

## Referral Scheme T&C

These Ola's Referral Program terms and conditions are in addition to the service-user terms and conditions. To participate in Ola's Referral Program, you must agree to these terms, which become part of the service-user terms and conditions.

1. By availing the services offered by us, the Referrer and Referral Recipient consent to the Terms and Conditions provided herein, Referrer being the person whose Referral Code has been used to sign up and Referral Recipient being the person who signs up using a valid Referral Code. Customers/Customer include, whether individually or collectively, both the Referrer and the Referral Recipient.
2. Anyone who signs up using a valid Referral Code may get a referral benefit ("Referral Benefit") worth the value of Ola's Referral Program applicable to the Referrer at the time of Referral Recipient's signup. These values may change if Ola's Referral Program changes during the signup.
3. The Referral Benefit may be provided to the Referrer upon completion of the first ride of the Referral Recipient. The value of the benefit will be as per Ola's Referral Program active at the time of referral recipient's signup using the Referral Code. However, it is clarified ANI Technologies Private Limited ("Ola") reserves the right of discretion with regard to issuance of Referral Benefit.
4. Ola's Referral Program and Referral Benefit are valid only on the Ola mobile application. Referral Benefit may be availed by the Referral Recipient only on such categories of Ola service as determined by Ola at its sole discretion.
5. The Referral Benefit on a Referral Code can be availed only once and only in the state or city prescribed by Ola. Creating multiple Customer's accounts using multiple emails or signing in from multiple devices in order to unduly gain Referral Benefit shall be considered to be in contravention of these terms & conditions.
6. The Referral Benefit (in case of discount voucher for ride) is applicable on the final chargeable amount only. Such Referral Benefit availed under Ola's Referral Program shall not in any case exceed the total billable amount.
7. If your bill amount is less than the value of your Referral Benefit (in case of discount voucher for ride), your Referral Benefit will be fully used.
8. The Referral Benefit under no circumstances will be settled or exchanged in cash or cash equivalents. However, Ola, at its sole discretion, may convert the value of your Referral Benefit into any other form of credit, whatsoever, including but not limited to Ola Money credit.
9. The Referral Code and Referral Benefit provided are non-transferable.
10. The Referral Benefit shall be subject to force majeure events and on occurrence of such event(s), the Referral Benefit may be withdrawn at the discretion of Ola.
11. The Referral Benefit shall not be clubbed with any other program of Ola.
12. Ola reserves the right to discontinue the Referral Benefit without assigning any reasons or without any prior intimation whatsoever to the Customers. In case of any dispute, Ola's decision shall be binding on all Customers.
13. Ola reserves its absolute right at any time to add, alter, withdraw, modify or change or vary any or all the terms and conditions of Ola's Referral Program at its sole discretion and the same shall be binding on the Customer at all times. Further, the terms and conditions pertaining to Ola Referral Program may vary based on different city.

14. Ola does not make any warranties or representation of the quality, merchantability, suitability or availability of the products or services included in the Referral Benefit.
15. Any taxes, cess, liabilities or charges payable to the Government or any other authority or body, if any, shall be borne directly by the Customer.
16. The participation is voluntary and any purchase or transaction on the Ola website or using Ola mobile application shall be deemed as acceptance of the Terms and Conditions mentioned herein.
17. Ola reserves the right to revoke the Referral Benefit or suspend a Customer's account at any time it is believed that the account is being misused or Ola's Referral Program terms and conditions are being violated.
18. No refund, either in the form of coupons or Ola Money, will be issued for the Referral Benefit.
19. Ola reserves the right to review and investigate all referral activities and to suspend accounts or revoke / remove Referral Benefit and withhold features or benefits obtained through Ola's Referral Program if Ola believes or determines that the use of a Referral Code or Referral Benefit was in error, fraudulent, illegal, or in violation of the terms and conditions of Ola's Referral Program.
20. Referral Code shall not be duplicated, sold or transferred in any manner, or made available to the general public (whether posted to a public forum or otherwise) except on the communication medium as available on the Ola mobile application which includes WhatsApp, SMS, E-Mail, Twitter and Facebook unless expressly communicated by OLA otherwise. Ola's Referral Program is meant to reward our privileged and loyal customers as well as Ola fans and not meant for sharing the Referral Code on any communication medium be it print, digital or electronic, including but not limited to websites, or any means for any purpose whatsoever. Ola reserves the right to revoke the Referral Benefit or suspend a Customer's account at any time if such sharing of the Referral Code is in contravention of Ola Referral Program terms & conditions.
21. If any provision in these terms and conditions are held to be invalid, void or unenforceable, such provision will be struck and the same shall not affect the validity of and enforceability of the remaining provisions.
22. Any dispute, controversy or claim arising out of or relating to Ola's Referral Program ("Dispute"), including claims seeking redress or asserting rights under the applicable law shall be amicably settled through mutual consultation and escalation at such offices of Ola as Ola may designate. If the Dispute is not settled amicably as aforesaid within a period of 15 (Fifteen) calendar days, the matter would be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996. Arbitration shall be presided over by a sole arbitrator mutually appointed by Ola and the Customer. The arbitration proceedings shall be conducted in the English language. The venue for the arbitration proceedings shall be Bengaluru.
23. These terms and conditions shall be governed by and construed in accordance with the laws of India and, subject to this clause 24, Ola and the Customer agree and undertake that any controversy or claim arising out of or relating to these terms and conditions will be adjudicated exclusively before a competent court in Bengaluru, India only.
24. Ola may amend these terms and conditions, at any time without prior notice to the Customer and such amended terms and conditions will thereupon apply to and be binding on the Customer. Customer are advised to regularly check for any amendments or updates to the Privacy Policy from time to time

IN NO EVENT OUR TOTAL CUMULATIVE LIABILITY TO YOU FOR ANY AND ALL CLAIMS RELATING TO OR ARISING OUT OF OLA REFERRAL PROGRAM SHALL EXCEED INR 1000/- (RUPEES ONE THOUSAND ONLY).