



### How payments work

Your Soccermom rides are paid upon completion of each ride, with the amount deducted from your in-app wallet. Your wallet must have a minimum balance of R250 at all times to ensure uninterrupted service.

#### Top-up your wallet directly from your app:

This is the preferred payment option: provided that the transaction is successful, your balance will be updated instantly.

1. Tap "Top up" on your home screen
2. Enter the amount to recharge
3. Tap "Add Money"
4. Tap "Process Payment" and proceed to select your preferred payment method.

#### Top-up your wallet via EFT

Alternatively, you may opt to make a payment via EFT to our bank account:

Soccermom SA (Pty) Ltd

FNB Woodlands Branch (250655)

Account Number: 62629407877

Reference: [your mobile number]

**Important note:** payments made via EFT is only processed once it reflects in our account, and not upon receipt of proof of payment. Please consider banking hours and transfer delays between various banks.

#### Soccermom Service Fees in General:

1. Driver are compensated for their time and use of cars.
2. Rates vary, based on the particular service option you select when scheduling rides and/or sittings.
3. When adding a schedule, the estimated cost will be given, however actual amount charged may vary from the estimated cost, depending on the final duration and/or distance of the ride/sitting.
4. The fees charged will be considered as final and non-refundable, unless formally queried via email within 24hours to [help@soccermom.co.za](mailto:help@soccermom.co.za).

#### Premium Service Monthly Subscription:

The Soccermom Premium service allows you to make a recurring booking for an extended period of time, and guarantees the same driver for the duration of the relevant recurring booking. The monthly subscription fee is payable to Soccermom SA when making a recurring booking, for the use of our recruitment services and support.

1. The Subscription fee is charged monthly for the duration of the recurring booking.
2. Your first month's Subscription Fee is payable upon completion of the first scheduled ride and will be deducted from your service credits via the in-app Wallet.
3. Subsequent Subscription fees are payable upfront every month and will be deducted on the first day of service.
4. The Subscription fee is charged at a flat rate per month, and cannot be pro-rated or refunded.

**Payments Terms:**

You agree to pay, and hereby authorize Soccermom's third-party payment processor to charge via the relevant payment options for all applicable fees and taxes that may be relevant to your account. These payment processing services are governed by the terms and conditions of those third party services and will apply to the payments you make using them. Any personal information you provide to these payment providers will be processed in accordance with their privacy policies and not that of Soccermom.

Any amounts that Soccermom is unable to charge due to insufficient funds will be late payments and will bear interest at the maximum allowable rate until paid. We may suspend or terminate your access to the Service if a payment is 24hours past due.

Clients may under no circumstances accept an invoice directly from the Independent Service Provider, neither make payment directly to the Independent Service Provider in cash or via EFT without the written consent from Soccermom SA.