

BRIGHTERCONNECT – TERMS OF SERVICE

Effective Date: January 07, 2026

1. INTRODUCTION AND ACCEPTANCE

These Terms of Service ("Terms") govern your access to and use of the BrighterConnect platform, including our website, mobile applications, and related services (collectively, the "Service"). By clicking "I Agree" or otherwise affirmatively accepting these Terms, you represent that you have read and agree to be bound by them and consent to electronic records and signatures under the federal E-SIGN Act and Maryland law.

BrighterConnect provides a technology platform that connects passengers ("Riders") with independent transportation providers ("Drivers") who operate as independent businesses and determine when, where, and whether to provide rides. BrighterConnect does not provide transportation services, does not own, operate, or control vehicles, and is not a transportation carrier or common carrier.

No Agency, Employment, or Joint Venture. Drivers are independent contractors and are not employees, agents, partners, joint venturers, franchisees, or representatives of BrighterConnect. BrighterConnect does not control and has no right to control the manner or means by which Drivers provide transportation services, including schedules, routes, or pricing outside platform-calculated fares.

2. ELIGIBILITY

You must be at least 18 years old and legally able to enter into a binding contract; if you access the Service on behalf of a company, you represent you have authority to bind that company and it accepts these Terms.

3. RIDE SERVICES

Drivers may accept or reject ride requests at their sole discretion and are free to engage in other work or platforms without exclusivity. Fare estimates are approximations and may vary; final charges may include applicable taxes, tolls, surcharges, and a flat \$5.00 rider cancellation fee as described below.

4. PAYMENTS

Payment is processed automatically upon trip completion; you authorize adjustments for tolls, taxes, tips, and fees disclosed in the app and consent to electronic receipts. You authorize BrighterConnect to charge your selected payment method for all amounts due and to place temporary preauthorization holds.

5. CANCELLATION POLICY

Riders may cancel a ride request at any time subject to the fee below and any applicable jurisdictional requirements. A flat cancellation fee of \$5.00 applies to any cancellation after a driver has been dispatched or has arrived, and no-show fees of \$5.00 may apply if you are not present at the pickup within a reasonable time as indicated in the app.

6. TIPPING

Tips are voluntary. 100% of tips go directly to the Driver.

7. SAFETY

BrighterConnect may conduct background checks and vehicle reviews as permitted by law; however, such checks are not guarantees of safety and do not create a duty to you beyond what is required by law.

8. LIMITATION OF LIABILITY

To the maximum extent permitted by law, BrighterConnect shall not be liable for indirect, incidental, special, consequential, or punitive damages, or for any lost profits, lost data, personal property damage, or business interruption. Total liability shall not exceed the greater of \$100 or the amount paid by you to BrighterConnect for the Service in the prior 12 months.

9. DISPUTE RESOLUTION

All disputes shall be resolved through binding individual arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules, with the seat and venue in Parkville, Maryland. Class and representative actions and class-wide arbitration are waived, and claims must be brought in an individual capacity only.

10. GOVERNING LAW

These Terms are governed by the laws of the State of Maryland, without regard to its conflict of laws principles.

11. CONTACT INFORMATION

BrighterConnect
LLCsupport@brighterconnectrides.com;

© 2026 BrighterConnect LLC. All rights reserved.