

Terms of Service

These Terms of Service ("Terms") govern access to and use of the Uni Go mobile application and related services (the "Platform"). By creating an account or using the Platform, you agree to be bound by these Terms and all incorporated policies.

If you do not agree, do not use the Platform.

1. The Platform

Uni Go is a software platform operated by Uni Go LLC that enables users affiliated with partner universities to arrange rides with one another. Uni Go does not provide transportation services, does not operate vehicles, and does not employ or control drivers.

Partner universities are not affiliated with, endorsing, or responsible for Uni Go or any rides arranged through the Platform.

Drivers and riders act independently and are solely responsible for their conduct, compliance with laws, and any arrangements made.

2. Eligibility and Accounts

2.1 Eligibility

You must:

- Be at least 18 years old, or the age of majority in your jurisdiction if higher.
- Be legally capable of entering a binding agreement.
- Be affiliated with a partner university and register using an approved school-issued email domain.

Additional requirements apply to drivers, as described in the Driver Handbook, Compliance for Drivers. Zero Tolerance Policy and Community Standards apply to all users of the platform.

2.2 Account Registration

Authentication is provided through Google Sign-In. During account creation, Uni Go collects limited personal information, including first name, last name, email address, and phone number.

You agree to provide accurate, current information and to keep your account secure. You are responsible for all activity under your account.

3. Legal Acceptance Flow

Before completing registration, users must review and accept the following documents:

- Terms of Service
- Privacy Policy
- Driving Guide and related driver materials

Acceptance is required to access the Platform.

4. Driver-Specific Terms

Drivers are independent individuals using the Platform. By onboarding as a driver, you acknowledge and agree that:

- You are not an employee, agent, or contractor of Uni Go.
- You are solely responsible for operating your vehicle safely and lawfully.
- You must provide accurate verification materials, including a selfie, driver's license images, and vehicle information.
- Driver approval is discretionary and may be approved, rejected, suspended, or revoked at any time.

Uni Go does not provide insurance coverage, vehicle coverage, or financial protection for drivers or riders.

5. Ride Listings and Interactions

Users may create, request, offer, accept, reject, or withdraw from rides subject to Platform rules and availability. Certain actions may be restricted based on ride timing, capacity, approval status, or prior acceptance.

Uni Go may log ride-related actions for operational, safety, and analytics purposes.

6. Payments

Uni Go does not process, collect, hold, or distribute payments. Any payments are handled directly between users using cash or external third-party services. Uni Go is not responsible for disputes, refunds, or payment issues.

7. Safety and Conduct

All users must comply with:

- Community Standards
- Zero Tolerance Policy
- Applicable laws and campus regulations

Unsafe, unlawful, discriminatory, harassing, fraudulent, or abusive conduct may result in immediate suspension or permanent removal without notice.

8. Content and Media

Users may upload profile photos and verification images. You grant Uni Go a limited license to store, process, and display such content solely for Platform operation, safety, and verification purposes.

9. Notifications and Communications

Uni Go may send in-app notifications, push notifications, and emails related to account activity, ride events, safety, onboarding, or required updates.

10. Suspension and Termination

Uni Go may suspend or terminate access at any time for policy violations, safety concerns, inaccurate information, or risk to the community. Users may stop using the Platform at any time.

11. Disclaimers

THE PLATFORM IS PROVIDED "AS IS" AND "AS AVAILABLE." UNI GO DISCLAIMS ALL WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW, INCLUDING WARRANTIES OF SAFETY, ACCURACY, OR AVAILABILITY.

12. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, UNI GO SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES ARISING FROM PLATFORM USE OR RIDE ARRANGEMENTS.

13. Indemnification

You agree to indemnify and hold harmless Uni Go from claims arising out of your use of the Platform, violation of these Terms, or interactions with other users.

14. Dispute Resolution and Arbitration

To the maximum extent permitted by law, any dispute, claim, or controversy arising out of or relating to the Platform or these Terms shall be resolved through binding individual arbitration, and not in court. You and Uni Go waive any right to a jury trial or to participate in a class action.

Arbitration shall be conducted on an individual basis only. Class arbitrations and representative actions are not permitted.

Nothing in this section prevents either party from seeking injunctive or equitable relief in a court of competent jurisdiction.

15. Changes to Terms

Uni Go may update these Terms from time to time. Continued use after updates constitutes acceptance.

16. Governing Law and Venue

These Terms are governed by the laws of the State of South Dakota, without regard to conflict-of-law principles.