

Privacy policy

The following Terms & Conditions shall apply to customers / passengers utilising the Services offered by Roam for the hiring of autos:

The customer shall pay the auto fare (as displayed in the meter), parking charges, additional night surcharge (where applicable) and any fee or levy presently payable or hereinafter imposed by the law or required to be paid for availing of the auto Services.

The customer agrees and accepts that the use of the Services provided by the Roam is at the sole risk of the Customer, and further acknowledges that the Company disclaims all representations and warranties of any kind, whether express or implied.

The customer shall ensure that he/she will not indulge in any of the following activities while in a Roam:

Smoking or consuming any kind of intoxicants inside the auto. The driver has the right to refuse the pick-up or ask the customer to alight the cab if the customer is found to be in an intoxicated state or is found misbehaving with other passengers or the driver, or is causing a nuisance.

Littering the auto

Misusing, soiling or damaging any of the devices (technical/non-technical) in the auto.

Asking the driver to break any Traffic/RTO/City Police and/or government rules for any purpose (especially reaching the destination earlier). The driver has the right to refuse such a request by the customer. The driver also has the right to refuse such a pick-up or ask such customer(s) to alight from the cab.

Asking the driver to board more than 4 adults in the auto. The rules under which the auto services are provided by the Company, stipulate that a maximum of 4 adult passengers shall be allowed per trip. In view of this, the customer shall not pressurize the driver to allow more than 4 adult passengers in the auto. The driver has the right to refuse such a pick-up or ask such customer(s) to alight from the cab.

Asking the driver to board more than 4 adults in the auto. The rules under which the auto services are provided by the Company, stipulate that a maximum of 4 adult passengers shall be allowed per trip. In view of this, the customer shall not pressurize the driver to allow more than 4 adult passengers in the auto. The driver has the right to refuse such a pick-up or ask such customer(s) to alight from the cab.

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The customer agrees and acknowledges that the use of the Services offered by Roam is at the sole risk of the customer and that Roam disclaims all representations and warranties of any kind, whether express or implied as to condition, suitability, quality, merchantability and fitness for any purposes are excluded to the fullest extent permitted by law.

Without prejudice to the above, Roam makes no representation or warranty that:

The Services will meet the customer's requirements.

The Services will be uninterrupted, timely, secure, or error-free.

Roam shall not be responsible or liable for any loss or damage, howsoever caused or suffered by the Customer arising out of the use of auto service offered by Roam or due to the failure of Roam to provide Services to the Customer for any reason whatsoever including but not limited to the Customer's non-compliance with the Services' recorded voice instructions, malfunction, partial or total failure of any network terminal, data processing system, computer tele-transmission or telecommunications system or other circumstances whether or not beyond the control of Roam or any person or any organization involved in the above mentioned systems.

Roam will not be liable for any damages of any kind arising from the use of the service offered by Roam, including, but not limited to direct, indirect, incidental, punitive, and consequential damages.

There shall be extra charges for far off locations & toll charges as well. If any passenger misses the train or flight or bus, Roam will not be liable for any compensation. The customer shall make an alternate arrangement if the cab has not reached due to any reason.

The Customer shall indemnify Roam from and against and in respect of any or all liabilities, losses, charges and expenses (including legal fees and costs on a full indemnity basis) claims, demands, actions and proceedings which Roam may incur or sustain directly or indirectly from or by any reason of or in relation to the use or proposed use of the Services by the Customer and shall pay such sums on demand on Roam.

Roam shall not be liable for any conduct of the driver of the autos. However, Roam encourages you to notify it of any complaints that you may have against the driver of any auto that you may have hired using the Roam's Services.

Roam shall be entitled to add to, vary or amend any or all these terms and conditions at any time and the Customer shall be bound by such addition, variation or amendment.

All the calls made to Roam's call centre are recorded by Roam for quality and training purposes.

All vehicles registered with Roam are continuously tracked using GPS for security reasons only

Roam have right to use the customer contact information for its own marketing purposes. Roam may send regular SMS updates to the mobile numbers registered with it.

The above mentioned terms and conditions of use and the Privacy Policy constitute the entire agreement between the User(s) and Roam with respect to access to and use of the web site and the Services offered by Roam, superseding any prior written or oral agreements in relation to the same subject matter herein