

Terms & Conditions

Last updated: July 2026

These terms apply when you create an account or use Kingaroy Rides.

Eligibility and minimum age

You must be at least 16 years old to create a Kingaroy Rides account or independently use the passenger service.

Passengers under 16 cannot register or travel independently. They must travel with a responsible adult aged 18 years or older.

Passengers aged 16 or 17 must provide accurate parent or legal guardian details and receive written guardian approval before their account becomes active.

Written guardian approval

Kingaroy Rides will send a written approval request to the nominated parent or legal guardian.

The guardian must respond in writing. Verbal or telephone approval is not accepted.

The account remains inactive and Ride Now and Scheduled Ride bookings are blocked until written approval has been reviewed and recorded.

Bookings and scheduled rides

Bookings are subject to driver availability, service area, road conditions, emergencies and circumstances outside the reasonable control of Kingaroy Rides.

A booking is not guaranteed until it has been accepted and confirmed in the app.

Passengers should be ready at the confirmed pickup location and monitor the app for updates.

Fares and payments

The confirmed fare applies unless the passenger requests a material change to the pickup, destination, route or journey.

Card on File payments may be charged automatically after completion. Tap in Car payments must be completed before the trip starts.

Cancellations and no-shows

Please cancel through the app as early as possible when plans change.

A booking may be treated as a no-show if the passenger cannot be located or contacted after the driver arrives.

Passenger safety and behaviour

Passengers must wear seatbelts, follow lawful safety directions and behave respectfully.

Smoking, vaping, illegal drugs, threatening behaviour, harassment and deliberate vehicle damage are not permitted.

The driver may refuse or end a trip where continuing would be unsafe or unlawful.

Unaccompanied minors

Passengers under 16 cannot create an account or travel independently.

Passengers aged 16 or 17 may travel independently only after written guardian approval has been received and the account has been activated.

Child restraints

Queensland child restraint laws apply. Parents, guardians and carers are responsible for providing and correctly fitting an approved restraint where legally required.

Account suspension

Kingaroy Rides may suspend, restrict or deactivate an account where false age information is supplied, guardian details are inaccurate, written permission is not received or is withdrawn, or the service is misused.

Privacy

Personal information is handled in accordance with the Kingaroy Rides Privacy Policy.