Rider & Errand Partner Agreement



AI-generated Chalride-branded imagery for illustration.

Proposed agreement - legal review required before operational adoption

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A proposed agreement between Chalride Technology Limited (Chalride) and the individual identified in the rider application. It covers approved rides, deliveries and errands appropriate to the applicant's transport method. Read these terms and the rate schedule before acknowledging them. Final execution and operational adoption require Chalride review.

Rates below are repository defaults as at 24 October 2026, not a live quotation. Admin settings, city, route and service can change the applicable charge. Review the rate shown before accepting each transaction. No sales, job volume or earnings are guaranteed.

Scope and working arrangements

Chalride connects approved partners with service requests. Choose availability and accept only work suitable for your transport, licence, capacity and location. No minimum earnings, shifts or job volume are promised. This proposed arrangement does not determine legal employment status; applicable law and actual working arrangements govern. You may work with other platforms subject to safe fulfilment of accepted work.

Identity, transport and operating requirements

Provide accurate identity, contact, operating town, availability and M-Pesa details. Walking and bicycle applicants provide identity documents; motorised applicants also provide the requested licence and vehicle documents. Carry valid licences, permits and insurance required for the service. Maintain a roadworthy vehicle, suitable equipment and lawful load capacity. Passenger rides may be undertaken only by an appropriately authorised motorised partner, never a walking or bicycle delivery applicant.

Safe conduct and service standards

Obey traffic laws, use appropriate helmets and protective equipment, and do not work impaired or use a phone unsafely while moving. Treat customers and vendors respectfully. Verify the request and recipient, protect parcels and food, avoid tampering, and use the required delivery or handover confirmation. Never share accounts or falsify trips, locations or proof of delivery. Refuse prohibited, illegal or unsafe loads and contact support; do not transport passengers or goods beyond legal capacity.

Fares, expenses and worked example

Review the offered or negotiated fare before accepting. Default rider platform commission is 10% for store deliveries and 10% for rides / errands on the applicable fare. On a KES 200 eligible fare, the default platform commission is KES 20, leaving KES 180 before fuel, maintenance, mobile data, tax, refunds and other disclosed adjustments. This is an arithmetic example, not guaranteed take-home pay. Terminal commission and customer parcel add-ons are not automatically rider earnings. Partners bear their own operating costs unless a separate written arrangement says otherwise.

Store and rider commission

Default store commission: 10% of product value, excluding packaging. Default delivery rider commission: 10% of the delivery fare. Default ride / errand rider commission: 10% of the accepted fare. Default parcel terminal commission: 10%; terminal shipping charges are entered by the agent. These are distinct commission bases; do not add all four percentages to one transaction.

Store delivery prices (KES)

Local distance limit: 4 km. Default local / beyond-local delivery: 60 / 120. Nairobi: 120 / 220; Mombasa: 100 / 180; Kisumu: 80 / 150; Nakuru: 80 / 150; Eldoret: 70 / 130. A business arranging nationwide shipping sets its own fixed charge and estimated days; these are separate from platform local delivery.

Parcels and errands (KES)

Parcel base: 80 local (up to 4 km), 250 farther; routes beyond 10 km use terminal options. Size add-ons: small 0, medium 30, large 60, fragile 60. Cash-on-delivery add-on: 20; insurance-labelled add-on: 50 where offered. Errand defaults: service 200; insurance-labelled add-on 50; standard transport base 50 plus 20/km; corridor minimum 50 and 9/km; off-road 25/km, with 0.5 km included at each end and corridor connection radius 2 km. Eligibility and route calculation come from the app. An insurance-labelled fee is not a promise of a specific policy or cover; confirm insurer, cover and exclusions before purchase. Rides use the fare proposed and accepted in the app; this document sets no fixed ride tariff.

Optional marketplace services (KES)

Default listing fee: 200 in each configured category (services, stays, vacant rooms, cars, boda bodas, electronics, household items, land, businesses and houses), also 200 for other / legacy categories. Seller-number access: 20. Quick Sale upgrade: 50. These are separate marketplace purchases, not a mandatory vendor enrolment or rider joining charge.

Cash, incidents and failed delivery

Collect only the authorised cash amount and reconcile platform amounts through the prescribed process; customer cash is not automatically all yours to keep. Do not request undisclosed tips or extra fees. If a customer cannot be reached, a delivery fails, goods are damaged, or there is a safety incident, contact support and follow the return or safe handover instructions. Do not abandon goods or mark completion without evidence. Report an emergency to the appropriate emergency service first.

Privacy and customer information

Use customer names, phone numbers, addresses and location only to fulfil the relevant request and resolve authorised support issues. Do not resell data, contact customers for unrelated marketing, or share account credentials. Keep records secure and report suspected misuse promptly. Chalride handles onboarding, payment and operational data as described in its Privacy Policy. Individuals may request access, correction or other applicable data rights through support.

Payments, reconciliation and taxes

Use only the payment methods shown for the transaction. Keep receipts and reconcile wallet entries, cash collections, commissions, reversals and approved refunds. Never mark an unpaid or incomplete job as completed. Report discrepancies promptly to support with the reference number. Withdrawals depend on verified payout details, available cleared balance and the applicable in-app process; no fixed settlement time is promised here. Each party is responsible for its own taxes and statutory obligations. Any separately payable tax or payment-provider charge must be disclosed before commitment.

Complaints and fair resolution

Contact Chalride support on +254 700 509516 or through chalride.com/support with the transaction reference and evidence. Chalride will investigate and explain any proposed adjustment; the affected partner may respond and request review. Refunds, losses and deductions must be based on the facts and applicable law, not an automatic penalty. Nothing here removes mandatory consumer, employment, data-protection or other legal rights.

Suspension, ending the relationship and changes

Either party may end future participation by written notice through support, while completing or safely handing over accepted work and settling undisputed balances. Chalride may restrict access for suspected fraud, safety risks or legal requirements and will explain the reason where lawful and allow review. Accrued payment obligations continue. Material contract changes require notice and renewed acceptance; revised rates apply prospectively to new transactions and do not rewrite completed transaction records.

Legal framework and execution

These proposed terms are governed by Kenyan law, subject to mandatory rights and the jurisdiction of competent courts. The parties should first try to resolve a dispute through support and good-faith discussion. Neither party excludes liability that cannot lawfully be excluded. Each party remains responsible for loss caused by its own breach, negligence or unlawful conduct, assessed under applicable law. No exclusivity is required. Approval and activation must be communicated by Chalride. Online acknowledgement records the applicant, document version and server time; it is not evidence of Chalride approval. A signed copy may also be retained by both parties.

Acceptance and signature record

The applicant confirms they have read this version and the indicative rate schedule, can retain a copy, and acknowledge the proposed terms. Online acknowledgement is saved with the application; approval remains separate.

Full legal name

_____

Operating town and transport

_____

Phone / email

_____

Partner signature

_____

Date

_____

Chalride authorised signatory and role

_____

Chalride signature

_____

Date

_____

Before final execution, confirm company registration details, notice address and any negotiated rate schedule. Both parties should retain a complete copy.

Retain this complete agreement and rate schedule with your acknowledgement or signed copy.