

Restaurant Terms and Conditions for Ryde9ja

These Restaurant Terms and Conditions ("Agreement") govern your participation in the Ryde9ja platform, which facilitates food delivery, ride-hailing, and package delivery services (the "Services"). By registering as a restaurant partner, using the app, or accepting any orders through the platform, you agree to comply with these Terms and Conditions, as well as any other policies, guidelines, and agreements provided by Ryde9ja ("Company").

Please read this Agreement carefully before using the Services.

1. Eligibility Requirements

To be eligible to participate as a restaurant partner on Ryde9ja, you must meet the following requirements:

- 1.1 Be a legally registered business with all necessary licenses to operate a restaurant and/or food delivery service, including registration with the relevant tax authorities.
- 1.2 Maintain appropriate health and safety standards, including any local regulatory requirements for food safety and preparation. This includes compliance with local and international food safety regulations such as HACCP (Hazard Analysis and Critical Control Points) or other similar certifications. Non-compliance may result in immediate suspension from the platform.
- 1.3 Provide a valid business address, contact information, and any other requested documentation to verify your identity and operational status.
- 1.4 Maintain an active and reliable method of communication to receive and process orders via the Ryde9ja platform.

2. Restaurant Responsibilities

As a restaurant partner, you agree to:

- 2.1 Prepare food in a timely, hygienic, and professional manner in compliance with all applicable laws, including health and safety regulations.
- 2.2 Accept, fulfill, and deliver food orders via the app promptly and accurately as per the customer's request and within the timeframe specified on the platform. Repeated delays or order cancellations may result in penalties or account suspension.

2.3 Ensure that all details in your restaurant profile, including operating hours, menu, prices, and available delivery options, remain up to date to prevent inaccurate or misleading information being displayed to customers.

2.4 Provide packaging that ensures the quality, safety, and integrity of the food during delivery. Food should be packaged to prevent spills, contamination, or degradation.

2.5 Ensure that the food provided is of high quality and complies with all relevant local, state, and national regulations.

2.6 Monitor and update the availability of menu items regularly to avoid cancellations or delays due to out-of-stock ingredients or items

3. Compensation

3.1 Ryde9ja shall charge a **15% commission** on the total value of each order placed through the platform (excluding delivery fees).

3.2 Payments to restaurants shall be made in accordance with Ryde9ja's payment schedule (e.g., weekly, bi-weekly, or monthly), as communicated during onboarding or updated from time to time.

3.3 Ryde9ja reserves the right to deduct the applicable **commission (15%), payment processing fees, and promotional discount costs** (if applicable) from each order before remitting payment to the restaurant.

3.4 Restaurants are solely responsible for complying with all applicable tax obligations, including but not limited to VAT, withholding tax, or any other statutory charges. Ryde9ja shall not be held liable for any unpaid taxes or financial obligations incurred by restaurant partners.

4. Use of the App

4.1 The Ryde9ja platform must only be used for legitimate business purposes directly related to food delivery services. Any unauthorized use of the platform, including fraudulent activity, shall result in immediate termination of the partnership.

4.2 Restaurants agree to ensure that the app is properly maintained on any device used to receive orders, and they are responsible for any technical issues that may impact their ability to process orders.

4.3 You agree to comply with all technical and operational requirements provided by the Company to ensure smooth and efficient operation of your restaurant's involvement in the platform.

5. Prohibited Conduct

You agree not to:

- 5.1 Engage in any fraudulent, unlawful, or unethical activity, including misrepresentation of food items, pricing, or delivery times.
- 5.2 Sell or deliver food items that do not comply with safety and quality regulations or violate local laws, including expired or contaminated goods.
- 5.3 Accept or fulfill orders that violate any local laws, health regulations, or safety standards.
- 5.4 Use the platform to sell or deliver items that are prohibited by local, state, or federal laws (e.g., illegal substances, expired goods).
- 5.5 Discriminate against, harass, or mistreat any customers, delivery drivers, or other parties using the platform.
- 5.6 Use the app to promote or sell products or services outside the scope of your approved restaurant offerings.

6. Food Quality and Safety

- 6.1 Restaurants bear sole responsibility for ensuring that all food items comply with local and international food safety regulations. Any breach of food safety standards may lead to immediate account suspension and legal liability.
- 6.2 Restaurants must promptly address any food safety complaints, recalls, or issues, and notify the Company immediately of any incidents that may affect food safety.
- 6.3 Restaurants must comply with any relevant packaging and labeling requirements, including allergen warnings and ingredient disclosures.

7. Customer Complaints and Refunds

- 7.1 In the event of a customer complaint regarding food quality, delivery delays, or any other service issues, you agree to work cooperatively with the Company to resolve the issue in a timely manner.

7.2 You may be required to provide refunds, discounts, or other compensation to customers as part of resolving disputes. The Company may, at its discretion, impose penalties for customer dissatisfaction if the issue is not addressed appropriately.

8. Marketing and Promotions

8.1 Restaurants agree to participate in promotional activities initiated by Ryde9ja, including discounts or special deals. Participation in any marketing program shall be subject to prior approval and may affect overall compensation.

8.2 The Company may offer promotions to customers, such as discounts on delivery fees or meal prices, which could impact the overall payment structure for orders.

8.3 Restaurants may be able to create and promote special offers through the platform, subject to approval and guidelines provided by the Company.

9. Insurance Requirements

9.1 Restaurants shall maintain adequate liability insurance to cover claims related to food safety, delivery issues, or operational negligence.

10. Use of Subcontractors/Third Parties

10.1 If restaurants use subcontractors (e.g., kitchen staff, external delivery partners), they remain fully responsible for their actions, compliance with regulations, and service quality.

11. Data Confidentiality

11.1 Restaurants must protect customer data obtained via the platform and must not use it for unauthorized marketing, sharing, or resale purposes.

12. Service Level Standards (SLAs)

12.1 Restaurants must meet a minimum fulfillment threshold, such as 90% on-time order completion, to remain in good standing on the platform.

13. Termination of Agreement

The Company reserves the right to suspend, deactivate, or terminate your restaurant account if:

13.1 You breach any of these Terms and Conditions.

13.2 You fail to maintain food safety or regulatory compliance.

13.3 You engage in behavior that negatively impacts customers or the reputation of the platform.

13.4 You fail to provide timely or accurate fulfillment of orders.

13.5 The Company deems it necessary to protect the interests of customers, drivers, or other restaurant partners.

14. Indemnification

14.1 Restaurants agree to indemnify and hold Ryde9ja harmless from any claims or liabilities arising due to their failure to comply with food safety regulations, tax obligations, or other business compliance requirements.

15. Limitation of Liability

15.1 The Company's liability shall be limited to the amounts paid to you for completed orders. The Company shall not be liable for any indirect, incidental, or consequential damages arising from the use of the platform or services, including loss of revenue or reputational damage.

16. Privacy

16.1 By participating in the Ryde9ja platform, you consent to the collection, use, and sharing of your restaurant's business information and data as per the Company's Privacy Policy, which is incorporated by reference into these Terms and Conditions.

17. Force Majeure

17.1 Ryde9ja and its restaurant partners shall not be held liable for delays or failures caused by events beyond reasonable control, including natural disasters, government regulations, or public health crises.

18. Governing Law and Dispute Resolution

18.1 These Terms and Conditions shall be governed by the laws of Nigeria. Any disputes arising out of or in connection with these Terms shall be resolved through binding arbitration in accordance with the rules of [arbitration organization].

19. Contact Information

If you have any questions or concerns regarding these Terms and Conditions, you may contact us via the following:

- Email: info@ryde9ja.com
- Phone: 080137890803
- Address: 6, Ijaiye Rd, Ogbag, Ikeja, Lagos State.

20. Acknowledgment

By signing up as a restaurant partner on the Ryde9ja platform, you acknowledge that you have read, understood, and agree to abide by these Terms and Conditions.