

# DRIVER PROGRAM GUIDE.

## Long-Term Rental Program · Everything You Need To Know

**COMPANY** Joyryde Limited

**LOCATION** 19901 E 56th Ave, Aurora, CO 80019

**CONTACT** (720) 767-3469 · joy-ryde.com

**VERSION** 2025.1 · Effective March 2025

**PROGRAM** Long-Term Gig Driver & Extended Rental Program

<b>\$249</b>	<b>1,200</b>	<b>FREE</b>	<b>3 MO</b>	<b>\$849</b>
WEEKLY RATE	MILES / WEEK	WEEK 1	MIN. TERM	ENROLLMENT FEE

This guide covers every aspect of your Joyryde long-term rental — billing, mileage, maintenance, insurance, damage reporting, cancellation, and your rights as a renter. Read it once before you pick up the keys. Keep it handy for reference.

## CONTENTS

---

1. Program Overview & Quick Reference	3
2. Your Vehicle	4
3. Billing & Payments	5
4. Mileage Policy	7
5. Insurance & Your Coverage	8
6. Damage Reporting	10
7. Maintenance — What You Must Do	11
8. GPS Tracking	13
9. Driving Rules & Prohibited Use	14
10. Cancellation & Early Return	15
11. Pickup & Return Process	16
12. Your Rights as a Renter	17
13. Contact & Support	18
14. Quick Reference Card	19

## 01 / PROGRAM

# Program Overview

The Joyryde Long-Term Rental Program is designed for gig economy drivers and anyone who needs a reliable vehicle for 90 days or more. Whether you drive for Uber, Lyft, DoorDash, Amazon Flex, Instacart, or simply need extended personal transportation, this program gives you a flat weekly rate, no per-day fees, insurance included, and maintenance handled — so you can focus on earning.

## How It Works

You pay a one-time \$849 Vehicle Protection Fee at enrollment. Your first 7 days are free. Starting Day 8, your card is automatically charged \$249/week every Monday. The program runs on a minimum 3-month commitment, after which you can cancel with 7 days notice.

### The Simple Version

Pay \$849 today. Drive free for a week. Then \$249/week auto-charged every Monday. 1,200 miles included. Insurance included. Maintenance paid. Minimum 3 months.

## What's Included in \$249/Week

What's Included	Details
<b>Fleet Insurance</b>	Colorado state minimum coverage included. Upgrade options available.
<b>GPS Tracking</b>	Advantage GPS installed in every vehicle for mileage and security.
<b>Routine Maintenance</b>	Oil changes, tire rotations, and scheduled service — Joyryde pays.
<b>Insurance Card</b>	Vehicle-specific card accepted by Uber and Lyft as commercial coverage.
<b>24/7 Roadside Assistance</b>	Available through your insurance coverage tier.
<b>Pickup Near DEN</b>	No airport terminal fees. Free lot parking at our Aurora location.

## What Is NOT Included

NOT Included	Details
--------------	---------

<b>Fuel</b>	You pay for all fuel. Return the vehicle at the same level as received.
<b>Tolls &amp; Tickets</b>	Any tolls, parking tickets, or traffic violations are your responsibility.
<b>Damage from Misuse</b>	Mechanical damage caused by driver behavior is never covered.
<b>Personal Items</b>	Joyryde is not liable for personal items left in the vehicle.
<b>Out-of-State Permits</b>	Long trips outside Colorado may require advance notice.

## 02 / VEHICLE

# Your Vehicle

Joyryde operates a fleet of late-model sedans and crossovers based out of Aurora, Colorado. Your specific vehicle is assigned at the time of pickup based on fleet availability. We reserve the right to substitute your assigned vehicle with a comparable model if necessary for operational reasons.

## Vehicle Classes

Class	Description
<b>Economy Sedan</b>	Best for Uber/Lyft. Fuel efficient. 5 seats. Auto transmission. Typical examples: Toyota Corolla, Honda Civic, Hyundai Elantra.
<b>SUV / Crossover</b>	Best for Amazon Flex, XL deliveries, or larger passenger needs. AWD available. Larger cargo space. Typical examples: Toyota RAV4, Honda CR-V, Nissan Rogue.

## Vehicle Condition at Pickup

Every vehicle is cleaned, inspected, and documented before each new driver takes possession. At pickup, a Joyryde team member will walk through the vehicle with you and note any pre-existing damage on a condition report. You will sign this report. Any damage discovered after pickup that is not on the condition report is your financial responsibility.

### Important: Walk-Through Is Mandatory

Do not drive off the lot without completing the walk-through and signing the condition report. If you skip this step, you accept liability for all damage found on the vehicle.

## Vehicle Documents in the Car

Your vehicle will contain the following documents in the glovebox at all times:

- Current Colorado registration
- Insurance card (lists vehicle VIN — accepted by Uber and Lyft)
- Joyryde Emergency Contact Card
- Roadside Assistance information

### Do Not Remove Documents

Never remove the registration or insurance card from the vehicle. If these documents are lost or damaged, you are responsible for replacement costs.



## 03 / BILLING

# Billing & Payments

## Your Payment Schedule

When	What Happens
<b>Enrollment Day</b>	\$849 Vehicle Protection Fee charged immediately at checkout. Non-refundable.
<b>Days 1–7</b>	FREE. No charge. Your free trial week. Get on the road and start earning.
<b>Day 8 (Monday)</b>	First weekly charge: \$249 + insurance add-on (if any) + applicable taxes.
<b>Every Monday After</b>	Same weekly amount auto-charged to your card on file every Monday.
<b>Mileage Overage</b>	If you exceed 1,200 miles in a week, overage is added to the following Monday's charge.
<b>Damage / Deductible</b>	Billed within 5 business days of incident resolution.

## The \$849 Vehicle Protection Fee

### NON-REFUNDABLE — No Exceptions

The \$849 Vehicle Protection Fee is strictly non-refundable and non-cancelable under ALL circumstances. This includes: changing your mind, failing to pick up the vehicle, being disqualified after enrollment, returning the car early, or any other reason. By completing checkout, you irrevocably accept this policy.

The Vehicle Protection Fee covers the administrative cost of enrollment, vehicle preparation, insurance setup, GPS configuration, and document preparation for your rental.

## Weekly Autopay

Your weekly charge is processed every Monday morning using the payment method on file from Stripe. You will receive a text notification the Wednesday before each charge as a reminder. If your payment fails, you will be notified immediately and have 48 hours to update your payment method before your rental is suspended.

### Weekly Charge Breakdown

Base rate: \$249/week + Insurance add-on (if selected): \$0 / \$29 / \$49 + Colorado rental taxes + Any applicable mileage overage from prior week.

## Payment Failure Policy

If your weekly payment fails, Joyryde will:

- Step 1: Notify you immediately via text and email
- Step 2: Retry the charge automatically after 24 hours
- Step 3: Suspend your rental access if payment is not resolved within 48 hours of first failure
- Step 4: Require vehicle return if payment is not resolved within 72 hours

### Do Not Let Payments Fail

A suspended rental does not pause your minimum term commitment. You are still obligated for the weeks remaining on your term even if the vehicle is returned due to non-payment.

## Taxes

Colorado rental car taxes apply to all weekly charges. These include state sales tax, county surcharges, and where applicable, the Colorado 2% Special Mobile Machinery fleet fee. Taxes are added on top of your weekly rate and displayed clearly on each charge receipt. Joyryde is responsible for collecting and remitting all applicable taxes — you do not need to file anything separately.

04 / MILEAGE

# Mileage Policy

<b>1,200</b>	<b>\$100</b>	<b>\$0.50</b>	<b>1,000 mi</b>
INCLUDED / WEEK	OVERAGE FEE	PER MILE OVER	WARNING ALERT

## How Mileage Is Tracked

Every Joyryde vehicle is equipped with an Advantage GPS device. Your mileage is tracked continuously and calculated on a Monday-to-Sunday weekly cycle. At exactly midnight on Monday, your mileage counter resets to zero for the new week.

## Mileage Alerts

Trigger	What Happens
<b>1,000 miles</b>	You receive a text: 'You've hit 1,000 miles this week. 200 remaining before overage.'
<b>1,200 miles</b>	You receive a text: 'You've hit your weekly limit. Overage is now active.'
<b>Sunday night</b>	Weekly summary text with your total miles for the week.

## Overage Billing

If you drive more than 1,200 miles in any week, a flat \$100 processing fee plus \$0.50 per mile over 1,200 is added to your NEXT Monday's charge automatically. You will receive a summary text on Sunday night showing your final mileage and the overage amount that will be billed.

### Overage Example

You drive 1,350 miles in a week. That is 150 miles over the limit. Overage = \$100 (flat fee) + (150 x \$0.50) = \$100 + \$75 = \$175 added to next Monday's charge.

## Mileage Disputes

If you believe your mileage was recorded incorrectly, you must dispute it within 5 business days of the charge by texting (720) 767-3469 with your booking reference and the disputed week. Joyryde will pull the GPS logs and respond within 2 business days. Disputes submitted after 5 business days will not be honored.

## 05 / INSURANCE

# Insurance & Your Coverage

Joyryde's fleet insurance is included with every long-term rental. Your coverage level depends on the tier you selected at enrollment. All tiers cover you for standard driving including rideshare and delivery platforms. NONE cover mechanical damage caused by driver misuse or prohibited activities.

## Coverage Tiers

Tier	Details
<b>Basic (Included)</b>	\$0/wk add-on · Colorado state minimums · \$1,000 deductible · \$25k bodily injury/person, \$50k/accident, \$15k property damage
<b>Standard Protection</b>	+\$29/wk · Full comprehensive + collision · \$500 deductible · Covers theft and weather damage
<b>Zero Deductible</b>	+\$49/wk · Full comprehensive + collision · \$0 deductible · Maximum coverage for high-mileage gig drivers

## What All Tiers Cover

- ✓ At-fault and not-at-fault collisions with other vehicles
- ✓ Single-vehicle accidents (hitting a curb, wall, pole, etc.)
- ✓ Theft of the entire vehicle
- ✓ Weather damage (hail, flood, wind)
- ✓ Third-party bodily injury and property damage up to policy limits
- ✓ Personal, commercial, rideshare (Uber/Lyft), and delivery (DoorDash/Amazon) use

## What NO Tier Covers — Ever

### Mechanical Damage from Driver Behavior Is NEVER Covered

No insurance tier — including Zero Deductible — covers damage caused by how you drive or maintain the vehicle. You are 100% personally liable for these costs with no limit.

- ✗ Engine damage from running without oil or coolant
- ✗ Transmission damage from improper use or gear abuse
- ✗ Tire damage from curbs, potholes, or off-road surfaces
- ✗ Brake damage from excessive wear or overuse

- × Damage from racing, drifting, or aggressive driving
- × Damage from off-roading or unpaved surfaces
- × Damage from towing, hauling, or overloading
- × Damage from flooding a vehicle (driving through deep water)
- × Interior damage from smoking, spills, or pet damage
- × Damage occurring during prohibited commercial use (e.g., subleasing)

## Your Insurance Card

Your glovebox contains an insurance card that lists your vehicle's VIN and is accepted by Uber and Lyft as commercial coverage verification. Do not remove it from the vehicle. If you need a digital copy for platform verification, text (720) 767-3469.

# Damage Reporting

## Report All Damage Within 24 Hours

Failure to report damage within 24 hours of the incident may result in full denial of your insurance claim and personal liability for all repair costs, regardless of your coverage tier.

## If You Are In an Accident

1. Ensure your safety and the safety of others. Call 911 if there are injuries.
2. Move the vehicle to safety if possible. Do not leave the scene.
3. Exchange insurance and contact information with the other party.
4. Take photos of all vehicle damage, the scene, and the other party's documents.
5. File a police report if there is injury, significant damage, or a dispute.
6. Text Joyryde at (720) 767-3469 within 24 hours with your booking ref and incident details.
7. Do NOT authorize any repairs on your own. All repairs must go through Joyryde.

## How to Report Damage

Text (720) 767-3469 with: your name, booking reference number, date and time of incident, brief description of what happened, and at least 3 photos of the damage. Joyryde will respond within 4 business hours during normal business hours (8am–6pm MT).

## Deductible Payment

If the damage results in a covered insurance claim, your deductible per your selected coverage tier will be charged to your card on file within 5 business days of the claim being filed. This charge is separate from your weekly rental payment and will appear as a distinct transaction.

## Downtime Credits

If your vehicle is taken offline for mechanical repairs NOT caused by you for more than 24 hours, Joyryde will credit your account at a rate of \$35/day for every day beyond the first 24 hours. Credits are applied to your next weekly charge automatically.

## 07 / MAINTENANCE

# Maintenance — What You Must Do

Routine maintenance is paid by Joyryde. Your job is to show up when requested. This is not optional — it is a condition of your rental agreement.

## Joyryde's Responsibility

Joyryde pays for: oil changes, tire rotations, brake inspections, fluid top-offs, air filter replacements, and any routine scheduled maintenance under \$200 per visit. Work above \$200 requires Joyryde approval before proceeding.

## Your Maintenance Responsibilities

Responsibility	What That Means
<b>Respond to Alerts</b>	When Joyryde texts you a maintenance request, you must schedule within 5 business days and complete within 10.
<b>Use Approved Shops</b>	All maintenance must be performed at Joyryde-approved shops. Do not take the vehicle to an unapproved location without prior written consent.
<b>Check Tire Pressure</b>	Check tire pressure weekly (before long shifts). Proper inflation is the driver's responsibility between service visits.
<b>Check Fluid Levels</b>	Check oil and coolant levels every 2 weeks. Text us immediately if any warning light appears on the dashboard.
<b>Keep It Clean</b>	Interior must be kept reasonably clean. Excessive filth at return may result in a cleaning fee of \$75–\$250.
<b>No DIY Repairs</b>	Do not attempt repairs yourself. Do not authorize repairs at any shop without Joyryde approval. Unauthorized repairs will not be reimbursed.

## Dashboard Warning Lights

**Warning Light = Text Us Immediately**

If any warning light appears on the dashboard — especially engine, oil, temperature, or battery — pull over safely as soon as possible and text Joyryde at (720) 767-3469. Driving with an active warning light and causing further damage makes you personally liable for all resulting repair costs, regardless of insurance tier.

## What Happens If You Skip Maintenance

- First missed request: Warning text from Joyryde
- Second missed request: \$50 administrative fee charged to your account
- Third missed request: Rental suspended until vehicle is brought in
- Damage resulting from ignored maintenance: Full driver liability, no insurance coverage

08 / GPS

# GPS Tracking

All Joyryde long-term rental vehicles are equipped with Advantage GPS tracking devices. By accepting this rental, you have consented to continuous GPS monitoring of the vehicle.

## What We Track

Data Point	How It's Used
Mileage	Cumulative odometer and weekly mileage for billing purposes.
Location	Real-time vehicle location for fleet management and theft recovery.
Speed (logged)	Speed logs are recorded and may be reviewed in the event of an accident or dispute.
Idle Time	Excessive idle time may trigger a courtesy alert to preserve the vehicle.
Geofencing	Joyryde may set geographic alerts for vehicles traveling outside normal operating areas.

## What We Do Not Do

- ✓ We do not share your location data with third parties except law enforcement when legally required
- ✓ We do not use GPS to monitor your driving for insurance scoring
- ✓ We do not track you as a person — only the vehicle

### Do Not Tamper With the GPS Device

Tampering with, covering, disabling, or removing the GPS device is a material breach of your rental agreement and will result in immediate termination of your rental and potential criminal liability under Colorado law.

# Driving Rules & Prohibited Use

## Permitted Uses

- ✓ Personal transportation (commuting, errands, travel)
- ✓ Rideshare driving — Uber, Lyft, and similar platforms
- ✓ Food and package delivery — DoorDash, Instacart, Amazon Flex, Grubhub, etc.
- ✓ Business use for the registered renter only
- ✓ Interstate travel within the contiguous United States

## Prohibited Uses

### Prohibited Use Voids All Coverage

Any prohibited use below immediately voids your insurance coverage for any incident occurring during or after the prohibited activity, regardless of tier.

- ✗ Subleasing, lending, or allowing any unlisted driver to operate the vehicle
- ✗ Racing, speed contests, or any competitive driving event
- ✗ Off-roading, unpaved surfaces, or driving in areas not suitable for passenger vehicles
- ✗ Towing, hauling, pushing, or pulling any other vehicle or trailer
- ✗ Transporting hazardous materials or illegal substances
- ✗ Driving under the influence of alcohol or controlled substances
- ✗ Driving outside the United States or into Mexico or Canada without prior written approval
- ✗ Using the vehicle as a permanent residence or for sleeping
- ✗ Any commercial use not listed under Permitted Uses above

## Additional Driver Policy

The vehicle may only be operated by the person whose name is on the rental agreement. No additional drivers are permitted unless pre-approved in writing by Joyryde. Letting someone else drive the vehicle without approval voids your coverage and constitutes a material breach of your agreement.

## 10 / CANCELLATION

# Cancellation & Early Return

## Minimum Commitment

All long-term rentals carry a minimum 3-month commitment from the date of pickup (or the term you selected at enrollment if longer). You may not cancel before the end of your minimum term except in documented emergency situations reviewed by Joyryde management at its sole discretion.

### **\$849 Is Non-Refundable Regardless of Return Date**

Even if you return the vehicle on Day 8, Day 30, or Day 89 — the \$849 Vehicle Protection Fee is never refunded. It is earned by Joyryde at the moment of checkout.

## How to Cancel

1. Complete your minimum rental term
2. Text Joyryde at (720) 767-3469 with your booking reference and requested final day
3. Your final billing date will be the Monday at least 7 days after your cancellation notice
4. Return the vehicle to 19901 E 56th Ave, Aurora, CO 80019 within 48 hours of your final billing date
5. Vehicle is inspected — you are charged for any damage beyond normal wear
6. Your rental is officially closed

## No Partial Week Refunds

Weekly charges are not prorated. If you return a vehicle on a Wednesday, you are still responsible for the full week's charge that was billed the prior Monday. There are no partial week refunds under any circumstances.

## Early Termination by Joyryde

Joyryde may terminate your rental immediately and without refund for: non-payment, prohibited use, material breach of the rental agreement, failure to comply with maintenance requests, tampering with the GPS device, or any conduct that puts the vehicle or others at risk.

## 11 / PICKUP &amp; RETURN

# Pickup & Return Process

## Location

**19901 E 56th Ave, Aurora, CO 80019**

5 minutes from Denver International Airport (DEN). Free parking on-site. We are NOT at the airport terminal — do not go to DIA arrivals. Hours: Monday–Saturday 8am–6pm MT. Closed Sundays and major holidays.

## Pickup Checklist

- Bring your valid driver's license (required at pickup for identity verification)
- Your booking reference number (JR-LT-XXXXXX from your confirmation email/text)
- A charged phone — you'll need it for the walk-through photos
- Any questions about the vehicle or program — ask before you leave the lot

## What Happens at Pickup

Step	What Happens
<b>Identity Check</b>	Your driver's license is verified against your enrollment information.
<b>Condition Walk-Through</b>	You and a Joyryde team member inspect the vehicle and document any existing damage.
<b>Document Handoff</b>	You receive: registration, insurance card, and Joyryde emergency contact card.
<b>GPS Confirmation</b>	Team member confirms GPS is active and mileage counter is reset.
<b>Signature</b>	You sign the final condition report. This is your record of the vehicle's state at delivery.

## Return Process

Return the vehicle to the same Aurora location by appointment. Text (720) 767-3469 at least 24 hours in advance to schedule your return. Vehicles returned without an appointment may result in a \$50 unscheduled return fee.

At return, the vehicle is inspected against the original condition report. Any new damage is documented and billed within 5 business days. Fuel level must match pickup level or a refueling fee of \$6/gallon applies.

## 12 / YOUR RIGHTS

# Your Rights as a Renter

Joyryde operates under Colorado law and is committed to treating every renter fairly. Here is what you are entitled to:

Your Right	What It Means
<b>Transparent Billing</b>	Every charge to your account comes with a text notification. No surprise charges without prior notice except for documented mileage overage.
<b>Dispute Resolution</b>	You have the right to dispute any charge within 5 business days. Joyryde will respond within 2 business days with supporting documentation.
<b>Downtime Credits</b>	If Joyryde takes your vehicle offline for non-driver-caused mechanical issues for more than 24 hours, you receive a prorated daily credit.
<b>Vehicle Substitution Notice</b>	If Joyryde needs to substitute your vehicle, you will be notified at least 24 hours in advance (except in emergencies).
<b>Privacy</b>	Your GPS and personal data are not sold or shared with third parties except as required by law.
<b>Maintenance Paid</b>	Joyryde is contractually obligated to pay for all scheduled maintenance at approved shops. You will never be asked to pay for routine service.
<b>Fair Termination</b>	Joyryde may not terminate your rental without cause during your minimum commitment period except for the reasons stated in Chapter 10.

## How to Escalate a Concern

If you have a dispute or concern that has not been resolved by texting (720) 767-3469, you may escalate by emailing [info@joy-ryde.com](mailto:info@joy-ryde.com) with your booking reference and a summary of the issue. Joyryde management will respond within 3 business days. Disputes that cannot be resolved informally are subject to binding arbitration in Denver, Colorado, under Colorado law.

# Contact & Support

Channel	Use For
Text (Primary)	(720) 767-3469 — fastest response for billing, mileage, damage, scheduling
Email	info@joy-ryde.com — for non-urgent issues and documentation
Website	joy-ryde.com — booking, account info
Location	19901 E 56th Ave, Aurora, CO 80019
Hours	Monday–Saturday 8am–6pm MT
Emergency (after hours)	Text (720) 767-3469 — monitored 7 days/week for urgent issues

## What to Include in Every Message

- Your full name
- Booking reference number (JR-LT-XXXXXX)
- Description of your issue or question
- Photos if related to vehicle condition or damage

### Response Time Commitments

Billing/Mileage disputes: 2 business days. · Damage reports: 4 business hours. · Maintenance scheduling: 1 business day. · General questions: 1 business day. · After-hours emergencies: Best effort same day.

## 14 / QUICK REFERENCE

# Quick Reference Card

Tear this page out (or screenshot it) and keep it handy.

Item	Details
<b>Weekly Rate</b>	\$249/week + insurance add-on + taxes
<b>Enrollment Fee</b>	\$849 — NON-REFUNDABLE
<b>Free Trial</b>	Days 1–7 free. Billing starts Day 8.
<b>Billing Day</b>	Every Monday, auto-charged to card on file
<b>Miles Included</b>	1,200 miles/week (Mon–Sun)
<b>Mileage Warning</b>	Text alert at 1,000 miles
<b>Overage Rate</b>	\$100 flat + \$0.50/mile over 1,200
<b>Basic Insurance</b>	State minimum, \$1,000 deductible (+\$0/wk)
<b>Standard Insurance</b>	Full comp/collision, \$500 deductible (+\$29/wk)
<b>Zero Deductible</b>	Full comp/collision, \$0 deductible (+\$49/wk)
<b>Mechanical Damage</b>	NEVER covered — driver pays out of pocket
<b>Minimum Term</b>	3 months from pickup date
<b>Cancel Notice</b>	7 days text notice after minimum term
<b>Maintenance</b>	Joyryde pays. You must comply within 10 days of request.
<b>Damage Reporting</b>	Report within 24 hours — text (720) 767-3469
<b>Pickup/Return Addr.</b>	19901 E 56th Ave, Aurora, CO 80019
<b>Hours</b>	Mon–Sat 8am–6pm MT
<b>Primary Contact</b>	Text (720) 767-3469

**Website**

joy-ryde.com

This guide is provided for informational purposes. Your signed rental agreement governs in all cases. Joyryde reserves the right to update program terms with 14 days written notice to active renters. Version 2025.1 — Effective March 2025.