

Ivee



# Ivee Ambassador Handbook

Version 1.2 (November 26, 2018)

This document serves as the Terms of Service, including policies and procedures for Ivee Ambassadors and the Ivee fleet operating in Los Angeles, CA. It will be updated from time to time. It is confidential property of Ivee, LLC.

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## A Letter from Our Founder



At Ivee, we're driven to create a better future for our cities. Transportation is now the US' #1 Greenhouse Gas polluter, and 40% of Americans live in cities with air quality rated F.

We imagine a cleaner, brighter future: one where electric vehicles enable us to pollute less, and remarkable passenger experiences make getting around more enjoyable.

To accomplish this objective, we will maintain a large fleet of zero-emission vehicles, create demand by delivering incredible passenger experiences, and make the choice to drive for ride-hailing networks more sustainable.

At Ivee, the people operating our fleet vehicles are called Ambassadors. You're an Ambassador of an enhanced experience, of a cleaner future, and of the brands we partner with to make rides more exciting and enjoyable. By embracing the hospitality spirit of our Ambassador program, Drivers providing an upscale experience will certainly reap the best ratings and even tips from passengers.

We think you'll love operating the vehicles in our fleet. They're modern, safe, energy-efficient and well-maintained. And, they save you from hidden costs or stress on your own vehicle. This document outlines our expectations for you and Ivee vehicles. The model is simple: rent an Ivee vehicle for one transparent hourly rate, and use it to complete rides on ride-hailing networks. The more rides you do, the lower the hourly rental costs--which means you take home more money per hour. The pages that follow outline the model and terms in greater detail, providing policies and procedures that will help us operate smoothly.

I'm truly grateful to have you support Ivee's mission of a cleaner future.

See you out there,

A handwritten signature in black ink, appearing to read 'Ave'.

## Section 1: Perks of an Ambassador

At Ivey, you're not just a driver, you're an *ambassador*-- delivering remarkable passenger experiences on our electric fleet. Being an ambassador has rewarding potentials of making money while making a difference, and you become a part of a supportive community and movement.

Ivey's long-term vision is to transform a regular ride into an enhanced experience. With the future support of brand partners, we can help turn an everyday ride into a luxurious and unique experience.

Ridesharing networks provide the passengers. Ivey provides the vehicles, depot, and network of brand and marketing agencies. *You* provide the experience.

### Ambassador Tier Levels

When you start with Ivey, your Ambassador status will be Level 1. With continued participation and loyalty, you will be rewarded with preferences in vehicle selection (standard or premium), shift scheduling, lower rental costs, and additional earning opportunities.

Level 1	Level 2	Level 3
Basic	200+ Ivey rides	350+ Ivey rides
Standard Vehicles (Chevy Bolt)	Standard Vehicles (Chevy Bolt)	Premium and Standard Vehicles (Tesla Model S and Chevy Bolt)
Standard shifts	Priority shifts	Priority shifts
Invite-only access to brand-sponsored events and giveaways	Limited-access pass and exclusive invites to brand-sponsored events, giveaways, and workshops	All-access pass and exclusive invites to brand-sponsored events, giveaways, and workshops

Requirements for being an Ivey Ambassador:

- Active Uber/Lyft account with a 4.80+ stars reputation and at least 100 rides
- Active driver's license and insurance

## Section 2: Scheduling

### Reserving a Vehicle

You can reserve a vehicle at: [www.goivee.com/reserve](http://www.goivee.com/reserve). Once you make a reservation, a member of the Ivee staff will review the request within 24 hours. If approved, you will receive a confirmation notice via email and text, along with the necessary documents and instructions for adding the vehicle to your rideshare driver profile if this is your first time using the vehicle.

Our cars can be reserved during any of the available time slots, but please ensure that the vehicle is approved by Uber/Lyft on your driver profile prior to pickup.

### Changes or Cancellations

We ask that you do your best to use the vehicle for every hour that you reserved the vehicle. That said--we get it. Sometimes things come up. Here's our cancellation policy:

- If you modify or cancel your reservation 24 or more hours before the beginning of your reservation period, you will not be charged.
- If you cancel your reservation less than 24 hours before the beginning of your reservation period, you will be charged for 100% of the rental cost.

If you miss a reservation without giving any notice, or if you cancel more than two reservations with less than a 24-hour notice, your Ivee Ambassador status will be at risk and you may lose some privileges of preferential vehicle rental periods.

### Pick-Ups and Returns

Please arrive at least **10 minutes** before your reservation to allow yourself time for vehicle check-out and utilize the full period of your rental. Since our electric vehicles require time for charging before the next rental, late pick-ups and returns can affect our operations.

Here is our detailed **early** policy:

- Early returns will be refunded for the unused period.
- Vehicle will be provided for early pick-ups if available, and charged for the actual amount of time used.

Here is our detailed **late** policy:

- There is a grace period of 15 minutes for late returns. We understand that traffic can be an issue, but there are other rentals after you as well.
  - We encourage Ambassadors to set their location on the rideshare networks towards downtown LA when it is getting close to the return time.
- Late returns will be charged by the minute at the full base rental rate after 15 minutes.
- Late pick-ups will be charged from the start of the reservation time and are expected to be returned at the end of the reservation period.

### Special Event Scheduling

When a brand or advertiser taps Ivee to do a special promotion for them, we'll need all hands on deck (or in this case, the wheel)—especially from our Ambassadors. Rather than renting our vehicles to use for driving on a rideshare network, you will have a set take-home amount and scheduled period for driving our decked out vehicle during a brand-sponsored event. It is entirely your choice to participate.

Since brand experiences have many added bonuses and perks, you will receive an email notice to opt-in for any such special events. As an Ivee Ambassador, you will be working with the brand to deliver remarkable passenger ride experiences.

# Section 3: Rental Rates

Our goal is always to make the cost of renting a vehicle from the Ivey fleet as affordable as possible. We believe so strongly in our electric fleet that we want it to be cheaper for you to rent our cars than to put gas in yours. Our rental prices, and rebate criteria, are outlined below.

*Note: The first 100 drivers for our LA launch receive an introductory rental rate of \$3/hour as a thank-you for being with us from the beginning.*

## Level 1 Hourly Rental Rate and Rebates:

Standard (Bolt)	
<b>Base Hourly Rental Rate</b>	<b>\$12</b>
Achieve an average of 1.5 rides per hour	- \$3
Minimum of 2 rentals per week	- \$3
Use of regenerative braking	- \$2
<b>Target Hourly Rental Rate for Level 1</b>	<b>\$4</b>

## Level 2 Hourly Rental Rate and Rebates:

Standard (Bolt)	
<b>Base Hourly Rental Rate</b>	<b>\$12</b>
Achieve an average of 1.5 rides per hour	- \$4
Minimum of 2 rentals per week	- \$3
Use of regenerative braking	- \$2
<b>Target Hourly Rental Rate for Level 2</b>	<b>\$3</b>

### Level 3 Hourly Rental Rate and Rebates:

	Standard (Bolt)	Premium (Tesla)
<b>Base Hourly Rental Rate</b>	<b>\$12</b>	<b>\$23</b>
Achieve an average of 1.5 rides per hour	- \$4	- \$6
Minimum of 2 rentals per week	- \$3	- \$5
Use of regenerative braking	- \$2	- \$4
<b>Target Hourly Rental Rate for Level 2</b>	<b>\$3</b>	<b>\$8</b>

### Referral Benefits

Want to whiz your way to a Level 2 Ambassador status? Have 2 qualifying friends sign up and each of them drive at least once with us to get there!

### Extra Earnings

We want to help increase your take-home pay-- after all, this is *your* business. Paying for gas and car maintenance can eat into your profits, but you won't have to worry about that with our electric vehicles. All you have to do is provide a fun passenger experience, which along with our amazing giveaways, can lead to higher tips.

A #BetterRide for the passenger is a #BetterRide for you.



## Section 5: Accidents & Incidents

As much as we hope things on the road go off without a bump, sometimes unexpected situations can arise. We want you to feel like you're equipped to handle any scenario that might come up, so here are some helpful tips.

### Passenger Safety

An exceptional passenger experience is a key component of our mission at Ivey. We commit to making sure our vehicles are safe, routinely inspected, and in impeccable condition. When you pick up passengers, we encourage you to also do your best to make sure the passengers feel safe by abiding to these core tenets:

- **Be Courteous:** Make passengers feel welcome in the vehicle. Greet them when they begin and end their ride.
- **Be Respectful:** A passenger may have a specific route they want you to take or a certain genre of music they'd like to play. As long as it doesn't interfere with any in-vehicle activations or your safety, be as respectful as possible of their requests.
- **Drive Responsibly:** You and your passengers are THE most precious cargo. We like our vehicles too--so always be mindful of driving safely and responsibly.

### Ambassador Safety

Similarly, we greatly value your safety. If during a ride you feel like you are threatened due to an aggressive passenger, please find the nearest and safest place to pull over and request the passenger to leave the vehicle. Please also alert local authorities and document the incident. Report this incident to the appropriate rideshare provider and Ivey.

If you need to raise a complaint against a passenger in a less immediate situation, you should do it directly with the network on which the ride is operating (Lyft/Uber). The rideshare provider will take the necessary steps to investigate the passenger's behavior and offer protections to you.

If the ride is taking place off-network, you should feel empowered to raise the issue with Ivey. Appropriate steps will be taken to ensure the complaint is resolved to the best of Ivey's abilities and your satisfaction.

## Accidents and Emergencies

If an accident occurs, please pull over to a safe area. Call 911 if anyone is injured or to file a police report. Exchange proper insurance and contact information with all parties involved and take as many photos of the damage as possible from all angles.

Note down:

- Driver's license and insurance, and car plates
- Location and description of accident
- If a rideshare app was on, and if there were any passengers at the time of the accident
- Police report number (if filed)

If a rideshare app is on, please first follow the protocol of the rideshare network ([Uber](#)/[Lyft](#)) you're operating on. Then, alert Ivey by calling **(833) 464-8332**.

If the vehicle needs towing, please let Ivey know. Ivey will be responsible for all towing and roadside assistance related to our vehicles.

- If Ivey is unavailable, please call Emergency Roadside Assistance at (888) 628-5095 and provide the vehicle VIN number to get a service vehicle dispatched immediately.

If the accident is minor and the vehicle is still operational, you will need to drop the vehicle off at the Ivey depot (2842 S. Grand Ave, Los Angeles) in order to end the rental.

After the accident, our team will be in touch with you within 24 hours to process an insurance claim. More information about Ivey's insurance policy can be found [here](#).

Ivey's ambassadors are responsible for the deductible, or cost of repair (whichever is lower) during an accident.

## Non-Safety Incidents and Damages

We expect that you treat our cars like your own. Inside the middle console of each vehicle, there are napkins and a plastic bag for any potential incidents.

If there is an incident with a passenger causing damage to the interior of our vehicles, please follow the protocol of the ridesharing network to report the incident and receive compensation. The compensation amount is yours to keep.

Please clean or remediate the affected areas as thoroughly as possible prior to returning to the depot. If the vehicle requires significant cleaning on our end, you will be charged a fee.

## Section 4: Ambassador Behavior

### Don'ts

Ivee has a zero-tolerance drug and alcohol policy for Ambassadors on the road.

Smoking is also strictly prohibited in all vehicles. If there is an odor of smoke, you may be subject to a \$50 fee.

Pets are not allowed in our vehicles, and you may be charged a cleaning fee. Service animals are exempt.

Should a complaint be raised about you by a rider or a brand representative, the complaint will be thoroughly investigated by Ivee. If the complaint is found to be valid and is with regards to rider safety or vehicle jeopardization, all future reservations and privileges to Ivee's program will be forfeited.

### Do's

Have fun! Our electric vehicles are quiet and high-tech, a relief from the fatiguing hum of a gas-powered engine and ensuring that you always stay connected.

### Bon Voyage!

We love that you have decided to join us on this journey, and we hope that you will enjoy operating our electric fleet and providing the best in-vehicle experiences for passengers. Remember that you are never alone on this ride--the Ivee team and other Ambassadors are always here to support you.

Now, let's strive to create a #BetterRide for everyone together.