



DRIVER GUIDELINES



1. Dos for badrgo Drivers



1.1 - Before your Trip



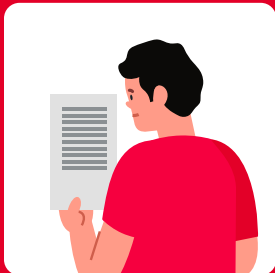
1.1.1 - Know Your App

Understand all trip opportunities available in the app. Learn how to identify and select different types of rides such as Immediate Rides, Advanced Rides, Hourly Rides, and Monthly Deals. This will help you maximize your earnings by choosing the rides that best fit your schedule. Make sure to check the details, such as ride schedules and any special conditions, before accepting any trip requests.



1.1.2 - Learn About Reward Campaigns

Learn how you can increase your earnings by participating in our reward campaigns. We encourage you to check the featured posts on our Facebook Group (Official badrgo Drivers Community Qatar) for more information on terms and conditions.



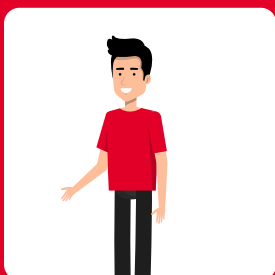
1.1.3 - Read and Understand the Driver's Agreement

Make sure to properly read the Driver's Agreement available in the app. This will ensure you are fully aware of your responsibilities, expectations, the standards you must follow to provide professional service.



1.1.4 - Follow All Regulations Set by The Concerned Authorities

Ensure to comply with all applicable laws and regulations of local transportation authorities, and always stay updated with any changes to maintain professional standards.



1.1.5 - Wear Appropriate Attire

Wear clean, appropriate, and modest attire during your shifts to maintain a professional appearance.



1.1.6 - Ensure Your Vehicle Is Well-Maintained and Properly Fueled

Regularly check your vehicle for any technical or mechanical issues to avoid breakdowns during a trip and ensure to fill the car with enough petrol before the trip, so the trip doesn't abruptly stop with passengers inside due to negligence of not refueling the car.



1.1.7 - Keep your Document and Vehicle Information Updated

Ensure that you update the car and document details in the app before using a new vehicle to offer ride services. Keeping your information accurate helps avoid any misunderstandings with passengers and ensures compliance with the platform's policies.



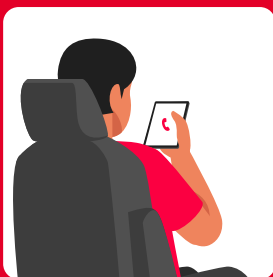
1.1.8 - Maintain Cleanliness

Keep your car clean, both inside and out. A clean vehicle enhances passengers' comfort and reflects professionalism.



1.1.9 - Be Punctual

Always arrive at the pick-up point on time. Use your navigation tools (like Waze or Google Maps) to plan routes and avoid delays.



1.1.10 - Communicate Clearly

If you're running late or encounter an issue while picking up the passengers, promptly inform them via the app through message or phone call, or if you are not able to reach the pick-up location, cancel the trip without any delay.



1.1.11 - Keep Change Ready

Be prepared with enough change for cash-based trips. This minimizes any inconvenience for both you and passengers during transactions.

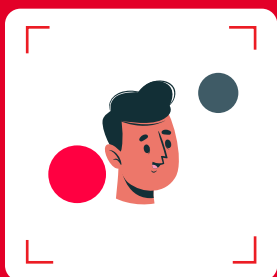


1.2 - During the Trip



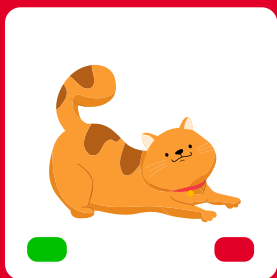
1.2.1 - Greet Passengers Politely

Greet passengers with a friendly “Hello” or “Good day.” A polite greeting sets a positive tone for the ride.



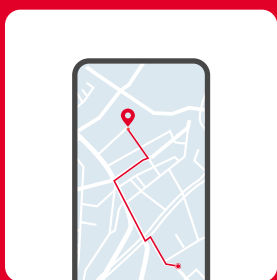
1.2.2 - Confirm Passengers' Identity

When passengers enter the car, politely ask for their name to ensure they are the ones who made the booking. This helps avoid confusion.



1.2.3 - Communicate Pet Policy Respectfully

As per the user agreement, accepting pets in your vehicle is your choice. However, it is important to communicate your decision to deny the entry of pets or reject the ride to passengers in a respectful and professional manner.



1.2.4 - Follow the Route Indicated in the App

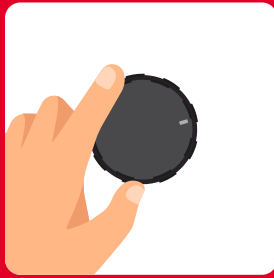
badrgo insists that you strictly follow the badrgo-recommended route for the trip. From the options suggested by navigation apps (Google Maps and Waze), you must choose the route option provided by badrgo and proceed with the trip.

If passengers request a different route, confirm with them before proceeding. You will earn extra fare for extra distance traveled.



1.2.5 - Drive Safely

Always follow traffic rules, speed limits, and regulations. Safety should be your top priority, for both you and your passengers.



1.2.6 - Offer a Comfortable Ride

Adjust the air conditioning according to the passengers' preference and drive smoothly.



1.2.7 - Respect the Passenger's Privacy

Keep conversations professional and avoid personal questions. If passengers prefer quiet, respect their choice.



1.2.8 - Handle Complaints Gracefully

If passengers raise an issue, remain calm and polite. Report the issue to badrgo through the support section if necessary.



1.2.9 - Respect Cultural Sensitivities

Be aware of and respect the diverse cultural backgrounds of your passengers as they come from various countries to Qatar.



1.3 - After the Trip



1.3.1 - Use Support Section in the App

For any complaints, feedback, or issues that need support, learn how to use the SUPPORT section in the app. This ensures all matters are handled professionally and through the right channel.

2. Don'ts for badrgo Drivers



2.1 - Before your Trip



2.1.1 - Do Not Go Online If You Are Not Ready To Take Trips

Go online ONLY if you are ready to take trips. If you are not available for reasons such as taking rest, having other passengers in your car, having meals, you are tired or any reason due to which you can't take badrgo trips, PLEASE GO OFFLINE. Going online when you are not available will cause inconvenience for you and the passengers who are trying to book the ride.



2.1.2 - Do Not Cancel Trips Unprofessionally

Frequent cancellations can harm your rating and lead to penalties like blocking of account. Do not accept the trip and cancel it before arriving at the pick-up point. Cancel trips only if absolutely necessary like an accident or breakdown while picking up passengers, or any other reason that is considered practically acceptable. Never ask passengers to cancel the trip for reasons such as wanting to take another ride or because you have other customers. Complaints of such nature will lead to the blocking of account.



2.1.3 - Don't Smoke Inside the Vehicle:

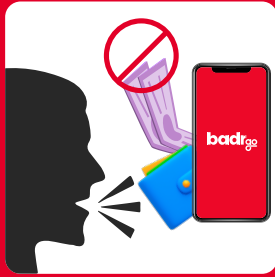
Smoking is prohibited inside the car during trips, and passengers should not be exposed to the smell of smoke



2.1.4 - Don't Violate Vehicle or Driver Details

Do not use a different car, plate number, or driver in your place other than the details registered in the app. Any complaints regarding this will result in blocking of account as per the Driver's Agreement.





2.1.5 - Do Not Ask Cash or Wallet Trip to Passengers:

Never ask passengers if it is a cash or wallet trip. Asking passengers can lead to discomfort and misunderstandings. Always rely on the app for payment details. For any enquiry about wallet payouts, you can visit the office or use the support system in the app to contact the help team.



2.1.6 - Do Not Let Your Wallet Balance Go Negative

Do not wait for your wallet to reach a negative balance. Always top up your wallet in a timely manner to avoid going offline using various methods available in the app by reaching out on this drivers community platform on Facebook: [Official badrigo Drivers Community Qatar](#)



2.2 - During the Trip



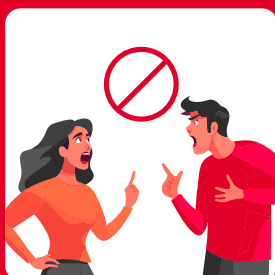
2.2.1 - Do Not Misrepresent badrigo

Do not present yourself as an employee or company affiliate of badrigo. Drivers are independent contractors and should avoid giving riders the impression that they are directly employed by badr technology company W.L.L. Misrepresentation may lead to penalties, such as blocking of account.



2.2.2 - Do Not Misuse badrigo's Name and Identity

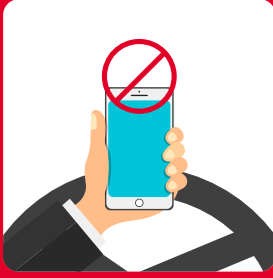
Do not use badrigo's name, brand, or identity for personal benefit or unauthorized transactions. And do not engage in any activity that will violate the brand name "badrigo"



2.2.3 - Don't Argue with Passengers

Even if passengers are being difficult, never raise your voice or argue. Keep calm and always be professional.





2.2.4 - Don't Use Your Phone While Driving

Avoid texting or making calls while on the road unless it is via hands-free devices and for navigation purposes.



2.2.5 - Don't Engage in Distracting Behavior

Avoid playing loud music or eating during the ride, as these can be distracting and unprofessional.



2.2.6 - Don't Take a Longer Route Without Permission

Never take a different route than the one recommended in badrgo app unless passengers specifically request otherwise.



2.2.7 - Don't Drive Recklessly

Avoid sudden accelerations, harsh braking, or speeding. Aggressive driving puts both you and your passengers at risk.



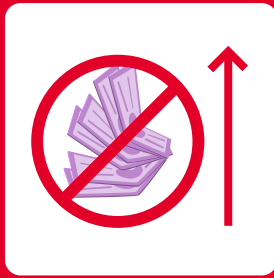
2.2.8 - Don't Ignore Passenger Complaints

If passengers have issues, don't dismiss them. Acknowledge their concern when necessary.



2.2.9 - Don't Engage in Illegal Activities

Never use your vehicle for any activities that violate local laws, including transporting illegal items, or transporting items without passengers on the ride, or engaging in misconduct.



2.2.10 - Don't Overcharge Passengers

Always charge the fare as shown in the app. Do not attempt to ask for extra payment or tips. In case of passengers paying more than the fare amount, ensure to refund the extra change by cash or through wallet unless given by passengers as a tip.



2.3 - After the Trip



2.3.1 - Don't Abuse / Criticize the Company or App

If you have any clarifications to be made with badrgo, address them through the official driver support channel on Facebook group: Official badrgo Drivers Community Qatar, or visit the office.

To file a complaint, you can report them using the support system in the app.

Using abusive or disrespectful language under the excuse of criticizing badrgo, whether online or with passengers will lead to penalties, such as blocking of account.