

Terms of agreement

Upon entering the website, you acknowledge and agree, without making any modifications and without any limitations or alterations, to the terms and conditions outlined in this agreement. You affirm and ensure your legal right to access this agreement and use the website in accordance with all the terms and conditions stated therein.

Modification of the terms: RideFly's application strives to provide information on its website with the utmost accuracy; however, occasional errors may occur. RideFly and its partners do not assume any responsibility for any errors in the information contained on the website. The application also includes information about the services and products offered by RideFly or any other third party.

Any information and other materials on the application are provided with complete honesty. By using the application, you agree and acknowledge that updates, changes, or modifications to the terms and conditions, customer service policy, or any other information may be made at any time without prior notice.

You must read these terms and conditions every time you visit the application to ensure that you are aware of all the foregoing terms and conditions. Therefore, your continued use of the application is considered your consent to any changes in the terms and conditions.

Application readiness is a top priority for RideFly, and the company employs all means to ensure the safety of the application and the availability of its associated services to the customer. However, it cannot guarantee continuous, uninterrupted operation of the application.

Use and acceptance:

By using the Ridefly application, you declare and agree to:

- You agree to use the Application only for personal, non-commercial use
- Use the Application Services only for legal reservations.
- You are at least 18 years old and have the legal right to create a legal obligation. You inform all other people on whose behalf you make a booking of the terms used in your booking, including all rules and applicable restrictions.
- Do not make any fictitious or speculative reservations or in anticipation of demand. Ridefly may cancel, without prior notice, all...
- Confirmations associated with multiple bookings to one or more destinations on or around the same date.
- Not to distort, alter or interfere with the front-end appearance and appearance of the application or the underlying software code.

- Do not undertake anything that may cause unbearable or inappropriate stress to the application or its infrastructure.
- It is your personal responsibility to adhere to all special terms and conditions, which include, but are not limited to, full payment of all amounts due in a timely manner and compliance with all rules regarding availability of prices, products, services, all fees, value.
- Estimated tax not to do, cause or allow anything that could cause damage or infringement of the intellectual property rights of the application or any of our associated companies or any other parties.
- Not doing anything illegal could create any liability on the part of the traveler.
- Not to violate this Agreement or any applicable legislation in any way. Do not use this application and any of its contents for commercial purposes.
- Merge any part of this application with any other website or application without obtaining prior written permission.

If Ridefly Company finds that you have violated any of these terms and conditions, and on the other hand it is proven otherwise when you use the application, it will reserve the right to:

- Warning you not to burn these terms and conditions, and asking you to stop this behavior.
- Take measures including suspending or restricting your access to and preventing you from using the Application.
- Cancel any reservations you may have made, without consulting you.
- Take legal action against you.

Copyright and trademarks

All contents of the Ride Fly application are subject to copyright.

The application is available for personal, non-commercial use. You may not modify, copy, distribute, submit, display, perform, reproduce, publish, create derivative works from, transfer or sell any information, software, products or services obtained from the Application.

The App, the names of companies with which we partner, and any other product or trade name related to rideFly are our trademarks or registered trademarks. Other products and company names referred to in the application are the trademarks of their respective owners.

Website terms and conditions

By using the Ride Fly website to access the application, you agree to abide by all of the terms and conditions mentioned here, in addition to the rest of the terms of service. Your continued use of the Site's services is conditional on your compliance with these Terms.

By using the Website Services, you acknowledge and agree that Ride Fly has no obligation to repair, support, improve or update the Website Service or to provide all or any specific content through the Website Service. Additionally, you acknowledge and agree that we may access, collect, and use data, which may include personal information, that your computer automatically makes available to our Site, consistent with our Privacy Policy.

Use a credit card

- Payment is accepted using most credit or debit cards. You can include other travelers in the reservation process that you make through our website and our application.
- Payment is accepted via credit cards issued from various countries, and we may keep some credit cards issued from certain countries prohibited for use on our website and application and not allowed during the booking process.
- Payment via unlocked debit cards is accepted by the banks that issue them for use on e-commerce websites. If your debit card does not work on the website and our application, please contact the card issuer to activate it. The bank may replace your old debit card with a new one that allows you to use it on e-commerce sites.
- Your credit or debit card will be charged when you make your reservation.
- The ticket will be sent to your email address registered with the payment process.
- Disclaimer: Ridefly assumes no responsibility and shall not be liable for any loss, damage, loss or unauthorized access associated with your credit or debit card information. We are not responsible for your decision to use your credit or debit card information Direct access to this site even though traveler has notified you of the possibility of such damages.

We will do our best to maintain confidentiality when you make online payments. This includes the confidentiality of the information on the credit card and personal information. All your personal information is encrypted when you book your travel online.

Fraud management

If your reservation shows signs of fraud, abuse, or suspicious activity, Ride Fly may cancel the travel reservation corresponding to your name, email, or account, as well as cancel any accounts associated with Ride Fly. In addition, we may the application verifies your credit card if you have conducted any fraudulent activity, and we reserve the right to take any legal and/or civil actions and you may be responsible for any

monetary losses to the application, including litigation costs and damages. To cancel your reservation or freeze your account, please contact customer service.

Ride Fly reserves the right to take all necessary steps to ensure confidentiality, security and system integrity while caring for our customers and protecting their information. To this end, we may take various measures to verify and verify the authenticity of orders placed by you. If Ride Fly, in its sole discretion, determines that a purchase transaction made by you is not or does not appear fairly to be authentic, reliable, performable or valid, it may cancel your booking at any time before the scheduled departure time of the aircraft in question or before the expected date of visit to any property booked through traveler.

In the event that a refundable reservation is made and subsequently cancelled, Ride Fly reserves the right to charge a processing fee if the cancellation is determined to be “exploitative” in nature. The processing fee will be 5% of the booking value and will be deducted from any refund due to the customer. Please note that Ridefly's determination of what constitutes abusive cancellation behavior is at its sole discretion.

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Conditions of transportation

The carriage of passengers and their baggage is subject to the airline's conditions of carriage.

The carriage of passengers and their baggage may also be the subject of the Warsaw Convention 1929 or the Montreal Convention 1999, and other applicable legislation which may limit or provide for the liability of the airline under certain circumstances.

privacy policy

1 - **Collection and use of information:** It is our responsibility to protect your personal information. This policy and how your personal information is used are explained through the ridefly.com website and the application available on smart devices (iPhone, Android, and Windows, all referred to on the site). Note that this privacy policy does not apply to the websites of our business partners, affiliates, or any other parties, even if they are referred to on the site. Therefore, we advise you to review the privacy policies of the other parties you wish to deal with. When you use the services available on the website or mobile applications, you will be asked to provide some information such as your name, contact addresses, credit card or debit card. This information is stored and kept on computers or in a secure and encrypted format.

2 - What information will we collect?

Personal information includes your email, name, phone number, and email address.

Transaction information: including trip program details.

Booking information, including destinations and dates. Other information, including information about your browsing of the website or application.

3 - We will use this information in the following ways:

- Fulfilling our agreement with you, including arranging flights, sending you your itinerary, or communicating with you in the event of any related issue
- To register your name on our website or mobile applications, and thus you can manage your account on our website to receive all our services. You can also Unsubscribe by contacting us if you no longer wish to enjoy these services.
- To answer any questions, you have sent to us via email.
- Direct marketing purposes as detailed below.

It is necessary for us to know all the names of passengers traveling or names associated with reservations. If you have made a booking on behalf of someone else, you will have obtained their consent to use their personal information. The procedures will be completed based on the above approval.

4- Who do we share your information with?

With all branches of the customer service team offices.

With other trustworthy parties that we deal with to provide certain services, such as allowing our customers to book flights, complete a flight reservation, rent a car, book a hotel, complete a tourist trip reservation, or other services quickly and easily.

With other parties involved in the credit card authorization policy.

If we have a mission to do so or if the law allows us to do so.

With our employees and agents to carry out one of the tasks we have indicated above, now or in the future.

With the institutions with which we have partnerships and which fall within our group, our parent company and other affiliated companies, as this enables us to participate by providing information about travel-related services and products, etc., that may interest you. These companies will have specific authority to view your private data in accordance with what is stated in the privacy policy. These companies will also comply with the laws applicable, which are regulated by the means of communication and at the very least give you the opportunity to choose not to receive similar messages through their commercial mails in the future.

If you choose not to share certain requested personal data with us, you may visit our page but may not be able to access some options or Services.

5 - Transfer of your personal data: To ensure that your travel arrangements are completed smoothly and completely effectively, your personal information may be transferred to countries that lack data protection laws or to countries where your privacy may not be widely protected in addition to some other basic rights. We will only provide data for the purpose of providing and fulfilling all services that you have requested from us, in order to comply with the agreement with third parties to serve you, or to disclose information that we are required to do by law or on a regular basis.

6 - What you need to know when you use the Ridefly application on your phone or tablet: -

When you use our mobile applications, we collect and use information about you in the same way and for the same purposes as when you use our website.

We also add information that you collect when you use the Ride Fly website and use some other information that we automatically collect when you use our applications via your mobile phone specifically.

We automatically collect information about the mobile application, which you access and use. This allows us to identify areas of interest for our customers in mobile applications, so that we can develop and improve them permanently. We do not have this information

We collect it for the purpose of identifying you directly. When you use the mobile app, you can choose to allow access to your current location - a feature provided by your mobile phone through the use of GPS or similar technologies - to target airports near you. If you choose to allow this feature to be activated, it is possible that memory of this site anonymously collects information about your location as part of search requests recorded by our server, in order to deliver relevant marketing messages and improve your experience. You can also deactivate the feature of determining your location in the mobile application at any time through your mobile settings menu. However, this may limit the benefit of the services depending on the location or options available on the application of Our mobile.

You can continuously control the type of information that is sent to us via the mobile application. You can control this service by either making some adjustments in the mobile application settings under the Settings menu heading or changing your phone settings Mobile Alternatively, you can remove the mobile application from your mobile device completely and access our services through our website. We will occasionally record your booking to understand your booking experience and improve our product, but we do not record Your information such as your card details.

Flight reservation policy:

The total price includes all applicable tax charges excluding taxes or any other fees payable to the airport.

You must pay the total amount due before confirming your booking with us.

In most cases, the reservation amount will not be refunded in the event of a missed flight or for partially used tickets.

You can request meals, frequent flyer miles and special services, but they are subject to approval or rejection by the airline.

For any information regarding your frequent flyer miles, please contact the airline directly.

You must provide a passport valid for at least six months before the departure date of the return flights. Please ensure that you have some other documents, if requested, such as: entry visa and immigration permission, before traveling to your destination.

When booking tickets for infants, which are children under the age of 24 months, you must ensure (before booking a round-trip ticket) that the age of the child traveling is within the infant category during the entire booked flight. If the infant is 24 months or older on the return flight, you must Book a return ticket separately at the price specified for this age group for children.

Infants are only allowed to travel accompanied by an adult who is at least 18 years old.

Ride Fly application is not responsible for any change in the flight schedule after confirming the reservation and issuing the travel ticket, and we will notify you as soon as we receive any prior notice of that. Because the accuracy of flight times is not guaranteed, we advise you to check the scheduled times of your flight 24 hours before departure time.

Ridefly reserves the right to charge transaction fees for its services.

Ride Fly reserves the right to amend any fees from time to time without prior notice. You are responsible for paying all amounts and fees due, including service fees and taxes, to Ride Fly.

Travelers must adhere to all airline terms and rules for travel by pregnant women. Please contact the airline to confirm its travel policies. Ridefly will not be able to refund the reservation amount if the passenger is prevented from boarding the plane by the airline.

1- Completion of travel procedures:

- Travelers must complete check-in procedures and obtain a boarding pass no later than 3 hours before departure, and arrive late after missing travel.
- According to airline rules and regulations, the standard check-in time is 3 hours before departure time.
- Infants must be shown official documents proving that they are less than two years old.
- You are responsible for providing and bringing all the required documents during your trip, such as: a valid passport, entry visa, transit visa (valid in case of passage between two countries, immigration permit, etc.).
- Ridefly does not bear any responsibility for not allowing you to board the plane.

2- Change your reservation:

- You can make any amendments or changes to your flight reservation through the Ride Fly application, but in some cases, you may have to contact the airline directly.
- Any change to a reservation through traveler is subject to a reservation change fee charged by the airline, which may vary depending on the flight and the degree of reservation.
- If you change your reservation, you will be asked to pay the cost of the price difference between the two flights, if any, knowing that if the price of the new ticket is less than the original ticket price will not be refunded.
- Re-booking changes fees also apply to complete this process.
- The total amount due must be paid in order to be able to change the reservation, which includes the cost of the price difference between the two flights, if any, fees
- The traveler to change the reservation, and the reservation change fees charged by the airline, if any.
- Some reservations are not subject to change, depending on airline policies.

3- Cancellation of reservation:

- Any cancellation of your reservation through Ride Fly is subject to cancellation fees charged by the airlines, which may vary depending on the flight and the degree of reservation.
- Some reservations are non-refundable depending on airline policies.
- It only accepts cancellation requests that are sent via email, or made via customer service or WhatsApp. Ride Fly is not legally responsible for accepting any cancellation requests made via any other media, which may include (but is not limited to) messages, mail or others. Online and Mobile Cancellation We do not currently offer instant online or mobile cancellation. Offline Cancellation Requests We currently only accept cancellation requests sent by email or made via

- Customer service or via the WhatsApp page. If you cancel your reservation within a transit period of 48 hours from the scheduled departure time, you must contact our customer service team here to complete that.
- If you have completed check-in, whether online, at the airport, or by phone, and then want to cancel your reservation, you must contact the airline directly to do so. Please note that Ride Fly cannot refund the reservation amount in this case. Bear any legal responsibility for any other issues arising from this.
- Requests to cancel a reservation made by a traveler, the value of which has been refunded and the owners attempt to benefit from the same reservation or change it
- Before deleting it from the passenger's name register directly through the airline, Ride Fly reserves the right to deduct the amount that was returned to their account again using the same payment method that was made on the website when booking previously.
- Service fees charged for flight reservations are non-refundable and will not be refunded in the event of cancellation of the reservation.

4- Refund of reservation amount: -

You must contact Ride Fly to request a refund of the reservation value, as airlines cannot refund any amounts paid for reservations via Traveler Company.

The time it takes to process the request depends on its type, whether it is a request to cancel or refund the reservation.

Requesting a refund for partially used tickets (for example: using a ticket for the first flight and requesting to cancel the remaining part of it) may take from 25 to 30 working days, depending on the airline.

Ride Fly will refund the reservation amount you have paid, less the cancellation fee, only if the reservation amount is returned to us by the airline or flight service provider for your flight.

5- Waiting period for connecting flights: -

Passengers booking a series of connecting flights in one direction should check that the minimum waiting period between Flights is a sufficient transit period before the departure time of the next flight. The company "Ride" "Fly" displays these flights available from Airlines are one of the best options to provide booking prices, but we do not bear any responsibility for some events that cannot be made Prediction, such as changing flight schedules, which may result in insufficient transit time or your arrival being late for the flight time. To avoid falling into similar situations, be sure to book a round-trip flight through the "Ride Fly" company (where Waiting time between flights is coordinated by

airlines to the best of their ability or ensure sufficient waiting time is available in case of reservation onward flights.

Waiver: The failure of Ridefly to exercise or enforce any right or provision of this Agreement will not constitute a waiver of the right or provision, and any waiver of

Any provision of this Agreement will be effective only if in writing and signed by it.

Complaints: If you are dissatisfied with any aspect of the application or website, or if you have any complaint about any service provided, you can contact RaidFly.

How to contact us:

E-mail: support@ridfly.com

Choice of Law and Jurisdiction: Your use of the site and the application and its terms and conditions are subject to the laws of the Republic of Iraq and you agree to submit to the jurisdiction of the courts of the Republic of Iraq. However, Raid Fly Company reserves the right to conduct a trial in the location of the country in which you are located.

Notice: Ride Fly Company may provide notices and contact information to you via e-mail, regular mail, or through the website or by any other means. Except as provided in contravention of this law, notices to Ride Fly Company must be sent via courier to: Title of the registered office that located in Al-Mansour - Al-Arabi District - Near to Kabab Mohammad / Baghdad – Iraq.