

Vamu Tamu - Terms and Conditions

TERMS AND CONDITIONS for Vamu Tamu

1. General Terms

By accessing or using the services provided by Vamu Tamu, users agree to comply with and be legally bound by these Terms and Conditions. The company provides transportation and ride-booking services through a mobile application, website, telephone booking, or other supported platforms.

Users must provide accurate, complete, and up-to-date information when creating accounts or using the services.

2. Pricing and Fares

Standard Fare

- Starting fare: 55 MKD
- Per kilometer charge: 45 MKD for each kilometer traveled

Rush Hour Fare

During periods of high demand, traffic congestion, bad weather, holidays, special events, or peak operational hours:

- Starting fare: 65 MKD
- Per kilometer charge: 55 MKD for each kilometer traveled

One-Time Use Ride

For users without subscriptions, memberships, or promotional plans:

- Starting fare: 65 MKD
- Per kilometer charge: 55 MKD for each kilometer traveled

Additional charges may apply for waiting time, toll roads, parking fees, route deviations, special requests, excessive cleaning requirements, or other additional services.

Vamu Tamu reserves the right to modify pricing, fees, or fare structures at any time without prior notice.

3. Video and Audio Recording

For the safety, security, and protection of both passengers and drivers, vehicles operating under Vamu Tamu may contain:

- Interior and exterior video surveillance
- Audio recording systems
- GPS tracking technology

By using the service, passengers acknowledge and consent to being recorded inside the vehicle.

Recordings may be used for safety purposes, investigations, dispute resolution, fraud prevention, legal compliance, and service quality monitoring.

Tampering with, obstructing, disabling, or damaging recording equipment is strictly prohibited and may result in account suspension, permanent bans, or legal action.

4. Passenger Conduct

Passengers are expected to behave respectfully and responsibly during all rides.

Passengers must not:

- Smoke inside vehicles
- Consume illegal substances
- Damage vehicle equipment or property
- Distract or harass the driver
- Engage in violent, threatening, discriminatory, or abusive behavior

Drivers reserve the right to refuse or terminate rides if a passenger poses a safety risk, behaves aggressively, appears intoxicated, violates applicable laws, or breaches these Terms and Conditions.

5. Ride Cancellations

Users may cancel rides through the application or booking method used.

Cancellation fees may apply once a driver has been dispatched or has arrived at the pickup location.

Repeated fraudulent, fake, or abusive ride requests may result in temporary or permanent suspension of the account.

6. Payments

Users authorize Vamu Tamu to process payments through approved payment methods including cards, digital wallets, cash payments, or other supported systems.

Failure to complete payment may result in account suspension, restricted access to services, or debt collection procedures where legally permitted.

7. Limitation of Liability

Vamu Tamu shall not be held responsible for traffic delays, weather conditions, road closures, third-party accidents, service interruptions, internet or GPS failures, lost or stolen belongings, or indirect damages.

Services are provided on an “as available” and “as is” basis without guarantees of uninterrupted availability.

8. Lost Property

Passengers are solely responsible for their personal belongings.

While Vamu Tamu may assist in attempting to recover lost items, the company does not guarantee recovery or assume liability for lost property.

9. Privacy and Data Protection

Personal information collected by Vamu Tamu may be used for providing transportation services, identity verification, customer support, safety and fraud prevention, operational improvements, and legal compliance.

User data may be stored and processed in accordance with applicable privacy and data protection laws.

10. Prohibited Activities

Users are strictly prohibited from:

- Providing false or misleading information
- Abusing discounts or promotions
- Threatening or harassing drivers
- Engaging in illegal activity

- Transporting hazardous or prohibited materials
- Attempting unauthorized access to company systems
- Interfering with vehicle safety equipment

Violation of these rules may result in immediate account termination and possible legal action.

11. Service Availability

Vamu Tamu does not guarantee uninterrupted service availability in all locations or at all times.

Availability may depend on driver supply, weather conditions, technical systems, local laws and regulations, and operational limitations.

12. Modifications to Terms

Vamu Tamu reserves the right to modify, update, or replace these Terms and Conditions at any time.

Continued use of the services following updates constitutes acceptance of the revised Terms and Conditions.

13. Acceptance of Terms

By using the services of Vamu Tamu, users confirm that they have read, understood, and agreed to these Terms and Conditions in full.