

Power Rider App FAQs for Riders

Q: How are fares calculated?

A: Rs.50 for accepting the ride, plus Rs.6 per km.

Q: If I travel a few km to pick up a ride, will that be counted?

A: No, only pick and drop point will be considered for payment.

Q: What if the app crashes during a ride?

A: 1. you can check the app of customer's version, calculated fares will be notified to both of you. 2. You can restart the app and manually enter pick and drop point, the request will go to the customer and if he approved, the fare will be calculated and displayed.

Q: How much can I earn per day?

A: It depends on the rides, you can earn up to Rs.1000.

Q: How much time do I have to give per day?

A: As much as you can.

Q: How will I get paid?

A: You have to take cash from the customer at his destination.

Q: What if a customer does not pay after reaching his destination?

A: Not our concern, you have to deal somehow or you may collect before the ride.

Q: What if a customer does not have change money?

A: You should always keep sufficient money change with you; else you get the change from somewhere else.

Q: What if I get looted?

A: Not our concern, you should follow safety precautions & measures, and still you have to give us our amount.

Q: Will I be provided with motorcycle, smartphone and internet connection?

A: No, you must manage these on your own.

Q: What if my motorcycle gets disordered on the way?

A: You will cancel the ride booking from the app and will not take Rs.50 (the mandatory charges) from the customer. You will only charge Rs.6 per km to the customer from pick up point and where you stopped.

Q: What documents I have to submit to the company?

A: N.I.C, driving license, bike registration documents and the authorization letter from the owner.

Q: What if I stuck in traffic for long?

A: We or the customer will not bear this loss.

Q: Are there any waiting charges?

A: After reaching the pick point or drop point, 5 minutes are complimentary then Rs.100 per hour will be charged.

Q: It is necessary to have one's own bike?

A: No, if you don't own the bike and you want to use someone bike in Power Rider, you will have to first submit the owner's authorization letter and registration documents.

Q: What thing do I need to carry with me?

A: Motorcycle documents, owner's authorization letter (if someone bike), license, NIC, change money, two helmets (one for you and one for the customer).

Q: Can I accept cash tips?

A: It's up to you.

Q: Is there an insurance policy in case of any mishap or accident?

A: No, you must be careful.

Q: Will I be a permanent employee?

A: No.

Q: What if I'm asked to take more than 1 customer?

A: You are not allowed to take 2 adults at a time but you can take 1 adult + 1 max 7 years old child if you are comfortable.

Q: What if the customer has too much stuff with him?

A: Customers are not allowed to carry anything other than what they can hold in their hands, you should not put their stuff on the fuel tank.

Q: I don't know how to use a smartphone; can I be a power rider?

A: Yes, you will be provided the necessary training.

Q: I have got old model motorcycle, can I register with it?

A: Yes you may if you have maintained it well.

Q: Is there any reward other than the basic income against delivering good performance?

A: After each ride, customer can rate your profile according to the experience. And we will pick on the basis of rating and number of monthly rides, and then the rider of the month will be awarded.

Q: What if I dropped a customer at his destination, he tells me to wait and he'll come back but he doesn't come back for long?

A: You should take your calculated fare first and then allow him to leave. If he asks you to wait for longer than 10 minutes, then he should pay for that duration in advance and if that time period runs out, you should re-confirm and give him 10 more minutes or leave the place.

Q: What if a customer asks me to speed up?

A: You are not allowed to ride faster than the assign limit.

Q: What if a customer tells me on the way to stop and says he is not satisfied, he wants to cancel the ride?

A: He has a right to cancel the ride but he will have to pay you initial Rs.50 + Rs.6 per km till that point.

Q: What if a customer wants to travel to many points, one after another?

A: He will get the option to extend the ride but only if you accept it and he should first pay the fare till that point.

Q: Can I carry a weapon with me for safety?

A: You are not allowed to carry any illegal item with you.

Q: If someone called at a pickup point but then didn't attend me?

A: You should call him and ask for your initial Rs.50 if he doesn't want to attain the ride. If he refuses to pay then you should complain and his account will be blocked by us.

Q: What if a delivery item gets damaged on the way?

A: You are to be held responsible if you were careless or kept it at an unsafe place.

Q: Can I stop for fueling on the way?

A: Yes if the customer allows you, you should already keep sufficient fuel before the ride or if a customer complains that you stopped for refueling then we will deduct it from the fare amount.

Q: What if there is a ban on pillion riding?

A: The app will not allow you to operate.