using the Swift! platform, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.

Driver Name: _____

Date: _____

Signature: _____