

## MONTHLY TRANSPORT SERVICE AGREEMENT

This Agreement is made and entered into on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, by and between:

**Service Provider: Central India Cabs(GSTIN:27AYFPM1008F1ZT)** Registered Office: New Manish Nagar, Near MIHAN, Nagpur, Maharashtra - 440037. Contact: +91-9225528627 | Email: info@centralindiacabs.in

AND

**Client Name:** \_\_\_\_\_ **Address:** \_\_\_\_\_  
**Contact Number:** \_\_\_\_\_  
(Hereinafter referred to as the "Client" / "Passenger")

### 1. SCOPE OF SERVICE

The Company agrees to provide monthly pickup and drop services to the Client based on the following details:

- **Pickup Point:** \_\_\_\_\_
- **Drop Point:** \_\_\_\_\_
- **Pickup Time:** \_\_\_\_\_ AM/PM | **Return Pickup Time:** \_\_\_\_\_ AM/PM
- **Service Type:** [ ] Private Cab | [ ] Shared Cab (Pool)
- **Vehicle Category:** Hatchback / Sedan / SUV / Van
- **Monthly Payment:** \_\_\_\_\_
- **Payment Inwords:** \_\_\_\_\_

### 2. PAYMENT TERMS

- **2.1. Advance Payment:** Service fees are payable **100% in advance**. The billing cycle starts from the 1st of every month.
- **2.2. Due Date:** Payments must be cleared by the **5th of every month**.
- **2.3. Late Fee:** A penalty of **₹100 per day** will be charged for payments made after the 7th of the month.
- **2.4. Fuel Escalation:** In the event of a significant hike in petrol/diesel prices (>10% increase from the agreement date), the Company reserves the right to revise the monthly fee with a 7-day prior notice.
- **2.5. Modes of Payment:** Cash, UPI, or Bank Transfer to Central India Cabs official account only.

📍 **Office:** 138 New Manish Nagar, Somalwada, Near Nagpur Airport, Wardha Road, Nagpur - 440037

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## 3. OPERATIONAL RULES & WAITING TIME

- **3.1. Waiting Time:**
  - **Private Cab:** Maximum 10 minutes wait allowed at pickup.
  - **Shared Cab:** Maximum **5 minutes** wait allowed. To ensure other passengers reach on time, the cab *will not wait* beyond this limit. Missed rides due to delay are non-refundable.
- **3.2. Route:** The driver will follow a fixed route optimized for all passengers. Requests for route deviation or intermediate stops (ATM, shops, etc.) strictly cannot be entertained in Shared Cabs.
- **3.3. Backup Policy:** In case of vehicle breakdown or driver unavailability, the Company guarantees a **replacement vehicle within 30-45 minutes** depending on traffic conditions.

## 4. CANCELLATION & REFUNDS

- **4.1. Notice Period:** The Client must provide a minimum **15 days' written notice** (via Email or WhatsApp) before discontinuing the service.
- **4.2. Mid-Month Cancellation:** If the Client cancels the subscription in the middle of the month without notice, no refund will be provided for the remaining days.
- **4.3. Company Cancellation:** If the Company terminates the service due to operational reasons, a pro-rata refund for the unused days will be processed within 7 working days.
- **4.4. Absenteeism:** No refunds or carry-forward adjustments will be given if the Client does not use the cab for personal reasons (leave, vacation, sick days), as the seat remains reserved.

## 5. PASSENGER CODE OF CONDUCT

- **5.1.** Consumption of alcohol, smoking, or use of tobacco products inside the vehicle is strictly prohibited.
- **5.2.** Passengers must behave politely with the driver and co-passengers. Use of abusive language or aggressive behavior will lead to immediate termination of service without refund.
- **5.3.** Passengers are responsible for their personal belongings. The Company is not liable for loss of laptops, mobiles, or bags left behind, though we will make reasonable efforts to recover them.

## 6. LIABILITY & INDEMNITY

- **6.1.** The Company shall not be held liable for delays caused by "Force Majeure" events including but not limited to: extreme weather, waterlogging, political strikes (Bandh), road blocks, or severe traffic jams beyond control.
- **6.2.** In case of a breakdown where a backup cannot be provided in time, the Company will reimburse the Client for an alternative transport cost (e.g., Uber/Ola/Auto) up to a maximum of **₹200** for that specific trip.

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## 7. ACCEPTANCE

By signing below or making the first payment, the Client acknowledges that they have read, understood, and agreed to the terms and conditions mentioned above.

**For Central India Cabs:**

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(Authorized Signatory)

**Client Signature:**

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Date: \_\_\_\_\_