

Customer Terms of Service

Mars Jr LLC (DBA My.D.D. Rideshare) | Columbia, South Carolina

Company-approved policy publication, effective October 7, 2026. Publication does not activate commercial rides or certify that operational requirements are complete. Public rides require applicable permits, insurance, verified driver screening, safety operations, payment accounts and release acceptance. The screening packet remains a provider-review template and cannot be used by itself to order a consumer report.

1. ACCEPTANCE AND EFFECTIVE DATE

These Customer Terms of Service govern access to the MyD.D. rider application, website, support channels, payment functions, and transportation-network platform (the Services). By creating an account or requesting or taking a ride after these Terms are published as effective, you agree to them and the Privacy Policy.

Effective date: October 7, 2026, upon publication following company approval. The version identifier above will be stored with the user's consent receipt.

2. COMPANY AND SERVICE

Mars Jr LLC, doing business as MyD.D. Rideshare, 1122 Lady Street, Columbia, South Carolina 29201. Support and privacy contact: mydd@myddrideshare.net; (803) 381-0790.

MyD.D. is a digital transportation-network platform intended to connect riders with approved independent TNC drivers for prearranged rides. It is not a street-hail service. Public rides will not be offered until MyD.D. has the required South Carolina TNC permit, insurance, and operating approvals.

3. ELIGIBILITY AND ACCOUNTS

A rider account holder must be at least 18 years old and legally able to enter a contract. Minors may ride only with a responsible adult account holder unless MyD.D. later publishes a legally approved minor-rider program. You must provide accurate information, keep credentials secure, and promptly report suspected account misuse.

4. RIDE REQUESTS AND AVAILABILITY

A ride request is an offer to obtain a prearranged ride and does not guarantee acceptance, pickup time, route, vehicle, or availability. Confirm the driver's first name, vehicle make and model, and license plate in the app before entering. The driver must use a direct route unless you agree to another route or safety and traffic conditions reasonably require it.

5. PRICING AND ESTIMATES

The owner-approved starting rate is \$1.00 per minute of billable trip time, calculated using exact seconds and rounded to cents, with a \$5.00 minimum time fare. A separate MyD.D. Platform Fee is currently \$3.80, producing an \$8.80 minimum rider total before any disclosed applicable tax. A ten-minute trip is \$13.80 before any disclosed applicable tax. Admin may publish a new platform fee for future rides; the amount must be disclosed before request and saved with the ride. Historical fares do not change. No mileage surcharge applies after 20 miles and no surge pricing is used. No undisclosed rider fee may be added.

The backend calculates the route estimate and issues a short-lived quote. The final fare uses the pricing version saved on the ride and time from PIN-verified trip start to completion; pickup travel is not billed by the current implementation. The receipt must itemize the trip and final fare; a pending payment is not a paid receipt.

6. CASHLESS PAYMENT AUTHORIZATION

All ride payments must occur through the digital network; drivers must not accept cash. Stripe handles card details in its secure interface. MyD.D. stores provider identifiers, amounts, statuses, and limited payment metadata, not full card numbers or security codes. Milestone 2 uses Stripe TEST mode and is not authorization for live commercial charging.

The initial authorization is for the reviewed estimate. If the final fare exceeds that hold, the current recovery flow asks the rider to open Trips and explicitly confirm the full final amount. It cancels the old uncaptured hold before creating the replacement authorization; banks may take time to remove the old pending entry. No second platform fee is added. Declining or cancelling confirmation leaves the completed trip unpaid and the driver's earning pending. The fare is not silently capped, and the app does not silently charge an unapproved difference. An actual production payment acceptance test of this flow is required before commercial charging.

7. CANCELLATIONS, NO-SHOWS, AND REFUNDS

A rider may cancel without a cancellation fee during the first five minutes after requesting a ride. A \$5.00 cancellation fee may apply after that threshold. MyD.D. may waive or reverse a fee for a platform failure, driver conduct, safety concern, duplicate charge, unauthorized charge, ride not provided, incorrect calculation, or circumstances outside the rider's reasonable control.

A no-show fee may be charged only under a separately published and technically enforced procedure after the driver arrives, waits the disclosed period, and reasonably attempts contact. Because that procedure is not in the current launch build, no no-show fee is authorized by this version. Request review through in-app Support or the contact information above. Approved refunds return to the original payment method subject to provider timing.

The five-minute cancellation clock begins at ride request. The stated exceptions continue to apply.

8. RIDER CONDUCT

Do not threaten, harass, assault, discriminate, distract the driver, damage or intentionally soil a vehicle, use another person's identity, manipulate trips or payments, carry unlawful items, or use the Services unlawfully. Seat belts must be used where available. MyD.D. may investigate and restrict accounts to protect safety, legal compliance, and platform integrity.

9. SAFETY AND EMERGENCIES

For immediate danger or a medical emergency, call 911. In-app support does not replace emergency services. Report accidents, unsafe driving, harassment, discrimination, suspected crime, payment fraud, lost property, and other serious incidents promptly. MyD.D. may preserve relevant trip, location, account, communication, and payment records for an investigation.

10. ACCESSIBILITY AND NONDISCRIMINATION

MyD.D. and drivers must not discriminate based on destination, race, color, national origin, religion, sex, disability, age, or another protected status. Service animals and mobility equipment must be accommodated as required by law. Before launch, MyD.D. must implement the rider's ability to indicate a wheelchair-accessible-vehicle need and the required alternate-provider referral path. Verified accessible supply and referrals are not yet active; this policy does not represent that these services are available.

11. COMMUNICATIONS

Current trip contact routes through MyD.D. at (803) 381-0790 or mydd@myddrideshare.net. Rider and driver personal phone numbers are not disclosed to one another. The selected communications provider must be connected and verified before any masked calling or messaging is advertised. Service notices may use in-app, push or configured email channels. Marketing requires any applicable consent; carrier charges may apply. MyD.D. support does not replace 911.

12. PRIVACY AND ACCOUNT DELETION

The MyD.D. Privacy Policy explains data practices and is incorporated into these Terms. The app lets a user initiate deletion of the whole account. Eligible information will be deleted or de-identified after verification; records required for TNC regulation, insurance, tax, accounting, fraud, safety, disputes, or legal claims may be retained for the disclosed period.

13. THIRD-PARTY SERVICES

The updated apps use Firebase Authentication, Firestore, Cloud Functions and Cloud Storage; Stripe and Stripe Connect; Expo/APNs/FCM push services; Google Maps and routing; and Vercel or Firebase Hosting for the web applications and Admin. Legacy records may remain in Supabase until migration and retirement are approved. Provider availability and separate terms may affect the Services. Production activation remains subject to the release acceptance process.

14. OWNERSHIP AND ACCEPTABLE USE

Mars Jr LLC and its licensors own the MyD.D. software, branding, interface, and content. You receive a limited, personal, revocable license to use the Services as intended. You may not scrape, reverse engineer except where law permits, evade access controls, introduce malicious code, impersonate others, or interfere with service operation.

15. SUSPENSION AND TERMINATION

MyD.D. may suspend or terminate access for safety threats, fraud, unlawful conduct, material violations, payment abuse, or legal requirements. Immediate restriction may occur when reasonably necessary. Where appropriate, MyD.D. will provide notice and a support or appeal path.

16. DISCLAIMERS AND LIMITATION

To the maximum extent permitted by law, the Services are provided as available and without warranties not expressly stated here. MyD.D. does not guarantee uninterrupted service or driver availability. Nothing in these Terms limits liability or rights that cannot lawfully be limited, including rights arising from gross negligence, willful misconduct, or applicable consumer-protection law.

To the maximum extent permitted by law, Mars Jr LLC will not be liable for indirect, incidental, special, exemplary, or consequential damages arising from use of the platform. No aggregate monetary liability cap is established by this version; any future cap requires a separately approved and published amendment.

17. GOVERNING LAW AND DISPUTES

South Carolina law governs these Terms without overriding nonwaivable law. Before filing a non-emergency dispute, contact Support and allow a reasonable opportunity to investigate. Unless applicable law permits another venue, court proceedings may be brought in a court with jurisdiction in Richland County, South Carolina. This version does not impose mandatory arbitration or waive class-action or jury rights.

18. CHANGES AND CONTACT

Material changes will be posted with a new version and effective date. MyD.D. will request renewed consent when legally or operationally appropriate. Questions, complaints, safety concerns, and refund requests may be sent through the app or to the company contact above.