

Ride Buddy Program- Terms & Conditions



September, 2025

Ride Buddy Program

The 'RIDE BUDDY PROGRAM' is a cycling initiative under Critical Mass Nairobi.

The goal of this program is to make cycling safer, more accessible, and more enjoyable by providing trained marshals ("Buddies") who accompany cyclists for commuting, leisure, fitness, or exploration rides.

This is a paid service designed not only to promote cycling, but also to create a sustainable source of income for both Critical Mass Nairobi (CMN) and its trained marshals.



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Program Objectives

- Support anyone – beginner, commuter, or leisure cyclist access safe cycling companionship (buddy).
- Pair riders with trained marshals who guide traffic navigation.
- Enable riders to discover neighborhoods, scenic routes, and hidden gems.
- Empower Cyclists: Provide dignified economic opportunities for marshals.
- Sustain Advocacy Efforts: Generate income to support CMN operations and campaigns.

Who Is This Program For?

- Daily Commuters: Workers and students seeking safety and motivation while cycling to destinations.
- Leisure Riders: Individuals or families wanting companionship on scenic rides.
- Urban Explorers: Tourists and locals wishing to discover Nairobi by bike.
- Beginners: Those new to cycling who want reassurance and skill-building support.

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Pricing and Packages

Ride Buddy Program Pricing

Ride to Work (10–45 mins) Client Fee: KES 500

- Marshal (80%): KES 400
- CMN (20%): KES 100

2. Quick Spin (1–2 hrs) Client Fee: KES 1,000

- Marshal (80%): KES 800
- CMN (20%): KES 200

3. Extended Spin (2–3 hrs) Client Fee: KES 2,500

- Marshal (80%): KES 2,000
- CMN (20%): KES 500

4. Half Day (up to 4 hrs) Client Fee: KES 3,500

- Marshal (80%): KES 2,800
- CMN (20%): KES 700

• 5. Full Day Explorer (5–7 hrs) Client Fee: KES 5,000

- Marshal (80%): KES 4,000
- CMN (20%): KES 1,000

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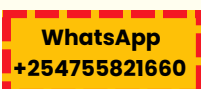
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1. Introduction

- 1.1. The Ride Buddy Program (“the Program”) is operated by Critical Mass Nairobi (“CMN”), an organization dedicated to promoting cycling, road safety, and sustainable mobility in Nairobi.
- 1.2. The Program provides trained marshals (“Buddies”) who accompany clients (“Riders”) for commuting, leisure, fitness, or city exploration rides.
- 1.3. These Terms & Conditions (“T&Cs”) outline the rules, responsibilities, and expectations governing participation in the Program.
- 1.4. By booking or participating in the Program, Riders acknowledge that they have read, understood, and accepted these T&Cs in full.

2. Eligibility & Participation

- 2.1. Age Requirements: Riders must be at least 18 years old to book independently. Riders under 18 may only participate with written parental/guardian consent and must be accompanied by a responsible adult.
- 2.2. Health & Fitness: Riders must be in good health and capable of cycling without endangering themselves or others. Riders with medical conditions must disclose them at the time of booking.
- 2.3. Training Requirement:
 - All beginner cyclists are required to undertake at least one refresher class under CMN’s Bike Training Program before joining Ride Buddy services.
 - Training includes road safety, group riding etiquette, and traffic navigation.
- 2.4. CMN reserves the right to deny participation if, in its reasonable judgment, a Rider is unfit to ride or poses a safety risk.



3. Bookings & Scheduling

3.1. All bookings must be made through CMN's official booking system, WhatsApp, or email.

3.2. Ride Buddy allocation is based on marshal availability, Rider location, preferred route, and time of request. Specific Buddy requests may not always be accommodated.

3.3. Bookings are confirmed only after payment is received.

3.4. CMN reserves the right to decline, reschedule, or cancel bookings at its discretion, particularly where safety or operational constraints apply.

3.5. Membership package holders must schedule rides in advance.

4. Safety Requirements

4.1. Mandatory Gear:

- Helmets are compulsory for all Riders.
- Reflective vests or visible clothing are mandatory for rides before 6:00 AM or after 6:00 PM.
- Bicycle lights (front and rear) are mandatory for rides before 6:00 AM or after 6:00 PM.
- Bicycles must be in proper working condition; Riders are responsible for their personal bicycles unless renting from CMN.

4.2. Traffic Compliance:

- Riders must obey Kenyan traffic laws, including lane discipline, signals, and signage.
- Marshals will guide riders through intersections, junctions, and high-traffic areas, but Riders remain responsible for their own compliance.

4.3. Fitness & Behavior:

- Riders must ride responsibly and avoid reckless or aggressive behavior.
- Riders under the influence of alcohol, drugs, or intoxicants will not be permitted to ride.



5. Route Selection

5.1. Routes will be agreed upon between Rider and Buddy in advance, considering Rider fitness, safety, and goals (commuting, leisure, exploration, or training).

5.2. CMN and Buddies reserve the right to adjust or cancel planned routes if conditions (e.g., heavy traffic, weather, security risks, road closures) make the original route unsafe.

5.3. Riders must follow the chosen Buddy and respect route changes as directed for their safety.

5.4. Riders are responsible for informing CMN of any specific destination needs (e.g., commuting to work, scenic preferences) before the start of the ride.

6. Timeliness & Attendance

6.1. Riders must arrive punctually at the designated meeting point.

6.2. Marshals will wait up to 10 minutes beyond the agreed time. If the Rider fails to arrive, the ride will be canceled and payment forfeited.

6.3. Marshals are expected to arrive 10 minutes early, prepared and in full safety gear.

6.4. Any changes to bookings must be communicated at least 2 hours prior to the scheduled ride.



7. Marshals Standards

7.1. All Buddies are drawn from CMN's trained marshal pool and are required to undergo specialized training in road safety, first aid, navigation, and customer service.

7.2. Buddies must sign a Code of Conduct and Contract committing them to:

- Professional behavior at all times.
- Punctuality and preparedness.
- Prioritizing Rider safety over speed or shortcuts.
- Avoiding harassment, discrimination, or unsafe conduct.

7.3. Buddies who violate the Code of Conduct are subject to disciplinary action, including termination of their role in the Program.

8. Reporting Incidents & Claims

8.1. Riders and Buddies must report any crashes, near misses, misconduct, or safety incidents to CMN within 24 hours.

8.2. Reports must include date, time, location, parties involved, and a brief description of the event.

8.3. CMN will review reports and take reasonable measures but does not accept liability for crashes, injuries, or losses.

8.4. In case of an emergency, Buddies are trained to administer basic first aid and contact emergency services.

9. Liability & Risks

9.1. Riders acknowledge that cycling is an inherently risky activity and assume full responsibility for their participation.

9.2. CMN, its staff, and marshals are not liable for accidents, injuries, theft, property damage, or fatalities occurring during a ride.

9.3. Riders agree that participation is entirely voluntary and undertaken at their own risk.

9.4. Riders are encouraged to secure personal accident or travel insurance.

10. Payments, Cancellations & Refunds

10.1. All payments must be made in advance via CMN's approved payment systems (M-Pesa or bank transfer).

10.2. Cancellation policies:

- More than 12 hours before → eligible for rescheduling or 50% refund.
- Less than 12 hours before → non-refundable.

10.3. Membership packages are non-transferable and non-refundable once activated.

10.4. CMN reserves the right to adjust fees with reasonable notice to clients.

11. Code of Conduct - Riders

11.1. Riders must treat Buddies, fellow cyclists, pedestrians, and motorists with courtesy and respect at all times.

11.2. Riders must avoid dangerous or aggressive riding.

11.3. Riders must adhere to marshal instructions in matters concerning safety and traffic navigation.

11.4. CMN reserves the right to terminate participation without refund if a Rider violates these rules.

12. Termination & Suspension

12.1. CMN reserves the right to suspend or terminate services if:

- A Rider fails to comply with safety rules.
- A Rider engages in misconduct, harassment, or abusive behavior.
- Marshal availability or external conditions make the service impractical or unsafe.



13. Insurance & Indemnity

13.1. Riders indemnify and hold harmless CMN, its staff, and marshals from any claims, damages, or losses arising from their participation.

13.2. CMN recommends Riders obtain adequate personal health, accident, or travel insurance.

14. Force Majeure

14.1. CMN is not liable for service interruptions caused by circumstances beyond its control, including severe weather, strikes, riots, pandemics, road closures, or government restrictions.

15. Amendments

15.1. CMN reserves the right to update or amend these T&Cs from time to time. The most recent version will always be available on CMN's official communication channels.

16. Governing Law

16.1. These T&Cs are governed by and construed under the laws of Kenya.

16.2. Disputes shall be resolved through amicable negotiation where possible, and failing that, under the jurisdiction of Kenyan courts.





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The Ride Buddy Program represents a practical step toward transforming Nairobi into a safer, more cycling-friendly city. By combining safety, mentorship, and community with a model that generates income for both marshals and Critical Mass Nairobi, the program not only supports individual riders but also strengthens the sustainability of the cycling movement. Through every ride, we are building confidence, advancing road safety, and shaping a culture where cycling is recognized as a viable, everyday mode of transport.



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