

# TERMS & CONDITIONS

For Riders — lalais.app and Lalais App

## PLEASE READ CAREFULLY

These Terms & Conditions govern your use of the Lalais website (lalais.app) and the Lalais mobile app. By accessing the website or creating an account in the app, you agree to be bound by these Terms. If you do not agree, please do not use our platform.

## 1. Who We Are

Lalais is a ride-hailing platform operated by Laiharee Lda, a company incorporated in the Democratic Republic of Timor-Leste and a wholly owned subsidiary of Laiharee Group Pte Ltd, incorporated in Singapore.

- Laiharee Lda (Timor-Leste) is your contracting party for all ride bookings and in-country operations, with its registered office in Dili.
- Laiharee Group Pte Ltd (Singapore) operates the Lalais technology platform and processes international card payments through Airwallex Pty Ltd.
- Laiharee Lda (Timor-Leste) also processes local mobile payments — TPAY (via Telkomcel) and Mosan (via Telemor) — under direct agreements with those operators.

Contact us: [info@lalais.app](mailto:info@lalais.app)

## 2. What Lalais Is — and Isn't

Lalais is a technology platform that connects riders with independent Driver Partners. We are not a transportation company and we do not provide transport directly. When you book a ride through Lalais:

- You enter into a direct contract for transportation with the Driver Partner who accepts your request.
- Lalais facilitates the booking and processes your payment on behalf of the Driver Partner.
- Driver Partners are independent contractors, not employees of Lalais.

## WEBSITE NOTE

The Lalais website (lalais.app) provides information about the service only. Ride bookings can only be made through the Lalais mobile app.

## 3. Your Account

### 3.1 Eligibility

You must be at least 17 years old to create a Lalais account. By registering, you confirm you meet this requirement. If you are between 17 and 18 years old, you confirm you have the consent of a parent or legal guardian.

## 3.2 Registration

To create an account you must provide your full legal name, a valid mobile number, a valid email address, and a secure password. You agree to keep this information accurate and up to date.

## 3.3 Account Security

You are responsible for keeping your login credentials confidential. Do not share your password with anyone. If you suspect unauthorised access to your account, notify us immediately at [info@lalais.app](mailto:info@lalais.app). You are responsible for all activity that occurs under your account.

## 3.4 One Account Per Person

Each person may hold only one active personal account. Creating multiple accounts to work around a suspension or ban is prohibited and will result in all associated accounts being permanently closed.

# 4. Booking a Ride

When you submit a ride request through the app:

1. You specify your pickup location and destination.
2. The platform matches your request with an available Driver Partner.
3. The Driver Partner may accept or decline at their discretion.
4. Once accepted, a transport agreement is formed directly between you and the Driver Partner.
5. You will see the Driver Partner's name, photo, vehicle details, and rating before the ride begins.

Lalais does not guarantee that a Driver Partner will be available at any given time or location, or that estimated arrival times will be accurate.

# 5. Fares and Payment

## 5.1 How Fares Are Calculated

Your fare is calculated based on a combination of: a base charge, distance travelled, time taken, and applicable surge pricing during high-demand periods. The fare shown in the app before you confirm is an estimate — the final fare is determined at the end of your ride and may differ due to route changes, traffic, or waiting time.

## 5.2 Surge Pricing

During busy periods the platform may apply a surge multiplier to fares. You will be shown the applicable multiplier before you confirm your booking. Confirming the booking means you accept the fare at that rate.

## 5.3 Payment Methods

You can pay for rides using:

- Cash — paid directly to the Driver Partner at the end of the ride. You must pay the full fare shown in the app. Lalais is not responsible for cash payment disputes beyond our standard dispute process.
- International card (debit or credit) — processed by Laiharee Group Pte Ltd via Airwallex. Subject to Airwallex's terms and conditions.
- TPAY — local mobile payment via Telkomcel, processed by Laiharee Lda. Subject to Telkomcel's terms.
- Mosan — local mobile payment via Telemor, processed by Laiharee Lda. Subject to Telemor's terms.
- Lalais Wallet — prepaid balance loaded through the app. Subject to separate Wallet terms.

## 5.4 Receipts

A receipt will be sent to your registered email address after each completed ride. If you believe a charge is incorrect, contact [info@lalais.app](mailto:info@lalais.app) within 14 days of the ride.

## 5.5 Promotions

Promotional codes and credits may be issued from time to time. These are non-transferable, have no cash value, and may expire or be subject to minimum spend requirements.

## 6. Cancellations and Refunds

### 6.1 Cancelling a Ride

You may cancel a ride request at any time before the ride starts:

- Free cancellation: within 2 minutes of the Driver Partner accepting, or if the Driver Partner is more than 8 minutes from your pickup location.
- Cancellation fee: if you cancel outside the free period, a small fee (USD \$1.00–\$2.00) may apply to compensate the Driver Partner for their time.

Accounts with an unusually high cancellation rate may be subject to temporary restrictions.

### 6.2 If the Driver Partner Cancels

If the Driver Partner cancels after accepting your booking, no charge will be applied to you and you can immediately request a new ride.

### 6.3 Refunds

You may be eligible for a refund if: the Driver Partner significantly deviated from the route without good reason; you were overcharged due to a platform error; your ride was not completed due to Driver Partner fault; or a duplicate charge occurred due to a system error. Refund requests must be submitted within 14 days of the ride to [info@lalais.app](mailto:info@lalais.app). Approved refunds are returned to your original payment method within 7–14 business days. Cash refunds are not available for electronic payments.

## 7. Your Responsibilities

### 7.1 During a Ride

When using the Lalais app and travelling with a Driver Partner, you agree to:

- Wear your seatbelt at all times.
- Ensure any children in your care are in appropriate child safety seats (which you must provide).
- Not ask the Driver Partner to break traffic laws or speed.
- Treat the Driver Partner with courtesy and respect.
- Not consume alcohol or smoke in the vehicle without the Driver Partner's explicit consent.

### 7.2 Prohibited Conduct

You must not use the Lalais platform or any ride to:

- Threaten, harass, intimidate, or physically or verbally abuse a Driver Partner or any other person.
- Make sexual advances or engage in sexual misconduct toward a Driver Partner.
- Transport illegal substances, unlicensed weapons, hazardous materials, or stolen goods.
- Damage a Driver Partner's vehicle or leave it in an unacceptable condition.
- Provide false information when booking a ride or registering your account.

- Attempt to defraud Lalais or a Driver Partner in any way.
- Use automated tools, bots, or scripts to interact with the platform.

## 7.3 Damage to Vehicles

If you damage a Driver Partner's vehicle, you are responsible for the cost of repair or cleaning. Lalais may charge your payment method on the Driver Partner's behalf. You have the right to dispute any such charge through our support process. Indicative cleaning fees: minor soiling USD \$5–\$20; significant soiling (e.g. vomiting) USD \$50–\$80; physical damage assessed at actual repair cost with photographic evidence.

## 8. Ratings

After each ride, you and the Driver Partner can rate each other on a scale of 1 to 5 stars. Your rating reflects your conduct as a rider. Accounts with consistently low ratings may receive warnings, temporary restrictions, or in serious cases, permanent closure. You must not attempt to manipulate ratings.

## 9. Intellectual Property

The Lalais name, logo, app, website, and all associated content and technology are owned by or licensed to Laiharee Group Pte Ltd. We grant you a limited, personal, non-transferable, revocable licence to use the Lalais app for the purpose of booking rides. You may not copy, modify, reverse-engineer, or commercially exploit any part of the platform.

## 10. Limitation of Liability

To the maximum extent permitted by law:

- Lalais's total liability to you will not exceed the total fares you have paid in the 3 months before the event giving rise to the claim, or USD \$100, whichever is greater.
- Lalais is not liable for the actions or negligence of Driver Partners, who are independent contractors.
- Lalais is not liable for payment processing errors or delays caused by Airwallex, Telkomcel, or Telemor.
- Lalais is not liable for service unavailability caused by events beyond our reasonable control (natural disasters, civil unrest, government action, infrastructure failure, or similar).

## 11. Governing Law

These Terms & Conditions are governed by the laws of the Democratic Republic of Timor-Leste. Any dispute will be subject to the exclusive jurisdiction of the courts of Timor-Leste sitting in Dili. Before commencing legal proceedings, please contact [info@lalais.app](mailto:info@lalais.app) to allow us to attempt to resolve the issue informally.

## 12. Changes to These Terms

We may update these Terms & Conditions from time to time. If we make material changes, we will notify you via in-app notification or email at least 14 days before the changes take effect. Your continued use of the platform after the effective date means you accept the updated Terms. If you do not accept the changes, you should stop using the platform and may close your account by contacting [info@lalais.app](mailto:info@lalais.app).

## 13. Closing Your Account

You can close your account at any time by contacting [info@lalais.app](mailto:info@lalais.app). We may suspend or close your account if you violate these Terms, if your conduct endangers others, or if required by law. Closing your account does not affect rights or obligations that arose before the closure date.

## CONTACT US

Questions about these Terms? Contact: [info@lalais.app](mailto:info@lalais.app)