

Ride Request Rules and Liability Waiver

Armor of God Outreach | Killeen, Texas | Serving Bell County

Draft, pending board and legal review

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Thank you for reaching out to Armor of God Outreach ("AOG") for a ride. Our ride program is a ministry of neighbors helping neighbors across Bell County, and our volunteer drivers count it a joy to serve you. To keep every ride safe and fair for riders and volunteers alike, please read these rules and this waiver carefully before you request a ride.

In this document, "you" means the person requesting the ride, and also anyone riding with you under your request. "AOG Parties" means Armor of God Outreach and its board of directors, officers, staff, volunteers and volunteer drivers.

1. About our ride program

- Rides are given by volunteer drivers using their own personal vehicles. Our drivers are volunteers, not professional drivers.
- AOG is not a taxi service, a rideshare company or a common carrier, and it does not offer transportation to the general public for hire. Rides are offered as a charitable service when volunteers are available.
- AOG is not an emergency service. If you have a medical emergency or are in danger, call 911. Please do not use the ride request form for emergency or urgent medical transportation.
- Sending a request does not guarantee a ride. Rides depend on volunteer availability, weather, road conditions and safety. Pickup and arrival times are estimates, and we cannot guarantee that you will arrive by a certain time. Please allow extra time for important appointments and keep a backup plan.

2. Assumption of risk

Riding in any vehicle carries some risk, including traffic accidents, sudden stops, delays, and injury to people or damage to property. You understand these risks, and you choose freely to accept them when you request and accept a ride through AOG.

3. Release and hold harmless

TO THE FULLEST EXTENT ALLOWED BY TEXAS LAW, YOU RELEASE AND HOLD HARMLESS THE AOG PARTIES FROM ANY CLAIM, INJURY, ILLNESS, LOSS, DAMAGE OR EXPENSE CONNECTED WITH A RIDE REQUESTED OR GIVEN THROUGH AOG, INCLUDING CLAIMS BASED ON THE NEGLIGENCE OF ANY AOG PARTY, AND YOU AGREE NOT TO SUE THE AOG PARTIES FOR THOSE CLAIMS.

This release does not cover claims for gross negligence or willful misconduct, and it does not take away any right that Texas law says cannot be waived.

4. Rider conduct and safety

- Everyone in the vehicle must wear a seatbelt for the whole ride.
- No weapons of any kind, illegal drugs or alcohol may be brought into the vehicle, and riders may not be under the influence of alcohol or illegal drugs. No smoking or vaping in the vehicle.
- Please treat your driver and other passengers with kindness and respect. Harassment, threats, abusive language or violence will not be tolerated.
- For everyone's safety, a driver may refuse to start a ride, or may end a ride at a safe public location, if the driver believes the ride is unsafe for any reason, including a rider's behavior, weather or road conditions.
- AOG may decline future ride requests from anyone who does not follow these rules.

5. Children, car seats and who may ride along

- Riders under 18 must have a parent or legal guardian request the ride, and that parent or guardian must ride along with them. We cannot transport unaccompanied minors.
- You are responsible for bringing and installing any child car seat or booster seat that Texas law requires for the children riding with you. Drivers may not have car seats and may decline the ride if a required seat is not available.
- Only the people included in your request (the number of passengers you list) may ride along. Please tell us in advance about anyone riding with you, such as a caregiver, and about any service animal. The driver may decline extra riders who were not included in your request.

6. Personal belongings

Please keep your belongings with you and bring only what you can safely carry and what fits in the vehicle. The AOG Parties are not responsible for items that are lost, stolen, damaged or left behind. If you leave something in a vehicle, contact us and we will do our best to help you get it back.

7. Cancellations and no-shows

Our drivers are volunteers giving their own time, so please let us know as soon as possible if your plans change, ideally at least 24 hours before your ride. If you are not at the pickup location within about 10 minutes of the agreed pickup time, the driver may leave and the ride may be marked as a no-show. Repeated no-shows or late cancellations may affect future ride requests.

8. How we use your contact information

We use the name, phone number, email and addresses you give us only to review, schedule and coordinate your ride. That includes sharing them with the volunteer driver who is assigned to your ride. We do not sell your information or use it for marketing.

9. Medical needs and accessibility

Please tell us in advance about any medical needs, mobility devices (such as a wheelchair or walker), or help you may need getting in or out of the vehicle, so we can try to match you with a suitable driver and

vehicle. Volunteer drivers are not medical professionals. They cannot give medical care, lift riders, or transport anyone who needs a stretcher or medical supervision during the ride. If you need medical transportation, please contact your healthcare provider or a medical transportation service.

10. Photos

Requesting or accepting a ride does not mean you agree to be photographed or recorded, or to appear in AOG materials. AOG will not use photos or video of you from a ride unless you give separate permission.

11. Your agreement and electronic signature

By checking the agreement box and submitting a ride request, you confirm that you have read and understand these rules and this waiver, that you are at least 18 years old (or the parent or legal guardian of any minor riding with you), and that you agree to them for yourself and, to the extent the law allows, for anyone riding under your request.

Your electronic acceptance has the same effect as your handwritten signature. AOG records the date and time of your acceptance and the version of this waiver you accepted. This agreement applies to each ride you request while this version is in effect. If any part of this waiver is found to be unenforceable, the rest of it stays in effect.

Questions? Please contact Armor of God Outreach in Killeen, Texas before you request a ride. We are glad to help.

Riders accept this waiver electronically by checking the agreement box on the ride request form. AOG keeps the version and the date and time of each acceptance with the ride request.