

Diva Ride - Terms & Conditions

DIVA RIDE - TERMS & CONDITIONS

Effective Date: 18 July 2025

1. Company Information

Diva Ride is a trade name of Nathraph Holding BV, registered in Amsterdam, The Netherlands.

Address: Hendrik Hosstraat 72, Amsterdam

KvK: 33262821

VAT: NL817002200B01

Email: info@divaride.nl

2. Scope of Service

- Diva Ride offers a platform connecting riders with independent drivers through the Diva Ride mobile application (the "App").
- Diva Ride does not provide transportation services itself but acts as an intermediary.
- By using Diva Ride, you agree to these Terms.

3. User Requirements

- You must be at least 18 years old to use Diva Ride.
- You are responsible for ensuring the accuracy of your account information.
- You agree to comply with all applicable laws.

4. Ride Booking & Payment

- Prices are displayed in the App prior to confirming a ride.
- Payments are processed electronically through the App.
- Cancellations may incur a cancellation fee (see cancellation policy below).

5. Cancellation Policy

- Free cancellation within 5 minutes of booking.
- After 5 minutes, a cancellation fee applies based on the time of cancellation and the driver's travel time/distance toward pickup.

6. Responsibilities of Riders

- Riders must treat drivers with respect and comply with local rules.
- Damages to vehicles caused by riders may result in additional charges.

7. Responsibilities of Drivers

- Drivers are independent contractors, not employees of Diva Ride.
- Drivers are responsible for their own licenses, insurance, and compliance with local laws.

8. Liability & Disclaimers

- Diva Ride is not liable for delays, cancellations, or damages caused by third parties (including drivers).
- Diva Ride provides the platform "as is" without warranties.

9. Account Termination

- Diva Ride may suspend or terminate accounts in cases of fraud, abuse, or violation of these Terms.

10. Governing Law

- These Terms are governed by the laws of the Netherlands.
- Disputes will be handled by the competent court in Amsterdam.

11. Contact

For questions about these Terms, contact us at: info@divaride.nl.