

Refund Policy

This terms of use is a legal agreement between you, a user ("You" or "Your"), and Blip Limited ("Urban" or "Us" or "Our" or "We"). This terms of use together with our Our Privacy Policy, Refund Policy and Behaviour Policy on Urban's website, (collectively referred to as the "Terms of Use") sets out the complete terms and conditions upon which You may use the services on Urban's website (the "WebApp") and Urban mobile application (the "App"). The Terms of Use also govern the relationship between You and Urban and governs any claims that may be made by You or Urban in relation to the Services.

By signing up to create a user account on the WebApp and the App "User Account", You acknowledge that You have read, understood, and agree to be bound by the Terms of Use and to comply with all applicable laws and regulations incorporated into the Terms of Use. Your access to and the use of Our services is conditioned on Your acceptance of and compliance with these terms. Your agreement with Us regarding compliance with the Terms of Use becomes effective immediately upon the creation of a User Account.

The WebApp and the App is an information and booking reservations platform for mobility, transportation, and chartering of vehicles. You would be able to hire buses, and book buses for transportation from specific pickup locations to destinations listed on the WebApp and the App ("Services"). The Services enables You to arrange and schedule transportation services with third party providers who partner with Us ("Partners"). You hereby acknowledge that the transportation services, as well as drivers and vehicles used for the same are provided by Partners.

We reserve the right to amend the Terms of Use at any time and We would notify You of any such changes by posting the revised terms on the WebApp and the App. If We do, the revised terms will supersede prior versions. You should check the Terms of Use periodically for changes. Your continued use of the WebApp, the App, and the Services after any change to the Terms of Use constitutes Your agreement to be bound by any such changes. Urban may terminate, suspend, change, or restrict access to all or any part of the Services without notice or liability.

By reading and accepting the contents of this page, You confirm that You are literate and that You have read and fully understand the terms of this Terms of use. You acknowledge and agree that Your use of the Services, including information transmitted to or stored by Urban, is also governed by Our Privacy Policy.

1. User Account Terms

1.1 The WebApp and the App

1.1.1. You hereby declare that You are a human being over 18(eighteen) years of age and of a sound mind.

1.1.2. If You are under 18 (eighteen) years, but above 12 (twelve) years (“Minor”), please read Our Privacy Policy and seek consent from Your parents/guardians before proceeding to sign up for Our Services through the App or WebApp.

1.1.3. You consent to Our collection and use of technical information about the WebApp, the App, and other related software, hardware, and peripherals to improve Our products and to provide the Services to You. If You use the Services, You consent to Us and Our affiliates' and licensees' to process the transmission, collection, retention, maintenance, and use of personal data provided to Us, to improve Our Services and/or Your experience while using the WebApp and the App

1.1.4. You consent to Us, sharing Your personal data provided by You in creating Your User Account with third party contractors and service providers for the purpose of enabling the efficient performance of the Services and effecting any payments or notifications that We need to make to You.

1.1.5. If You signed up for the Services on behalf of a Minor, you hereby confirm that You have obtained the appropriate consent to share the Minor's personal data with Us.

1.1.6. You acknowledge that Urban will use the email address and phone number provided by You when creating a User Account on the WebApp and the App or as updated by You from time to time as the primary method for communication with You. You must monitor the primary User Account email address and phone number You provided to Urban and the same must be capable of sending and receiving messages, emails, and receiving phone calls. Your communications with Urban can only be authenticated if they come from Your User Account email address and phone number. You hereby acknowledge that Urban may also communicate to you via InApp notification and InApp chat features on the App.

1.1.7. As part of Our security procedures, You determine Your sign-in details or any piece of the information You input. By signing up and creating a User Account, You agree to treat Your sign-in details as confidential; do not disclose the same to any third party. Urban does not have access to Your sign-in details, if You forget Your sign-in details or know or suspect that a third party gained access to Your sign-in-details, You must promptly change Your sign-in details, by resetting Your password or by contacting Us via hello@urban.ng to place a restriction on Your User Account.

1.1.8. You confirm that all information provided by You via the WebApp and the App are true, correct, and not misleading. You agree to provide any additional documents and/or information as may be required from time to time.

1.1.9. You agree that all agreements, notices, disclosures, and other communications that We provide to You electronically satisfy any legal requirement that such communications be in writing.

1.1.10. By accessing the WebApp and the App, You hereby authorize Us to provide the Services herein contemplated using the WebApp and the App.